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INTRODUCTION

Custodial Technical Training
The custodian will be able to:
1. State the difference between Custodial Orientation and Custodial Technical Training.
2. Explain the process of technical training.
3. Identify the Custodian II and the Coordinator roles in training.
4. Complete the training record.
5. Log on to the computer to take tests.

Safety
The custodian will be able to:
1. Describe what is meant by viewing safety as a system.
2. Name Go To people in his/her work area.
3. List ways custodians can make the workplace safer.
4. Follow emergency procedures for the building

Ergonomics
The custodian will be able to:
1. List suggestions for planning work flow that require using different muscle groups throughout the shift
2. Choose proper equipment
3. Know how to contact Wellness to start a Warm Up at Work program

You are responsible for completing your training, working safely, suggesting improvement ideas to your Coordinator, and reporting accidents (injuries or near misses).
Introduction

Our vision is zero injuries. Our goal is that no one gets hurt.
CUSTODIAL TECHNICAL TRAINING

Our custodial technical training program provides basic custodial training to all custodians within Facilities Management while allowing for focus on skills used in particular areas. New staff training is done in the work area with Coordinators and Custodian IIs. Training includes 3 parts to each unit of instruction:

- Chapter review—each chapter in the Training Manual is reviewed. The manual is divided into 30 chapters, appendices, forms, certifications, and an index.

- Hands-on training—new staff learn the skills by actually working with a Custodian II or Coordinator on-the-job. New staff watches the Custodian II or Coordinator demonstrate the skill, and then they perform the skill and receive feedback on what they’ve done correctly and what they can do to improve.

Each day of training, the Custodian and Custodian II or Coordinator complete the Custodial Technical Training” checklist. All forms are available on the FM Connection web page under Staff Development/Custodial Training.

All time spent in training (reviewing the chapters, hands-on, and test taking) is recorded on the daily time sheets as code TT. Type in the name of the unit studied.

TEST ORDER
Each unit has a test. However, the training order is not the same as the manual chapter order. Basic material is covered first. Some units may have more than one chapter to review. Units that require a completed certificate are in bold italics.

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<td>• Miscellaneous</td>
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<tr>
<td>3B</td>
<td>Area 3B Specific</td>
<td>10</td>
<td>5A, 5B</td>
<td>Taylor-Dunn Mules</td>
<td>10</td>
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<td></td>
<td>• Pressure Washer</td>
<td></td>
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<td>Area 5B Specific</td>
<td>10</td>
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<tr>
<td></td>
<td>• Miscellaneous</td>
<td></td>
<td></td>
<td>• Pressure Washer</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Wood Floors</td>
<td>20</td>
<td></td>
<td>• Miscellaneous</td>
<td>20</td>
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<td></td>
<td></td>
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<td></td>
<td>• Locker rooms</td>
<td>17</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Showers</td>
<td>24</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Clinics, Exam Rooms, Labs</td>
<td>5,23</td>
</tr>
</tbody>
</table>

**Custodial Orientation**

Our custodial orientation program introduces the new Custodian to the University of Iowa, Facilities Management, and to the actual work area. Coordinators review material with the new Custodian over the first 6 months of employment. The first weeks are very intense.

The Coordinator and Custodian II get to know the new Custodian as they review policies, tour the areas, and discuss the job expectations.

To make sure everything is covered, the Coordinator, the Custodian II, and Administration use orientation checklists: All forms are available on the FM Connection web page under Staff Development/Custodial Training.

- [Coordinator & CII Checklist](#)

March 2010, revised October 2013

*Our vision is zero injuries Our goal is that no one gets hurt.*

Introduction-2
The Custodian and the Coordinator sign each list as it is done. The checklists are stored in the training file with all other training checklists.

Guidelines for the program are:

1. When a person new to your area starts work, setup a hard copy file for training records. If the person transfers in from another area within Facilities Management, ask the Coordinator from that area for any existing files.

2. Review all items on each checklist.

3. Have new employee check each item as it is reviewed.

4. If an item does not apply to this person, write NA on the line.

5. When each item on the entire list is checked, the employee and either the Coordinator or the Custodian II sign as indicated at the bottom.
SAFETY

MANAGEMENT’S COMMITMENT TO EXCELLENCE IN SAFETY

Facilities Management is dedicated to developing and maintaining a level of safety in our working environments that is consistent with industry’s best practices. We will support a safe work environment in your area in the following ways:

- Encouraging full participation of all staff
- Allowing no safety compromises in anything we do
- Building safety into every task and activity
- Continually improving work processes that support a safe work environment

While recognizing that safety makes good business sense, our prime motivation is the protection of Facilities Management staff.

SAFETY AS A SYSTEM

Safety involves more than just people. To understand how we can prevent injuries from occurring we look at many possible causes. This chart shows seven components of safety in the top row. Each column gives examples of each component.

<table>
<thead>
<tr>
<th>Safety Component</th>
<th>Design and Engineering</th>
<th>Mechanical Integrity</th>
<th>Mitigation Devices</th>
<th>Warning Devices</th>
<th>Environment</th>
<th>Training and Procedures</th>
<th>Human Factors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Codes, Standards, Guidelines</td>
<td>Inspection</td>
<td>Relief valves</td>
<td>Monitors</td>
<td>Heat</td>
<td>Recently written SOP</td>
<td>Fitness to do job</td>
<td></td>
</tr>
<tr>
<td>Process Analysis</td>
<td>Vibration</td>
<td>Diking and Drainage</td>
<td>Process alarms</td>
<td>Noise</td>
<td>Communication of SOP</td>
<td>PPE fitted</td>
<td></td>
</tr>
<tr>
<td>Chemical Substitution</td>
<td>Preventive Maintenance</td>
<td>Shutdowns &amp; Isolation Devices</td>
<td>Facility alarms</td>
<td>Lighting</td>
<td>Training on procedure</td>
<td>Trained to do the job</td>
<td></td>
</tr>
<tr>
<td>Proper Guarding</td>
<td>Parts quality control</td>
<td>Fire suppression systems</td>
<td>Labels, Placards</td>
<td>Cold/damp</td>
<td>Worker training refreshed</td>
<td>Stress</td>
<td></td>
</tr>
<tr>
<td>Retro-fitting</td>
<td>Turn around frequency</td>
<td>Check valves</td>
<td>Signage</td>
<td>Layout</td>
<td>HAZCOM</td>
<td>Workload</td>
<td></td>
</tr>
<tr>
<td>Changes in use</td>
<td></td>
<td>Barriers</td>
<td>Outside work</td>
<td>Hazard Analysis</td>
<td>Ergonomics</td>
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<td></td>
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<td></td>
<td>Ventilation</td>
<td>Correct tools supplied</td>
<td>Behavior</td>
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</tr>
</tbody>
</table>

Our vision is zero injuries Our goal is that no one gets hurt.
YOUR ROLE IN SAFETY

As a custodian in Facilities Management, you are expected to follow all safety guidelines, complete your work assignments keeping safety in mind as you plan your daily activities, and report suggestions for improvement in the work area to your Coordinator.

In our safety system, employee participation is needed from everyone. Here are some ways you can participate:

- Report any unsafe conditions you find
- Participate in shop talks and other safety related meetings
- Give suggestions how a job could be made safer or easier
- Model safe work practices
- Volunteer to be a Go To team member!

GENERAL GUIDELINES

Custodians frequently suffer injuries that involve bone, cartilage, muscle, and nerves. Body parts affected are the back, shoulders, neck, arms, wrist/hands/finger, knees, ankles, and elbows. There are general guidelines you can follow to think through working safely before beginning tasks.

Injuries can be caused by ignoring any of the components of the safety system. Some can lead to pain or discomfort when you do them over and over again without a break. Examples of potential tasks that lead to injuries and the safety system component involved include:

- Exerting force to perform a task or to use a tool—Design and Engineering, Training
- Working in awkward postures (bending, twisting, reaching overhead for dusting)—Design and Engineering, Environment, Human Factors
- Remaining in the same position of a long time—Human Factors
- Continuous pressure from a hard surface—Environment
- Working in very hot or cold temperatures—Environment
- Holding equipment that vibrates—Mechanical Integrity
- Using chemicals designed for other use—Design and Engineering
- Using equipment in wet areas without a GFI—Mitigation Devices
- Not posting wet floor signs—Warning Devices

Be sure to report any accident to your Coordinator within twenty-four (24) hours. The First Report of Injury is found on the UI Self Service site.

Once the cause is known, steps are taken to prevent its recurrence. The Hierarchy of Controls is shown below. The higher on the hierarchy the solution is, the more effective and longer lasting the solution will be. An engineering control modifies the work or area to eliminate the hazard. Administrative controls regulate when and who does the work. Personal controls are done by the individual.

Our vision is zero injuries Our goal is that no one gets hurt.
Most Effective
Engineering Controls
Administrative Controls
Personal Controls/PPE

Least Effective

WORKPLACE AWARENESS
1. Keep feet dry when working around electrical cords or machines.
2. Carry your equipment (e.g., mops, brooms, etc.) without the handles sticking out so that no one is injured in the eye or otherwise.
3. Do not leave cleaning equipment on steps, landings, or level areas where it can be a hazard to the public.
4. Do not tamper with electric, plumbing, steamfitting work, door locks, and so forth. Maintenance personnel are available for such repairs.
5. Do not tamper or attempt to repair any custodial equipment. Utilize the work order equipment request system.
6. Keep your housekeeping area and equipment neat and in good order. Don't take chances with unsafe equipment.
7. Report all unsafe conditions (defective flooring, loose railings, bad stair treads, and dangerous projections from walls) to your Custodian II or Coordinator for repair.
8. In areas with low ceilings, special care should be taken to avoid hitting sprinkler heads and pipes with mop and broom handles so as to avoid the severe water damage that a sprinkler leak would cause. Nothing should hang from sprinkler heads.
9. Low or dim lighting can cause nasty accidents. Replace necessary light bulbs or fluorescent tubes that are out. Report needed repairs of these fixtures to your Custodian II or Coordinator.
10. Know the location of fire extinguishers and fire alarm boxes.
11. Report any used fire extinguishers, regardless of the amount, immediately. Be sure to give the building name and the location of the used equipment.

PREVENTING SLIPS, TRIPS, AND FALLS
1. Use safe ladders. Be sure rubber shoes are on ladders you use and that ladder treads and rails are in good condition. Report all unsafe fiberglass ladders to your Custodian II or Coordinator. Wooden ladders are to be destroyed, not sent to surplus.
2. Use only ladders with Facilities Management and building stenciled on it.
3. Never place ladders on desks to increase the height and never use a chair instead of a ladder.
4. Use the tele-tower scaffolding equipment to work overhead whenever possible. At this time the equipment is available in Area 1B. You must be approved to use the equipment.
5. Sweep all entrance ways before leaving your shift, weather permitting. In the winter season, keep entrance ways and steps clear of snow as needed. (Monitor throughout the shift for accumulation of snow or ice.) In wet weather, dangerous falls can be avoided by the use of mats or runners near entrance areas. This will also prevent the tracking of mud and water onto clean floors. Carpet fans can be used to dry entrance rugs.

6. Be careful where buckets and equipment are placed so as not to cause someone to trip and fall.

7. When wet cleaning floors, put up caution signs to prevent slips and falls. Usually a large sign reading "WET FLOOR" is sufficient.

8. Place “Closed for Cleaning” signs on or near restroom doors when rooms are being cleaned.

9. During winter months, walking outside can be dangerous. Yak-Trax can be purchased by your work unit through Maintenance Stores. You can store YakTrax in your personal vehicle (this is an exception to the policy requiring all equipment to be used and stored on campus.) If you request and are issued Yak Trax, you are required to wear them in winter conditions.

**USING PERSONAL PROTECTIVE EQUIPMENT (PPE)**

1. Use rubber gloves when mixing chemicals.

2. Wear heavy gloves when handling trash.

3. Wear protective goggles/face shields provided when changing light tube, mixing chemicals, cleaning restrooms, and handling sharps or hazardous waste.

4. Pour and use any solvents in well ventilated places. Never use gasoline for cleaning anything. Replace the cap on all solvent containers after each use.

5. If any liquid gets in your eyes, even just dirty water, flood the eyes with plenty of tap water right away. Use an eye wash sink or hose. Do not wait! Maintenance staff conducts routine checks and service on all eye wash sinks.


**USE OF BLADES OR RAZOR BLADE SCRAPERS**

Types of scrapers
- Hand held
- Long handled

PPE
- Leather gloves or cut resistant

Safety Procedures for handling scrapers
- Make sure scraper is clean and dry. (if stripping a floor, rinse stripper off before removing old blade)
- Wear leather or cut resistant gloves while changing the blade
- When scraper is not in use, retract blade or replace the blade cover
- Long handled scraper require a screwdriver to replace the blades
- Used blades should be discarded in a sharp container
EMERGENCY PROCEDURES

The University has plans for emergencies. They are all listed in the Critical Incident Management Plan found on the web at [http://www.uiowa.edu/%7Epubsfty/cimp.pdf](http://www.uiowa.edu/%7Epubsfty/cimp.pdf)

Once at the site, click on any of the words outlined in blue to go directly to those procedures. Review specific procedures for your building with your Coordinator or Custodian II. Become familiar with emergency procedures in your building. Refer to the standard form completed by your coordinator for information specific for your building.

BUILDING EMERGENCIES (IN CASE OF FIRE)

- **Telephone** - Call the Iowa City Fire Department (911) immediately. Give complete information concerning the fire (building, street address of building, location of fire in building, and the size of the fire). Remain on the phone until you have answered all questions that may be asked unless your personal safety becomes jeopardized.
- **Doors** - Close the door(s) to the room where the fire is located. This helps to confine the fire to the area of origin.
- **Extinguisher** - If you decide you are going to attempt to extinguish the fire, then use the proper extinguisher and techniques as taught to you in the Fire Safety Training course. One (1) person should not attempt to extinguish a large fire, or a rapidly spreading fire.
- **Alarms** - Alert the building personnel by pulling a fire alarm station (if available).
- **Warning** - At no time should you place yourself in a dangerous position in attempting to extinguish a fire or phone other persons. In such a situation, leave the area to notify the necessary persons.

ALL OTHER BUILDING EMERGENCIES

Call the main Facilities Management-Work Control Center (335-5071). This line is answered 24 hours.

If you can locate your Custodian II within a few minutes to help appraise the situation, your Custodian II should make the call. If time is important, telephone the Facilities Management-Work Control Center yourself.

FAMILY EMERGENCY

If your family has an emergency and needs to contact you at work:

- Instruct them to call your Coordinator’s phone number first.
- If no one answers, then call your Coordinator’s cell phone number.
- If still no one answers, they may call another Coordinator.

If your family has a routine message they should call your Coordinator’s phone number and leave a voice mail message.

- If the office phone is out of order, your family should call your Coordinator’s cell phone number and leave a voice mail message.

MEDICAL EMERGENCIES

Give aid to any injured person to the extent of your ability.

- If you are in an emergency situation and assess the need to apply CPR, first contact an ambulance by dialing (911) and then begin CPR only if your CPR certification is valid. Use an Automatic External Defibrillator (AED) if certified, only after calling 911.
• If you are injured on the job, you must report it immediately to your Coordinator (no matter how insignificant the injury). In the case of an emergency, go directly to the University of Iowa Hospital and Clinics (UIHC) emergency room or to the Workers Health Clinic stating that you are employed by Facilities Management Building & Landscape Services.

• All on-the-job injuries MUST be treated at the Workers Health Clinic or after hours at the UIHC emergency room. Failure to follow these treatment procedures will result in loss of Workers Compensation Coverage.

