

DUFFERIN PEEL CATHOLIC DISTRICT SCHOOL BOARD
PLANT OPERATIONS

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Procedures

January 2004

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A – POLICIES

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ABSENCE REPORTING

1. All absences from work must be reported to the Custodial Supervisor at the Keaton Centre Plant Department or Custodial Supervisor's Office, and to the school. It is the practice that all custodians/cleaners contact the Lead Hand/Head Custodian.
2. Absences must be reported daily, unless instructed otherwise, as early in the morning as possible.
3. If unable to speak directly to the Custodial Supervisor, Laura Iaboni, or Elley Bizzarro, **a message must be left on the Custodial Supervisor's voice mail.**
4. Any voice mail messages that are left must include;
 - employee name
 - school name
 - employee I.D. number
 - reason for absence
5. Both the school and Custodial Supervisor must be contacted to report a return to work, as early in the morning as possible.
6. The following is a list of phone numbers that are to be used (905-890-0708):
 - Joe Abate – ext. 23266
 - Sam Cannata – ext. 23268
 - Gerry Melkert – ext. 23269
 - James Fenech – ext. 23267
 - Elley Bizzarro – ext. 23209
 - Laura Iaboni – ext. 23251
 - Debbie Horton – 905-820-7076
 - Angelo Pellegrino – ext. 23239
7. If unable to complete an afternoon shift, an Evening Custodial Supervisor must be contacted before leaving the building so that operational needs can be met. The following cell phone numbers are to be used:
 - Michael De Lemos – 905-301-8977
 - Jeff Fehric – 905-302-0717
8. Whenever leaving a school without completing an afternoon shift, the Custodial Supervisor must be contacted as early the following morning as possible for absence-reporting purposes. An explanation of the absence must be provided, as well as, informing if you will be returning to work or not.

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PERSONAL USE OF BOARD EQUIPMENT

Equipment in schools is provided for use by the students under teacher supervision.

Personal use of Board equipment is prohibited unless the employee receives written approval from the Principal. This equipment includes, but is not limited to: computers, printers, televisions, video cassette recorders, compact disc players, cassette recorders, weight room equipment, cosmetology room equipment, washing machines, clothes dryers, secondary school kitchen equipment, etc.

COMPUTERS

1. School computers and printers are to be used to perform Board business only.
2. Computers and printers are not to be used to view, send or print any type of inappropriate material (as per Board policy 4.75)

PHONES AT WORK

1. Personal cell phones are to be used during breaks and in case of an emergency.
2. Land-line telephones in the school are to be used by custodians and cleaners during breaks and in case of an emergency.

RADIOS AT WORK

1. For safety reasons, the use of any type of headphone is prohibited.
2. The use of the school's public address (P.A.) system must be approved by the school Principal.
3. Music and other radio programming may be played at reasonable sound levels which would not interfere with normal voice communication, emergency sound systems or the use of the building by any group.

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FIRE ALARMS

In compliance with the “**Fire Safety Plan**” accepted by the Board, no alarm is to be silenced, or reset until the Fire Department has attended, done a complete check of the building and determined the school is safe to enter.

On discovery of fire, the fire alarm must be activated immediately, as well as calling 911 to report the emergency, before making any attempts to fight a fire.

In the event of a fire alarm activation, all custodial staff are to meet the Fire Department at the main entrance to the building. The Fire Fighters are to be provided with as much information as possible, as well as keys, that will provide access to all areas of the school.

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HARASSMENT

Harassment of any type will not be tolerated.

Harassment includes, but is not limited to any **unwanted** comment, gesture, insinuation, posting, joke, etc.

SEXUAL HARASSMENT

What it is...

- unwanted physical contact
- pressure for sexual favours
- sexually suggestive comments or jokes
- harassing letters, phone calls or visits
- display of exploitative pictures or cartoons

What it does...

- violates the rights of all individuals to a work environment which promotes productivity, self-esteem, and personal dignity
- threatens the well-being and career rights of individuals
- undermines the integrity of the Board's mission in Catholic education

What you can do about it...

- be aware that such actions are illegal under the Ontario Human Rights Code
- be aware that the Dufferin-Peel Catholic District School Board has a sexual harassment policy which includes a process for dealing with all complaints
- not tolerate or be involved in sexual harassment

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HOURS OF WORK

1. HEAD CUSTODIAN/LEAD HAND

Head Custodians and Lead Hands are required to work eight hours per day. The hours of the shift will be arranged by the Custodial Supervisor (ie: 7:00a.m. to 4:00p.m.). The hours of work are to remain consistent once they are established. Head Custodians and Lead Hands are entitled to a one-hour, unpaid lunch break, and two, ten-minute paid breaks. If leaving the school during the unpaid lunch break, the school office must be informed.

2. DAY CUSTODIAN (Secondary School)

Day Custodians are required to work eight hours per day. The day Custodian's shift begins before 10:00am. The start time of the shift must remain consistent as it was posted. If the start time of the shift is changed to accommodate activities or conditions at the school, a Custodial Supervisor must be informed. Day Custodians are entitled to a one-hour unpaid lunch break and two, ten-minute paid breaks. If leaving the school during the unpaid lunch break, the Lead Hand must be informed.

3. CUSTODIAN

Custodians are required to be at their assigned place of work eight hours per day. The Custodian's shift will begin at 3:30 p.m. and end at 11:30 p.m., unless assigned otherwise by the Custodial Supervisor. Custodians are entitled to a one, half-hour paid lunch break and two, ten-minute paid breaks. Custodians are not to leave the school during their shift.

4. CLEANER

Cleaners' shifts may vary between three (3) and four and one half (4 ½) hours depending on the facility. The start time will be 4:00 p.m. unless assigned otherwise by the Custodial Supervisor. Cleaners who work four or more hours in a shift are entitled to one, ten-minute paid break. Cleaners are not to leave the school during their shift.

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INAPPROPRIATE BEHAVIOUR

The Employee is not to put himself/herself in the position with any staff, students or fellow employees of being **accused** of inappropriate behaviour which includes, but is not limited to: inappropriate contact, profanity, theft, being under the influence of alcohol or controlled/illegal substances, deliberate tampering of equipment, sexual harassment, threats and/or acts of violence, sleeping, *personal* use of Board equipment (ie. computers, printers, weight room equipment, c.d. players, televisions, cafeteria kitchen equipment, floor equipment, etc.)

