



WETASKIWIN REGIONAL PUBLIC SCHOOLS



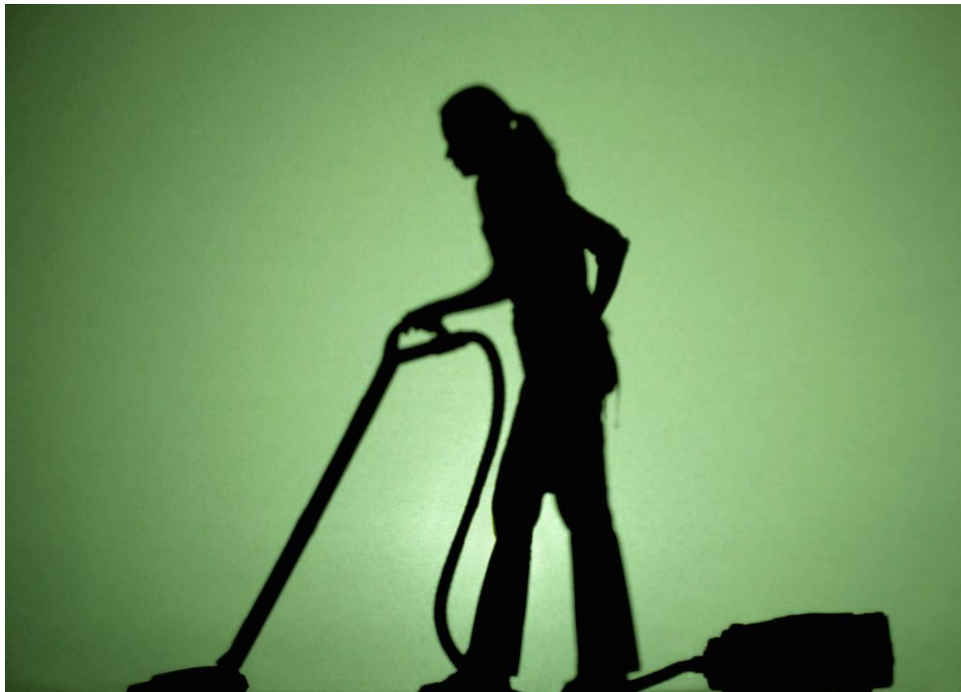
Wetaskiwin Regional Public Schools

Custodial Procedures Handbook



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Introduction

The Custodian Handbook establishes the tasks, standards, and expectations of custodial staff in Wetaskiwin Regional Public Schools (WRPS). Each member of the custodial staff is required to be familiar with the handbook and should refer to these guidelines as the occasion demands.

Custodial staff are responsible for a clean, safe and environmentally-friendly site. The handbook details those tasks, standards and expectations typical in a site cleaning schedule. However, each site may have slightly varying procedures.

The tasks are broken down into daily, weekly, monthly and annual schedules. These schedules may be customized at each site as requirements dictate.

Information regarding employment can be found in the Support Staff Terms of Employment located on our website at: <https://www.wrps11.ca/download/99265>.



Health and Safety

The health and safety of our custodians is imperative to our business plan.

WRPS has developed a Health and Safety Program that is designed to reduce or prevent incidents. The Program is based on proactive action to prevent injury causing incidents. All custodians must follow the Health and Safety Procedures as outlined in the WRPS Occupational Health and Safety Manual, which can be found on the Public Works Website → Safety Document Library → Programs, Plans & Policies. [WRPS Health and Safety Manual](#)

Health and Safety Procedures that specifically address custodians include but are not limited to:

- **Communications:** The Facilities Manager, Mark Thronson, can be contacted via email or telephone. Urgent information should be communicated by phone and not by email. If you are unable to complete your scheduled shift for any reasons, call Plant Facilities at 780-352-8078 extension 25 or call Mark directly at 780-312-3469.
- **Working Alone:** Custodians are provided with emergency call buttons which should be worn at all times when custodians are on shift. These call buttons provide emergency assistance to all custodial staff by a relay to our security monitoring company. Emergency call buttons should be left at the school at the end of your shift, never removed from the site. Additional guidelines for working alone are outlined in the division [AP 409 Working Alone](#).
- **Personal Development Days (PD Days):** WRPS sets aside days that employees receive training and updates. These dates are set well in advance so that employees are aware of when and where these are taking place. Participation is mandatory for all custodians. If a custodian was unable to attend, they must submit their reason for not attending, in writing, to the Facilities Manager within ten working days of the PD Day.
- **Reporting Incidents/Accidents:** All incidents and accidents, must be reported. The report forms can be found at www.wrps11.ca/health-and-safety. Select the report that you want to make. The system will prompt you through the process.
- **Appropriate Footwear:** Appropriate footwear must be worn at all times. Shoes must lace up, be in good condition with closed toes and non-slip soles. Sneakers are acceptable. Crocs, flip-flops and sandals are not acceptable.
- **Clothing:** Appropriate clothing must be worn at all times. Ankle length pants and a top that covers the shoulder are suitable.
- **Headphones/Loud Music:** Custodians should not listen to anything that impedes their hearing while working.
- **Jewelry:** Necklaces and loose jewelry are not to be worn at work.
- **Heavy Objects:** Custodians are not expected to lift materials or objects weighing more than fifty (50) pounds. If heavy objects must be moved, submit a work order for

assistance or plan to move the object when two or more custodians are available. Garbage bags should not be filled to weigh more than 25 pounds.

- **Garbage Bins:** Lids should not be thrown open but lifted with one hand and garbage thrown in with the other. Use the prop-open device if the bin is equipped with one. When lifting materials into the bin, keep in mind to bend and lift with the legs.
- **Broken Glass & Porcelain:** Collect sharp pieces in paper towel or transfer to cardboard, place in a plastic bag and dispose of immediately in the dumpster.
- **Ladders:** Use only WRPS identified ladders. Damaged ladders should be reported immediately and tagged "OUT OF SERVICE." No custodian is to be on a ladder where their heels are higher than twelve (12) feet off the floor without another person steadying the ladder. Do not overextend when reaching from a ladder. Your center of gravity should always be within the rails of the ladder. It is safer to move the ladder than to overextend.
- **Mechanical Cleaning:** When operating mechanical cleaning equipment, it is important to maintain control and direct the device where you want it to go. Before operating these devices ensure your path is clear of people, obstacles, and stairs. If a machine gets out of control, let go of it.
- **Slippery Areas:** Each facility is supplied with salt and pea gravel. When walk areas are slippery, place non-slip material to prevent falls.
- **WHMIS:** Know where Safety Data Sheets are kept on site and how to obtain a new SDS. You can call 1-800-724-6650 to obtain a SDS, talk with a chemical specialist or access chemical safety information. Adhere to the manufacturer's directions for product use and safety procedures as identified on the SDS. You can also obtain this information from our Health and Safety website (Public School Works) or the division's health and safety page: <https://www.wrps11.ca/health-and-safety>. Scroll to the bottom of the page and choose the "Get a Safety Data Sheet" link.
- **Chemicals:** Read the labels on the chemicals you intend to use. Follow the warnings and relevant safety data information from the SDS. Wear appropriate Personal Protection Equipment (PPE). If a chemical spills on you, follow the directions on the SDS.
- **Safety Procedures:** Become familiar with and adhere to all relevant Occupational Health and Safety procedures.
- **On-Line Training:** You will receive email notification when you are required to complete on-line Health and Safety training. It is your responsibility to complete the training within the required timeline. If you have any questions or concerns, please contact the Facilities Manager.
- **Fire Extinguishers:** Fire extinguishers are to be inspected monthly and the tag on the extinguisher initialed. The inspection log in your binder is for reference only and will be updated as needed.

- **Eyewash Stations:** Continuous flow eyewash stations are installed in all schools. Whether it is a new or old type, please test weekly by turning them on for 60 seconds to test water flow
- **Snow Removal:** Snow removal from exits and sanding and salting problem areas is a daily requirement. We must be diligent in order to assure the safety of staff and students.

Personal Emergencies

When you have to leave your school or site due to an emergency, follow these steps:

1. Call your supervisor - Mark Thronson at 780-312-3469.
2. If you can't reach Mark - call the 24 hour cell phone - it will always be picked up - 780-361-9397.
3. Before you leave the building: make sure all doors are LOCKED, all lights are OFF and the building is ARMED.

