

BASTROP ISD

Custodial Handbook

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Employee Handbook Acknowledgement

I agree to read the handbook and abide by the standards, policies, and procedures defined or referenced in this document.

You may access the BISD Handbook on the District website under the Human Resources Department tab.

The information in this handbook is subject to change. I understand that changes in district policies may supersede, modify, or render obsolete the information summarized in this document. As the district provides updated policy information, I accept responsibility for reading and abiding by the changes.

I understand that no modifications to contractual relationships or alterations of at-will employment relationships are intended by this handbook.

I understand that I have an obligation to inform my supervisor or department head of any changes in personal information such as phone number, address, etc. I also accept responsibility for contacting my supervisor or the Human Resources Department if I have questions or concerns or need further explanation.

MISSION

Our mission as the custodial staff of the Bastrop Independent School District is to create and maintain a clean, safe, and welcoming environment conducive to learning. We are dedicated to upholding the highest standards of cleanliness, hygiene, and order throughout our facilities, ensuring a positive and healthy atmosphere for students, staff, and visitors. Through our commitment to excellence, we contribute to the overall well-being and success of our educational community.

BEHAVIOR EXPECTATIONS

Custodial staff shall use good judgment in their private and public lives. The following rules are necessary to uphold the highest professional behavior as employees of Bastrop ISD. Disciplinary action could result from violations of the expectations listed below. This list is not exhaustive. Please refer to the Bastrop ISD Employee Handbook for additional district expectations.

The following will not be tolerated:

- The consumption or possession of liquor, alcoholic beverages, and illegal drugs during working hours, as well as reporting to work under the influence of any of these substances, is strictly prohibited. Tobacco use is not permitted on district property or in district vehicles.
- Stealing of district property/coworkers/student property.
- Insubordination. Not being willing to carry out reasonable work responsibilities when asked to do so by a supervisor.
- Inadequate or deficient work performance deliberately or incapable of performing these duties.
- Spreading false or misleading information about coworkers, students, parents, or the district.
- Failing to appropriately notify supervisors of absences. Absence expectations are included in this handbook.
- Fighting, yelling, or screaming at another person. Abusive or profane language is prohibited.

- Destruction of school property.
- Participating in, or being aware of, any illegal activity by coworkers, staff, or students. Failing to report these activities creates a dangerous and unsafe working environment.
- Refusal to wear appropriate work attire.
- Use of cell phones during work hours. Staff should limit personal calls and texts to breaks and lunch duty.
- Allowing unauthorized staff to use your keys and badge. Allowing the use of your keys or badge might be acceptable for a staff member in your department; however, these items should not be shared with anyone outside your department.
- Uphold professional conduct and communication with all staff, students, parents, and coworkers.

STAFF DRESS GUIDELINES

- Custodians are provided with and expected to wear a red Bastrop ISD shirt during every shift unless told otherwise. You may join in and show your school spirit on designated days by wearing a shirt related to your campus.
- Custodians are expected to wear full-toed, non-slip shoes. This measure is
 necessary for the safety and protection of their feet. Open shoes such as sandals
 or slippers are not safe or appropriate custodial footwear.
- Custodians may wear blue jeans. Ensure that your pants have no holes, rips, or tears.

Please refer to the Bastrop ISD Employee Handbook for more detailed information regarding the dress code. The handbook can be located on the Bastrop ISD website (www.bisdtx.org) under Departments/Human Resources.

WORK ASSIGNMENTS/SHIFTS

All custodians are assigned a regular work shift, including a start time, lunch break, a one 15 minute break will be allotted after 6 hours of work and end times. It is expected that you adhere to the schedule assigned by your manager.

If a personal emergency requires you to leave work before your shift ends, you must contact the Custodian Manager or Lead Custodian (if applicable) by phone. If you cannot reach the Custodian Manager, leave a voicemail/text and explain.

CLEANING SCHEDULES

All custodians are assigned to specific areas within a building, though these assignments may be subject to change. Each area has a designated cleaning schedule that clearly outlines tasks and frequency. This schedule will be provided during your first week of employment, and you are responsible for following it. If you cannot complete a task due to emergencies (such as vomit cleanup, floods, lack of a substitute, etc.), you must promptly inform the Manager and/or Lead Custodian.

IMPORTANT NOTE: Custodians are expected to assist as needed in situations that require tasks beyond their normal area to support the overall team and maintain the cleanliness of the school.