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P.A. DAYS

1. HOURS OF WORK

Custodians and Cleaners are to work their regular shifts unless prior approval is received from the Custodial Supervisor.

No permits or events are to be cancelled on P. A. Days in order to accommodate shift changes for custodial/cleaning staff.

2. ASSIGNMENTS

Regular cleaning is to be performed on the evening prior to a P.A. day.

Head Custodians and Lead Hands are to organize work schedules prior to the P. A. Day. Examples of work that can be performed are as follows:

- scrubbing and refinishing floors
- carpet cleaning
- washing walls
- filter changes
- ceiling tile changes
- lighting changes

Custodial staff must use the opportunity of a P.A. day for project work in order to enhance the appearance of the facility.

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REPORTING RELATIONSHIPS

Under the direction of the Custodial Supervisor, custodians and cleaners are to maintain clean and safe environments for the staff, students and community. All requests from school administrative staff pertaining to the operation of the school are expected to be carried out by the custodial and cleaning staff.

In addition, the Custodial Supervisors and Evening Custodial Supervisors provide the link between the schools and the Plant Department. Examples of this service link are as follows:

- a) cleaning concerns
- b) staffing issues
- c) custodial supplies and equipment
- d) grounds maintenance
- e) snow removal services
- f) waste management
- g) pest control
- h) special requests (courier service/permits)

Lead Hands and Head Custodians are the direct contact person in the school for service and other concerns. The Principal or his/her designate should channel any requests/concerns regarding service initially through the Lead Hand/Head Custodian. If these requests or concerns are not addressed, then the Custodial Supervisor should be contacted.

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SMOKING POLICY

The Dufferin-Peel Catholic District School Board prohibits smoking on any Board property, in any building or in any Board-operated vehicle.

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1. TEMPORARY EMPLOYEE TIME SHEETS

Temporary employees must fill out time sheets every two weeks following the completion of the work period and submit the time sheet to their Custodial Supervisor for approval before submitting it to the Payroll Department.

It is the responsibility of the employee to submit time sheets.

Temporary employees are only paid for actual hours worked.

2. OVERTIME (PERMANENT EMPLOYEES)

All overtime must be approved by the Custodial Supervisor prior to being worked. In the event of an emergency and the Custodial Supervisor cannot be reached, an Evening Custodial Supervisor must be contacted for authorization.

It is the responsibility of the employee to submit overtime sheets. They should be completed for a two-week period and submitted to the Custodial Supervisor for approval. Overtime sheets are to be approved and submitted to Payroll by 4:30 p.m. on Tuesday following a payday to be included in the next pay period. Remember to include the following on the overtime sheet. Sheets missing any pertinent information will be returned to the employee without being processed:

- name
- employee identification number
- dates
- number of hours worked
- reason for overtime
- signature of Lead Hand/Head Custodian

Overtime sheets are to be completed separately for lieu time.

It is requested that overtime be submitted as payment when overtime charges are being absorbed by another department (ie. International Language, construction, etc.)

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Reference: Collective Agreement

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UNIFORM

PERMANENT EMPLOYEES

- a) Each Custodian and Cleaner is provided with a complete uniform.
- b) Full uniform must be worn at all times, with no exception.
- c) Employees are responsible for the upkeep of their own uniform.
- d) Safety Shoes must be worn at all times, with no exception.
- e) Employees must be neatly groomed at all times.
- f) School logo shirts may be worn on special event days only.

TEMPORARY EMPLOYEES

- a) Uniforms are not provided to temporary employees.
- b) Temporary employees must be neatly dressed and are not to wear items of clothing that are torn or adorned with offensive sayings or inappropriate advertising.
- c) Safety shoes must be worn at all times, with no exception.
- d) Temporary employees must be neatly groomed at all times.

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VACATION

1. Custodians will mark their vacation/lieu requests on the vacation schedule provided to the school which will be reviewed by their Custodial Supervisor.
2. In order to maintain efficiency of the operation and due to limited staffing resources, all custodians are requested to schedule all of their vacation/lieu time during the breaks when schools are closed (Christmas, March, or summer).
3. Requests for vacation outside of school breaks must be submitted, in writing, to Richard Moriah, Manager of Custodial and Office Services. The request must state the dates and the reason for the request.
4. Once the Supervisor has approved the schedule, it will be posted in the custodial office.
5. No changes will be made to the vacation schedule once approved by the Supervisor, without a written request.
6. Vacation must be taken as recorded on the approved vacation schedule.
7. The deadline to use all accumulated vacation and lieu time is April 30 of each year.
8. The Collective Agreement does not allow for carry over of vacation days or lieu time.

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CUSTODIAN – DUTIES

The Custodian works with the Head Custodian/Lead Hand, Cleaners, and school staff for the care of the building and operation of the school's physical plant.

The following is a list of duties that are to be attended to regularly in addition to the general cleaning responsibilities. Other requests for assistance that are not on the list will occasionally be made. These are expected to be carried out in a timely manner with the assistance of the Head Custodian or Custodial Supervisor if necessary:

1. ensure that outside doors and windows are secure and locked on a schedule as directed by the school office
2. check to make sure that premises are left clean and tidy when after school activities are conducted
3. report malfunctions of heating and ventilating equipment to the Lead Hand/Head Custodian, or Evening Custodial Supervisor if immediate attention to a problem is required
4. adjust heat when required for permit groups
5. observe weather conditions to determine necessity of snow removal and/or salt applications
6. remove snow from entrances
7. disinfect and clean washrooms, showers, and locker rooms daily
8. ensure drinking fountains, basins, slop sinks are cleaned to maintain cleanliness and health standards
9. sweep , mop, vacuum, wash floors as detailed in the duties list
10. clean walls, pictures, blinds, clocks, telephones, and other hanging fixtures as required
11. dust school furniture light fixtures, bookshelves, etc. as required
12. responsible for security of the building after regular school hours
13. act as a representative of the Board once school staff have vacated the premises
14. receive visitors to the school who have been issued permits, ensure they understand and comply with the permit
15. make decisions regarding the notification of Police and Security Guards when encountering trespassing or vandalism
16. check all exterior doors and windows at the completion of the shift
17. arm the alarm system prior to leaving the building
18. tighten screws and bolts as required on furniture, doors, and windows
19. clean and clear clogged toilets and sinks where possible
20. board up broken windows for safety and security
21. clean radiators and vents by brushing or vacuuming as required
22. clean and clear downspouts and gutters as required
23. spray buff rooms or corridors as assigned or directed
24. change lights throughout the school
25. keep cleaning cart neat and clean
26. clean all tools and equipment before storing at the end of each shift
27. dispose of all garbage in the outside bin

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DAILY CLEANING DUTIES

The following duties are to be performed by Head Custodians, Custodians, and Cleaners as indicated, in any area that is assigned.

