

June 28, 2017

TO: All Departments and Custodians

FROM: E. J. Hook, Manager
Environmental Services

RE: Summary of Custodial Responsibilities

The attached *Summary of Responsibilities* is intended to serve several audiences. First, it outlines for the individual custodian what is expected on a daily and weekly basis to perform his or her work assignment to established standards. Second, it is to detail for the buildings users what kind of service they can expect from the custodian in their facility. Third, it is a descriptive list of tasks that management can use to quantify workload and to determine staffing levels.

The intent of this document is to foster discussions between custodians, facilities users, and facilities managers relating to expectations and responsibilities for building cleaning functions. It will never be the final word on the subject, but will continue to evolve.

If there are ever any questions or concern about anything in the document, please bring it to our attention. We actively seek ideas that will make things work better.

We look forward to working with all concerned parties in our effort to bring to MSU the best custodial service possible within available resources.

SUMMARY OF JOB RESPONSIBILITIES

Area Custodian for Custodial Services

This is an explanation of what is expected of a custodian employed by Custodial Services. It does not cover aspects of custodial work unique to a particular work area assignment, but is general enough to be applicable to all of the buildings serviced by Custodial Services. Special cleaning requirements specific to individual work area assignments are addressed separately between the custodian, his or her supervisor, and the building supervisor.

Custodial Services provides cleaning services to the academic and administrative buildings at MSU. The building space serviced has been divided into a number of custodial work areas or zones. The spaces within these areas in turn have been classified into functional categories that impact how often and to what degree the spaces are cleaned. The categories are as follows:

- A. **CIRCULATION AREAS.** These are areas such as entry walks and stairs, entryways, lobbies, hallways, stairways, exhibition service rooms, and public waiting rooms.
- B. **RESTROOMS.** Shower rooms, locker rooms, ticket booths, dressing rooms, equipment supply rooms, first aid rooms, towel rooms and custodial closets are in this grouping along with the restrooms.
- C. **CLASSROOMS.** In addition to general purpose classrooms and their service rooms: lecture rooms, lecture-demonstration rooms and their service rooms, seminar rooms, conference rooms, shops and shop service rooms, assembly areas, music practice rooms, and individual study laboratories dedicated to a specialized field are included in this category.
- D. **XL (Extra Large) FLOORS.** These are often open floors that are very large in area. Examples include the Romney gymnasium and dance studio, various exhibition rooms, large common spaces across campus, and the library stacks.
- E. **CLASS LABORATORIES.** This is a broad category which includes audiovisual, radio and TV rooms, data processing and computing areas, microcomputer rooms, art studios, photographic/video studios, industrial arts/engineering classroom shops, production rooms, treatment rooms, music rehearsal rooms for groups, language laboratories, studios for large groups, and other specialized use rooms or facilities which are used for teaching purposes. Also included are all service rooms associated with each lab or area.
- F. **OFFICES.** An office is typically a single cell with one entry/exit. If it has more than one entry/exit, the multiple openings must not be used to provide a thoroughfare

through the cell to somewhere else or it changes the definition to an office suite. Lounges and lounge service rooms, meeting rooms and their service rooms, merchandising facilities (stores) and their service rooms, process rooms, recreation rooms, storage rooms, study rooms, office service rooms and break rooms are included.

- G. OFFICE SUITES. An office suite is defined as a shared space typically partitioned to delineate uses and circulation.
- H. RESEARCH LABORATORIES (NON-CLASS LABORATORIES). All research labs, their service rooms, and animal quarters are included in this category.
- I. AREAS NOT SERVICED. These are areas such as mechanical rooms, storage rooms, utility accesses and other departmental areas not serviced due to request or specialty.

Ideally, all surfaces within these areas are to receive cleaning attention at certain frequencies. They may be vacuumed, shampooed, extracted, dusted, swept, scrubbed, mopped, stripped, neutralized, sealed, waxed, buffed, and polished according to need, type of material and application. Such surfaces receive treatment contingent upon the following conditions:

- a) They are reasonably clear of non-permanent and/or personal objects.
- b) They are within safe reach of a standard eight foot stepladder. Up to a fourteen foot stepladder may be used when another member of the custodial staff is present to steady the ladder. The surfaces must be easily accessible using typical custodial equipment. Light tubes or bulbs that are located over stairs, for example, are not to be replaced without making special arrangements with the worker's supervisor, and may not be done by Custodial Services but by Campus Maintenance electricians.
- c) There are not any hazardous materials on or in close association with the surface.
- d) There is not any unusually sensitive or dangerous equipment in close association with the surface.