INCLEMENT WEATHER

During the school year, there may be times when inclement weather causes school closures. In such situations, the following procedures will be followed:

Custodians will only be required to work on a case-by-case basis. If you are not contacted, you are not expected to show up to work.

LEAVES AND ABSENCES

NOTE: Detailed information regarding leaves and absences can be found in the 2024-25 Employee Handbook. Below is a summary along with details specific to our custodial staff.

Employees receive 40 hours of personal leave and 40 hours of sick leave during the first week of July each school year.

Personal leave taken at an employee's discretion that can be scheduled in advance is considered discretionary leave. Employees wishing to take discretionary personal leave must submit a request in Employee Skyward **three days** before the anticipated absence. Before approving your personal leave, the supervisor will consider the effect of the employee's absence on the department's operations.

When calling in sick, an employee is required to report their absence by phone or text to their manager and lead at least ninety (90) minutes before their scheduled time to report to work. You must leave a voicemail if you cannot reach your manager by phone. We also ask that you then text your Lead/Manager. Upon your return to work, you should submit your absence via Employee Skyward within two days of your return.

If you are out for more than three consecutive sick days, you must submit a doctor's note to the Payroll Department upon your return.

TARDINESS

Any employee arriving more than five minutes after their scheduled start time will be considered tardy. Accumulating three or more instances of tardiness may result in disciplinary action. Exceptions for employee tardiness can only be approved by the Custodial Managers or Facilities Coordinator.

NEUTRAL ABSENCE/DOCKED PAY

The District does not allow hourly employees to go on leave without pay (also referred to as docks). Below is an excerpt from the DEC(LOCAL) policy, which can be found on the District website:

If an employee does not return to work after exhausting all available paid and unpaid leave, the District shall provide the employee written notice that he or she no longer has leave available for use. The District shall automatically pursue termination of an employee who has exhausted all available leave, regardless of the reason for the absence [see DF series]. The employee's eligibility for reasonable accommodations, as

required by the Americans with Disabilities Act [see DAA(LEGAL)], shall be considered before termination. If terminated, the employee may apply for reemployment with the District.

LEAVING WORK EARLY

If a personal emergency requires you to leave work before your shift ends, you must contact the Custodian Manager by phone or text. If you cannot reach the Custodian Manager, leave a voicemail/text and explain.

NO CALL, NO SHOW

An employee who fails to report an absence by acceptable communication means (phone or text) no later than the start time of their shift and does not show up to work, the incident will be deemed a "No Call No Show." A no-call, no-show is grounds for disciplinary action upon your return to work. An employee deemed to have no-called and no-showed would not be eligible for paid leave.

If an hourly employee does not report or request a leave of absence(s) according to district procedures, the incident is considered a "no call/no show." An employee absent for three consecutive days without notice is deemed to have abandoned their job and may face disciplinary consequences up to and including termination.

CLOCKING IN AND OUT PROCEDURES

Employees are responsible for clocking in and out each day. Each employee is allotted a 30-minute lunch break. Employees are required to clock in and out for lunch during the scheduled times. Employees are responsible for ensuring they return to work within those 30 minutes.

Each employee is scheduled to work 40 hours per week. Employees may clock in no more than five minutes before their shift and should not punch out more than five minutes after their shift. Time for the week should total 40 hours. The manager must approve any variation of this expectation.

Employees must notify their manager of the need to clock in and out early or late or if there is a request to adjust lunch outside of the scheduled times. Employees with excessive missed or early/late clock-ins or clock-outs could be subject to disciplinary action. All overtime must be approved. Unauthorized overtime can subject the employee to disciplinary action.

In the event of a missed clock-in or clock-out, employees must provide documentation of the occurrence to their respective supervisors for review.

Employees clocking in or out for another employee will be subject to disciplinary action leading up to and including termination.

EXTRA HOURS/OVERTIME

Extra hours or overtime must be approved before the work is carried out. The decision regarding additional hours or overtime rests with the Custodian Manager. Generally, overtime is rarely required.

TRAINING

In an effort to maximize and sustain the highest levels of professionalism, custodians are expected to attend all district training sessions and communication meetings as scheduled by the Custodian Manager. All training and meetings will be compensated, and accommodations can be provided.

DISCIPLINARY ACTION PROCEDURES

Bastrop ISD uses Progressive Discipline for all hourly staff. All disciplinary actions are cumulative and are enforced when an employee violates district policies and rules outlined in the BISD Custodial Services Department Handbook or BISD Employee Handbook.