• As soon as possible thereafter, you should communicate the information regarding the injury to your Coordinator, or if unable to do so, request the hospital authorities/doctor to relay such information. Make sure a University of Iowa Workers Compensation First Report of Injury or Illness Report is completed within twenty-four (24) hours after the accident.

**SELF CHECK**

1. Explain why we look at safety as a ‘system’ instead of as just one way to work.

2. Name two components of the safety system.

3. Describe a “warning device” in your work.

4. Name two Go To people in your work area.

5. Where do you look for emergency procedure instructions in your building?

6. What do you do in the event of fire?

7. Where do you go if a tornado warning is issued?
ACCOMPLISHING YOUR WORK

Cleaning is intense, fast-paced, and physically demanding work. It can be repetitive and require that use force or awkward body positions. Despite the demands placed on the body, work can be done ergonomically correct. When working, consider these suggestions:

- Switch hands whenever possible. Try using both hands instead of relying on just one hand.
- Alternate heavy and light work.
- Use different muscle groups from task to task such as dusting then vacuuming.
- Take the mandatory breaks. Frequent, shorter rest breaks are better than a single longer break.
- Drink water.
- Stretch to warm up at the beginning of the shift and throughout the shift.

Rethink how to manage a physically demanding job. Even if the way you did something yesterday worked, it might be safer or less demanding of your body today with some simple changes.

Think about the equipment you use. For example, instead of using a string mop and bucket you might:

- Use a microfiber mop
- Use a microfiber mop and a mop bucket that is designed for it.
- Use a mop bucket that drains to a floor drain instead of a slop sink.

Or when dusting high places, instead of using a ladder and a dust cloth you might use a telescoping pole to extend your reach.

Talk over your ideas with your Custodian II and Coordinator. The Coordinator may be able to buy special equipment.

Custodian II Assistance

The Custodian II is the lead custodian of a building and directs the day-to-day cleaning of the building, receiving his/her instructions from the Coordinator. If there is a Custodian II in the building in which you are assigned, rely on them to help you with routine work decisions, cleaning procedures, and with the use of equipment and chemicals.

SELF CHECK

1. List 2 ways you can reduce stress to your body while working.
2. True or False Mopping is a stressful job however, new lighter weight equipment may be available to make it easier.
3. If there is not a Warm Up @ Work program in your area, who do you contact for help in getting one started?
8. Our vision is zero injuries Our goal is that no one gets hurt.
Safe Use and Identification of Chemicals Objectives

The custodian will be able to:

- Identify proper chemicals for usage.
- Explain the importance of mixing chemicals properly.
- Explain the dangers of improper mixing.
- Define “green” cleaning.
- Demonstrate the mixing of chemicals safely.

Understanding chemical use is vital for you and the customer’s safety. Labeling, mixing, and wearing the appropriate safety equipment is essential for your protection and to meet OSHA requirements. It is very important to know where to find current SDS and to keep your updated Safety Data Sheets (SDS) book in the main custodial service room (CSR) where all staff can have access. You may need this information if you or one of your coworkers ever requires emergency treatment due to direct chemical contact.
SAFE USE AND IDENTIFICATION OF CHEMICALS

RIGHT TO KNOW LAW
The Right to Know law is explained in the course “HazCom with GHS”. Complete the course before working with chemicals in your area.

- Locate and study the SDSs so that you will be knowledgeable about the chemicals you are using and can follow the required safety precautions. The SDS information available to you is located in a special bright yellow notebook that hangs on the wall of a CSR (Main CSR). For more information ask your Coordinator.

Environmental Health & Safety (EHS) has established an online SDS database. EHS also provides a Quick Link to SDS information at this site: http://ehs.research.uiowa.edu/

Talk with your Custodian II before using a new or unapproved chemical. We have a committee to evaluate products before use.

SAFE USE OF CHEMICALS
As a custodian, you handle and use various chemicals every day. A few basic, but very important, rules should be followed when using chemicals. These should become regular working habits.

READ CONTAINER LABELS
All chemical containers have labels that give you details on mixing and using the chemical. Labels also bear warnings about any dangers the chemical may pose to you.

LABEL TRIGGER SPRAYER CONTAINERS
When you put chemicals in a trigger sprayer container, for use on your cart, make sure that each container is clearly labeled with either a crack & peel label or is a preprinted container. Relabel trigger sprayer containers whenever you change the chemical dispensed. Printed labels are provided for most chemicals used in our department. Make sure your label is in good shape and legible. Your Custodian II or Coordinator can help you label other containers correctly. It is an OSHA violation to not have a label on a bottle.

WEAR SAFETY EQUIPMENT
Always wear gloves and goggles when mixing, preparing, and using chemicals (e.g., stripper, bowl cleaner). Read the labels for proper identification of personal protective equipment needed.
Mix Chemicals Accurately

When mixing chemicals always measure, never guess. Use a pump, measuring cup, or a calibrated mop tank to measure the chemicals. Chemicals work best when mixed at the recommended dilution ratio listed on the container. Chemicals mixed stronger than the recommended dilution ratio will not clean any better, and may actually cause a negative effect (e.g., damaging the surface, leaving a residue, or not working effectively). Improper mixing can cause skin rashes or burns and can produce dangerous fumes. Continual misuse of chemicals can aggravate allergies or cause new allergies.

Never mix chemicals together: A dangerous reaction may occur if you mix different chemicals together.

Mixing Chemicals

Directions for mixing each chemical are found on the container label. When a chemical is mixed with water, it is called “dilution ratio” or diluting the chemical. The dilution ratio is expressed as the number of parts of the chemical to be mixed with the number of parts of water. For example, a one (1) to twenty (20) dilution mixture means that you mix one (1) part of the chemical with twenty (20) parts water.

The unit of measurement used can be any unit. Some examples are listed below:

- One (1) ounce (oz.) of chemical with twenty (20) ounces of water (1 to 20)
- One (1) cup of chemical with twenty (20) cups of water (1 to 20)
- One (1) gallon of chemical with twenty (20) gallons of water (1 to 20)

If you use a one (1) ounce pump, which exactly measures and discharges one (1) ounce, the following table can be used to make it easy to mix the correct dilution.

<table>
<thead>
<tr>
<th>CONTAINER</th>
<th>1 to 10 DILUTION RATIO</th>
<th>1 to 20 DILUTION RATIO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pint bottle Trigger</td>
<td>1 ½ oz. (1 ½ pumps)</td>
<td>¾ oz. (¾ of pump)</td>
</tr>
<tr>
<td>sprayer</td>
<td>fill with water</td>
<td>fill with water</td>
</tr>
<tr>
<td>Quart bottle</td>
<td>3 oz. (3 pumps)</td>
<td>1 ½ oz. (1 ½ pumps)</td>
</tr>
<tr>
<td>Trigger sprayer</td>
<td>fill with water</td>
<td>fill with water</td>
</tr>
</tbody>
</table>

Some chemicals, like Virex, are mixed in a low dilution ratio. Virex is mixed at a 1 to 128 dilution ratio, which works out to be 1 oz. of Virex to 1 gallon (128 oz) of water.

Remember to measure carefully and accurately when you mix chemicals. Your cleaning chemicals will do an efficient and effective job as you follow the required safety procedures and rules for using chemicals.
DISPENSING SYSTEMS FOR DILUTION CONTROL

There are three basic methods to dispense chemicals in BLS. The method used depends upon the building you work in. Always talk to your CII or Coordinator to determine the best method for your building.

**Method 1: Solution Centers** (also called Solution Control Centers) are mounted directly on CSR walls and connected to the building plumbing system. The Solution Centers vary in size and will hold from one (1) to four (4) containers. The Solution Centers are self-contained and dispense a predetermined amount of chemical that is mixed with water. The containers are hermetically sealed to prevent contact with the highly concentrated chemical. **DO NOT** break this seal.

**Method 2: Ready to Dose (RTD®)** dispensing system is the newest system in use at B&LS. It attaches to the bottle and dilutes the product to the proper solution for use.

**Method 3: A pump** inserted into the gallon jug dispenses the chemical in measured dosage. One plunge on the pump equals 1 oz. of chemical. Follow the dilution directions on the jug to know how many times to pump.

**Pump system**
CLEANING AND SPECIALTY CHEMICALS

Below is a list of the cleaning and specialty chemicals that is used by our FSG-Operations & Maintenance. Refer to the “Chemical Categories” section in the back of this manual for more information about each chemical.

**RESTROOM/SHOWER CLEANING**
- Bowl Cleaner
- Non Abrasive Cleanser
- Disinfectant
- Soap (liquid and bar)
- Graffiti Remover
- Lime Remover
- Degreaser
- Shower Cleaners

**FLOOR CARE**
- Detergents
- Stripper
- Restorers
- Floor Finish/Sealer
- Spray Buff
- Sweeping Compound

**CARPET CARE**
- Extraction Cleaner
- Prespray Shampoo
- Static Control
- Deodorizers
- Gum Remover
- Spotting Chemicals

**ABOVE THE FLOOR CARE**
- Vinegar
- Detergents
- Metal Polish
- Graffiti Remover
- Furniture Polish
- Chalkboard Cleaner
- Window Cleaner

**MISCELLANEOUS**
- Ice Melting Compound

**GREEN CLEANING**

Building & Landscape Services custodial cleaning program uses SCORE to provide an effective green cleaning service delivery system to the all buildings served. Refer to the Appendix “UI FM Custodial Cleaning Program”.

**REVIEW CHEMICALS USED IN YOUR BUILDING**

Review the master chemical list for your area with your CII or Coordinator. Identify chemicals used in your building with your CII. Chemicals used vary from building to building. Always check with your CKK before using a chemical for the first time in your building.

Refer to the Appendix “Chemical Standard”.

**SELF CHECK**

1. What is the first thing you should do when working with a chemical?
2. Why does a spray bottle need a proper label?
3. When mixing chemicals what protective gear will wear?
4. Explain the meaning of one (1) to twenty (20) dilution ratio.
5. What does ‘green cleaning’ mean?
CHEMICALS

Safe Use and Identification of Chemicals Objectives

The custodian will be able to:

- Identify proper chemicals for usage.
- Explain the importance of mixing chemicals properly.
- Explain the dangers of improper mixing.
- Define “green” cleaning.
- Demonstrate the mixing of chemicals safely.

Understanding chemical use is vital for you and the customer’s safety. Labeling, mixing, and wearing the appropriate safety equipment is essential for your protection and to meet OSHA requirements. It is very important to know where to find current SDS and to keep your updated Safety Data Sheets (SDS) book in the main custodial service room (CSR) where all staff can have access. You may need this information if you or one of your coworkers ever requires emergency treatment due to direct chemical contact.
SAFE USE AND IDENTIFICATION OF CHEMICALS

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The Right to Know law is explained in the course “HazCom with GHS”. Complete the course before working with chemicals in your area.

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Environmental Health & Safety (EHS) has established an online SDS database. EHS also provides a Quick Link to SDS information at this site: http://ehs.research.uiowa.edu/

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SAFE USE OF CHEMICALS

As a custodian, you handle and use various chemicals every day. A few basic, but very important, rules should be followed when using chemicals. These should become regular working habits.

READ CONTAINER LABELS

All chemical containers have labels that give you details on mixing and using the chemical. Labels also bear warnings about any dangers the chemical may pose to you.

LABEL TRIGGER SPRAYER CONTAINERS

When you put chemicals in a trigger sprayer container, for use on your cart, make sure that each container is clearly labeled with either a crack & peel label or is a preprinted container. Relabel trigger sprayer containers whenever you change the chemical dispensed. Printed labels are provided for most chemicals used in our department. Make sure your label is in good shape and legible. Your Custodian II or Coordinator can help you label other containers correctly. It is an OSHA violation to not have a label on a bottle.

WEAR SAFETY EQUIPMENT

Always wear gloves and goggles when mixing, preparing, and using chemicals (e.g., stripper, bowl cleaner). Read the labels for proper identification of personal protective equipment needed.
**MIX CHEMICALS ACCURATELY**

When mixing chemicals always measure, **never guess**. Use a pump, measuring cup, or a calibrated mop tank to measure the chemicals. Chemicals work best when mixed at the recommended dilution ratio listed on the container. Chemicals mixed stronger than the recommended dilution ratio will not clean any better, and may actually cause a negative effect (e.g., damaging the surface, leaving a residue, or not working effectively). Improper mixing can cause skin rashes or burns and can produce dangerous fumes. Continual misuse of chemicals can aggravate allergies or cause new allergies.

*Never mix chemicals together:* A dangerous reaction may occur if you mix different chemicals together.

**MIXING CHEMICALS**

Directions for mixing each chemical are found on the container label. When a chemical is mixed with water, it is called “dilution ratio” or diluting the chemical. The dilution ratio is expressed as the number of parts of the chemical to be mixed with the number of parts of water. For example, a one (1) to twenty (20) dilution mixture means that you mix one (1) part of the chemical with twenty (20) parts water.

The unit of measurement used can be any unit. Some examples are listed below:

- One (1) ounce (oz.) of chemical with twenty (20) ounces of water (1 to 20)
- One (1) cup of chemical with twenty (20) cups of water (1 to 20)
- One (1) gallon of chemical with twenty (20) gallons of water (1 to 20)

If you use a one (1) ounce pump, which exactly measures and discharges one (1) ounce, the following table can be used to make it easy to mix the correct dilution.

<table>
<thead>
<tr>
<th>CONTAINER</th>
<th>1 to 10 DILUTION RATIO</th>
<th>1 to 20 DILUTION RATIO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pint bottle Trigger sprayer</td>
<td>1 ½ oz. (1 ½ pumps) fill with water</td>
<td>¾ oz. (¾ of pump) fill with water</td>
</tr>
<tr>
<td>Quart bottle Trigger sprayer</td>
<td>3 oz. (3 pumps) fill with water</td>
<td>1 ½ oz. (1 ½ pumps) fill with water</td>
</tr>
</tbody>
</table>

Some chemicals, like Virex, are mixed in a low dilution ratio. Virex is mixed at a 1 to 128 dilution ratio, which works out to be 1 oz. of Virex to 1 gallon (128 oz) of water.

*Remember to measure carefully and accurately when you mix chemicals. Your cleaning chemicals will do an efficient and effective job as you follow the required safety procedures and rules for using chemicals.*
DISPENSING SYSTEMS FOR DILUTION CONTROL

There are three basic methods to dispense chemicals in BLS. The method used depends upon the building you work in. Always talk to your CII or Coordinator to determine the best method for your building.

Method 1: Solution Centers (also called Solution Control Centers) are mounted directly on CSR walls and connected to the building plumbing system. The Solution Centers vary in size and will hold from one (1) to four (4) containers. The Solution Centers are self-contained and dispense a predetermined amount of chemical that is mixed with water. The containers are hermetically sealed to prevent contact with the highly concentrated chemical. **DO NOT** break this seal.

Method 2: Ready to Dose (RTD®) dispensing system is the newest system in use at B&LS. It attaches to the bottle and dilutes the product to the proper solution for use.

Method 3: A pump inserted into the gallon jug dispenses the chemical in measured dosage. One plunge on the pump equals 1 oz. of chemical. Follow the dilution directions on the jug to know how many times to pump.
CLEANING AND SPECIALTY CHEMICALS

Below is a list of the cleaning and specialty chemicals that is used by our FSG-Operations & Maintenance. Refer to the “Chemical Categories” section in the back of this manual for more information about each chemical.