If any surface fails to meet conditions above, the surface is not cleaned without making special arrangements with the supervisor and the building space occupant. Because of work shift timing, this may not happen immediately. The worker is expected to inform the supervisor in charge immediately about the change in the work plan.

Work priorities are set according to predetermined cleaning frequencies for each type of space. Since the FY 93 cutback regime, space categories A through E receive full service daily. Category F (Offices) space requires floor care and garbage removal only, once per week. Category G (Office Suites) space requires floor care and garbage removal only, twice per week. Category H (Research Labs) space does not receive any service except for

yearly refinishing of the floors and relamping of light fixtures, or special requests approved by the Environmental Services Manager. Category I space is never entered. Categories F-H may have trash emptied up to a daily frequency if the occupants place the container(s) out in the hallway on days not scheduled for cleaning.

Here is how the custodial work has been separated into daily and as-needed tasks for the various types of areas mentioned above. There is a floor plan of each work area color coded for the cleaning frequency.

A. CIRCULATION (colored green on the floor plan)

1. DAILY:

- a) **Carpeted Floors** are vacuumed.
- b) **Hard-surfaced Floors** are swept or dust mopped, including areas beneath objects that can be gotten under without undue inconvenience, such as desks, chairs and heaters; floors are wet mopped at least once per week or more if needed.
- c) **Trash containers** are emptied.
- d) **Drinking Fountains** are cleaned and polished, all hard water accumulations removed, drains cleared of debris.
- e) **Glass Doors** have all fingerprints and smudges removed on the inside surface, and the outside surface also, weather permitting.
- f) **Solid Doors** are cleaned where people put their hands regularly.
- g) **Light Switches** are cleaned along with the wall surfaces immediately surrounding them.

2. AS-NEEDED:

- a) **Walls** are scrubbed.
- b) **Light Fixtures** are cleared of dead flies and the diffusers/lenses cleaned.
- c) **All Horizontal Surfaces** are dusted, wiped, and scrubbed.
- d) **Glass Entryways**: the inside surfaces and the panels on either side of the doors are kept clear of smudges and body oils.
- e) **All Glass Installations** have all soil deposits removed and are dusted,

scrubbed and/or shined as appropriate for the surface.

- f) **Light bulbs and tubes** are replaced when they are burned out or are flickering.
- g) **Trash containers** are cleaned with cleaning solution.
- h) **Resilient Tile Floors** are damp mopped, buffed and finished.
- i) **Air Vents**, when present, are cleared of accumulations of dust and lint.
- j) **Outside Building Approaches**: these are defined as the area of sidewalk extending to five feet beyond the outside door when stairs are absent, and extending from the outside door to five feet beyond the bottom stair when stairs are present as part of the approach. These areas are swept clean of all dirt and debris. Snow and ice must also be cleared off the building approaches. Snow and ice removal is done at the beginning of the work shift if it is not snowing, and at the end of the shift if it is snowing during the shift. Entry sand urns and/or trash containers are emptied daily.

B. RESTROOMS (colored green on the floor plan)

1. DAILY:

- a) **Sinks, Urinals and Toilets** are cleaned with a germicidal cleaner. All soap film, hard water stains, grease and other deposits are removed from the porcelain and metal surfaces. Particular attention is given to underneath the rims and around the drains on the porcelain fixtures. Toilets and urinals need special daily attention near the bowl water line and water entry to the bowl. The junction between the porcelain and the lid is cleaned thoroughly, as well as any pipe connections with the porcelain.
- b) **Mirrors** are cleaned and shined.
- c) **Counter tops** are wiped off with a germicidal cleaner so that they are entirely free of accumulations of dirt and grime.
- d) **Trash containers** are emptied.
- e) **Floors** are damp mopped with a germicidal cleaner.
- e) **Doors** are cleaned around handles and other places people put their hands.
- f) **Walls and dividers** are cleaned in any spot where people regularly put their hands, such as near soap and towel dispensers, light switches and door

latches.

- g) **Soap dispensers and Hand dryers** are cleaned, the metalwork shined and the orifice opened.
- h) **Soap Dispensers, Toilet Paper Holders, Roll Towel, Soap and Sanitary Napkin Dispensers** are restocked.
- i) **Custodial closets** are kept clean and orderly.

2. AS-NEEDED:

- a) **Light Fixtures** are cleaned and the tubes replaced as they burn out or start flickering.
- b) **Wall, Ceiling, Door and Divider** surfaces are cleaned and dusted.
- c) **Air Vents** are cleared of accumulations of dust and lint.
- d) **Trash containers** are cleaned with a germicidal cleaner and allowed to dry before recovering.