As always, write your name on the whiteboard that is located next to the alarm box when you are in the building. Additionally, beginning immediately, when you have to leave the building for an emergency, write "EMERGENCY-LEFT" next to your name. Your cell phone information should be provided in case we need to contact you. The written message will alert school or maintenance staff that arrive at the building that the custodian they were expecting to be in the building is away.

If you require assistance with a Health and Safety matter, please contact the Facilities Manager or the Health and Safety Coordinator.

Custodian Duties

General Duties:

1. Ensure that the daily, weekly, monthly and annual cleaning schedules, as well as cleaning standards, are adhered to.
2. Maintain site safety by:
 - Disposing of all waste matter at the end of each day; do not store trash/waste inside the site;
 - Ensuring that no obstruction exists in doorways, halls, stairs, vestibules, mechanical rooms, storage rooms or in front of electrical panels;
 - Clearing all snow and ice from all exterior doors, steps, landings and other exit points to twice the width of the door swing;
 - Ensuring that no exit door is locked, bolted or otherwise fastened so that the door cannot be opened from the inside by a door latch or panic release device;
 - Reporting all defective gas burning equipment to the Principal, Director of Plant Facilities, and Facility Manager;
 - Keeping all doors to boiler rooms closed and locked at all times;
 - Being familiar with all fire extinguishers on site and understanding the proper use of each type;
 - Reviewing the site's Emergency Response Plan (ERP).
3. Perform general daily site safety checks by:
 - Wearing call button at all times as per AP 409 Working Alone;
 - Checking all doors and windows at the end of the day to ensure they are closed and locked;
 - Turning off lights when not in use;
 - Ensuring the building is armed when empty.
4. Perform the following clerical tasks:
 - Report any vandalism;
 - Complete work orders and custodial requisitions as required;
 - Send packing slips to the Facilities Manager on receipt of complete orders;
 - Complete Working Schedule Form for a temporary change in hours (summer and school breaks);
 - Ensure Health and Safety Training is up to date;
 - Turn lost and found items into the principal or designate (school office);
 - Ensure WHMIS labeling and data sheets are maintained and easily accessible to all staff;
 - Report any problems or issues to the Facilities Manager.
5. Perform daily general maintenance duties as follows:
 - Perform chlorine tests on water systems (rural sites only);

- Perform boiler, furnace and HVAC system checks;
 - Monitor environmental systems;
 - Repair and clean custodial equipment as required;
 - Perform minor maintenance duties.
6. Custodial and Facility Personnel Washroom Access Protocol:
- Washroom access protocol applies to both male and female custodial and facilities personnel. Washroom access protocol applies during regular school hours and when facilities are accessed by the public.
- When washroom access is required Custodial and Facilities personnel shall:
- Attend to washroom needs prior to commencement or at the end of the school day and limit access during potentially occupied times as follows:
 - Appoint a same-sex attendant as the washroom you are accessing, preferably an adult, to enter the washroom and ensure there are no occupants;
 - For open washroom concepts a washroom attendant must remain at the door denying access while Custodial and Facilities personnel are within;
 - For washroom access equipped with locking door devices, once the area has been deemed unoccupied, place an out of service tag on the door and lock the door behind once inside.

Additional Tasks

Some additional tasks, not included on the cleaning schedule or listed above, may be assigned occasionally. Due to site specific renovations or repairs, regular custodial duties may need to be adjusted. If this happens, the Facilities Manager will coordinate the short-term change with the Site Supervisor and the Custodian.

Cleaning Schedule

Daily Requirements	Complete	Comments
Floors swept, washed and/or damp mopped		
Tables, sinks, counters and desks cleaned and disinfected		
Carpets vacuumed (including entrance mats)		
Garbages emptied and removed from building		
Dispensers refilled and disinfected		
Whiteboards cleaned		
Walls spot-cleaned		
Gym floors oil/dust mopped		
Entrances cleaned		
Entrance doors sanitized and disinfected		
Pencil sharpeners emptied and sanitized		
Toilets and urinals cleaned and disinfected		
Sinks counters cleaned and disinfected		
Bathroom doors cleaned and disinfected		
Cubicle walls and washroom walls spot-cleaned		
Washroom floors cleaned		
Showers disinfected (where applicable)		
Shut off all lights, secure all windows, lock all doors		
Arm the security system		
Place garbage in dumpster		
As Required:		
Replace burnt lights		
Elevator walls, floors and doors spot-cleaned and disinfected		
Locker tops dusted		
Sick room bedding changed		
Drains free of odour		
General areas dusted and all mirrors cleaned		
Snow removed 6 feet from all entrances		
Ice melt and sand spread on problem areas		
Phones, keyboards, mouse sanitized/disinfected		