<table>
<thead>
<tr>
<th>RESTROOM/SHOWER CLEANING</th>
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</thead>
<tbody>
<tr>
<td>Bowl Cleaner</td>
</tr>
<tr>
<td>Non Abrasive Cleanser</td>
</tr>
<tr>
<td>Disinfectant</td>
</tr>
<tr>
<td>Soap (liquid and bar)</td>
</tr>
<tr>
<td>Graffiti Remover</td>
</tr>
<tr>
<td>Lime Remover</td>
</tr>
<tr>
<td>Degreaser</td>
</tr>
<tr>
<td>Shower Cleaners</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FLOOR CARE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Detergents</td>
</tr>
<tr>
<td>Striper</td>
</tr>
<tr>
<td>Restorers</td>
</tr>
<tr>
<td>Floor Finish/Sealer</td>
</tr>
<tr>
<td>Spray Buff</td>
</tr>
<tr>
<td>Sweeping Compound</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CARPET CARE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extraction Cleaner</td>
</tr>
<tr>
<td>Prespray Shampoo</td>
</tr>
<tr>
<td>Static Control</td>
</tr>
<tr>
<td>Deodorizers</td>
</tr>
<tr>
<td>Gum Remover</td>
</tr>
<tr>
<td>Spotting Chemicals</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ABOVE THE FLOOR CARE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vinegar</td>
</tr>
<tr>
<td>Detergents</td>
</tr>
<tr>
<td>Metal Polish</td>
</tr>
<tr>
<td>Graffiti Remover</td>
</tr>
<tr>
<td>Furniture Polish</td>
</tr>
<tr>
<td>Chalkboard Cleaner</td>
</tr>
<tr>
<td>Window Cleaner</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MISCELLANEOUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ice Melting Compound</td>
</tr>
</tbody>
</table>

GREEN CLEANING

Building & Landscape Services custodial cleaning program uses SCORE to provide an effective green cleaning service delivery system to the all buildings served. Refer to the Appendix “UI FM Custodial Cleaning Program”.

REVIEW CHEMICALS USED IN YOUR BUILDING

Review the master chemical list for your area with your CII or Coordinator. Identify chemicals used in your building with your CII. Chemicals used vary from building to building. Always check with your CKK before using a chemical for the first time in your building.

Refer to the Appendix “Chemical Standard”.

SELF CHECK

1. What is the first thing you should do when working with a chemical?
2. Why does a spray bottle need a proper label?
3. When mixing chemicals what protective gear will wear?
4. Explain the meaning of one (1) to twenty (20) dilution ratio.
5. What does ‘green cleaning’ mean?
Classroom and Auditorium Cleaning Objectives
The custodian will be able to:
1. Identify the two (2) different types of classrooms on the University of Iowa campus.
2. Understand and explain the rules regarding servicing classrooms.
3. Identify the different types of chalkboard surfaces.
4. Demonstrate how to clean the different types of chalkboards, chalk trays, erasers, and surrounding surfaces.
5. Explain the proper step-by-step procedure for cleaning a classroom.
6. Explain how to clean an auditorium and tiered classroom and how this procedure differs from cleaning a regular classroom.
7. State the proper procedure for classroom policing and explain how this differs from thorough routine cleaning of a classroom.

Raised Floor Area Objectives
The custodian will be able to:
1. Identify raised floor areas.
2. Demonstrate proper cleaning procedures for raised floor areas.
3. Explain the precautions that need to be taken when caring for a raised floor.

Classroom and auditorium cleaning is one of the primary reasons we are here. Keeping a clean and comfortable environment for students and staff is a vital part of our mission. Raised floor areas require special precautions.
CLASSROOM AND
AUDITORIUM CLEANING

I. CLASSROOM CLEANING EQUIPMENT

A completely equipped custodial cart includes the following items for classroom cleaning:

- Chalk
- Clean Erasers
- Brick Sponge
- Squeegee
- Mop Tank and Wet Mop
- Vacuum
- Empty Bag (for dirty erasers)
- 10 qt. Pail with Clean Water
- Orange or White Chalkboard Mop
- Eraser Vacuum (located in designated CSR for area)

II. TYPES OF CLASSROOMS

There are two (2) different types of classrooms. General Assignment Classrooms are reserved through the Facilities Management-Space Planning and Utilization office. Departmental Classrooms are controlled by the various departmental offices. Policies regarding the use and locking procedures may vary, though both types of classrooms are cleaned in the same way. Auditoria and Tiered Classrooms are a special type of general assignment classroom that requires some special cleaning instructions.

General Assignment Classrooms

Most of the classrooms on the east campus are general assignment classrooms. Reservations are made with an attempt to match the location and class size with the instructor’s needs. Copies of the reservations for any evening use of classrooms are available to the custodians to facilitate cleaning. These reservations will either be on the master schedule, or as a special reservation which is sent to your Supervisor weekly from the Facilities Management-Space Planning and Utilization office. Your Supervisor can supply you with a list of these rooms.

General assignment classrooms must always be available to the students whenever the building is open. If you are asked to lock one, do not lock the classroom and notify your Group Leader or Supervisor of this request. Occasionally, an instructor will leave teaching equipment or other items in a classroom and request that the custodian lock the room. Individual faculty members cannot authorize you to lock a classroom. This instruction must come to us from a departmental office, a Dean’s Office, or from the Facilities Management-Space Planning and Utilization office.

We do however have certain general assignment classrooms that we are responsible for locking after you are done cleaning. Check with your Group Leader or Supervisor anytime you are uncertain which rooms are to be locked.

Class Interruptions

Do not interrupt a class or group using a classroom even if the room is not scheduled for use. Attempt to identify the name of the group for future reference and return later for cleaning. If only a few people are in the room and no formal meeting is occurring, tell the customers that you are scheduled to clean the room. Direct them to an alternate space if they feel that cleaning the room will be disruptive to the group. Do not argue with the customer if you meet with resistance. Consult your Group Leader or Supervisor for instruction if such event arises.
When the building closes, customers without approved access are expected to leave. Any remaining approved customers are expected not to obstruct cleaning. **You may not evict** any users; however the Department of Public Safety (335-5022) may be called to deal with any abuser.

**Classrooms equipped with Special Audio/Video Equipment**

A number of classrooms are being equipped with new audio/video equipment. Do not raise any unnecessary dust (e.g., chalk dust) in such rooms. Doing so may contaminate the sensitive equipment. Operations and Maintenance is not responsible for cleaning or dusting this equipment. Do not move any of this equipment which may be sitting on the floor. Use the detachable hose and crevice tool on your vacuum to remove visible debris at the base of the unit(s). This only applies if the equipment in question is resting on the floor. If you perceive a problem with any equipment or notice any possible damage, report it to your Group Leader or Supervisor. **Do not shut off or adjust this equipment for any reason.** Classrooms containing this equipment may be kept locked. Your Supervisor will be given any special instructions for locking general assignment classrooms.

**Furniture**

**Chair Counts and Missing Furniture**

Each general assignment classroom is stocked with a specific number of chairs. Students and instructors sometimes move furniture from one (1) room to another. Custodians who are assigned to clean these classrooms are expected to be familiar with the number of chairs that are supposed to be in these rooms and attempt to restore this count four (4) times each year. These four (4) checks are during the academic break periods in August, December, March, and May. Report to your Group Leader or Supervisor any rooms where the chair count cannot be restored to the assigned number. During these four (4) checks, attempt to match the various chair styles found in the classroom so that the room has the same uniform appearance. Report to your Group Leader or Supervisor any time you notice that a teaching desk or podium has been removed from the classroom.

**Broken Classroom Chairs**

If you discover a broken classroom chair, move it to the designated collection point for your building. Report any broken chairs to your Group Leader or Supervisor during the same shift. They will ask the moving crew to remove them for repair or disposal. If the seating is floor mounted, ask your Group Leader to send in a work request for maintenance to repair. Refer to the “Custodial Work Request” section in Chapter 18 for instructions.

**Furniture Removal**

During a break period, it may be necessary to remove chairs or other furniture to facilitate floor work. Notify the nearest departmental office if you intend to remove furniture overnight or longer. Ask your Group Leader or Supervisor to verify whether there is scheduled use of the rooms for which deep cleaning will take more than one (1) day.

**Arranging Desks**

Arrange desks in an orderly fashion when you finish cleaning. You may arrange them in rows, columns, circular fashion, or some other orderly arrangement. You will become familiar with the different ways that classrooms are arranged. Try to maintain the arrangement the way that you found it. The arrangement will likely remain that way.
Classroom Cleaning Schedules
As a general rule, classrooms are thoroughly cleaned every day. If there is an extreme shortage of personnel or other circumstances involved, “policing” is a must. Refer to item IV Classroom Policing Guidelines in the “Classroom and Auditorium Cleaning” section in this chapter.

Unauthorized Signs
If your classroom has a bulletin board, it is there for instructional purposes. The custodian has no responsibility for monitoring or removing material. The custodian should remove any signs, posters, or other posting materials on walls and doors of classrooms, unless they are about class movement or schedule. The University is a teaching institution and information about classes is the business of the University.

Graffiti
Always remove graffiti as soon as it is discovered. If any graffiti contains racial slurs or may be gang related, do not remove it. Notify your Group Leader or Supervisor immediately, who will call University Police to inspect the graffiti.

Clocks
Clocks are commonly found in classrooms. If they need to be reset, or if they are missing, use the “Custodial Work Request” procedure to report it to your Group Leader.

Lost and Found
Always turn lost and found items (except pencils and coffee mugs) in to your Group Leader or Supervisor. Refer to “Lost and Found Locations” in Appendix 7 for a list of campus locations.

Chalkboards
There are three (3) general types of chalkboards found throughout our campus. Slate (usually black) and composition (masonite) boards are found in buildings constructed before 1980. The composition boards are usually a dull green color. White porcelain boards (also called dri-erase) are currently installed in both private spaces and classrooms. The procedure for cleaning depends on the type of chalkboard.

Slate and Composition Boards
There are two (2) methods of chalkboard cleaning currently used on our campus.

- **Wet cleaning** is accomplished by dry erasing the board with a standard eraser. Move any chalk and erasers to one end of the chalk tray to prevent them from getting wet. Using a pail of water and a brick sponge, wet the board in sections and squeegee the board from top to bottom as you would a windowpane. Wipe the squeegee with a rag as you work to prevent streaking. Any excess water will collect in the chalk tray for you to damp wipe clean.

- **Dry cleaning** is accomplished by dry erasing the board with a standard eraser. Next, apply a spray of chalkboard cleaner to the bottom side of the orange chalkboard mop. Mop the board from top to bottom. Then clean the chalk tray with the edge of the orange mop. Do not use green dust mops to clean chalkboards because the oil treatment will damage the boards.
Porcelain Boards
There are special marking pens called Dri-erase markers that should be used on these boards. A cloth or eraser is used to wipe off the marks from a Dri-erase marker. Erase the board, then wipe it with a rag and either a Dri-erase cleaner (Expo) or glass cleaner. Contact your Group Leader or Supervisor for proper cleaning instructions if “ghost marks” remain. Should a permanent marking pen be mistakenly used, the marks will be difficult to remove. Glance cleaner should be used to remove permanent pen marks from Dri-erase boards. If this process does not remove the marks contact your Group Leader or Supervisor for additional suggestions for removal. There are special erasers provided for the porcelain boards, but the standard eraser will also work. Ask your Group Leader or Supervisor whether or not erasers are supplied for porcelain boards in your area.

Chalk
Chalk quality varies from one brand to another. Clay is added to “glue” the chalk particles together. Too much clay results in grease that is hard to erase. Too little clay results in dusty chalk that easily shatters and breaks. If you are noticing either of these problems, notify your Group Leader or Supervisor.

Enough chalk should be stocked to get through the next days use. This is usually three (3) pieces per board. In some buildings, more may be needed [nine (9) pieces in the Math Department]. Ask your Group Leader or Supervisor for advice on how many to stock in your building. Discard any pieces of chalk that are smaller than ¾”.

Colored Chalk
Colored chalk poses a cleaning problem for custodians because the composition is very greasy, which makes cleaning the board difficult. After a few days of use, the board requires a wet scrubbing with detergent. We have not allocated this extra cleanup time in the custodians’ schedule.

We request that colored chalk not be used, but a number of instructors bring their own colored chalk into the classroom. **Discard any colored chalk that remains in the general assignment classrooms.** In classrooms controlled by the various departments, leave the colored chalk, but report to your Group Leader or Supervisor where it is being used. Your Group Leader or Supervisor will inform the department that their chalkboards may not be as clean as they would be without the use of colored chalk.

Chalk trays
Chalk trays should be cleaned each time the board is cleaned. The chalk tray can be damp wiped, or cleaned with a counter broom and dust pan and then wiped, or you can run the edge of the orange dust mop through the tray. **Do not push chalk dust off of the end of the chalk tray onto the floor.** Capture and discard the dust into the waste receptacle on your cart.

Erasers
Erasers should be discarded when the felt is worn thinner than about ½”, or when the felt strips are coming apart. Generally, three (3) erasers per board is sufficient. You should have enough spare clean erasers on your cart so that you can swap dirty erasers with clean ones. After you have completed service to your classrooms, clean the dirty erasers in the designated area for eraser vacuum use.
**Departmental Classrooms**

Most of the classrooms on the west campus are departmental classrooms. The departmental offices within the building control these rooms. Whether or not they are locked after cleaning will depend on the instructions from these offices. Know the locking instructions that pertain to the departmental classrooms which are assigned to you. Your Group Leader or Supervisor can provide you with a list of rooms.

**Porcelain Boards**

Departmental offices supply the special marking pens called Dri-erase markers. There are special erasers provided for the porcelain boards, but the standard eraser will also work. Ask your Group Leader or Supervisor whether or not erasers are supplied for porcelain boards in your area.

**Erasers, Chalk, and Chalk Trays**

Follow eraser, chalk, and chalk tray cleaning and stocking instructions as described in *General Assignment Classrooms*, on pages 3-4 and 3-5.

**Auditoria and Tiered Classrooms**

Most auditoria and tiered classrooms are also general assignment classrooms and reserved through Facilities Management-Space Planning & Utilization. Though there are some differences in the construction and equipment, they are serviced the same way as regular classrooms.

**Seating**

The seating is fixed and usually floor mounted, allowing sand and debris to build up behind the supported posts. This should be removed using a Hip and/or Back Pac vacuum. During good weather periods, vacuum every two (2) weeks. During the winter months, vacuum every week.

The seating may be upholstered, requiring periodic vacuuming and spot cleaning with the same kit and procedures that are used to spot clean carpet. Refer to the “Spot and Stain Removal” section in Chapter 1 for detailed instructions.

**Floors**

The floors are usually concrete or tile but the side aisles may be carpeted. This will require both dust mopping and vacuuming for different parts of the same room.

**Chalkboards**

The chalkboards may be on tracking with one (1) chalkboard in front of the other. Be sure to clean all the boards in each auditorium.

**Projection Booth**

The projection booth found at the rear of most auditoria is included in the routine cleaning, taking care not to disturb the audio and/or video equipment inside. Check with your Group Leader or Supervisor for specific keys needed to unlock the Projection Booth.

**Lighting**

Any burned out lighting that is too high for custodians to change should be reported following the proper Work Request procedure. Refer to the “Custodial Work Request” section in Chapter 18 for instructions. In most large auditoria, high ceiling lights must be changed with lift equipment and does not usually take place until 25% of the lighting is burned out.
III. CLASSROOM CLEANING PROCEDURES

Classrooms are cleaned daily. Be sure the classroom is not occupied and is not scheduled for use while you clean. Use a door wedge, placed between the door and the floor, to prop open the door. Refer to the “Custodial Cart” section in Chapter 7 for additional information on door wedges. Park your cart in the doorway or bring the cart into the room so that you can have easy access to supplies and equipment.