C. CLASSROOMS (colored green on the floor plan)

1. DAILY: The same surfaces given daily attention in the circulation areas are serviced in the classrooms, with these additional tasks:

- a) **Chalkboards and Whiteboards** are wiped down and the erasers and chalk trays cleaned.
- b) **Chair/desk arrangement(s)**: are placed in an orderly fashion of the set up they are found in.
- c) **Trash containers** are emptied.

2. AS-NEEDED: The same surfaces requiring periodic maintenance in circulation areas are handled in a similar fashion in the classrooms, with the following additions:

- a) **Chairs and tabletops** are wiped down to remove the soil buildup, and the gum scraped off their bottoms.

D. XL FLOORS (colored green on the floor plan)

These areas are treated like circulation areas.

E. CLASS LABORATORIES (colored green on the floor plan)

1. DAILY: Basically the same as the other daily functions, with the following conditions:
 - a) **Lab sinks** are not normally cleaned because of the unusual substances discarded in them. Sometimes these materials constitute a danger to the custodian or may require special cleaning techniques. If it can be proven that a particular lab sink is used in the manner of a break room or restroom sink, it may be cleaned only with approval of the Environmental Services Manager.
 - b) **Lab machinery** must not be touched.
 - c) If a custodian encounters a spill or mess in which the substances involved cannot be positively identified, the custodian must contact a supervisor before proceeding with any cleaning operation.
2. AS-NEEDED: These work functions are similar to the other area categories previously mentioned.

F. OFFICES SUITES (colored blue on the floor plan)

These are done twice a week on a prearranged schedule. The only exception to this schedule is Montana Hall.

1. BI-WEEKLY: These areas receive floor care and the trash removed only, except for special requests approved by the Environmental Services Manager. There are these additions or exceptions:
 - a) **Lounge and break room sinks** are cleaned upon request.
2. AS-NEEDED: In general, detail work is left to special requests.
 - a) **Bookcases and the tops of books** are dusted or vacuumed only upon special request and with approval from the Custodial Services Supervisor.
 - b) **Chalkboards and whiteboards** are cleaned only upon request and with approval from the Custodial Services Supervisor.
 - c) **Furniture** is dusted only upon request and with approval from the Custodial Services Supervisor.

Special care is taken to avoid disturbing any personal objects in offices. Each office

remains unlocked only while the custodian is in it cleaning. Office machinery is not touched, not even to turn off a machine that has been left powered up.

G. OFFICES (colored yellow on the floor plan)

These areas are cleaned once per week on a prearranged schedule. In other words, any given office may be cleaned on any day of the week, depending on what the supervisor schedules. Except for the lower scheduled cleaning frequency, the treatment for these areas is virtually the same as the office suites.

H. AREAS NOT SERVICED (colored red on the floor plan)

Custodians are not required to be in these areas and avoid them except in instances where there are special maintenance requirements, such as fire extinguisher inspections or floor finishing projects.

There are several other aspects of a custodian's responsibility that need to be addressed:

FLOAT CREW FUNCTION. The Float Crew ideally consists of six custodians, five of them on the 4:00 p.m. to 12:30 a.m. shift and one on the 11:00 p.m. to 7:00 a.m. shift.

The function of the float crew is as follows, in order of priority:

1. **Coverage for unexpected absences.** At the beginning of the shift, when it is clear how many workers are going to be absent, coverage needs are made known to the crew by the Custodial Services Supervisor. Depending on the number of people out, each crew member might have to cover 2-4 work areas in one shift. In most cases, the full cutback regimen is expected to be carried out. A large number of areas needing coverage might make this impossible, however. Under these circumstances the focus on work tasks addressing sanitary and hygiene concerns like trash and restrooms.
2. **Carpet Cleaning.** Whenever the area coverage requirements are met, the float crew converts to its secondary assignment: carpet cleaning. Carpets are extracted using warm water and a light dose of wetting agent according to need and the interval since the last cleaning.
3. **Special Projects.** Special projects may consist of prepping wooden gym floors for refinishing, refinishing urethane floors, fine-tuning a work area, changing out high light fixtures, and other work that is unusual, of a more technical nature, or is beyond the capability of the area-assigned work force.

KEYS, MAIL AND SHIFT SCHEDULES. Currently there are three shift times: 7:00 a.m. to 3:30 p.m., 4:00 p.m. to 12:30 a.m., and 11:00 p.m. to 7:00 a.m.