Classrooms – Portables - Child Care Centres - Main Office - Library

1. empty pencil sharpener
2. empty garbage can, wipe and re-bag if necessary (all garbage receptacles must have liners)
3. wipe chalk ledges, desks, tables
4. wipe counter tops, sinks, baseboard heaters
5. restock paper towel dispensers (place paper towels inside the dispenser)
6. dust bookshelves, furniture, window ledges
7. secure windows, and close all blinds or drapes
8. sweep floor
9. vacuum carpet
10. clean glass in door
11. wet mop floor (spot mop or wash as required)
12. turn off lights and lock the door

Washrooms – Changerooms

1. empty sanitary napkin disposal container and re-bag
2. use CLEANUP kit to wipe sanitary napkin disposal container
3. empty garbage can, wipe and re-bag (all garbage receptacles must have liners)
4. restock soap, paper towels, toilet roll dispensers
5. clean all dispensers, mirrors, fixtures, partitions, walls
6. swab urinals
7. wipe toilet seats and bases and leave toilet seat up
8. sweep floor
9. wash floor

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Corridors

1. empty and wipe garbage containers (all garbage receptacles must have liners)
2. clean water fountains
3. vacuum entrance mats free from dirt and soil
4. wash floor (wet mop or auto scrubber)
5. wipe ledges, trophy cases
6. lock all exit doors
7. close all fire doors

Stairwells

1. dust radiators, railings, window ledges
2. empty and wipe garbage containers (all garbage receptacles must have liners)
3. sweep top landing
4. sweep steps
5. sweep bottom landing, under stairwell and floor
6. wet mop steps and landings
7. clean glass in doors
8. vacuum mats

Gym – Equipment Storage – Phys. Ed. Offices – Stage

1. wipe chalk ledges, desks, tables
2. sweep floor
3. remove garbage from under bleachers
4. empty and wipe garbage containers (all garbage receptacles must have liners)
5. wash floor (wet mop or auto scrubber)
6. clean glass in doors
7. lock all exit doors

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FIRE – DUTIES

Custodians have very specific duties in the event of a fire in a school as detailed on page nine of the Fire Safety Plan.

These duties are exactly the same in the event of a fire drill, which is a practice evacuation of the school.

1. To ensure evacuation of the building as quickly as possible, activate the Fire Alarm by pulling a “pull station”.
2. To ensure assistance is sent to the school, call “911”, inform the operator of any known information, and answer all questions clearly and immediately (know the name, address, as well as, the nearest major intersection, and telephone number of your school).
3. Meet the Fire Department at the main entrance to the school. The Fire Department should respond to most schools in Brampton or Mississauga in three to four minutes after receiving a call. Provide the fire fighters with keys to access all areas of the school and any information they require.
4. **Never** silence a fire alarm (with the exception of a preplanned test or drill) until the Fire Department has attended the school, checked the building, and given permission to reset.
5. Record the fire alarm or fire drill in the Fire Log Book.

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GENERAL MAINTENANCE AT SCHOOLS

1. As part of the routine operation of school facilities, the Head Custodian is expected to perform minor maintenance operations wherever possible.

2. The following is a list of typical repair items a Custodian is to be responsible for:
 - a) tighten screws and bolts, adjust furniture, desks, etc.
 - b) board up broken windows securely
 - c) replace curtain hooks
 - d) tighten or refasten screws and bolts on doors, windows, closers, etc.
 - e) repair hinges etc.
 - f) adjust door closers and latches
 - g) replace damaged ceiling tiles
 - h) regulate water flow valves (drinking fountains or flush toilets)
 - i) adjust floats in toilet flush tanks
 - j) clear clogged drains using plungers or snakes
 - k) repair or replace soap dispensers, toilet paper dispensers, and paper towel dispensers
 - l) refasten loose trim, moldings, baseboards, etc.
 - m) repair or replace pencil sharpeners
 - n) replace lamps and bulbs inside and out as accessible by ladder
 - o) reset breakers or replace fuses
 - p) replace light fixture lenses
 - q) check operation of boilers daily
 - r) check water glass of expansion tanks daily
 - s) lubricate pumps and motors monthly
 - t) clean radiators regularly to ensure efficient operation
 - u) check filters weekly

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HEAD CUSTODIAN / LEAD HAND – DUTIES

The Head Custodian/Lead Hand is responsible for the care and operation of the school's physical plant as well as maintaining a clean and safe environment in the school. This is to be accomplished as a leader of Cleaners, Custodians, and in conjunction with the school staff.