Do not place a door wedge at the top of the door or in the hinge. This will spring the door so it won’t close properly.

These tasks are to be completed each time a classroom is cleaned.

- Clean the entrance door, doorknob, doorjamb, and the surrounding wall space. Clean the light switch plate.
- Check the lights. If any are out, change them or make a note to return later. Never allow more than 10% of the lights to be out before relamping.
- Empty waste receptacles and change the liners, if necessary. Empty the pencil sharpener.
- Clean the chalkboard and chalk tray. Follow chalkboard and chalk tray cleaning instructions as described in General Assignment Classrooms on pages 3-3 and 3-4.
- Restocking chalk and cleaning erasers is the most important task you will perform while cleaning classrooms.
- Dust and clean all horizontal and vertical surfaces including cobwebs in ceiling corners and on the top of windows. Dust and clean all furniture, especially desktops.
- Pick up any large debris and wipe up any liquid spills.
- Dust mop and damp mop the floor. If the classroom is carpeted, vacuum and spot clean as necessary.
- Arrange desks.
- Close and lock windows. Spot clean windows as necessary and adjust blinds.
- Turn off lights.
- Close the door. Remember to leave general assignment classrooms unlocked, except for those few that are locked after cleaning. Check with your Group Leader or Supervisor if you are uncertain whether the classroom should be locked.

IV. CLASSROOM POLICING GUIDELINES

If there is an extreme shortage of staff or other special circumstances, “policing” classrooms is necessary. Any time you are directed to police a space, understand that the intent is to spend as little time as possible while preparing the space for its basic function.

These tasks are to be completed when “policing” a classroom.

- Restock the chalkboard with three (3) pieces of chalk and three (3) clean erasers.
- Empty waste receptacle and reline, if necessary.
- Pick up any debris from the floor which is the size of a gum wrapper or larger.
- Spot wipe any unsightly or potentially dangerous spills.
- Turn any items, left in classroom, into the building lost and found location.
- Close and lock windows. Turn off lights and close door when “policing” is complete.
V. SELF CHECK

1. What are the two (2) main types of classrooms and how are they cleaned?

2. Who schedules the use for each type of classroom?

3. What are the differences between “thorough cleaning” and “policing”? When do you use “policing”?

4. What are the differences between the various kinds of boards?

5. How do you clean the different types of boards?

6. What chalk is provided by Facilities Management?
I. DEFINITION OF A RAISED FLOOR AREA

A raised floor is elevated about 10” above another floor to allow computer cables and power cables to run underneath. Each section is a 2’ x 2’ square covered with vinyl tile or carpet. Raised floors are most commonly found around computer clusters and data processing areas.

II. CLEANING RAISED FLOOR AREAS

These tasks are to be completed when cleaning a raised floor area.

- Clean the entrance door, doorknob, doorjamb, and any glass in or adjacent to the door.
- Clean the light switch plate.
- Check the lights. If any are out, change them or make a note to return later.
- Check and empty waste receptacles. Reline if necessary.
- Dust furniture and ledges only. Do not touch any other equipment.
- Dust mop or vacuum the floor thoroughly, including the space behind doors and along floor edges.
- Damp mop the smooth floor. Be careful not to flood the tile squares, this may cause water to leak between the squares and onto the power cables below the raised floor area.

NOTE: Caution must be used if the edge of a square is broken or missing. If broken or missing, water is more likely to leak down between the squares.

- Turn off the lights.
- Close and lock the door.

III. SELF CHECK

1. What is under a raised floor?
2. What does the custodian dust?
3. What precaution needs to be taken when caring for a raised floor?
Rooms are labeled with colored dots. The dot color indicates the day a room is cleaned.

Both routine and project work are done by custodians. You are assigned both types.
I. CLEANING SCHEDULE

It is important to clean each space thoroughly because the cleaning schedule for many spaces is only every two (2) weeks. If you skip a cleaning procedure it is more noticeable to customers. Check each item on the gold card that you received from your Coordinator. Make sure that you clean all objects and surfaces needing attention.

A system using color coded dots is used to indicate the cleaning frequency of each area. Colored dots are placed on the upper right hand corner of doorjambs to indicate when the room is to be cleaned.

An “O” (odd) or an “E” (even) is placed inside the dot to indicate what week the room is cleaned. A plain dot is cleaned weekly.

Reminder: A room without a dot is cleaned daily (e.g., restrooms, classrooms).
Cleaning Priorities
Clean each part of your assigned area only once each shift. Adjust your cleaning routine to accommodate expected late use of any part of your area. If a room is dirtied after you have cleaned it, you may tidy it up only if you have completed the rest of your area.

Whenever bad weather and absenteeism reduce the number of custodians available to clean the building, use this list as a guide to prioritize your cleaning.

First, clean public spaces in this order:

(a) restrooms,
(b) classrooms and auditoriums,
(c) entrances,
(d) hallways,
(e) dining areas and lounges, and
(f) stairways and elevators.

Then clean private spaces in this order:

(a) teaching labs,
(b) conference rooms,
(c) departmental offices,
(d) laboratories,
(e) private offices.

Priorities may vary from building to building.

II. SELF CHECK

1. What does an “O” inside a dot mean?
2. Name the day of the week for each dot color.
3. Why do you clean each space thoroughly?
4. When do you clean a room without a dot?
ROUTINE CLEANING

I. ROUTINE CLEANING

Routine cleaning is a service provided according to a schedule. The traveling cart is equipped with many items needed to perform routine area cleaning. The custodian maintains an assigned area that may be a floor, several floors, a single building, or multiple buildings. All areas have spaces that are done daily, weekly, or bi-weekly. This schedule is your routine cleaning. The custodian follows the routine cleaning schedule working from the traveling cart, on a designated route through their area in “one stop”. All required tasks that are to be completed in a space are done without stopping in the area more than once a shift, if possible. After routine work is completed you should have the rest of the shift for project work.

Routine work areas include (but not limited to):
- Public spaces
- Restrooms
- Classrooms
- Hallways
- Entrances
- Elevators
- Most stairways

Routine tasks include (but not limited to):
- Dusting
- Sweeping or dust mopping
- Wet mopping
- Emptying waste receptacles
- Recycling
- Handling biohazard material
- Vacuuming
- Changing light bulbs
- Cleaning and stocking CSRs
- Cleaning restroom mirrors
- Cleaning door glass
- Disinfecting surfaces
- Spot cleaning walls
- Washing entrance windows

Custodians should be aware of cleaning priorities and schedules in their area and building. You may need to adjust routine schedules and priorities to meet the customer and building needs due to bad weather, holidays, and absenteeism. In general, waste removal is the first priority.

II. SELF CHECK

1. What is routine cleaning?
2. Is routine cleaning done before or after project work?
I. PROJECT WORK

Project work is a task typically performed separately from your routine cleaning. It may be done with equipment that is not carried on your traveling cart. It may take special equipment and supplies to complete. Project work can last anywhere from a few minutes to hours. Project work is assigned by the Coordinator.

Types of project work are:
- Stripping and refinishing smooth floors
- Shampooing upholstered furniture
- Extracting and shampooing of carpet
- Cleaning vents
- Buffing, burnishing
- Washing student desks
- Pressure washing entrances and loading docks
- Washing waste receptacles
- Washing walls
- Wash windows on ground floor inside and outside
- Washing light fixtures

II. SELF CHECK

1. What equipment is needed for project work?
2. How long does project work take?
3. Give five (5) examples of project work.
Clinic and Exam Room Cleaning Objectives
The custodian will be able to:
1. Identify clinic and exam rooms.
2. Demonstrate proper cleaning procedures.

Providing a clean and sanitized environment to our customers is essential for our medical campus. You must follow specific safety guidelines. Proper removal of waste is essential for everyone involved.
CLINIC AND EXAM ROOM CLEANING

I. CUSTODIAL CART

You must stock red trash liners for use in some medical areas.

II. CLINIC AND EXAM ROOM CLEANING

All clinic and exam rooms use the same sharps container that is found in all medical and research labs. They are all disposed of in the same way.

Gloves must be worn at all times to protect you from contamination when cleaning clinic and exam rooms. Follow special precautions from your Group Leader or Supervisor when emptying waste receptacles.

Some clinic and exam room waste receptacles will have red trash liners, as required by the departments. The customer must tie off all red bags prior to pick up. Empty all regular waste from receptacles into your collection cart. Damp wipe soiled waste receptacles with a cleaner disinfectant solution and reline. Gloves must be worn.

Check with your Group Leader or Supervisor before cleaning large spills of blood or chemicals. Do not use a vacuum for chemical spills without special permission from your Group Leader or Supervisor. Review the “Waste Collection” section in Chapter 28 for instructions and precautions. The Custodial Technical Training Manual is found in the buildings “Main CSR”.

These tasks are to be completed each time the clinic and exam rooms are cleaned.

- Clean entrance door, doorknob, doorjamb, and any glass in or adjacent to the door.
- Clean the light switch plate.
- Check the lights. If any are out, change them or make a note to return later.
- Empty waste receptacles and reline. Wash with a cleaner disinfectant, if necessary.
- Dust vents and window blinds.
- Dust mop or vacuum floors thoroughly, including the space behind doors and along floor edges.
- Wet clean all vertical surfaces (e.g., sills, ledges, desk tops, non-treatment furniture) with a cleaner disinfectant (Virex).
- Clean sinks (except those containing instruments or equipment) with a cleaner disinfectant.
- Turn off lights.
- Close and lock the door.
III. SELF CHECK

1. What is the special item carried on your cart?
2. How are red bags handled?
3. What is the main chemical used for wet cleaning?
Conference and seminar rooms are used on a daily basis, some not as heavily as others. These rooms need to be treated like classrooms and checked daily. Many conference and seminar rooms are used only by the department faculty and staff. All conference and seminar rooms have tables surrounded by chairs.

You will encounter several different types of offices when cleaning your area. The most common are departmental offices and private offices. The procedures for cleaning these types of offices are essentially the same, though frequency of service will differ. Cleaning frequency will vary from one building to the next, and will depend on the type of office and the amount of traffic through the space.
CONFERENCE OR SEMINAR ROOM CLEANING

I. CONFERENCE OR SEMINAR ROOM ACCESS

Three (3) types of access to conference or seminar rooms are:

1. The public access conference or seminar room. Access is from the hall.
2. The office access conference or seminar room. Access is from an outer office.
3. A conference or seminar room with two (2) accesses. One access is from the hallway and the other is from an outer office. A few seminar rooms on campus are accessible from an adjacent classroom.

II. CONFERENCE OR SEMINAR ROOM CLEANING

These tasks are to be completed each time a conference or seminar room is cleaned.

- Make sure the room is empty or that no meetings are taking place.
- Clean entrance door, doorknob, doorjamb, and any glass in or adjacent to the door.
- Clean the light switch plate.
- Check the lights. If any are out, change them or make a note to return later.
- Check and empty waste receptacles. Wash and reline, if necessary.
- Dust and clean all furniture, including vertical surfaces.
- Dust mop floors thoroughly, including the space behind doors and along floor edges. Damp mop floors as needed.
- Vacuum floors thoroughly, including the space behind doors and along floor edges. Remove spots and stains as needed.
- Arrange the furniture, push chairs up to table.
- Turn off lights.
- Close and lock the public access door to conference or seminar rooms. Most office access to conference or seminar room doors will remain unlocked. On a conference or seminar room with both accesses, lock the public access door and leave the office access door the way you found it before servicing (usually unlocked).

NOTE: Do not move or rearrange any items left on the table.
Some conference or seminar rooms may require additional service, including:

- **Pencil sharpener**: Empty it.
- **Chalkboard**: Erase, (unless “DO NOT ERASE\SAVE” is written on board) clean, and restock.
- **Upholstery**: Vacuum and/or spot clean (or make note for later service).
- **Windows**: Clean as a scheduled project. Close the window if room is unoccupied.
- **Carpet**: Note condition of carpet for future cleaning.
- **Smooth floor**: Note condition of finish for future service.

If wet cleaning is required because of the carpet condition be aware that certain weather conditions promote mold growth. Check with your Group Leader or Supervisor before wet cleaning fabrics.

**Special Note:** Custodians will not clean the following items:
- Computer equipment
- Any other sensitive equipment
- TVs/VCRs

If the outside temperature is 80° F/26°C or higher and the dew point is 65° F/18°C or higher, do not wet clean anything made of fabric (e.g., upholstery, carpet, cubicle walls, tackable walls). Your Group Leader or Supervisor will verify these weather conditions prior to wet cleaning fabrics.

When service frequency is daily, some items above will not require attention each scheduled service visit. For example, thoroughly vacuum once, then spot vacuum during following visits. Some vents may be dusted once, then checked and dusted only as needed on following visits. This rule also applies to window cleaning and fixture dusting. Good judgment should be used.

### III. SELF CHECK

1. What are the three (3) types of access to conference or seminar rooms?
2. What factor determines if you close and lock the door?
3. What should you do when vacuuming a conference or seminar room when no wall outlets are available?
4. What type of items in conference or seminar rooms should a custodian not clean?
5. Should the custodian clean everything on each scheduled visit to a conference or seminar room when the service frequency is daily? Why or why not?
6. What weather conditions prohibit wet cleaning of upholstery?
I. OFFICE CLEANING

These tasks are to be completed each time an office is cleaned.

- Clean entrance door, doorknob, and doorjamb, and any glass in or adjacent to the door.
- Clean the light switch plate.
- Check the lights. If any are out, change them or make a note to return later. Do not forget, it will be at least a week before you are scheduled to service this office.
- Check and empty waste receptacles. Wash and reline, if necessary.
- Dust mop floors thoroughly, including the space behind doors and along floor edges. Damp mop floors as needed.
- If the floor is carpeted, vacuum and remove spots and stains as needed.
- Push the chair(s) up to the desk(s).
- Turn off lights.
- Close and lock door.

Clean only cleared areas of the desktop. You may move telephones to clean under and around them. Do not move or rearrange any other items on the desk!

Do not unplug any items in an office, even to plug in your vacuum cleaner! All power strips must also be avoided, especially if used by a computer. If no outlet is available in the office, use the nearest hallway outlet. You may need to use an extension cord.

Report any space heaters present or coffee pots left on by customers to your Group Leader or Supervisor.

DUSTING

Dust horizontal and vertical surfaces weekly or bi-weekly as scheduled.

You should not move, lift, or handle personal items (e.g., pictures, cups, knick knack’s, computers), go around them as you dust.

In general, dust an area from the top down.

PHONES

Clean the phone once a week or bi-weekly as scheduled. Remember to clean the hand set and receiver.

When service frequency is more than once a week, some items above will not require attention each scheduled service visit. For example, thoroughly vacuum at least once per week, then spot vacuum as needed during following visits. Some vents may

Avoid performing special favors (e.g., making coffee, watering plants) for customers.

Spray a rag with disinfectant and then wipe the phone clean. Do NOT spray the phone directly, this may cause liquid to leak into the inside of the phone.
be dusted once per week, then checked and dusted only as needed on following visits. This rule also applies to window cleaning and fixture dusting. Good judgment should be used.

Some offices may require additional service, including:

- **Upholstery**  
  Vacuum/spot clean (or make a note for later service).

- **Windows**  
  Clean as a scheduled project; close if office is unoccupied.

- **Carpet**  
  Note condition of carpet for future cleaning.

- **Smooth floor**  
  Note condition of finish for future service.

- **Plastic carpet protectors**  
  Dust and damp clean.