Shift schedules are expected to be carefully observed, including break times. There is a fifteen minute break scheduled at two hours into the shift, a thirty minute lunch break four hours into the shift, and another fifteen minute break six and one-half hours into the shift.

Custodians report to the key shack no later than the start of their shift, and no earlier than the ten minutes from the end of their shift. Keys are picked up and dropped at those times, as well as mail.

Custodians stick to these schedules in all cases except emergencies. A supervisor **MUST** be contacted before leaving the work area during work periods. If those efforts fail for some reason, the keys are dropped at University Police. The custodian informs the custodial supervisors as soon as possible regarding an unscheduled key drop and the reasons behind it. Otherwise, a search for the employee involving the custodial supervisors and University Police begins ten minutes after the scheduled key drop. Under no circumstances are any keys taken home.

CHANGE IN WORK ASSIGNMENT. Work area assignments may be changed at any time to meet fluctuating crew/workload requirements. No work area assignment should be regarded as permanent. When there are special coverage problems, assistance may be required of any custodian. This help might involve duties in different work areas and different emphasis on various cleaning tasks.

VACATION COVERAGE. Scheduled absences, such as vacations, are covered in the following manner. Custodians assigned to specific work areas are typically organized into groups of three called "vacation pools". Each pool is expected to work out individual vacation leave schedules so that leave periods for each will not result in more than one custodian being gone at a time. When someone in a pool of three is on vacation, the remaining two put in one quarter of their shift in the absent custodian's area. In this way, at least one-half a shift's work is put into the area, while costing each of the other custodians a maximum of one-quarter of their work time outside their regular assignment. Special extended leave situations are handled by hiring temporary workers only after the regular custodian is on leave without pay.

BUILDING TRASH REMOVAL. All building refuse is transported to the nearest outside container and deposited therein, with the exception of very bulky, heavy or long materials. All spillage around the outside container is cleaned up. The outside refuse container lids must be left closed at the end the shift.

Old light tubes are put back in their shipping boxes to prevent breakage. The supervisor is then contacted so that they can be collected and sent to storage prior to recycling.

Custodians have standing order that nothing is to be discarded unless it is **in** the trash can. Nevertheless, if something of value is placed on top of or near a trash can, it is in danger of getting thrown away, so facilities users should avoid doing that if they want to

keep an item. If something is questionable as to whether it is trash or not, a note is left on it asking if it is to be thrown away and it is left for handling during the next shift the custodian works. It is better to err on the safe side and not throw something away than take a chance and risk losing something of great value to the occupant. A supervisor may make the final decision whether something is to be hauled out of the building or not.

Custodians are not expected to handle a trash container that is overloaded with a lot of heavy material alone. They may get permission from their supervisor to simply leave the container full if it has been loaded dangerously and excessively.

SAFETY. All custodians are to perform their work in a safe manner. Horseplay is strictly forbidden. Any lifting must be done in the manner outlined in the Safety Manual; objects that are too heavy for the worker must not be attempted without help. Climbing up on high, dangerous supports or structures is prohibited. Lights must be changed with the power off. Closed toed shoes must be worn at all times. Safety glasses and rubber gloves must be worn when mixing or pouring chemicals, or when cleaning up bodily fluids and/or solids.

Custodians must not enter buildings known to have suffered damage to the building structure or damage suspected to have caused the release of noxious gases or materials without approval from a custodial supervisor. Typically, these kinds of damage occur as a result of fires or broken plumbing. Custodial work may proceed when a custodial supervisor ascertains from qualified facilities professionals that it is safe for workers to be in the building or area of damage.

Please refer to the Facilities Services Health and Safety Manual for details regarding each employee's responsibility for his or her personal safety and the safety of others.

DRESS. All custodians are to wear the entire approved uniform, with the photo identification card, each and every shift. Closed toed shoes must be worn at all times.

RELATIONS WITH BUILDING USERS. A positive, constructive relationship must be maintained with all faculty, staff, students and other custodians. Conversations with building users must be kept to a minimum and should remain on topics relating to custodial work in the building. Cleaning operations in areas being used by faculty, staff and students should be rescheduled for another time if at all possible. Although the faculty, staff and students are the people Custodial Services regards as its customers, this group of people is not in charge of directing the activities of custodians in the buildings. All requests involving a redirection of custodial activities should be referred by the custodian to his or her supervisor. A custodian is not a personal servant, mail carrier, laboratory assistant, or messenger for any of the faculty, staff or students. For example, chairs, tables and other pieces of furniture are not to be moved except to accomplish scheduled floor maintenance or other custodial activities.