The following is a list of items that are to be attended to on a regular basis in addition to the cleaning duties that are assigned. Other requests for assistance will be made that are not on the list. These are expected to be attended to in a timely manner, with the direction of the Custodial Supervisor if necessary:

1. schedule and direct the work of day and evening shift custodians and cleaners, ensuring that a productive and harmonious relationship is maintained
2. ensure that a proper thermal environment is maintained in the building by confirming that the boilers, fans, pumps, etc. are operating properly
3. ensure fuel supplies are adequate and regularly check safety controls, bearings, belts, lubricants, etc.
4. check and maintain storage batteries and lighting systems
5. breathe the air compressor daily during the heating season
6. ensure drainage systems are operative and catch basins are clear
7. assess malfunctions in plant equipment, making minor repairs and adjustments
8. report emergency situations to the proper resources, principal, supervisor, maintenance
9. keep records relating to inventory, vandalism etc.
10. complete forms such as supply requisition, overtime etc.
11. test, check, or inspect items as required to keep the Fire Log Book up to date
12. ensure garbage, waste material, and flammable liquids are properly stored and disposed
13. check exterior of building and surrounding grounds for any hazardous conditions
14. sweep all stairs and corridors after each entry and wash as necessary
15. maintain sufficient heat in the building to prevent damage to plant and provide comfort to inhabitants
16. ensure all stairs, entrances and walkways are free of ice and snow and apply salt/ice melt pellets as required
17. check corridor exits, etc. to ensure there are no obstructions to impede emergency evacuations
18. check panic bars, door closers, locks, and latches for effective operation
19. unlock exterior gates and doors prior to the arrival of school staff
20. change lights in corridors, washrooms and outside the school
21. conduct regular washroom checks throughout the day and service as necessary
22. keep drinking fountains clean throughout the day
23. remove all garbage from the school after the lunch period has ended
24. ensure that the kindergartens are cleaned for the afternoon classes
25. keep boiler room tidy and clean
26. ensure that lawns and grounds are maintained
27. board up broken windows for safety and temporary security
28. put up the flag at the start of the day and remove at the end of the shift
29. move furniture within the school as directed
30. receive deliveries and assist with unloading, stocking etc.

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31. recommend changes in operational procedures to the Custodial Supervisor
32. adjust work schedules or duties temporarily in the event of a shortage of staff
33. assist with the re-cycling program

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LEAD IN DRINKING WATER

Drinking fountains in schools should be flushed for five minutes each morning before students and staff arrive. A drop in temperature is indicative of cool, clean water coming from the distribution main.

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MECHANICAL ROOMS AND SYSTEMS

Efficient and well-maintained mechanical rooms and systems play an important part in ensuring a safe, comfortable and healthy environment where learning can take place for the Board's students. Some of the duties which will help the custodial staff ensure that the mechanical systems are functioning properly are:

- filters in classrooms and the mechanical room are to be changed regularly by contractors as arranged by the Maintenance Department - confirm that this work is performed and report any problems to the Maintenance Department
- drain air compressors daily
- walk through the mechanical room and observe any odd noises or visual defects with the pumps, fans, etc.
- take note of any strange odours
- lubricate pumps every three months (3 to 4 drops of oil to each fitting)
- check for fan belt slippage
- check rotation of fans
- check for oil leakage around actuators and valves
- keep mechanical rooms clean at all times
- keep combustion air clean at all times
- report major problems to the Maintenance Department
- replace water filter monthly during the heating season
- check cushion tank for proper level
- check to ensure that pumps for boilers are on
- check temperature and pressure of boilers
- check electric heaters for debris
- if a training session is required, contact your Supervisor to arrange

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SECURITY

The custodian shall safeguard the security of the building with regard to their own physical safety as follows:

1. Visitors will not be allowed to enter or remain in the building after hours without permission from the Supervisor or Principal.
2. Sales representatives are not permitted to discuss their products with the Custodian and must not enter any school on business unless approved by supervisory staff.
3. The outside doors of the building are to be locked by the Custodian as instructed by the Principal.
4. With the exception of staff, the Custodian will not permit anything to be removed from the school without written authorization from the school Principal.
5. The Custodian must check that all windows and doors are to be secured before setting the alarm and leaving the building at the completion of the shift.
6. Cleaners leaving the school at the end of their shifts must also assume responsibility for checking that windows and doors are properly secured in their areas.
7. If an employee misplaces any keys or security cards, the Custodial Supervisor **must** be notified immediately, as well as, school administrative staff.
8. Absolutely **no visitors** are allowed to visit the employee at the employer's premises during the employee's shift.
9. The Custodian will attend to any activities according to the permit including notification of any violations to the responsible person noted on the permit. The Custodian will report violation of the permit to the Head Custodian who will, in turn, advise the Principal.

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SNOW PLOUGHING AND SALTING

Custodians are required to ensure that Board property is kept clear from ice and snow. Snow is to be removed from entrances, fire exits, sidewalks, driveways, parking lots, fire routes, fire hydrants, garbage bins, fresh air intakes, etc.

Contractors are organized to clear the major part of the school, ie: parking lots, and driveways. Custodians are required to ensure that contractors have performed all work required in a timely manner. The Custodial Supervisor must be informed if there is a problem with the work.

Salting/sanding and snowplowing conducted by the custodian or contractor must be recorded on the appropriate forms and kept for a period of no less than three (3) years.

Specific duties are as follows:

1. Ensure that the designated areas of the Board property are adequately ploughed for school use and fire access - contact the assigned contractor to request service.
2. Contact a Custodial Supervisor to report concerns with a contractor's work performance, or damage to the property.
3. Remove snow and ice from all entrances and exits. Do not allow ice build up in door jambs and hinges.
4. Remove ice and snow from sidewalks, steps, and walkways not accessible to large equipment.
5. Clear snow and ice from garbage bins, recycling sheds, fire hydrants, air intakes, exhaust vents, etc.
6. Spread ice melt pellets or rock salt on entrances, steps, and walkways as required.
7. Salt other areas as required.

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SNOW PLOUGHING AND SALTING (continued)

OTHER

1. On stormy mornings, the custodian must clear the main entrances **before** the arrival of staff or students. Other entrances will be cleared once the main entrances are clear and safe.
2. If a major snow fall requires that snow be removed from the main building or portable classroom roofs, the Custodial Supervisor is to be contacted.
3. When clearing snow from around air inlets or exhaust vents, extreme caution shall be taken to prevent damage to roof membranes or shingles.

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WASTE MANAGEMENT

To maintain a healthy environment, all garbage must be removed from the building.

- remove all garbage following the lunch break
- remove all garbage again at the end of the day
- line all garbage containers with a garbage bag, reline as necessary
- practice recycling – cans, bottles, paper, and other materials
- re-use containers whenever possible (boxes, pails)
- flatten all cardboard boxes before recycling or disposing
- place blue boxes to curbside on the designated pick-up day
- rinse blue boxes and garbage containers regularly to avoid attracting insects and rodents
- load dumpster as orderly as possible
- phone a Plant Operations secretary for extra garbage pick-ups

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BODILY FLUIDS CLEAN UP KIT

The CLEAN UP kit is to be used to disinfect areas contaminated by body fluids.