Weekly Requirements	Complete	Comments
Walls spot-cleaned		
Stages dust-mopped/vacuumed		
Eyewash Stations tested for 60 seconds		
Lockers spot wiped		
Fridges/stoves spot-cleaned		
Mechanical room floors swept or damp-mopped		
Entrance mats cleaned underneath (turn over)		
<i>As Required:</i>		
Furniture, shelves, and counters dusted		
Computer screens dusted		
Entrance mats cleaned underneath		
Weed and/or clean outside flower beds		
Treat toilets and urinals for hard water		
Windows spot-cleaned on the inside		
Monthly Requirements	Complete	Comments
Carpets spot-cleaned		
Air filter screens cleaned		
Mechanical filters replaced		
Fire Extinguishers Checked		
Gym Floors wet mopped or auto scrubbed(as needed)		
<i>As Required:</i>		
Storage Area cleaned		
Carpets steam cleaned		
Check water levels in batteries on auto scrubbers		
Hallway floors buffed or burnished		

Cleaning Standards

Carpets

- ☐ Clean and even appearance – not in need of deep cleaning
- ☐ Free of gum
- ☐ Free of brownout
- ☐ Free of debris
- ☐ Free of stains

Ceilings

- ☐ Ceiling tiles in good repair
- ☐ Free of debris or cobwebs
- ☐ Free of dust, soil or dirt

Counters

- ☐ Backsplashes free of soil/dirt/streaks
- ☐ Clear and even shine (if polish is appropriate)
- ☐ Free of detergent
- ☐ Free of dust, soil or dirt

Cupboards

- ☐ Free of detergent
- ☐ Free of dust, soil, dirt or fingerprints

Dispensers

- ☐ Filled
- ☐ Free of dust, dirt or soap drippings
- ☐ Paper dispensers free of buildup underneath
- ☐ Free of marks or smudging
- ☐ In good repair

Equipment

- ☐ Brooms free of dirt buildup and odor
- ☐ Dust mops free of debris, dirt buildup and odor (including handles)
- ☐ Machines free of dirt buildup (neat and tidy in appearance)
- ☐ Machines in good working order
- ☐ Pails free of dirt, soiling and odor (including floor finish)
- ☐ Utility carts free of dirt, soiling, and odor (including wheels)
- ☐ Wet mops free of dirt soiling and odor (including floor finish)
- ☐ Wringers free of dirt, soiling and odor (including floor finish)
- ☐ No standing water left in floor pails between shifts

Floors

- ☐ Baseboards free of dirt, debris and finish streaking
- ☐ Corners free of dirt, debris, polish swirls (technique, mopping)
- ☐ Baseboard covering free of dirt, debris, finish buildup and finish streaking
- ☐ Door jambs free of dirt and debris
- ☐ Drains free of dirt, debris and floor finish
- ☐ Edges under or between counters, heating units free of dirt and debris
- ☐ Finish free of cloudiness, discoloration, or detergent streaking
- ☐ Finish free of imbedded dirt (technique – finishing over dirt)
- ☐ Finish free of imbedded lint or dust (technique)
- ☐ Finish free of patchiness or streaks (even appearance)
- ☐ Finish in traffic lanes are consistent across floor
- ☐ Finish shine able to show defined shadows (depth to shine)
- ☐ Finish free of burnished or polisher blackening or swirling (technique)
- ☐ Floor free of dust and loose debris
- ☐ Floor free of finish buildup or ground in dirt
- ☐ Floor free of gum or tape
- ☐ Floor free of marks, scratches or scuffs
- ☐ Floor free of slipperiness (oil mop treatment, etc.)
- ☐ Grouting free of dirt buildup, soil or staining
- ☐ Grouting in good repair – not pitted or chipped out
- ☐ Metal plates and door stops free of dirt, debris and floor finish