Certain weather conditions promote mold growth. Check with your Group Leader or Supervisor before wet cleaning fabrics.

**Special Note:** Custodians will not clean the following items:
- Personal possessions (e.g., pictures, trophies, vases)
- Typewriters
- Computer equipment
- Adding machines/calculators
- TVs/radios/stereos
- Any other sensitive equipment

If the office is occupied, check with the customer(s) to see whether you may proceed or if you should return later.

Custodians are expected to recognize when changes in service frequency become necessary due to changes in traffic and waste accumulation. Changes must be discussed with your Group Leader or Supervisor first.

### II. VACANT OFFICE CLEANING

Vacant offices require periodic checking at least twice monthly to insure that everything is as it should be. The Group Leader or Supervisor should ask the department just how soon the space will be occupied and how it will be used. Any required carpet cleaning or floor refinishing should be scheduled before a new customer arrives. Dust furniture, wash windows and walls, and relamp if needed.

### III. SELF CHECK

1. What are the most common types of offices? How do they differ?
2. What factors determine office cleaning frequencies?
3. How should you clean a cluttered desk?
4. What should you do when vacuuming an office in which no wall outlets are available?

5. What types of items in an office should a custodian not clean?

6. Should the custodian clean everything on each scheduled visit to an office when the service frequency is more than once a week? Why or why not?
CUSTODIAL SERVICE ROOMS AND CARTS

_Custodial Service Room (CSR) Objectives_

The custodian will be able to:
1. Understand and explain the purpose of the different types of Custodial Service Rooms (CSRs).

_Traveling Cart (Custodial Cart) Objectives_

The custodian will be able to:
1. Understand and demonstrate set up of the traveling cart for different types of cleaning.

The Custodial Service Rooms (CSRs) are the rooms in each building that are designated for use by the custodial staff. There are three (3) different classifications of CSRs, each provides a different function for Operations and Maintenance staff.

Traveling carts (Custodial carts) should be thought of as a traveling CSR.
I. THREE (3) TYPES OF CSRS

The Custodial Service Rooms (CSRs) are rooms designated in each building for use by the custodial staff.

1. Custodial “Main CSR” - This is usually a large CSR where you sign in and out, hold group meetings, and take breaks. It also contains a work desk where you can find work related reference material (such as this manual). Some Custodial “Main CSRs” have personal computers for staff use. Many of these rooms also contain lockers (to store personal items) and refrigerators.

2. Supply CSR - This CSR is used as a central supply room where larger quantities of supplies are stored for stocking smaller Area CSRs and the custodians “traveling carts”. Shared cleaning equipment is also stored in the Supply CSR. The Group Leader will rotate supplies each week upon delivery so that older supplies are moved to the front and used first. Reading material and furniture should not be kept in the Supply CSR. Facilities Management is not responsible for lost or stolen personal items. The Supply CSR should not be used as a break area.

3. Area CSR - This is a small room located somewhere within your assigned area, used for storing your traveling cart, small quantities of supplies, and equipment. You will work directly out of this Area CSR and are responsible for keeping it clean, organized, and properly stocked. Reading material and furniture should not be kept in the Area CSR. Facilities Management is not responsible for lost or stolen personal items. The Area CSR should not be used as a break area.

CSR SINK GUIDELINES

- Be sure that the sink is empty and clean at the end of each shift.
- Be sure to turn off the water faucet and Solution Center valves before you leave.
- Make sure the water is turned off to the Solution Center (unless it is hard plumbed).
- Remove attachments from the hose (e.g., spray nozzle) to prevent hose failure which could cause a flood.
- Be sure to wrap the hose over the faucet to keep the end out of water. This will prevent back-flow.
- Make sure the hose end is within the sink walls when wrapped over faucet to prevent leaking onto floor.
- Do not remove drain cover.
- Do not dispose of non-soluble chemicals in sink (e.g., paint).
- During winter months, run water through the drain for longer periods to flush sand through the drain system.

Your Group Leader or Supervisor will tell you who is responsible for cleaning the Main CSR and the Supply CSR. Each custodian will assist by clearing away their own debris after use.
II. EQUIPPING THE AREA CSR

NOTE: Not all CSR’s will have all items listed below.

EQUIPMENT
Traveling Cart (Custodial Cart) Funnel
Doodlebug with Pads Sponge Mop
Dust Mop with Frame and Handle Plunger
Memo Pad and Pencil Wringer
Scrub Mop Head and Handle Stepladder
Squeegee with Handle/Strip Washer Mop Tank
Floor Finish Mop Head and Handle Upright Vacuum
Wire Grid (for pad cleaning) Wet Floor Signs
Rinse Mop Head and Handle
Push Broom (use with sweeping compound for building entrances)
Floor Machine with Insta-lock (shampoo tank and shower feed brush, if needed)

SUPPLIES
Buffing and Scrubbing Pads Liquid Hand and Shower Soap
Chalk Trash Liners (various sizes)
Extra Erasers Scouring Pads (various colors and sizes)
Fluorescent Tubes and Light Bulbs (various sizes) Floor Finish
Ice Melting Compound Sweeping Compound

CLEANERS AND CHEMICALS
Carpet Cleaning Detergent Glass Cleaner
Carpet Spotter Powdered Cleanser
Disinfectant Cleaner Shower Cleaning Detergent
Furniture Polish Spray Buff/High Speed Buff Chemical
General Purpose Cleaner Vinegar

III. STOCKING SUPPLIES

When stocking supplies for the Supply CSR and the Area CSR you will want to keep a reasonable amount of supplies available for use. Stock enough in the Area CSR so that you do not run out during weekly cleaning. The Supply CSR should not carry more than a two (2) week inventory of supplies.

There are several reasons why we want to keep supply stock at a reasonable level:

- Too many supplies will tie up budget funding that could be utilized better elsewhere.
- Some products have a "usable shelf life". If left too long before using, they will lose their effectiveness.
- Keeping too many supplies increases the possibility of theft.
- The department may change procedures or products.

IV. SHARED EQUIPMENT AND SUPPLIES

Some equipment that you use in cleaning your area is shared with other custodians either in your building or other buildings in your area. Supervisors determine which equipment is shared between areas. You will find some of these items in Area CSRs, but many are stored in the Supply CSR.
Some of the shared equipment and supplies are listed below:

- Carpet Care Products
- Pressure Washer
- Window Washing Equipment
- Back Pac Vacuum
- Ice Spud (for areas with entrances)
- Extension Cord
- Rinse Mop Head and Handle
- Snow Shovel
- High Speed Floor Machine
- Two (2) Wheel Cart (Dolly)
- Floor Finish Mop Head and Handle
- Carpet Fan
- Floor Stripping Shoes
- Upright Vacuum
- Wall Mitt and Handle
- Bulb Changer
- Pile Brush Vacuum
- Extractor
- Biohazard Waste Cart
- Auto Scrubber
- Eraser Vacuum
- Floor Finish
- Desk Mover
- Garden Hose
- Waste Cart
- Wet/Dry Vacuum (with hose, wands, heads, and filter bag)
- Emergency Response Cleanup Kit [stocked with gloves, towels, red liners, twist ties, steriloid bacteriostat (vomitus), goggles, oil dry, cardboard, and tuberculocidal disinfectant spray]

V. SELF CHECK

1. How many different types of Custodial Service Rooms (CSRs) are there?
2. What are the different purposes/uses of CSRs?
3. List four (4) guidelines for proper use and care of CSR sinks.
4. Who is responsible for cleaning, stocking, and organizing the Area CSR?
5. What is meant by shared equipment? Where is it generally stored?
6. How many supplies should be stored in the Area CSR? Why?
7. Are you allowed to remove drain covers in CSR sinks?
I. CUSTODIAL TRAVELING CART

Your custodial cart (from this point will this cart will be referred to as the “traveling cart”) should be thought of as a traveling CSR. Your traveling cart should be completely equipped with all needed supplies, chemicals, and equipment for cleaning in your area each day. Save time and effort by being an efficient custodian with a well stocked and organized cart. Returning to a CSR for something that you should already have on your cart takes time away from cleaning.

TRAVELING CART GUIDELINES

- Keep the cart neat and organized. Never allow newspapers, rags, or other items to accumulate on your cart. This can be a fire hazard, looks unsightly, and can keep you from being efficient.
- The cart waste barrel should be emptied at the end of each shift.
- To prevent theft and vandalism, never leave your cart unattended in a public space. Lock it in a private space if you have to be away from it. Facilities Management is not responsible for personal items taken from your cart.
- If you carry a radio on your cart, it must not disturb any customer while it is on and must be turned off when you are away from the cart. Refer to the “Facilities Management Rules and Responsibilities” section in Chapter 8 for more information on radios at work.
- Do not keep personal reading material on your cart.
- At the end of each shift, restock the cart with supplies that you will need for the next day.

II. EQUIPPING THE TRAVELING CART

The type of space that you clean determines how your cart will be stocked. In addition to the cart waste barrel, you will need the following supplies for the indicated areas:

CLASSROOMS

- Aerosol Chalkboard Cleaner
- Orange Chalkboard Mop Erasers
- Brick Sponge Chalk
- Squeegee
- 12 qt. Pail
- Chalk

FLOOR CARE

- Kitchen Broom (artificial or straw)
- Upright Vacuum
- Carpet Spot Remover
- Hand Scrub Brush
- Counter Brush
- Mop Brush
- Carpet Sweeper (Hoky)
- Gum Remover
- Putty Knife
- Dust Pan
- Dust Mops
- Wet Mop, Mop Tank, and Wringer (pull along with cart)
DOOR WEDGES: Keep them out of fire doors. If you see door wedges in fire doors, remove them. During hot weather, you may have to do this every day.

We provide the custodian with rubber or wooden door wedges to block open doors to clean a room or so the custodian can easily get their custodial cart or cleaning equipment through a doorway. Door wedges help prevent the door from becoming scratched up and damaged. Metal door wedges are not acceptable.

Retrieve your own door wedges after you have used them. Keep them on your cart or carry them in your pocket.

Place the wedge between the floor and the door then gently tap it in. Do not place it at the top of the door or in the hinge. This will spring the door so it won’t close properly.

Pick up and remove any wedges in public spaces. Door wedges that are behind locked doors belong to the private space customer. Do not pick these up or remove them. Most wedges are labeled as to where they go, this will help you to remember who the wedge belongs to.

SAFETY NOTE: A properly stocked cart should contain gloves and goggles. Eyewash stations are located in various Area CSRs, laboratories, lab hallways, and rooms.

As you can see, a properly stocked cart will be equipped with a wide variety of cleaning supplies and equipment. Many items appear more than once in the previous categories, which simply means they have a purpose in more than one type of cleaning procedure (e.g., a squeegee).
III. SELF CHECK

1. What factor determines how you should stock your traveling cart?
2. Where do you place a door wedge to prop a door open?
3. What safety items do you carry on your cart?
EMPLOYEE WORK RULES

Work rules are defined as and limited to rules established by the University of Iowa within its discretion, which regulate the personal conduct of employees. Generally work rules apply to matters arising from employment with the department or which have bearing on an employee's ability to be effective in his or her job. Work rules are not intended to limit the rights of employees but rather to define those rights so the department can attain its objective in an orderly manner.

Good personnel practice and the negotiated labor agreements require that the work rules of the department be written. Committing any of the acts on the list will be sufficient grounds for disciplinary action ranging from reprimand to immediate discharge, depending upon the seriousness of the offense and/or the number of infractions. In any case, the department considers discipline as a corrective action necessary to the overall improvement of the department's operation.

These work rules are part of the general work rules applicable to employees of the University of Iowa. Additional work rules may be established which concern only individual positions, classifications, and/or work units when such rules are required by the nature of the work performed. Likewise, the work rules are not the entire list of violations for which employees may be disciplined. Other rules are provided by statute, by Iowa Code, and by administrative procedures established by management to meet specific conditions. Violations of these rules may also result in appropriate disciplinary action.
UNIVERSITY OF IOWA
EMPLOYEE WORK RULES

WORK PERFORMANCE
Insubordination, disobedience, failure, or refusal to follow the written or oral instructions of supervisory authority, or to carry out work assignments.

1. Neglecting job duties and responsibilities.
2. Loafing, loitering, sleeping, or engaging in unauthorized personal business or visiting.
3. Disclosure of confidential information and records to unauthorized personnel.
4. Intentionally falsifying records or giving false information to other governmental agencies, private organizations, or to employees responsible for record keeping.
5. Failure to observe all safety rules and practices, including the use of protective equipment and clothing or in the operation of vehicles and equipment.
6. Failure to report as soon as possible, but after no more than twenty-four (24) hours, all accidents or injuries which occur during working hours or while in the performance of state business, including traffic accidents, regardless of ownership of vehicles involved.
7. Attempting to keep secret or unavailable information or records that are public or rightfully should be furnished to government employees and the public.

ATTENDANCE AND PUNCTUALITY
1. Failure to report at the starting time of a shift; leaving before the scheduled quitting time of a shift; or failure to timely notify the proper authority of impending absence or tardiness, prior to designated starting time.
2. Unexcused or excessive absenteeism.
3. Abuse of sick leave privileges.
4. Leaving the place of duty during a work shift without permission.
5. Failure to observe the time limits of lunch, rest, or wash-up periods.

USE OF PROPERTY
1. Abuse or misuse of governmental or private property, materials, or equipment.
2. Stealing or unauthorized possession or use of governmental or private property, equipment, or materials.
3. Unauthorized posting or removing of notices, signs, posters, or similar materials.
4. Unauthorized use of state property or equipment such as vehicles or pagers.
5. Unauthorized entry to state property or leased sites.
PERSONAL ACTIONS AND APPEARANCE

1. Threatening, attempting, or inflicting bodily harm to fellow employees, representatives of other agencies, or the general public.

2. Threatening, intimidating, interfering with, using abusive or profane language toward others, including ethnic slurs.

3. Horseplay, including but not limited to practical jokes, pushing, running, or throwing objects.

4. Failure to observe smoking regulations.

5. Unauthorized possession of weapons.

6. Making false or malicious statements concerning other employees, supervisors, or the department.

7. Unauthorized possession or use of alcoholic beverages or narcotics, during work hours, while on state time or property, or while engaging in state business.

8. Reporting to work in a condition to be unsafe to the employee, others, or physical property; or to be unable to perform job responsibilities due to the influence of alcohol and/or narcotics when such evidence affects the performance of job functions.

9. Immoral conduct or indecency.

10. Eating and drinking in unauthorized areas.

11. Violation of health and sanitation procedures, directions, and requirements including littering or creating unsanitary conditions.

12. Selling commercial or private products or services on state time or premises.

13. Unauthorized solicitation of funds or donations for any purpose on state time.


15. Unauthorized possession, lending, borrowing, or duplication of keys or governmental credit cards, careless or improper use of keys or credit cards, or failure to report promptly the loss of keys or credit cards.

16. Dress or grooming which is inappropriate or unsanitary for the employee’s specific assignment.

17. Unauthorized or improper use of a uniform; failure to wear a uniform properly.

18. Failure to submit to inspection any personal packages taken from the employee’s work area upon the request of a supervisor or security officer.

19. Gambling in any form while on state premises or state time including but not limited to: sport pools, card games, check pools, bets, dice, raffles, etc.
20. Soliciting or accepting unauthorized compensation, reward, gratuity, or gift of any kind of value for any matter related to the employee's job as an employee of the state.

21. Engaging in unauthorized political or union activities.

OUTSIDE ACTIVITIES

1. Transacting business as an employee of the state with any business entity in which the employee has an interest except as authorized by law.