Follow the procedure as listed:

1. block off the area
2. put on disposable gloves
3. completely cover the spill with the coagulant (ie: RedZ or ChloraSorb)
4. when a semi-solid forms, use the pick-up spatula to clean the area, then place the congealed fluid into the bag provided
5. following the label directions, use the germicidal disposable cloth to wipe and decontaminate the area
6. dispose of all materials (spatula, germicidal cloth, and the gloves) in the bag and secure with tie
7. discard bag appropriately
8. wipe hands with antiseptic hand rinse towelette and allow to air dry

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CHEMICAL DISPENSING SYSTEMS

The Green Earth Chemical Dispenser supplies chemicals on demand for use in mop buckets, auto scrubbers, and spray bottles.

- a) In preparation for use, the dispenser must be connected to a water supply. Use the quick disconnect coupler to attach the water supply hose to the faucet. Ensure that the hose is securely connected.
- b) Turn both the hot and cold water taps on fully.
- c) Choose either the larger hose for dispensing neutral cleaner into mop buckets, or auto scrubbers, or the smaller hose for dispensing any of the four chemicals into a spray bottle. If filling spray bottles, use the dial indicator to select the desired chemical.
- d) At the end of every shift, ensure that the **water supply is shut off**, and that the rubber hose is disconnected.

Make sure the proper chemical is selected for each task.

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CUSTODIAL ROOM

The condition of the custodial room is a direct reflection of the image of the Operations Department. People who see a clean, well-organized custodial room will not draw negative conclusions about the job being done. Remember “image” is a large part of the custodian’s job.

The last duty a custodian must perform is to clean up their room, and properly store all equipment. The custodian who maintains an organized room has the benefit of starting each day on the right note. They can go directly to work after easily locating their clean equipment and supplies, instead of cleaning up yesterday’s mess.

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EQUIPMENT

Equipment is to be cleaned, and preventative maintenance performed daily. A few reasons for this are:

1. Dirty equipment will spoil a job and make work more difficult.
2. Dirty equipment will reduce equipment life.
3. Dirty equipment reflects poorly on the department and staff.
4. Dirty equipment causes discontent among the staff. Think about the person who will use it after you.
5. Poorly-maintained equipment results in inefficient performance and lost time.
6. Small faults corrected early will prevent breakdowns and subsequent holdups.
7. Regular maintenance (ie. oiling, greasing and cleaning) keeps equipment trouble-free and in top working order.

WET MOPS

1. Wash mops in germicidal solution after each cleaning task.
2. Wash and rinse each mop at the end of each shift.
3. Mops not in use should be hung away from contact with the wall.

BUCKETS & WRINGERS

1. After each use, rinse and wipe out the buckets.
2. Use plastic liners with sealer and floor finish to reduce cleanup.
3. Clean the wringer.
4. Store buckets upside down.
5. Oil casters on bucket and working parts of wringer regularly.
6. Replace bumpers on buckets when necessary.

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WET & DRY VACUUMS

1. Vacuums must be operated with bacterial filters properly installed.
2. Start vacuuming next to the machine.
3. Work away from the machine.
4. Use proper tools.
5. Prevent machine from running over cord.
6. Inspect cord regularly for damage.
7. Empty vacuum immediately upon completing task.
8. Clean or replace bacterial filter.
9. Rinse the vacuum tank with a germicidal solution.
10. Wipe the exterior of the machine.
11. Rinse hoses, wand and tools, and wipe them clean.
12. Wipe the cord and wind it loosely around machine.
13. Place the motor and cover sideways to allow for thorough drying.

UPRIGHT VACUUMS

1. Work away from the machine.
2. Make sure the machine is properly adjusted.
3. Do not run over the cord.
4. Empty the bag or dirt cup after each use.
5. Inspect the condition of the belt regularly.
6. Inspect the cord regularly for damage.
7. Wipe the exterior of the machine.
8. Store neatly out of the way.

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FLOOR POLISHERS

1. Work on a small area of a floor at a time, working away from the electrical cord.
2. Hold electrical cord in one hand or place over one shoulder when using machine.
3. Keep feet apart for a stable/balanced stance.
4. Adjust the handle height prior to use for more comfort and control.
5. Use high speed with red or white pads to buff a floor.
6. Use low speed with a black or blue pad to strip or scrub a floor.
7. Use on low speed with a carpet bonnet or a clean, well-used blue pad to clean a carpet.
8. Never leave the machine unattended.
9. Always clean the machine after use.
10. Store polishers with the block off (hang the block on the wall, or on a handle of the machine).

AUTOMATIC SCRUBBERS

1. Operate machine at moderate speed - never wash the floors on a high speed setting.
2. Use correct amount and type of detergent.
3. Empty and clean recovery tank before refilling solution tank.
4. After use, empty and clean both the solution and recovery tanks.
5. Clean the vacuum filter.
6. Check and clean all of the hoses.
7. Damp wipe the exterior with a germicidal solution.
8. Wipe the squeegee blade.
9. Check the casters, gearboxes, belts and chains.
10. Lubricate the automatic scrubber as necessary.
11. Check the water levels and charge the batteries with distilled water after each use.
12. Clean or wipe battery connectors.
13. Store in a clean, dry room with brushes and squeegee in the 'up' position.

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FIRE ALARM TEST

The following is the sequence of events that must be followed when performing a monthly test of the fire alarm system:

1. Inform everyone in the school of the test. (use the P.A. system)
2. Inform the ADT security monitoring centre (905-793-4528) of the test, ask to have the school taken “off line”.
3. Inform the Fire Department of the test (905-456-5700).
4. Choose a pull station to test. Begin with the pull station at the main entrance and continue clockwise through the building on each successive month.
5. Activate the pull station and reset the station right away.
6. Confirm that the alarm is sounding in the area in which the pull station was activated.
7. Check the fire alarm annunciator panel (normally located at the main entrance). Confirm that the annunciator shows the area in which the pull station was activated.
8. Check the main fire alarm panel. Confirm that the panel shows the area in which the pull station was activated. Confirm that the “trouble” signal is lit.
9. Reset the system at the fire alarm panel.
10. Contact the ADT monitoring centre and confirm that a signal was received. If no signal was received, the test must be repeated and the alarm must ring for a minimum of five (5) minutes. Once the signal is received, ask the operator to place the system back on line.
11. Following the completion of the test, contact the Fire Department to report that all alarms should be responded to as normal.
12. Inform everyone in the school that the test is complete, and any further alarms should require evacuation of the building.
13. Record the results of the test in the Fire Log Book. Submit work orders for any problems found with the system.