Before disciplinary action takes place, we make every effort to ensure employees know their expectations. When disciplinary action is necessary, below are the steps:

Step One- A verbal warning. A meeting will be held to discuss the concern. You will be given directives of the expectations moving forward. You will be provided with a copy of the progressive discipline reprimand.

Step Two- A written warning. As stated above, a meeting will be held to discuss the concern. You will be given directives of the expectations moving forward. You will be provided with a copy of the progressive discipline reprimand.

Step Three - A request will be made to Human Resources for suspension without pay. A meeting will be held with your immediate supervisor and an HR representative to discuss expectations.

Step Four- A request will be made to Human Resources for termination of employment.

NOTE: The warning/reprimand need not be the same from one step to the next.

CONFIDENTIALITY EXPECTATIONS

As a custodian for BISD, you may come across confidential information related to students, staff, or the community. It's essential not to share, photocopy, or distribute such information. Additionally, custodians should not explore desks, file cabinets, etc., unless authorized by a staff member.

USE OF SCHOOL DISTRICT EQUIPMENT AND MATERIALS

The district prohibits the use of public property and equipment for personal use. District equipment, such as carpet cleaners, shop equipment, cleaning supplies, tools, computers, etc., should not be taken off school district property or used for personal reasons. There may be occasions when equipment is relocated from one site to another. In such instances, equipment/materials will be moved only upon approval of the Custodian Manager.

TOBACCO / ALCOHOL / DRUG-FREE WORKPLACE

State law prohibits smoking and using tobacco products or e-cigarettes on all districtowned property and at school-related or school-sanctioned activities, on or off school property. Tobacco, alcohol, and drug use is prohibited in all buildings, playground areas, parking facilities, and facilities used for athletics and other activities. Notices stating that smoking is prohibited by law and punishable by a fine are displayed in prominent places in all school buildings.

Bastrop ISD is committed to maintaining an alcohol- and drug-free environment and will not tolerate the use of alcohol and illegal drugs in the workplace and at school-related or school-sanctioned activities on or off school property. Employees who use or are under the influence of alcohol or illegal drugs as defined by the Texas Controlled Substances Act during working hours may be dismissed. The district's policy regarding employee drug use follows:

An employee shall not manufacture, distribute, dispense, possess, use, or be under the influence of any of the following substances during working hours while at school or school-related activities during or outside of usual working hours:

- Any controlled substance or dangerous drug as defined by law, including but not limited to marijuana, any narcotic drug, hallucinogen, stimulant, depressant, amphetamine, or barbiturate.
- Alcohol or any alcoholic beverage.
- Any abusable glue, aerosol paint, or other chemical inhalation substances.
- Any other intoxicant or mood-changing, mind-altering, or behavior-altering drug.
- An employee need not be legally intoxicated to be considered "under the influence" of a controlled substance.

STATEMENT OF PROFESSIONAL STANDARDS

The effectiveness of our educational programs depends largely upon safe, clean, and orderly surroundings that allow students and teachers to focus on their work. In addition, staff, students, parents, and visitors form a general impression of a school – good or bad – which correlates closely to its overall standards of orderliness and cleanliness.

You are a member of a professional team whose difficult job is to achieve the highest possible standards of cleanliness and maintenance with available resources. Because of this, it is essential that every member of the custodial team assume a professional attitude that results in a high level of productivity and efficiency.

Professionalism includes the following qualities:

Job Knowledge: Skills needed to use supplies and equipment, time management, and following verbal and written directions.

Dependability: Promptness is the efficient use of time to complete a job as quickly and thoroughly as possible, following organizational policies, rules, and safety guidelines.

Attitude: The professional is positive toward their work and the organization. Attitude includes interest in the job, initiative in making suggestions, improving work, teamwork, and loyalty to the school. A positive attitude is essential for the worker who wants to grow and advance in the job.

Initiative: The professional custodian must be prepared to exercise judgment and adapt procedures and working patterns to deal with the unexpected. For example, if an area to be cleaned is in use, another area may be cleaned first. Such "emergencies" as broken glass, spilled liquids, or other hazardous conditions must be dealt with frequently. Any regular or significant changes in the assignment must be discussed with the Custodial Manager, but day-to-day alterations made to cope with special circumstances may be made by the custodian.

It is imperative that custodians project a professional image. This professional image is not only how we look. It is also how we work. The quality of work that the custodians produce is a reflection of the individual worker and the district.

SUPPLIES

How to Order:

You are to use the BISD JotForm App provided by your manager.

Who is Responsible for Putting in Order?