2. Engaging in any outside activities or employment which may impair the employee’s independence of judgment or his ability to perform his duties as an employee of the state.
FACILITIES MANAGEMENT
RULES & RESPONSIBILITIES

These are the Facilities Management Department Rules and Responsibilities, which contain general information, rules, responsibilities, and information regarding keys.

DISCUSS CONCERNS

If you have any comments pertaining to University rules and regulations or working conditions that you would like to discuss, use the following procedures:

1. Make an appointment with your immediate Coordinator to discuss your concerns at a convenient time mutually agreed upon.
2. If you are not completely satisfied with your immediate Coordinator's decision, request an appointment with your Area Manager.
3. For issues that are confidential or more appropriately handled by a non-supervisory contact, contact Facilities Management Human Resources.

SIGNING IN AND OUT

Each day a sign in sheet will be provided for you to sign in stating the time you begin your shift and sign out at the end of your shift. If you arrive to work late, immediately contact your Custodian II so you can sign in and do not wait until you arrive at the work site. If you leave work before a shift is over, you will sign out at that time. Prior to signing out you must notify your Custodian II or Coordinator. **Do not sign anyone else in or out.** Your Custodian II will monitor the sign in sheet. The Custodian II records absences.

In order to account for a custodian's whereabouts during the work shift and to avoid abandoning a custodian in an empty building, all custodians will follow these procedures:

1. All custodians will report to the sign in/sign out room fifteen (15) minutes prior to the end of the work shift and depart the building at the end of the work shift. It is expected, if all custodians are accounted for, the remaining time will be used to relay general information, discuss building/area work problems, and to wash-up.
2. If a custodian does not report at the appropriate time, another custodian (Custodian II, if assigned and present) will investigate the circumstances and/or whereabouts of the absent custodian. If the absent custodian cannot be located and/or the situation warrants, additional assistance will be requested. The University of Iowa Police will be notified by telephone (335-5022) of all known facts and details of the situation. Your Coordinator will be available if contacted by telephone prior to the end of the work shift. If your Coordinator cannot be contacted prior to the end of the work shift, another Coordinator must be made aware of the situation.
3. The Custodian II will ensure that all custodians are accounted for and have signed out at the end of the work shift.

**OFFICIAL CLOCK**

The clock in the Main CSR is the only official clock used to designate when the work shift and breaks begin and end. In the few cases where it is not possible to have or use the clock in the Main CSR, the Coordinator will designate a clock nearby to be the official clock.

**TARDINESS**

Arriving late for work or leaving the job early is not permitted. In emergencies, notify your Coordinator if you need to be late to work. For example, being a member of a car pool is not a valid excuse for being late to work or leaving before completing your work shift. Absence or tardiness because of obligations to another job or outside activity is not an acceptable excuse. No other activity takes precedence over your job with the University.

**ATTENDANCE CALLS**

You must report to your Coordinator any unscheduled absence from work before the work shift begins. You must call your Coordinator and notify him/her of your return to work during the scheduled call-in period, which is before the work shift begins. If you are absent from duty for three consecutive workdays without proper notification and authorization, you will be considered to have abandoned your position and subject to termination.

**Call-in Period**

When you call to report your absence because of illness, return to work from an absence, or other routine attendance matters, you must call within ½ hour before your shift start time, unless injury or hospitalization prevents a personal call. This time is set aside for attendance calls. Your Coordinator will answer your call and discuss your situation. Please reserve discussions on other matters until your Coordinator can see you in your building or return your call after your shift begins. Absences arranged in advance, such as vacation, do not require a call.

Emergency situations such as death, accidents or injuries, hospitalization, etc., can be reported earlier in the day by leaving a message on your Coordinator’s voice mail or calling the Work Control Center personnel on duty, who will relay the message to your Coordinator.

**COFFEE AND/OR LUNCH BREAKS**

During each eight (8) hour work shift, all employees are granted a fifteen (15) minute (paid) rest period during each one-half (1/2) shift provided qualified relief is available. The rest period shall be scheduled at approximately the middle of each one-half (1/2) shift. All employees shall be granted an unpaid meal period of at least thirty (30) minutes in duration or, at the Employer’s discretion, a paid meal period in those situations where qualified relief is not available. Where practicable, the Employer will attempt to
schedule the meal period at approximately the middle of each shift. Breaks are taken during regular work hours and during overtime work hours.

Other than for emergencies, the time for the rest periods and/or lunch breaks will be as follows:

**Early 1st Shift (4:00 a.m. - 12:30 p.m.)**
- 6:00 a.m. - 6:15 a.m.
- 8:00 a.m. - 8:30 a.m.
- 10:30 a.m. - 10:45 a.m.

**1st Shift (5:00 a.m. - 1:30 p.m.)**
- 7:30 a.m. - 7:45 a.m.
- 9:30 a.m. - 10:00 a.m.
- 11:30 a.m. - 11:45 a.m.

**1st Shift (7:00 a.m. - 3:30 p.m.)**
- 9:30 a.m. - 9:45 a.m.
- 11:30 a.m. - 12:00 p.m.
- 1:30 a.m. - 1:45 a.m.

**2nd Shift (5:00 p.m. - 1:30 a.m.)**
- 7:00 p.m. - 7:15 p.m.
- 9:00 p.m. - 9:30 p.m.
- 11:00 p.m. - 11:15 p.m.

Fifteen (15) minute breaks must be taken in the approved location. Breaks, if not taken at the designated times, are lost and cannot be taken later unless prior approval has been obtained from your Coordinator. You must remain in your building for the fifteen (15) minute breaks (for which you are paid). You may leave your building during your thirty (30) minute lunch break (unpaid).

**REPORT YOUR LOCATION**

It is important for your Custodian II or Coordinator to know where you are at all times in case of an emergency. If you need to be out of your assigned area for more than ten minutes, tell your Custodian II or Coordinator where you will be.

**Leaving the Building**

Custodians may not leave their building during work hours except with appropriate release of duties or by permission of their Coordinator. If an emergency arises where it is necessary for you to leave, you must notify your Custodian II, Coordinator, or Area Manager. If you not talk to them directly, please leave your message on their voice mail. State your name, time, and any details you can give.

**OVERTIME**
Overtime shall be scheduled and compensated consistent with the current labor contract. Payment will be made in either cash or compensatory time consistent with the current labor contract.

Overtime pay at 1 ½ times the regular hourly rate will be paid for all hours in excess of forty (40) hours per week. Paid 15-minute breaks are provided approximately in the middle of each 4-hour shift.

Three types of overtime are recognized:

Mandatory:
Overtime hours which cannot be refused are held to a minimum at the University of Iowa. Every reasonable attempt will be made by the employer to satisfy overtime needs by using volunteers rather than requiring employees to work outside their scheduled shift.

Call-back
The Employer agrees that employees called back for duty or called in on the employee’s day off will be guaranteed a minimum of three (3) hours at the appropriate rate of pay. This provision shall not be construed so as to provide for additional compensation if the employee is recalled back for duty within the original three (3) hour period, except that employees who are called back to work in excess of three (3) hours will be paid for actual time worked. To qualify for callback compensation, the time worked cannot be contiguous to the beginning or end of an employee’s scheduled work shift.

Scheduled
Each year, Coordinators will ask each custodian whether or not he/she is interested in working overtime hours. You are required to indicate if you are interested in working overtime by signing and marking a form. If you mark “yes” your Coordinator will contact you each time you are eligible to work overtime. If you mark “no” your Coordinator will not ask you if you want to work overtime and you will be credited with the hours declined. You have the opportunity to change your response any time you want. If you want to change your response, provide 30 days written notice to your Coordinator. Overtime equalization is done by Custodian II Work Unit and by All-Area Work unit groups.

Refer to the Facilities Management Custodial Overtime Equalization Guidelines and to the Scheduled Overtime Participation/Declination Sheet in the Appendix.

REASSIGNMENT
You may be permanently reassigned within your contract work location if there is an operational need in Operations and Maintenance Custodial Services. Your Coordinator may direct a temporary reassignment out of your contract work location.

EMERGENCY CALL LIST
When emergencies such as flooding or large blood borne pathogen spills occur, maintenance staff determines if clean up help is needed. Custodians who have volunteered to be on emergency call in are contacted and come in to help as needed. Custodians may be called in to assist in buildings they normally are not assigned to unless
they inform the Coordinator that they only want to be on the emergency call in list for buildings they work in. Review the flow chart for the procedure to follow in emergencies.

**Emergency Call In Procedure**

1. Building emergency occurs
2. Customer/Staff calls WCC (after hours phone transfers to PP)
3. Coordinator asks Custodians if they want to be on the emergency list
4. Coordinator gives volunteer names and phone numbers to Lori Giannini
5. Lori gives list to WCC to include in Stand-by notebook
6. PP calls maintenance staff on After Hours Roster
7. Maintenance assesses situation, is custodial help needed?
   - No: Maintenance cleans up
   - Yes: Maintenance calls Custodian on the emergency list (not limited to only those in the building)
8. Can custodians on the list come in?
   - No Custodian available: Maintenance calls Coordinator on "After Hours Roster" list
   - Yes: Custodian asks Stand-by "Can you meet me there?" Stand-by will give access.
9. Does Custodian need access to building?
   - No: Person(s) called comes in, finds emergency equipment, and cleans up
   - Yes: Custodian remains on list but doesn't come in
ATTENDANCE REVIEW GUIDELINES

Facilities Management staff are expected to maintain a regular work schedule. All staff members are expected to contribute their fair share toward accomplishing the work undertaken by the department. This is the basis on which they were initially hired and the basis upon which they are compensated. The department has work obligations and responsibilities and expects all staff members in the department to contribute in the performance of this work. Unless staff members are in attendance at work, they cannot fulfill their responsibility toward completing their fair share of the work. Refer to the Facilities Management Attendance Review Guidelines in Appendix 1 for specific information.

These attendance guidelines provide for a review of each staff member’s attendance on a quarterly basis. The guidelines establish a standard of two (2) occurrences and two (2) days as the threshold over which additional absences may be considered excessive.

VACATION

Vacation credit accrues on a month-to-month basis. Vacation credit may accumulate to an amount not to exceed twice your annual vacation entitlement. You will be entitled to take only that vacation time which you have accrued (the amount posted on your leave record at the beginning of each month). Your preference to dates for vacation time will be based on seniority if requested sixty (60) days in advance; however, your Coordinator must approve the dates. Facilities Management requires twenty-four (24) hour notice for vacation requests. All vacation is granted at the discretion of the Coordinator.

Vacation is accrued at:

<table>
<thead>
<tr>
<th>Years of Service</th>
<th>Annual Accrual</th>
<th>Monthly Accrual</th>
<th>Maximum Accrual *</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 – 4</td>
<td>96 hrs. (12 days)</td>
<td>8.00 hrs.</td>
<td>192 hrs.</td>
</tr>
<tr>
<td>5 – 11</td>
<td>136 hrs. (17 days)</td>
<td>11.333 hrs.</td>
<td>272 hrs.</td>
</tr>
<tr>
<td>12 – 19</td>
<td>176 hrs. (22 days)</td>
<td>14.667 hrs.</td>
<td>352 hrs.</td>
</tr>
<tr>
<td>20 – 24</td>
<td>192 hrs. (24 days)</td>
<td>16.00 hrs.</td>
<td>384 hrs.</td>
</tr>
<tr>
<td>25 and after</td>
<td>216 hrs. (27 days)</td>
<td>18.00 hrs.</td>
<td>432 hrs.</td>
</tr>
</tbody>
</table>

*See the University of Iowa Operations Manual, (section 22.3 – i ) entitled “Sick Leave Transfer to Vacation” for adjustment of maximum allowable accruals.

Individuals are responsible for monitoring their own vacation and sick leave accruals. Individuals are entitled to use only that leave time which they have accrued. Borrowing of vacation credits not accumulated is not allowed. When requesting vacation time, be careful not to exceed your accrued hours. Employees are able to check on their official accruals by accessing the University’s Self-Service web site and the Facilities Management Intranet Site – FM Connection. If time is taken as vacation but not accrued, you will receive no pay
for this time and could be subject to disciplinary action. Each individual (not the Coordinator) is responsible for making accurate requests for vacation time.

**RELEASE TIME FOR INJURIES OR ILLNESS**

The most recent policies can be found on the FM Connection Forms & Policies web page. The policies posted on-line take precedence over any policies reproduced here.

**SICK LEAVE POLICY**

Refer to the -Facilities Management Sick Leave Policy ll in Appendix 11. Sick leave credits accumulate at the rate of twelve (12) hours for each full month of service (144 hours per calendar year). When your account reaches 240 hours, you may choose to convert the twelve (12) hours per month accrual to four (4) hours vacation provided you have not used any sick leave credits that month; or you may choose to let your sick leave build indefinitely. Sick leave may be used for personal illness or injury, funeral leave, or care for ill or injured family members. Sick leave will be granted only on satisfactory evidence of medical related issues or for those other purposes specified in the -Facilities Management Sick Leave Policy ll.

You may request to use sick leave by filling out an “Absence Report Form” on your return to work or prior for pre-scheduled appointments. Sick leave will not be granted until this request is properly completed, submitted, and approved by your Coordinator. It is expected that you will be specific and truthful; this information will be kept confidential.

**CATASTROPHIC ILLNESS**

Faculty and staff who accrue vacation may donate accrued vacation leave to another employee for use as sick leave during a catastrophic illness or injury, or for use as vacation leave during a family member's catastrophic illness or injury. Refer to the —Catastrophic Leave Policy ll in Appendix 2 for requirements.

**FAMILY CAREGIVING LEAVE**

You may use accrued sick leave for the care and necessary attention of ill or injured members of your immediate family (as defined on the UI Operations Manual, 22.1b.). Maximum usage per year of family caregiving leave includes the current calendar year allowance of up to five days of sick leave (40 hours based on full-time employment and pro-rated for part-time). You can carry over any unused allowance for Family Caregiving Leave from the previous calendar year into the next calendar year, accumulating up to a maximum of eighty (80) hours of Family Caregiving Leave.

It is expected that employees will use restraint and good judgment when requesting time off under this policy. Refer to the —Clarification of Family Caregiving Leave ll in Appendix 6 for specific requirements and definitions.
FAMILY MEDICAL LEAVE ACT
The Family Medical Leave Act of 1993 (FMLA) passed by Congress requires employers to grant eligible employees up to twelve (12) weeks of unpaid leave during the calendar year (January through December) for:

- The birth and first year care of a child.
- The adoption or foster placement of a child in the employee’s home. The care of a spouse, child, or parent with a serious health condition. The employee’s own serious medical condition.
- Service member family leave up to 26 weeks of unpaid leave each year.
- For specific information on eligibility and coverage, contact the Facilities Management-Human Resources at 335-5078 or 335-5070.

FUNERAL LEAVE
When death occurs in the employee’s immediate family, accrued sick leave may be used not to exceed twenty-four (24) hours for each such occurrence. "Immediate family" is defined as and limited to the employee's spouse/domestic partner (same and opposite gender), children, grandchildren, foster children, stepchildren, legal wards, parents, grandparents, foster parents, stepparents, brothers, foster brothers, stepbrothers, sons-in-law, brothers-in-law, sisters, foster sisters, stepsisters, daughters-in-law, sisters-in-law, aunts, uncles, nieces, nephews, first cousins, corresponding relatives of the employee's spouse/domestic partner, and other persons who are members of the employee’s household.

An additional two (2) days vacation for each occurrence will be granted for the death of the employee’s and corresponding relatives of the employee’s partner, parents or children.

If you are a pallbearer, or otherwise participate in the funeral service of someone who is not a member of your immediate family (as defined above), accrued sick leave may be used not to exceed one (1) working day for each such occurrence. Appropriate documentation may be requested by supervisor.