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FIRE LOG BOOK

The Fire Log Book is to be kept up to date. All items in regard to fire safety are to be recorded in the Fire Log Book. The Fire Log Book is to be accessible for use by any Fire Department inspectors who attend the school.

The following items are to be checked at the intervals noted and recorded as required:

DAILY (daily items are not recorded in the Fire Log Book)

- Exit Lights – ensure all bulbs are illuminated, replace bulbs as necessary
- Welding Equipment – inspect daily, or confirm with shop teachers that equipment is checked
- Fire Alarm System – inspect the Fire Alarm Panel to ensure the green AC Power lamp is illuminated, and to determine if there are any trouble indications
- Fire Pump Room – inspect during freezing weather to determine that the pump room temperature is maintained above four (4) degrees celcius (40F)
- Doors in Fire Separations – inspect doors to ensure that they remain closed unless they are equipped with acceptable hold-open devices.

WEEKLY

- check Hoods, Filters, and Ducts – subject to the accumulation of combustible debris
- check Sprinkler System Control Valves – ensure valves are open and properly supervised
- inspect all Fire Pumps – ensure proper operation
- check Emergency Generator – operate the generator set at least 50% of the rated load for at least thirty (30) minutes

MONTHLY

- inspect all doors in Fire Separations – doors must close and latch automatically
- check Emergency Lights – confirm operation of lamps and pilot lights
- inspect Fire Extinguishers – check-pin is held in place by plastic tie, gauge reads in the green section, nozzle is not plugged, case is not dented or rusty, tag is in place, and that six year service is not required
- test Fire Alarm System – a test can be combined with a drill
- inspect Fire Hose Cabinets – all equipment must be in place with the hose properly racked

YEARLY

- yearly items will be inspected and tested by qualified contractors as arranged by the Maintenance Department
- ensure that the items are recorded in the Fire Log Book

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FLAG

1. Custodians are responsible for the proper care and handling of the Canadian national flag.
2. The Canadian flag is to be raised and lowered at the beginning and end of the Head Custodian's shift.
3. Flags are only to be flown at night if they are specifically illuminated.
4. Instructions will be issued for the flying of flags on special occasions.
5. When the Canadian flag is to be flown at half staff, it must first be raised to full height for an instant, and then lowered to the half staff position. The flag should be raised again to its peak for a moment before it is lowered for the day.
6. The Canadian flag is to always be the top flag on the pole when more than one flag is flown on the same pole.
7. The Canadian flag must never be smaller than any other flag flown in the same vicinity.
8. The Canadian flag is to never be flown upside down, except as a symbol of distress.
9. When the flag is lowered, no part of it is to ever touch the ground or any other object. It should be received by waiting hands and arms.
10. To store the flag, it should be folded neatly and carefully.
11. When a flag is so worn that it is no longer fit to serve as a symbol of our country, it should be destroyed by burning in a dignified manner.

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FLOOR FINISH MAINTENANCE

Floor refinishing operations are to be performed as required. Plans should be made prior to the Summer, Christmas, and March breaks, as well as before any P.A. day. Floors that require attention before these regular breaks should be discussed with the Custodial Supervisor.

1. Check the condition of any existing floor finish.
2. Decide to **strip** to bare floor surface and refinish with both sealer and wax, or to **scrub** and re-coat with wax.
 - **strip floors** that are worn to bare surface in any area
 - **scrub floors** that are marked, but still have existing floor finish intact
3. Remove all items possible from room (desks, chairs, tables, file cabinets etc.).
4. Sweep floor and remove all debris - be sure to scrape any items that are stuck to the floor.
5. The following pages will provide specific instruction for each operation.

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STRIPPING

1. Assemble equipment (floor polisher, canister vacuum with wet filter, black pads, buckets and mops, scrapers, warning signs).
2. Prepare stripper solution with hot water as indicated on the packaging. Using stripper at full strength does not make it more powerful, dilution is required to provide liquid to the solid floor finishes.
3. Apply stripper to the floor in a small manageable section (10' x 10').
4. Allow the stripper to penetrate the existing floor finish by waiting 10 to 15 minutes as directed by the package instructions.
5. Use floor polisher (low speed on two speed machines) with a black pad to agitate and loosen as much of the existing floor finish as possible.
6. Remember the **T.A.C.T.** principle when stripping floors:

Temperature
Agitation
Concentration
Time

(adjusting any one of these four items will change the effectiveness of the stripping process)

7. Pick up the stripper/finish slurry with the canister vacuum.
8. Rinse the floor with clean, clear water.
9. Allow the floor to dry completely.
10. Check the condition of the floor before proceeding:
 - look for any places where the floor finish has not been removed
 - if the floor finish has not been removed, repeat steps 3 to 10

 - run your hand over the dry floor to check for any residue
 - repeat steps 8, 9 and 10 if your hand does not remain clean

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SCRUBBING

1. Assemble equipment (floor polisher, canister vacuum with wet filter, blue pads, buckets and mops, scrapers, rags, warning signs).
2. Prepare the neutral floor cleaning solution as dispensed from the chemical dispensing system.
3. Apply the neutral floor cleaner to the floor in a small manageable section.
4. Use floor polisher (low speed on two speed machines) with a blue pad to agitate and loosen as much of the existing floor finish as possible.
5. Pick up the neutral floor cleaner/finish slurry with the canister vacuum.
6. Rinse the floor with clear, clean water.
7. Allow the floor to dry completely.