Mid shift is to make and input the order. If no Mid shift is available, the morning shift is to prepare the order for supplies.

When Do Orders Need to Be Submitted:

Wednesday: Prepare report to order supplies.

- Confirm that your report reflects a week's worth of supplies.
- Thursday: Submit order for supplies by noon.
- Dirty laundry pick up: Supply delivery day.

Expected Delivery Days:

Monday – Bastrop scheduled delivery day

Tuesday – Cedar Creek scheduled delivery day

ACCIDENTS

All work-related injuries must be reported to your supervisor immediately, and a First Report of Injury form must be completed online. Your supervisor can direct you to the required online form.

VANDALISM

Vandalism will be immediately reported to the Lead or Custodian Manager. Steps will be taken to repair the damage as soon as possible. Any graffiti should be removed immediately – if you cannot remove it with the provided cleaner, the Lead will make a work ticket to have it removed.

LINES OF COMMUNICATION

The Resources Available to You. Custodial staff can access various resources for questions, feedback, or reporting concerns. These resources include, but are not limited to, the Employee Handbook, the Custodial Handbook, and District policy. All resources listed are available on the District website. Bastrop ISD encourages custodians to initially discuss their concerns with their manager when appropriate. Being closely connected to the issues, managers can generally respond promptly.

Manager's hours of communication:

Managers can answer and respond to employees between 7 am and 5 pm, Monday through Friday. Any contact received after these hours will be addressed on the next business day. If there is an emergency, contacting your manager outside of these

scheduled hours is appropriate. Your manager can discuss with you what would be considered an emergency.

Weekend inquiries will be responded to on the following business day unless it is an emergency. For custodial staff who may be uncomfortable contacting their manager, the district provides multiple resources for questions or reporting concerns.

The list of options for seeking assistance includes but is not limited to:

- Manager Your manager should always be your primary contact for issues and concerns.
- 2. **Facilities Coordinator**: Your facilities coordinator should be your next point of contact after your immediate supervisor.
- 3. **Human Resources**: A Human Resources Representative will be your next line of communication, if necessary, after speaking with your manager, and the Facilities coordinator.

Contact Information

Custodial Manager (Cedar Creek feeder)

David Soriano (737) 348-4440

Custodial Manager (Bastrop feeder)

Lucy Malina (737) 348-4446

Facilities Coordinator

Mitch Goth (737) 348-4435

Managerial Office Address

1602 Hill St, Building B (Maintenance & Housekeeping building), Bastrop TX 78602

Facilities Coordinator Address

1602 Hill St, Building A, Bastrop Tx 78602

Service Center- HR Office

906 Farm St, Bastrop, TX 78602

512-772-7100

NOTE: A scheduled appointment is

needed.

WORK YEAR

All custodians work a 240-day calendar. This calendar requires custodians to work shifts during student breaks unless otherwise approved by your manager.

2024-2025 WORKING CALENDAR

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JOB RESPONSIBILITIES

To clarify custodial job responsibilities, we have established guidelines for each area of all schools or facilities in BISD that may be modified due to staffing constraints. It is essential that you review your job description periodically to help you maximize your job performance.

Custodian Work Shifts

Morning Shift Expectations

6:00am to 8:00am steps 1-5 should be followed.

- 1. Clock in on Time
- 2. Turn lights on.
- 3. Organize/ set up cart for day.
 - Get clean mop water
 - Fill all cleaning solutions needed.
 - Make sure cart is replenished if needed.

4. ENTRY WAYS

- Clean glass daily.
- Dust weekly.
- Clean doors, casings, hinges, sills, door closers weekly or more often if needed.
- Sweep floors wash daily.
- Spot wash any spills etc. daily.
- Vacuum entry rugs daily.
- Keep thresholds free of dirt, etc.

5. Main office and Library

- High dust corners, edges, air vents, cabinet tops, lights as needed or at least once a week.
- Wipe down desk tops; counter tops and window sills weekly or as needed.
- Clean door glass wipe down door casing and hinges weekly or more often if needed.

6. Bathroom in office and teacher lounges

- Clean kitchen sink.
- Wipe down counter.
- Clean toilet top to bottom.
- Restock if need be (soap, toilet paper, paper towels, sanitary bags).
- Sweep and mop floor daily.
- Wipe down walls in restroom stalls daily.
- Clean vending machine tops weekly (if applicable).

8:00 Breakfast Duties:

Clean up breakfast

- Empty and reline all trash cans and wash cans as needed.
- Clean all tables and wipe down.
- Sweep floors, remove food and mop floors daily.