MEDICAL LEAVE OF ABSENCE
Employees with one (1) year or more seniority who have exhausted their sick leave benefits may apply for an unpaid medical leave of absence under certain conditions. Contact your Coordinator or Facilities Management-Human Resources for additional information.

LEAVE RECORD KEEPING
Each employee will have access to a monthly record of the employee’s leave credit balance showing leave credits accumulated to date as well as used during the previous month through the University Self Service Website.

An estimated Leave Report is available on the FM Connection.
TREATMENT OF ABSENces IF PERIOD OF ILLNESS, INJURY OR MEDICALLY RELATED DISABILITY EXTENDS BEYOND ACCUMULATED SICK LEAVE CREDITS

If the period of absence due to illness, injury or medically related disability extends beyond the sick leave credits accumulated by an employee; such additional working days of absence will be charged to vacation leave or earned compensatory time, however the missed time may still count as absences under the attendance review guidelines.

FM WORK TIME VS. PERSONAL TIME ACTIVITY GUIDELINES

In keeping with the Facilities Management strategic initiative goal of Workplace of Choice, FM staff members are allowed work time to participate in and attend various activities and events related to their employment with Facilities Management. The following guidelines are available for reference for activities that are considered appropriate for work vs. personal time. This list is not an all-inclusive list, but rather meant to be a guide for FM Supervisors/Coordinators and staff for assessing time away from work requests. Generally, individual requests for time off work should be reviewed on a case-by-case basis.

Approved Work Time Activities/Events (Non-chargeable shop time):

As this information changes, you can find it online at:
http://intranet.facilities.uiowa.edu/adminser/hr/workvsnonwork.htm

- Participation in training activities, approved by supervisor, related to the staff member’s work duties.
- Other training and development opportunities identified and agreed upon by the staff member and their supervisor during the performance appraisal process.
- Facilities Management/UI sponsored activities:
  - FM Blood Drive and Blood Pressure Screenings – up to 1 hour
  - UI/FM Flu Shots – up to 1 hour
  - FM Holiday Open House & Staff Appreciation Picnic -- up to 2 hrs.
  - UI Health Fair – up to 2 hrs.
  - UI Energy Expo – up to 2 hrs.
  - UI Benefits Open-Enrollment Education Meetings
  - F&O/FM Sponsored meetings or luncheons (Roundtables, Quarterly Luncheons, Orientation, etc.)
  - Completion of the UI on-line Health Risk Assessment instrument
  - Participation in UI/FM workplace committees, incident investigations, awards ceremonies, celebration events, open forums, etc.,
  - Visits to/with UI employment-related resources:
  - FM Directors/FM Human Resources
- Ombudsperson Office
- UI Employee & Labor Relations
- Retiree-age visits to the UI Benefits Office
- TIAA-CREF Office visit—one appt. per calendar year for up to 2 hours
- Initial medical treatment (at a UI work comp medical provider) on the day of the injury when a work-related injury occurs.
- Grievance-related meetings

Activities/Events that FM Staff should use personal/vacation time:
- Non-work related training and development activities.
- Visits to the UI Employment Services Office to apply for positions Visits to the UI Career Development/Services Office
- TIAA-CREF Personal Counseling Sessions Participation in UI Moving Day event (merit staff) Blood donations not part of a FM sponsored drive.

PROBATIONARY EVALUATION PERIOD
All new or reclassified regular employees are on probation for a six (6) month period. During this time your work performance, attendance, and conduct will be evaluated. Your Coordinator will review these evaluations with you to assist you in improving your work. Failure to meet expectations may result in dismissal.

CHANGE OF ADDRESS OR NAME
You are required to notify your Coordinator within three (3) working days of any change in name, address or phone number. If transferring within Facilities Management or another University department, fill out a change of address form online from the HR Self Service website.

TERMINATION RULES
A two (2) week notice is expected from each employee prior to termination. All keys issued must be turned in to your Coordinator, along with your staff identification card. In the event these are not turned in, the matter will be turned over to the University of Iowa Police Department.

PERSONAL ACTIONS
WORK QUIETLY
University personnel often return to work in the evening and evening classes are held during working hours. Therefore, it is necessary to do your work as quietly as possible. Profanity, shouting, or any unnecessary disturbing noise is forbidden at all times.
BE POLITE

Show courtesy when meeting with people face-to-face, using email, and using the telephone.

Face-to-face interactions:

- Please address people properly, making sure not to interrupt the faculty and office personnel. This does not mean that we are not to speak or greet people such as "good morning", "good afternoon", or "good evening".
- Do not allow students or customers to interrupt your work with lengthy conversations; simply excuse yourself saying you have a schedule to maintain.

Email interactions:

- Email is a business communication tool.
- Email is a property of the University.
- Always be courteous and professional.
- People other than the intended recipient may see the message. Your message reflects who you are and the rest of Facilities management.
- Write short and concise messages.
- Write using both capital letters and small letters. Writing in all capital letters can be received as a 'yelled' message.
- Be careful using sarcasm and humor in email messages.
- Reply to messages within 2 business days.

Telephone interactions:

When answering the telephone or pages, always identify yourself and the area you are in. Saying something similar to —Hello, this is Darlene in Area 2!— lets the caller know immediately whether or not they have reached the correct person.

CUSTODIAL MEETING ETIQUETTE

You will attend area meetings.

Show respect to others by:

- Make every effort to be on time.
- Always try to remember to turn down mobile devices when you arrive.
- Let the leader for the day be the leader.
- Yield to the timekeeper or request additional time from the leader.
- Give guest speakers or people designated on the agenda their time.
- Let them ask for questions.
- Let them answer the questions.
• Save side conversations until after the meeting unless small groups are asked for.
• Keep topics to the agenda and bring up other topics in future agendas.
• One person speak at a time with questions and comments.
• Always attempt to end the meeting on time.

TALK RADIO, AND THE NEWS AT WORK
You may have a radio or iPod with you while you work provided no customer is disturbed. The University is not responsible for stolen radios or any other personal items.

SMOKING & TOBACCO USE AS OF JULY 1, 2015
All University buildings and state vehicles are non-smoking & tobacco-free areas.

ASSIST WITH DIRECTIONS
Custodians to a large extent are public relations people. If anyone asks where different departments are located or any other such questions, please give as informative an answer as possible in a polite way. This leaves a good impression on the public and will be appreciated by our department.

PERSONAL AND DEPARTMENTAL EQUIPMENT
Do not use any equipment [e.g., computers, fax machines, copy machines, typewriters, calculators, coffee pots, radios, TVs, refrigerators (other than our own), projectors, microscopes, shop tools, etc.] unless it belongs to Facilities Management. Use of other departments' equipment may result in disciplinary action. Departments may volunteer the use of some of these items; however, this department policy takes precedence. (Exception: Campus phones—see –Using Telephones II.

UNIFORMS
After the first successful performance review, uniforms can be ordered.

While we do not furnish work shoes, we recommend you wear safety shoes. However, this is not a requirement. We require you to wear a shoe that is secure to your foot and covers the foot; tennis shoes are acceptable. Bare feet, shower thongs, open sandals, or clogs are not acceptable.

Refer to the –Facilities Management Uniform Policy II in Appendix 12 for the policy requirements.

USING TELEPHONES
Telephones in the buildings we clean are assigned to the departments occupying those buildings. If it is necessary for you to use a customer's phone, observe these guidelines:

• Make no long distance calls from any university phone without the express permission of your Coordinator. When long distance calls are made, they must be "collect", on a calling card, or billed directly to your home phone.
While working, you may use a phone for emergency use only, or when calling your Coordinator or the Facilities Management-Work Control Center.

While on your fifteen (15) or thirty (30) minute breaks, you may use a phone for local personal calls if you have received permission from your Custodian II or Coordinator. These personal calls on breaks should be made from phones in lounges, break rooms, classrooms, or public spaces.

Never use a phone that might be needed by a customer.

Do not give building phone numbers to your family. If they need to contact you at work, instruct them to call your Coordinator’s office phone number for routine messages. For emergencies they should call your Coordinator’s cell phone number or another Coordinator if no one answers. University Police should be the last resort.

Personal cell phones should only be used in emergencies and on break time.

If telephone usage interferes with work assignments or is conducted other than on break time, Coordinators may need to pursue disciplinary action.

VISITORS AT WORK

Bringing your spouse, children, or friends to help or be with you on the job (including overtime) is absolutely forbidden. If you wish to have your spouse, children, or friends see where you work, consult your Coordinator and arrangements will be made to have this done.

NOTES TO CUSTOMERS

It is not appropriate for you to make written requests or criticisms of building customers. All problems that occur with customers should be presented to your Custodian II or Coordinator for evaluation and solution.

Notices of special work (i.e., furniture moving for floor refinishing) may be left for customers with your Custodian II or Coordinator’s approval.

HANG TAGS

Green hang tags were designed to let the customer know of any pending work, problem, or status of problem in their room.

UNIVERSITY PROPERTY

OFF DUTY USE OF BUILDINGS

Facilities Management employees are required to request permission from their Area Manager whenever they want to use a University building during an off-duty period when the building is locked to the public. Any off-duty use of a building’s master keys or take home keys (other than going to or from work) by a custodian must be with the express permission of the Operations and Maintenance Area Manager.
SALVAGING TRASH
You are not to salvage, sort, collect, or save any items from the trash (from waste receptacles or dumpsters) for personal use. Nor should any salvage appear on your carts, or in your CSRs. Trash is to be deposited in the dumpster by the end of the work shift. This includes newspapers, empty containers, stamps, wire, construction debris, towels, clothing, etc.

DENIED ACCESS
If you are unable to unlock a door to a room that you clean, or can't clean the room for any other reason, report this to your Custodian II or Coordinator for assistance. You are responsible for cleaning every room in your area until your Custodian II or Coordinator informs you otherwise.

You may not order anyone to leave a room so you can clean it. Where possible, work around customers. Do not interrupt classes, meetings, or discussions. Sometimes you have no choice but to return later to clean some rooms.

REPORT BUILDING DAMAGES
Report to your Custodian II or Coordinator any damage to the building or its facilities (i.e., water leaks, broken windows, broken locks and doors, toilets not flushing). During holiday breaks unlock and check each room in your area, even if an unused room may not need cleaning. This could prevent damage from water leaks, broken windows, etc.

BREAKAGE
Report promptly accidental breakage of furniture, equipment, and other items belonging to customers to your Custodian II or Coordinator, so they may notify the customer by leaving an –OOPSII form at the desk. The Coordinator reports the loss to the Area Manager for replacement.

OOPS!

We regret to inform you, while cleaning your area, we accidentally broke:

We apologize for any inconvenience this may have caused you.

If you have any questions, please call Building & Landscape Services at 5-5071.
CLEAN CSRs and Equipment Care

It is the responsibility of each custodian to keep the Main CSR, Supply CSR, and Area CSR in a neat and orderly condition. You are also expected to operate machinery and equipment in the proper manner as instructed. Careless or improper use of machinery may result in discipline. Each custodian who uses equipment must cleanup and care for that equipment as instructed. Report all repairs to be made on equipment and machines to your Custodian II or Coordinator.

KEEP CSR LOCKED

Custodial Service Rooms must be locked whenever unoccupied to prevent theft of custodial equipment and/or supplies and theft of personal property belonging to custodians.

CUSTODIAL SUPPLIES

You are to make careful and prudent use of custodial supplies and chemicals. Read instructions thoroughly; use chemicals as directed. Order supplies and chemicals as needed from your Custodian II or Coordinator. Supplies are ordered and delivered weekly for each building. Theft of custodial supplies and/or equipment must be reported immediately (the same day) to your Coordinator.

KEYS AND ACCESS DEVICES

You will be issued two sets of keys for your assigned cleaning area. The keys will be on a key retractor. These keys should be in your possession during the work period. During non-working hours, your take home keys should be kept in a safe and secure location. Your building keys will be kept in a safe or a lock box.

You must following these rules:

- The key retractor must be attached to your clothing with the keyback or clip that is provided. Wearing a belt is required to insure the keys are securely fastened to your clothing.
- Do not give your keys to anyone except your Custodian II, Coordinator, or Area Manager.
- You are not to unlock a room for anyone except your Custodian II, Coordinator, or Area Manager. If you are asked to do so by another person,
- Pease inform the person it is against regulations. If the person persists, do not argue with them. Tell the person to contact your Coordinator or hand them a copy of the memo —Admittance to Locked Spaces‖, that is available for you to carry on your cart.
- These keys are property of The University of Iowa, so you will need to turn in your keys to your Coordinator on termination of employment.
- You alone are responsible for keys issued to you. If they are lost, report it immediately to your Coordinator. Careless or improper use of keys is a violation
of University Work Rules. Possession of these keys is a necessity if you are to clean your area. If you forget your keys, you may be sent home to get them.

- Remember to make arrangements in advance for the appropriate keys if you have accepted a scheduled overtime.
- The safe should be kept locked if there are remaining keys after the beginning of the shift.

Strict observance of the key rules is vital to assure customers of your reliability.

If other access devices are needed, your Coordinator will help you learn to use each. Other access devices used to gain admittance to buildings or rooms include:

- Proxy cards
- Key fobs
- Flat keys
- Staff IDs

LOST AND FOUND

(Refer to —Lost and Found Locations‖ in Appendix 7 for a list of buildings and room locations.)

Turn in all items found, regardless of value, to your Custodian II or Coordinator the same day you find the item.

- Do not attempt to contact the owner of found property yourself.
- Do not keep an item on your cart or in your CSR until its owner claims the item.

Tag the item with a note describing where and when you found it.

Your Custodian II or Coordinator will take these items to the building lost and found location. The department will deliver the items to the central campus Lost and Found Department located in the Iowa Memorial Union Parking Ramp if not claimed.

Purses, billfolds, checkbooks, cameras, credit cards, driver’s licenses, jewelry, watches, and key rings with University keys on them are an exception to the rule. These items should be tagged as to the time found, room number, and the exact location in the room. They should be turned in to the Coordinator as soon as possible. These items will be taken to University Police for notification of the owner (in the case of purses, billfolds and checkbooks) or transferred to the University Key Shop for tracing (in the case of University keys).

Key rings without University keys should be handled as regular lost and found items.
FACILITIES MANAGEMENT
HUMAN RESOURCES

Facilities Management Human Resources (HR) is your resource to support a humane and supportive work environment consistent with Facilities Management’s mission and core values. They can help you with:

- University HR policies and collective bargaining agreements
- Facilities Management-specific HR policies
- Timecard/payroll processing questions
- Access to personnel file information
- Assistance with FMLA, Worker’s Comp, ADA issues, Work release due to injury
- Workplace conflict or harassment issues that cannot be resolved by a Coordinator.

If you have work-related questions, contact your Coordinator first. If your Coordinator can’t help you, you may contact Facilities Management HR for further assistance. Human Resources can also assist you with confidential issues that are more appropriately handled by a non-supervisory contact.

Facilities Management Human Resources are available Monday-Friday from 8:00 a.m. to 5:00 p.m. If you need to contact them after these hours, please email or leave a voice mail with contact information and a detailed message or request to schedule an after hours meeting in advance.

Contact either 335-5070 or 335-5078.

In addition to FM Human Resources there are many policies and operational procedures set at the University level. You can find many of these policies on the FM Connection Forms& Policies page.