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FLOOR REFINISHING

1. Floors that have been stripped must be sealed with a **minimum** of two coats of sealer prior to applying any floor finish.
2. Apply the first coat of sealer (Plaza) with a figure eight motion in narrow rows, taking care not to miss any areas.
3. Wait approximately 30 to 45 minutes before applying the next coat. Once the floor is dry to the touch, wait an additional 15 minutes.
4. Apply successive coats of sealer at right angles to each other to ensure uniform coverage.
5. Floor finish (Complete) can be applied once adequate sealer is in place, or after scrubbed floors are dry.
6. Apply floor finish with a figure eight motion in narrow rows, taking care not to miss any areas.
7. Wait approximately 30 to 45 minutes before applying the next coat. Once the floor is dry to the touch, wait an additional 15 minutes. Each successive coat will require more drying time.
8. Do not apply more than four coats of either sealer, finish, or a combination of the two in any 24-hour period.
9. Floors can be buffed with a white pad after waiting forty-eight hours, to smooth and harden the surface.

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GROUNDS

The maintenance of the grounds is an important part of the duties of the custodial staff. Well-kept grounds project a positive image of the Board.

Grounds include parking lots, play grounds, playing fields, walkways, sidewalks, planting beds, trees, shrubs, medians, boulevards, etc.

DUTIES

1. garbage must be removed from the ground, and from garbage receptacles
2. weeds are to be removed from planting beds and paved areas
3. grass is to be mown often to keep a uniform length, and to discourage the growth of weeds
4. grass is to be trimmed around the edges with a grass trimmer
5. shrubs, both in and out of gardens, are to be kept trimmed
6. trees are to be inspected and any unsafe condition is to be reported to the Custodial Supervisor
7. gardens and grassed areas are to be watered to maintain the vegetation during dry spells
8. weather forecasts should be monitored to be prepared for snow falls – remove snow as soon as possible following a snowfall

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GROUNDS

Grass Cutting

1. **Grass must be mown as often as required**, never wait an additional week because it rained on a usual cutting day.
2. Maintain tractors, push mowers, and trimmers in safe operating condition.
3. Arrange for service to equipment as necessary.
4. Do not operate any equipment without all safety devices in place.
5. Wear long pants while mowing lawns.
6. Remove all garbage from the area to be mown prior to beginning any grass cutting.
7. Do not mow grass in areas where children are playing.
8. Cut grass in a grid pattern.
9. Be aware of the direction grass is being discharged from the mower, and plan the mowing to keep grass clippings off sidewalks, paved areas, and out of gardens.

Ride on Tractors

1. Check engine oil prior to beginning any mowing, daily.
2. Ensure an adequate supply of gasoline is kept on hand at all times.
3. Never add fuel while the engine is running, or is still hot from a previous use.
4. Only add fuel if the machine is parked outside.
5. Check tire pressure daily.
6. Confirm that the cutting deck is at the correct mowing height.
7. Ensure that all safety guards are in place and are functioning properly.
8. When mowing hills, cut from top to bottom, be aware of the limits of the machine, contact a Custodial Supervisor if hills at the school are too steep.
9. Do not mow at a high rate of speed.
10. Work in daylight only.
11. Never attempt to adjust the machine, or unclog discharge chutes without first shutting off the motor, and the blades have stopped turning.
12. Never leave the machine unattended.

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Push Mower

1. Check engine oil prior to beginning any mowing, daily.
2. Ensure an adequate supply of gasoline is kept on hand at all times.
3. Never add fuel while the engine is running, or is still hot from a previous use.
4. Only add fuel if the machine is parked outside.
5. Confirm that the cutting deck is at the correct mowing height.
6. Ensure that all safety guards are in place and are functioning properly.
7. When mowing hills cut from side to side to prevent feet from slipping underneath.
8. Work in daylight only.
9. Never attempt to adjust the machine, or unclog discharge chutes without first shutting off the motor, and the blades have stopped turning.
10. Never leave the machine unattended.
11. Always push, never pull the machine.

Grass Trimmer

1. Ensure an adequate supply of gasoline and oil is kept on hand at all times in the proper mixture.
2. Never add fuel while the engine is running, or is still hot from a previous use.
3. Always take the trimmer outside to add fuel.
4. Ensure that all safety guards are in place, and are functioning properly.
5. Work in daylight only.
6. Never attempt to adjust the machine without first shutting off the motor.
7. Never leave the machine unattended.
8. Always wear safety goggles while using any type of trimmer.

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Watering

1. Lawns should be watered twice per week.
2. Watering should take place as early in the morning as possible.
3. Leave sprinklers running at least two hours to provide a good saturation and penetration into the ground.
4. At schools where there are automatic watering systems, inspection of the areas must be made regularly to confirm that the systems are operating properly.

Snowblowers (ride on tractor, or walk behind)

1. Check engine oil prior to beginning any snow removal operation, daily.
2. Ensure an adequate supply of gasoline is kept on hand at all times.
3. Never add fuel while the engine is running, or is still hot from a previous use.
4. Only add fuel if the machine is parked outside.
5. Always have extra shear pins on hand.
6. Confirm that the skid shoes are at the proper height.
7. Ensure that all safety guards are in place, and are functioning properly.
8. Try to work in daylight only, use extreme caution if removing snow before sunrise.
9. Never attempt to adjust the machine, or unclog discharge chutes without first shutting off the motor, and the augers have stopped turning.
10. Never leave the machine unattended.

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CUSTODIAL ROUTINES

The "Routine" packages have been prepared to assist custodial staff with the organization of their time.

The following pages are arranged as follows:

- **Head Custodian** (two pages)
- **Secondary School Daytime Staff** (two pages)
- **Custodian** (one page)
- **Cleaner** (one page)
- **Non School Day Organization** (one page)

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WORK ORDERS

All work order requests must be sent to the Maintenance Department, using the Megamation system, where the process of consideration and prioritization will take place. It is important to keep in mind that the submission of a work order does not automatically mean that the work will immediately be completed. Issues such as the nature of the request or the availability of funds have a definite effect as to whether the work will be completed.

Work order Megamation submissions must contain the following information:

- school cost centre number
- school name
- budget code number (if applicable)
- name of the person submitting the request
- a short description of the work to be performed

Following the Megamation submission, the Maintenance Department will review the request, and assign a work order number to the request.

In order to determine the status of a work order, please contact the Maintenance Department and refer to the work order number.

