

Welcome

CUSTODIAL OPERATIONS MSBO Facilities Conference

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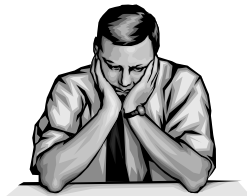
September 2008

Schedule

- ◆ 8:30-9:30/ Custodial Structure
- ◆ 9:30-9:45/District Example
- ◆ 9:45-10:00/Break
- ◆ 10:00-11:00/Custodial Equipment, Processes, Purchasing, Budget, New
- ◆ 11:00-11:15/Swimming Pool: Custodial

Why Facility Managers Fail...

- ◆ Do not practice honesty, character
- ◆ Shrewdness
- ◆ Do not establish an effective operational structure
- ◆ Emotionally unstable when confronted with work demands



The Leadership Connection

- ◆ Leadership = Influence
- ◆ Influence dependent on Trust
- ◆ Trust dependent on Integrity

AS WE BEGIN...

- ◆ Then and Now

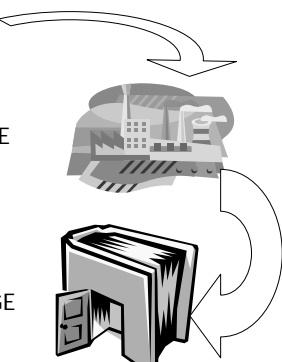
◆ AGRICULTURAL AGE



◆ INDUSTRIAL AGE

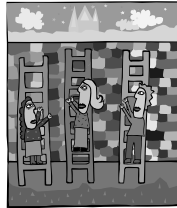


◆ KNOWLEDGE AGE



COMPETITION

- ◆ Charters
- ◆ Parochial
- ◆ Home-schooling
- ◆ Exit from the Cities



FALLOUT

- ◆ Budget Crisis
- ◆ Pressure to Measure and Define
- ◆ Privatization



COMMON COMPLAINTS OF ADMINISTRATORS CONCERNING CUSTODIANS

- ◆ Always in office, working on computer
- ◆ Response time to concerns
- ◆ They don't "see" work
- ◆ Away from building too much
- ◆ Poor attitude
- ◆ We do not know what they do



HOW TO ADDRESS THESE ISSUES?

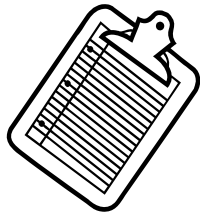
- ◆ Begin with a good foundation
- ◆ Implement effective custodial structure

JOB DESCRIPTIONS AND WORK SCHEDULES

- ◆ Job Descriptions/Defined and Posted
- ◆ Work Schedules that Work –
Measurement of Cleanable Square Footage

Custodial Work Schedule

- ◆ Custodial work schedule includes three main areas:
 - Time
 - Explanation
 - Time duration



About the Work Schedule

- ◆ Defines and measures the amount of work
- ◆ Gives the employee order in his/her shift, thus increasing efficiency
- ◆ Gives the administrator/principal a overview of what work is being accomplished

Custodial Work Schedule

First Shift Custodian

TIME	WORK DESCRIPTION	DURATION
6:30 - 8:00	6:30 a.m. to 3:30 p.m. Alarm off, check boiler, unchain/unbolt all exit doors, unlock front door, check classrooms, put away food, shovel snow in entryways in winter, raise flag. Breakfast program set up.	1 hour, 30 min
8:00 - 9:30	Breakfast program – monitor/clean up, pick up tables, sweep/mop floor, take down tables, take out trash, break down empty boxes, staff concerns	1 hour, 30 min
9:30 - 9:45	Break	15 min
9:45 - 10:45	Check grounds, pick up papers, sweep up glass, check playground equipment	1 hour
10:45 - 11:00	Kitchen area – remove trash and boxes	15 min
11:00 - 1:00	Lunch program, set up/ monitor/clean up kitchen area, remove trash, remove boxes, sweep/mop	2 hours
1:00 - 2:00	Lunch break	1 hour
2:00 - 2:45	Main office – check with staff, check restrooms(both floors), dust/wash windows, spot-clean walls	45 min
2:45 - 3:00	Break	15 min
3:00 - 3:10	Meet with night custodian	10 min
3:10 - 3:30	Pick up trash in classrooms	20 min