BUILDING SECURITY. Custodians are expected to lock all outside doors and close

all outside windows at 6:00 p.m. each day unless instructed to do otherwise by the building supervisor or the custodial supervisor(s). Certain buildings may have standing orders for locking outside doors that differ from this schedule; security instructions for these buildings will be given out when the area assignment is made.

If there is a room reservation that requires that one of the outside doors be left open after the normal lock-up time, only the outside door nearest the reserved room is to remain unlocked, and only during the time the room is in use. The room that is reserved should be treated similarly.

Rooms are cleaned one at a time, and when finished, the windows are closed and locked, the lights turned off, and the entry door locked on the way out. While cleaning a suite of offices with one or two doors that access the entire suite, the suite door is closed and locked while the inside offices are cleaned. This is so that someone cannot sneak in the main door while the custodian is occupied in one of the inside offices.

All office doors are locked. Any rooms, including classrooms, that have anything of value in them are also locked, but they may be left unlocked at the departments request. If there is a question or doubt about whether a particular room should be locked or not, it is locked.

The amount of lighting used to perform cleaning operations in a particular building locale should be kept to a minimum to conserve energy.

Staff break rooms or assigned custodial closets are the preferred places for custodians to take their breaks. Under no circumstances should a custodian take a break in an office or at a personal desk. No custodian has any assigned space for personal use.

Custodians are expected to report people who are not authorized to be in the buildings after hours to University Police or their custodial supervisors. Similarly, circumstances of an unusual nature leading the custodian to suspect foul play or the presence of a health/safety hazard are reported. This is to be done without confronting suspects in any way. It is most desirable to make the report unobserved.

Custodians also report any dogs, other than seeing-eye dogs, and bicycles in the buildings to University Police or their custodial supervisor.

REPAIR/DAMAGE REPORTS. Anything observed in the building(s) that has been damaged or is in need of repair are reported to the custodial supervisor(s).

PHONE/DEVICE USE. During work periods, a custodian is not authorized to use a phone/device for any reason other than a) to report an emergency, b) to order custodial supplies, c) to notify University Police of a problem, d) to attempt to communicate with a supervisor. However, there are personal situations that may require the use of a device during a work period. In that case, a supervisor should be informed prior to the using

the phone/device. If it is critical communication be made without waiting to get in contact with a supervisor over the phone, the custodian can call University Police at ext. 2121.

Personal communications may be made during coffee breaks and lunch breaks, with strict adherence to the work schedules.

Using phones/devices in personal offices are generally not acceptable. If the phone/device is departmental, permission must be obtained from the head of the department for use. Under no circumstances is a device unplugged or moved. Damage to the communication system may result.

Phones/devices with hands-free headsets may be used provided the worker can demonstrate that the quality of their work does not suffer as a result. If a problem with work performance results from using a device, the privilege of using such technology during work periods will be denied.

COMPUTERS. Computers are not to be disturbed, even when left on all night. Use of any university computers, even those in computer labs, is prohibited for custodians during their work periods. The only exception to this is the use of a computer in the Custodial Office for custodial-related work.

Computers may be used by custodians in the computer labs located in Reid Hall and Roberts Hall during the lunch break, with strict adherence to the work schedule. The computers in these two labs and the computers in the Custodial Office are the only computers authorized for use by custodians. Computer use is prohibited during the two fifteen minute break periods in the first and second half of the work shift.

Custodial equipment is not plugged into surge protectors for electronic equipment, such as computers. Only wall outlets are utilized.

WALL CLOCKS. The only wall clocks that a custodian has to deal with are a) those in public areas, or b) departmental clocks that require a ladder to reach. It is the custodian's responsibility to set these clocks when time changes or power outages occur.

When clocks in public areas no longer function, the clocks will be removed. A department may then opt to replace the clock or have it repaired at their expense. From that point on, all maintenance associated with the wall clock is a departmental responsibility.

LOST AND FOUND. Any personal articles found in the facilities are turned in to that particular building's lost and found area. Usually, this is a dean's or department head's office suite, and is typically managed by an administrative assistant or secretary.

If the articles could be considered valuable, a supervisor should be called immediately

and he or she will take the item to the University Police. Under no circumstances should a custodian take any lost items home or take personal possession of them in any way.

This explanation was made with the entire scope of custodial services in mind. Information specific to certain work areas or buildings is not mentioned here, but may be obtained from any of the custodial supervisors.