If step 1-5 were not completed please complete these.

10:00am to 10:30am- Lunch Break, please take lunch break in work room.

10:30am to 12:30pm- Depending on campus my vary

Lunch Duties

- Pick up spills
- Clean tables
- Take trash out
- Reline trash cans
- Lift tables
- Sweep
- Scrub floors
- Must remove and empty sanitized containers
- Empty mop buckets (no water should be left in containers overnight)

12:30 pm to 2:30 pm

Clean cafeteria restroom.

- Clean toilets from top to bottom
- Clean sinks
- Wipe mirrors
- Restock toilet paper, and/or towels.
- Wipe down walls and doors in stalls
- Sweep and mop
- Empty mop buckets (no water should be left in containers overnight)
- Take trash out

Do final walk through

Mid Shift- Expectations

10:00am to 2:30pm times vary depending on campus (Intermediate 11-7:30, Middle and High school 12-8:30)

- 1. Clock in on Time
- 2. Discuss any issues as needed
- 3. Relief morning staff for lunch
- 4. Oversee all lunches
 - Pick up spills when needed
 - Clean tables
 - Take out all trash
- 5. Oversee any Campus needs

2:30pm to 3:00pm- Lunch break- please take in work room

3:00pm to 4:30pm

- Make sure cart is replenished
- Clean cafeteria restroom
 - Clean toilets from top to bottom
 - Clean sinks
 - Wipe mirrors
 - Restock toilet paper, and/or towels.
 - Wipe down walls and doors in stalls
 - Sweep and mop
 - Empty mop buckets (no water should be left in containers overnight)
 - Take trash out
- Nurses' office
 - Pull trash
 - Reline trash cans
 - Sweep/mop/vacuum

4:30pm to 6:15pm

Main office and Library

- Pull trash
- Reline trash cans
- Sweep/mop/vacuum front offices

Sweep all hallways/ run machines

6:15-6:30

Do a final walk through of all areas before leaving.

1. Send a report to the manager of documenting anything that was not done by the morning shift and the night shift.

Night Shift Expectations

2:00pm to 4:00pm

- 1. Clock in on time
- 2. Meet with Lead (If appliable)
 - Clean the cafeteria
 - Clean the edges in the cafeteria
 - Mop/scrubber
 - Clean windows
 - Wipe down hallway walls
 - Wipe down stairways and elevators
 - Wipe down water coolers
 - Wipe down common areas
 - Entrances/ Exits- Clean inside and outside of areas
 - Pick up outside trash
 - Empty outside trash cans
 - Reline outside trash cans

4:00pm to 6:30pm

Organize/ Get cart ready for evening.

Start your assigned area

Room assessment

- Check for cob webs
- Problem's areas
- Dust
- Clean vents
- Clean fans
- Clean windows
- Clean walls
- Paper towel dispensers
- Counter tops
- Shelves
- Wipe down
- Desk- student/staff
- Walls/ light switches
- Cabinets
- Counters
- Sinks (labs)
- Doors
- Entry ways
- Door windows
- Door handles

- Shelves
- Movable shelves
- Sweep/Vacuum
- Under desk- student/ staff
- Under chairs- student/ staff
- Movable shelves
- Around desk and walking areas
- Behind doors
- Carpets- district provided, non-personal
- Take trash out, replace bag
- Mopping

6:30pm to 7:00pm- Lunch break- please take in work room

7:00pm to 9:30pm

Finish assigned areas

Restrooms

- Toilets/urinals
- Sinks
- Mirrors
- Trash
- Sweep/mop
- Bathroom stalls and walls need wiped down

Hallways

- Sweep
- Wipe down any problem areas on walls
- Mop/ scrubber

If Gym/Locker/weight rooms is your assigned area

- Sweep
- Mop/scrubber
- Disinfect equipment
- Gym restrooms clean:
 - o Toilets/ urinals
 - o Sinks
 - Mirrors
 - o Trash
 - Sweep/mop

9:45pm to 10:30pm-

Clean up

- anything left behind
- stock and organize cart
- New trash bags, big and small

- Empty out mop water, DO NOT LEAVE WATER IN BUCKETS OR MACHINES
- New rags
- Any material used

Do final walk through while doing campus check list

Before leaving check all doors to make sure they are all locked and fully closed.

CUSTODIAL HANDBOOK ACKNOWLEDGEMENT

By signing below, I acknowledge receiving a copy of the Custodial Handbook. I will thoroughly review this handbook.

Employee:		
Date Received:		