CHEMICAL SELECTION/USE

- ◆ What chemicals to use/avoid
- ◆ Dispensing, measurement
- ◆ Cost effective chemical use

A CHECKLIST FOR CUSTODIAL CHEMICALS

- ◆ Products should be both biodegradable/non-toxic
- ◆ Products should work in cold water and be concentrated
- ◆ Avoid products with chlorine bleach/sodium hypochlorite
- ◆ When possible, use products with Neutral pH

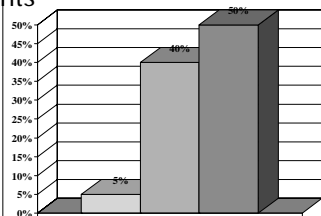


Bleach

- ◆ Bleach is known as a hypochlorite.
 - A hypochlorite is an effective disinfectant, but has a very low serum contamination level
 - ◆ This means that if the surface is dirty... and the bleach is contaminated by the dirt... the bleach loses its ability to kill germs
 - Bleach is also corrosive to surfaces and skin
- ◆ Quat cleaners (ammonia chloride compounds) give custodians a chemical that cleans and kills germs at the same time

Restroom Stats

- ◆ 5% of total square footage
- ◆ 40% of soil load
- ◆ 50% of complaints



CLEANING PROTOCOLS

- ◆ MAJORITY STUDENT OCCUPIED
- ◆ CLASSROOM CLEANING PROTOCOLS
- ◆ RESTROOM CLEANING PROTOCOLS
- ◆ OFFICE CLEANING PROTOCOLS
- ◆ HALLWAY/COORIDOR CLEANING
- ◆ OTHERS

Organized? Efficient? Professional?



Organizing a Closet

- ◆ Store paper above liquids Leave rolls in boxes
- ◆ Keep small, loose items in containers
- ◆ Brooms hung or head up
- ◆ Everything clean and dry
- ◆ Have everything you will need for the week
- ◆ Have only what you need for the week
- ◆ Use a central storage room and draw supplies first thing on Monday, or last thing on Friday
- ◆ Keep a clear path to sink. Don't store items on breaker panels, transformers or water heaters.
- ◆ Keep things you use regularly near at hand.
- ◆ Store by size where possible – big things in the back
- ◆ No clutter (pencil cups, lost & found items, broken things to fix "someday").
- ◆ Keep as much as possible on shelves or hanging off the floor

Don't Get In Your Own Way

- ◆ Efficient?
- ◆ Professional?
- ◆ John is a hard worker, but if it takes him 5 minutes to find the sink to fill his bucket....



Wasted Space Is Wasted Time



- ◆ Before complaining too loudly about your lack of space;
- ◆ Use the space you have, wisely!

Use Space Wisely

- ◆ Same building - around the corner
- ◆ Two people working out of this closet
 - Duplicate products
 - How often do you have to trip over things before you hang them up?
 - 3 old dust mop heads laying on the floor, stinking



Create a Central Storage Area

- ◆ 3 people in here
- ◆ 3 cases of the same product
- ◆ Do you really need 4 cases of liners in your closet?
- ◆ Products stored on the floor will eventually be spilled.



Organizing A Cart

- ◆ Think of it as a portable closet
 - Stock it with everything you'll need on this trip through your area
 - Stock it with only what you'll need on this trip through your area
 - If you have 3 paper towel dispensers in your area, do you need 8 rolls of towels on your cart?
 - The less you carry on your cart, the easier it is to find what you want on it
 - Have a place for everything, and keep everything in its place

Keep It Organized



GUARDING IN HOUSE STAFF

◆ THE RIGHT PERSON

◆ DOING THE RIGHT
JOB/TASK/POSITION

◆ IN THE RIGHT PLACE

◆ AT THE RIGHT TIME/SHIFT