- ☐ Stair nosing free of dirt and finish buildup

Furniture

- ☐ Clear and even shine and free of detergent streaking
- ☐ Free of dust, dirt, graffiti, rust
- ☐ Free of finish splashing and mop strands (bottom of legs)
- ☐ Free of soil and debris under legs and boots

Garbage

- ☐ Receptacles emptied and free of odor
- ☐ Receptacles free of dirt and stains inside and out
- ☐ Receptacle bags replaced as needed

Heating Units & Vents

- ☐ Air filters replaced – as requested through Plant Facilities
- ☐ Boiler housekeeping pads free of dirt and grime

Lights

- ☐ Diffusers clear
- ☐ Fixtures free of soil, dirt, insects or debris
- ☐ Fixtures in good repair
- ☐ Lights shut off when not in use
- ☐ Lights working – no burned out lights

Lockers

- ☐ Free of detergent/disinfectant residue
- ☐ Free of dirt and debris, inside & out including graffiti, tape and stickers
- ☐ Free of odour

Mirrors

- ☐ Free of streaks, dirt and marks – even shine in appearance
- ☐ In good repair

Outdoors

- ☐ Flower beds weeded
- ☐ Garbage cans emptied
- ☐ Garbage removed from around immediate building
- ☐ Sidewalks, landings and steps free of dirt, debris, snow and ice
- ☐ Playgrounds free of debris

Pencil Sharpeners

- ☐ Emptied and in proper working order
- ☐ Free of dirt and shavings outside

Mechanical and Storage Rooms

- ☐ Boiler Room clean, neat and orderly
- ☐ Mechanical Rooms clean, neat and orderly
- ☐ Store Rooms clean, neat, and orderly
- ☐ Utility Rooms clean, neat, and orderly

Shelving and Ledges

- ☐ Free of detergent streaking
- ☐ Free of dust (shelves and books)
- ☐ Free of soil, dirt, debris, and stains

Showers

- ☐ Clean floors, walls, ceilings and fixtures
- ☐ Drains free of debris
- ☐ Fixtures shiny and free of smudges and marks
- ☐ Free of alkali buildup, dirt and stains

Sinks and Fountains

- ☐ Free of dirt and staining throughout, including edges and trim
- ☐ Overflow openings free of dirt and bacterial buildup
- ☐ Pipes free of dust, dirt and shiny in appearance (if stainless or chrome)
- ☐ Shiny, not dull in appearance

- ☐ Taps and fixtures shiny and free of marks and smudging
- ☐ Free of dirt buildup under sinks and fountains

Stair Rails

- ☐ Free of dirt
- ☐ Metal polished and free of smudges and marks

Toilets and Urinals

- ☐ Bases free of dirt buildup or staining, including capping for bolts
- ☐ Behind toilets free of dirt, buildup or debris
- ☐ Bowls free of hard water stains and/or urine stains
- ☐ Bowl rims free of dirt or bacterial buildup
- ☐ Free of urine odour
- ☐ Seats free of disinfectant residue and/or urine spots, top and bottom
- ☐ Tanks free of dirt, soil, or marks (enamel is shiny in appearance)

Upholstery

- ☐ Clean and even appearance – not in need of deep cleaning
- ☐ All surfaces and crevices free of debris, brownout, gum or stains

Wall and Doors

- ☐ Cinder block pores and grouting free of dirt
- ☐ Door frames free of dust, dirt or stains
- ☐ Door kick plates free of cleaning damage or marks
- ☐ Door kick plates are shiny
- ☐ Door knobs shiny and free of smudges and dirt
- ☐ Even in appearance – not showing rub marks from spot removal
- ☐ Free of detergent streaking, dirt or dust, graffiti, marks, spots, fingerprints or stains
- ☐ Grouting free of dirt and stains
- ☐ Hand plates free of cleaning damage, dirt, smudges or marks
- ☐ Hand plates are shiny
- ☐ Switches free of marks, smudges and dirt build-up

Whiteboards

- ☐ Even in appearance, free of streaks
- ☐ Free of stains
- ☐ Rails free of dust, soil or dirt
- ☐ Brushes free of dust

Windows

- ☐ Curtains, blinds, free of dust, soil, dirt and stains
- ☐ Frames free of dirt and stains
- ☐ Free of cloudiness, marks
- ☐ Clear and shiny

**For more information regarding WRPS Custodial Standards and Guidelines,
please contact**

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