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ERGONOMIC TIPS FOR CUSTODIANS

The following tips and suggestions are presented to assist all custodial/cleaning staff in performing their duties in a safe manner.

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FIRE SAFETY

Custodians must be aware of Fire Safety at all times.

1. Wedges must never be used to force open any fire or exit door.
2. Corridors are to be kept clear and free from obstructions.
3. Boiler and mechanical rooms must be clean, clear, and have no storage of flammable materials.
4. Exit lights are to be illuminated at all times.
5. Fire extinguishers are to always be in their proper positions. Temporarily replace units sent out for service with spares. **Portable extinguishers shall be replaced and recharged after use in conformance with instructions given on the extinguisher nameplate.**
6. Remind Principals of the requirement of a minimum of six fire drills per school year (three in the fall, and three in the spring).
7. Exits must be kept clear to allow safe evacuation of the building.
8. Exit doors must never have any flammable materials affixed to them.
9. Windows in doors must never be covered.
10. Walls are not to have more than twenty percent (20%) of their surface area covered with flammable materials (bulletin boards normally make up this 20%).
11. Items are never to be hung from the ceilings.
12. Sprinkler heads are to be kept clean and clear of obstructions.
13. Items should never be piled to the ceiling on top of cupboards.
14. Fire Log Books should be kept up to date with all of the required inspections, checks, and tests.
15. Storage areas are to be tidy and easy to access.

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GENERAL REMINDERS

The importance of health and safety practices cannot be overstated. Remember to practice safe work habits at all times.

- a) never pull a plug out of the wall by the cord
- b) check all electrical cords for rips, nicks, and tears
- c) do not use any equipment before checking it – report defects to your supervisor
- d) post “Wet Floor” signs when washing floors, or to inform of any liquid on the floor
- e) do not leave powered equipment unattended
- f) always consult a supervisor when in doubt about using a product or piece of equipment
- g) do not attempt to fix any piece of equipment
- h) inappropriate conduct can injure you, co-workers, and users of the school

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LADDERS

All staff using ladders must observe all the rules of safety in order to prevent any injuries or accidents from occurring.

A. Inspection

1. Always inspect any ladder before use.
2. Do not use any ladder that is defective – tag and place out of use.
3. Check for missing or loose steps.
4. Check for loose nails, screws, bolts or other metal parts.
5. Check for cracked, split, worn, or broken rails, braces, steps, or rungs.
6. Check for rough or splintered surfaces.
7. Check for damaged or worn non-slip feet.
8. Check for twisted or distorted rails.
9. Check for a missing identification label.
10. Check for rust, oxidization, and excessive wear, especially on treads.
11. Check for sharp edges on rails and rung.

B. Step Ladders

12. Check for wobble.
13. Check for loose or bent hinge spreaders.
14. Check for broken stop on hinge spreader.
15. Check for loose hinges.

C. Extension Ladders

16. Check for loose, broken, or missing extension locks.
17. Check for defective locks that do not seat properly when ladder is extended.
18. Check for sufficient lubrication of moving parts.
19. Check for defective cords, chains, or ropes.
20. Check for missing pads or sleeves.

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LIFTING AND BENDING

The following safety tips are to maintain each employee's health:

- a) bend at the knees and lift using the large muscles of the legs
- b) maintain a normal low back curve
- c) avoid twisting spine while lifting
- d) push rather than pull when moving heavy objects
- e) avoid lifting after prolonged sitting or bending forward
- f) when lifting and carrying an object, hold it close to your body
- g) get help for heavy jobs or split the load
- h) plan your lift and practice lifting techniques
- i) wear flat comfortable footwear and clothing which allows adequate movement
- j) avoid sudden jerking movements and do not overtire your back with repetitive lifting

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Workplace **Hazardous **Materials **Information **System********

W.H.M.I.S. legislation is enforced at the Dufferin-Peel Catholic District School Board.

1. All WHMIS procedures are to be followed.
2. Required personal protective equipment is supplied and should be worn.
3. All chemicals must be labeled at all times.
4. WHMIS binders must be kept up to date.
5. Never mix two or more chemicals together.
6. Never bring an unapproved chemical or cleaning product into the workplace without the approval of a Custodial Supervisor.
7. If you do not know what the chemical is, do not use it.

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WHMIS Workplace Hazardous Materials Information System

WHMIS provides information for:

- identification
- handling
- use
- storage
- disposal of chemicals

LABELS

ALL PRODUCTS MUST BE LABELLED AT ALL TIMES!

SUPPLIER LABEL

- all products will be delivered from the manufacturer with a Supplier Label

WORKPLACE LABEL

- Workplace Labels are required for the following three reasons:
 1. when decanting from one container to another
 2. when a supplier label is missing or damaged
 3. when combining more than one chemical to create a new product (all chemicals are supplied in their correct form at Dufferin-Peel, no two chemicals are to ever be mixed together)

Head Custodians are to have a supply of blank universal workplace labels available at all times. They are available from Vince Incorvaja in the Central Stores area (905-890-0708, ext. 3271).

PERSONAL PROTECTIVE EQUIPMENT

- chemicals can enter the body in three ways, use the proper personal protective equipment
 1. breathing
 2. swallowing
 3. skin contact
- all required personal protective equipment is supplied (ie: gloves, goggles, aprons, dust masks, face shields)
- Head Custodians are to ensure an adequate supply is available, by ordering as necessary
- personal protective equipment is not to be locked up

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MSDS – MATERIAL SAFETY DATA SHEET

Material Safety Data Sheets are available in WHMIS binders, and provide additional information that is not available on the Supplier or Workplace Labels.

WHMIS binders should be located in Staff Rooms, Health Rooms, and Custodial Offices.

The following additional information is found on all MSDS (the order may vary):

1. ingredients
2. preparation information – date of manufacture, and name of manufacturer
3. product information – common or trade name, chemical family, use
4. physical data – appearance, odour descriptions
5. fire and explosion data
6. preventive measures – handling and personal protective equipment information
7. reactivity data
8. health information
9. first aid measures

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E – FORMS

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Explanation

1. Many forms are available to employees for various reasons.

2. Some of the forms in this section can be photocopied as required.
3. Others are samples of multiple part forms for reference only.
4. Files of forms should be kept neat and easily accessible.