The UI Operations Manual online is also a very good source for policies:
http://www.uiowa.edu/~our/opmanual/

In particular, staff members need to understand the expectations contained in the following University of Iowa policies and statements listed below:

You can find all of these policies in the Operation Manual in Chapter II, Community Policies:

- Non-discrimination Statement
- Disability Protection Policy and Accessibility Statement
- Sexual Harassment and Consensual Relationships
- Statement on Diversity
• Human Rights Policy
• Drug Free Environment
• Policy on Violence
• Anti-Harassment

You can find these polices within the Ethics and Responsibility policy.

• Regents Code of Business and Fiduciary Conduct:
• University Work Rules for Merit Staff
• Stewardship of Personnel Files
• Acceptable Use of Information Technology Resources
• Anti-Retaliation
• Conflicts of Commitment and Interest
• Conflict of Interest in Employment
• Self-Identification through Use of the University Name
• Prohibition on Giving and Receiving Gifts

Where it would be difficult for staff to access, read, and/or understand these policies, it is the responsibility of the immediate supervisor to facilitate the communication of each of these policies or statements to the individual staff member. University staff will comply with the terms of relevant University policies as part of their employment obligation.
EMPLOYEE WORK RULES

SELF CHECK

1. You have some 'downtime' because you were able to finish cleaning your regular route 45 minutes early. You are wondering how your family did with the project they were working on at home. Can you go ahead and give them a call from your cell phone before letting your Custodian II know you are finished cleaning?
   a) Yes
   b) No

2. Any University computer can be used if you need to check work related email.
   a) True
   b) False

3. How far in advance should you ask for vacation leave?
   a) Facilities Management requires 24 hours or more notice.
   b) You can ask for vacation on the day you’d like off and be sure you get the request granted.
   c) It is not necessary to plan ahead for vacation leave.

4. Your childcare plans fell through. Your neighbor says she can come get your kids 2 hours after you go to work. You decide to bring your kids to work. Is this acceptable according to the Work Rules?
   a) Yes
   b) No

5. A customer routinely leaves files balanced on the wastebasket. Is it okay for you to write a note criticizing this behavior to the customer?
   a) Yes
   b) No

6. Facilities Management Human Resources (HR) is your resource to support a humane and supportive work environment consistent with Facilities Management's mission and core values. If you have work related questions, contact Facilities Management HR first.
   a) True
   b) False

7. While there is a Facilities Management policy that prohibits you from using your customer's telephone, computer or other equipment, one of your customer's tells you that you can use their radio/sound system to play music while you work. Is it okay for you to use the equipment, even though Facilities Management policy says you should not?
   a) No
   b) Yes
**Answers:**

1. Even though you are not using a University phone, you cannot make personal calls except during your breaks. The right answer is No.

2. False. Only Facilities Management computers can be used.

3. Facilities Management requires 24 hours or more notice, however vacation is granted at the Coordinator’s discretion.

4. It is not acceptable.

5. You should not write a note criticizing their behavior. You may leave an Irregularity notification asking them to verify the files as trash.

6. If you have work-related questions, contact your Coordinator first. If your Coordinator can’t help you, you may contact Facilities Management HR for further assistance. Human Resources can also assist you with confidential issues that are more appropriately handled by a non-supervisory contact.

7. No, even if the customer tells you it is okay to use their equipment, you should not. Even with careful use, damage to the equipment can occur, so customer’s equipment should not be used.
OBJECTIVES

Vacuums
The custodian will be able to:

• List safety rules.
• Identify vacuums types and explain the use and care of each.
• Explain how brush wear occurs and the correct steps that should be taken to protect and prolong the life of a brush.
• Explain routine preventive maintenance on vacuuming equipment (e.g., bag, filter, brush).

Floor Scrubbers
Automatic Floor Scrubber, Riding Automatic Floor Scrubber, Extractors
The custodian will be able to:

• List safety rules.
• Identify the brand of scrubber used in the area.
• Prepare the machine for use.
• Explain each control function during operation.
• Describe cleanup and maintenance.
• Recognize and report damage to the equipment and surroundings.

Floor Machines
Single Disc Floor Machine, High-speed Buffer/Burnisher
The custodian will be able to:

• List safety rules.
• Identify the parts, size, and RPM’s of a floor machine.
• Select proper drive block, brush, and/or pad for procedure desired.
• Explain how to operate the machine forward.
• Describe cleanup and maintenance.
• Match each high-speed pad color with its use.
Steam Cleaners
The custodian will be able to:

- List safety rules.
- Identify the brand of steam cleaner used in the area.
- Prepare the machine for use.
- Operate the machine.
- Describe cleanup and maintenance.

Mule Operation (Taylor-Dunn Vehicle)
The custodian will be familiar with the purpose and basic concepts:

- State safe driving practices.
- Demonstrate a working knowledge of each control.
- State the capabilities of the vehicle for speed and weight limits.
- Recognize and report damage and accidents.

Special Use Equipment
The custodian will be able to:

- Name pieces of special equipment.

  Leaf blowers  Eraser Vac  Snow blower
  Cordless broom  Reel Cleaner  Tele-Tower
  Pressure Washer  C2, C3

- Describe the purpose for using each piece of special equipment.
- List safety rules.

Equipment Maintenance
The custodian will be able to:

- State the procedure for repairing equipment.
- Describe battery maintenance and charging procedures.

Custodians also use equipment that is not motorized (electric/propane/battery). Most of those pieces of equipment are not included in this chapter. Each area will teach the custodian how to use non-motorized equipment as needed.

Symbols used:

= Prohibited  = Safety warning

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VACUUMS

The main reason for vacuuming carpet is to remove dirt which causes wear. Pieces of sand and dirt have an abrasive effect on the carpet fibers as traffic passes over the carpet. The best way to reduce the amount of sand and dirt tracked in is to keep entrances swept and walk-off mats vacuumed.

The following list indicates the methods of surface cleaning carpet. This list is in order from the least effective to the most effective:

- Broom
- Carpet Sweeper (Hoky or battery operated)
- Battery Carpet Sweeper and Wide Area Vacuums
- Hip, Back Pac, and Wet/Dry (tank type) Vacuums
- Upright Vacuum
- Pile Brush Vacuum

SAFETY

Always use a GFI in any wet condition. A ground fault interrupter is a hand held unit that is attached to the equipment plug and then plugged into the wall outlet. It is designed to prevent lethal electric shock to you by interrupting the circuit whenever a fault to ground occurs. If the GFI is not on the electrical cord, talk to your CII or Coordinator about having one installed.

Never use a vacuum to clean chalkboard trays or toner spills.

TYPES OF VACUUMS

There are seven (7) general types of vacuums:
- Hip and Back Pac Vacuum
- Wet/Dry (tank type) Vacuum
- Upright Vacuum
- Wide Area Vacuum
- Pile Brush Vacuum
- Chalk Vac
- Carpet Sweeper (Hoky)

NOTE: The Wet/Dry Vacuum is the only vacuum that can be used on wet carpet and for water pick up.

HIP AND BACK PAC VACUUMS

Back Pac Vacuums can be used for edging carpets or for vacuuming tasks where an upright is not convenient. Another feature is that some models can be used as a blower. Names of hip and back pak vacuums in the areas might be Back Pac by Ergoclean; Papoose Port by

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Advance; Back Pac by Nilfisk-Advance; Back Pac by Coach; Back Pac by Nobles; Trailblazer Hip Pac by Nobles; Trailblazer backpack by Nobles; Back Pac Super coach by Pro Team; Back Pac by Windsor.

**COMPONENTS**

The Back Pac Vacuum is a small vacuum that can be carried on your back in a harness. Some newer models have a set of wheels if you prefer to move it on the floor rather than carry it on your back. Hip Vacuums, also called Hip Vacs, are less tiring and easier to use.

The filter varies in appearance. The most common filter is a round piece of foam sponge located at the end of the cylindrical vacuum motor. This filter may not be in plain sight, depending on the model. The other filter is a removable plastic cap mounted to the vacuum motor.

The bag is located inside the housing and can be accessed by releasing the locking clips on the outside of the housing.

**MAINTENANCE**

Clean filters by spraying them with water then allowing them to air dry. Some filters are not reusable; replace them.

If using a cloth bag, remember that this is a shared piece of equipment therefore you should invert the bag and brush it out after each use for the next user.

Check the bag and filter before and after each use. Empty the bag after you have used it.

Wipe off any dust on the outside. Apply Hi Gloss Protectant (HGP) to the exterior to prevent staining and deterioration of equipment. HGP keeps dirt and dust from sticking to the machine and protects the surface from spills on the machine.

**WET/DRY (TANK TYPE) VACUUM**

Wet/Dry Vacuums have no brushes and are designed primarily to pick up surface dirt and debris. A Wet/Dry Vacuum will safely pick up water and damp debris. The Wet/Dry Vacuum is used for water removal in carpeted areas or for water pick up on hard surfaces.

Models used in FM include Dayton; Typhoon by Nobles; Castex; Renown and Shovelnose by Viper; NSS Colt 14; and BP Rangers.

**COMPONENTS**

This vacuum has a tank with wheels and attached handle assembly for easy transportation. The vacuum motor housing is mounted to the underside of the lid. The wand and hose must be attached to the tank in order to vacuum.

Some units have front-mounted squeegee assembly attachments. A front-mounted squeegee on the tank is very useful in open areas when the floor is being stripped. It is a labor saving device when there has been a large water leak and the floor is flooded. The tank unit is pushed over the wet floor vacuuming water through the squeegee into the tank. The squeegee will not pick up water efficiently with worn blades.
A hose and wand, with rubber squeegee, is the better choice when water is being picked up in congested areas and under furniture. If the Wet/Dry Vacuum is being used on wet carpet, the squeegee head is the most effective head for water retrieval. Use the carpet head for dry carpet only.

**Operation**

If using the Wet/Dry Vacuum for water pick up, remove the cloth filter.

If using the Wet/Dry Vacuum as a dry unit, be sure to install the cloth filter and the carpet head attachment. When vacuuming, stop about every 30 minutes to remove the lid and shake the cloth filter to remove excess dirt. This will help maintain vacuum suction and cleaning power.

**Maintenance**

After using the Wet/Dry Vacuum for water pick up, empty the tank, rinse it, and dry it out. Some larger Wet/Dry Vacuums have a tilt dump feature that allows the tank to empty into a floor sink or a restroom toilet without lifting the unit.

Check under the lid (motor), clean the screen, and wipe the outer portion of the lid. Make sure that the float works freely.

Leave the tank lid ajar.

Always clean the squeegee, especially after using it to pick up stripper. Rinse the squeegee thoroughly with water and dry it. If it is not rinsed, the stripper continues to eat away the squeegee. Premature deterioration of the squeegee is a result.

Separate all parts before storing, including the wand and squeegee head. If left together the parts will corrode and stick, making it impossible to change attachments. Make sure the adapter for the hose stays with the hose and is not left in the tank.

Always store it dry. If a Wet/Dry Vacuum is stored with moisture inside, corrosion occurs which can make it very difficult to separate parts.

Wipe off any dust on the outside. Apply Hi Gloss Protectant (HGP) to the exterior.

**After using the Wet/Dry Vacuum as a dry unit**, clean the cloth filter by shaking off excess dirt and brushing it off.

Wipe off any dust on the outside. Apply Hi Gloss Protectant (HGP) to the exterior to prevent staining and deterioration of equipment. HGP keeps dirt and dust from sticking to the machine and protects the surface from spills on the machine.

**Upright Vacuum**

There are several models of Upright Vacuums used in our department. Their operation, care, and use are similar. The advantage to operating an Upright Vacuum is that it has a smaller brush path and allows you to vacuum in restricted spaces (e.g., desks, chair wells, small offices, and congested offices). The most common Upright Vacuum used in our department is the Versamatic.
COMPONENTS

Versamatic: These are very versatile Upright Vacuums with 14” and 18” brush widths, which have five different attachments. There are two (2) motors; one that runs the brushes and the other motor runs the vacuum suction.

The exhaust filter is located on the front at the base of the canister. The 1 - 4 brush height control setting is located on the top of the power head. An electronic control is located on the top left side of the power head. This control indicates whether the brush is set at the correct level or if the brush is not working.

OPERATION

Always check the filter and bag before running the vacuum. Never run the vacuum if both the filter and bag are not in place.

Upright Vacuums have brushes to agitate the carpet in order to remove embedded dirt. The Upright Vacuums have filters and a bag, which should not be allowed to get wet.

Never use an Upright Vacuum on damp carpet or for water pick up.

MAINTENANCE

The filters require replacement.

Never wash vacuum cloth bags.

On the Versamatic, the filter is located beneath the bag. When replacing the filter in the vacuum, check that the wire retainer is latched behind the plastic tab on the filter top. If it is not, the door will not latch properly.

Wipe off any dust on the outside. Apply Hi Gloss Protectant (HGP) to the exterior to prevent staining and deterioration of equipment. HGP keeps dirt and dust from sticking to the machine and protects the surface from spills on the machine.

WIDE AREA VACUUM

Wide Area vacuums have a wider cleaning path than other vacuums. Models in FM include Pacer by NSS; Wide Area by Nobles; and Carpettriever by Advance. Although they have some different features, their operation, care, and use are similar. Wide Area vacuums can cover large areas of carpet in a short period of time, making them ideal for use in entrances, open study areas, and hallways.

COMPONENTS

Switches—there is an on/off switch and a brush motor switch. Turn on the on/off control before turning on the brush motor switch.

Bag and filters must be installed before use.

Brush must be checked for wear and replace if needed.
**OPERATION**

Use a Wide Area Vacuum as you would a push lawn mower (up and back). When operating Wide Area vacuums always work away from the power source and when you turn, turn away from the power source and the cord. Since this vacuum is used in large areas, watch your cord to be sure you keep enough slack so you will not damage the cord plug by pulling it from the wall outlet. There is a battery powered model of the Wide Area Vacuum in some buildings.

**MAINTENANCE**

Before storing, wrap the power cord around the cord hook, clean filters, and change bag.

Clean filters by removing and tapping on a hard surface.

Check the brushes tangled string or debris and remove as necessary.

Wipe off any dust on the outside. Apply Hi Gloss Protectant (HGP) to the exterior to prevent staining and deterioration of equipment. HGP keeps dirt and dust from sticking to the machine and protects the surface from spills on the machine.

**PILE BRUSH VACUUM**

The Pile Brush Vacuum provides the most effective carpet cleaning of all the vacuums used in our department. It is used primarily for entrance matting, heavy traffic areas, and before and after carpet extraction. On entrance matting and heavy traffic areas, the Pile Brush Vacuum should be used every two (2) weeks. The Pile Brush Vacuum lifts the carpet nap and pulls out embedded sand.

**COMPONENTS**

Unlike other vacuums, the Pile Brush Vacuum has a sand catcher located on the back unit.

**OPERATION**

Adjust and lock the handle at a mid-thigh position, which will allow the rear wheels to stay clear of the carpet during operation.

Check to see that the bag chain is connected securely to the machine handle.

Lift up the handle to throw the machine's weight forward. Lift just enough to clear the wheels off the carpet. This positions the weight of the machine over the brush.

Pull the machine backward along the carpet and work away from the power source.

Overlap each pass because the brush is not the full width of the machine housing.

Go over the area twice, the second time should be at a 90° change in direction from the first time.

**MAINTENANCE**

The sand catcher may have to be emptied during use, depending on the amount of carpet being cleaned. To empty the sand catcher, lay the machine back on its wheel assembly and handle. Slip a newspaper or plastic bag under the housing and open the sand catcher. The sand catcher is held closed by spring clips on each side of the catcher door. Pull both sides of the door at the same time to release the clips (most are very snug). Clean out the sand and close the catcher door.
Invert the bag and brush it out after each use.

When storing the Pile Brush Vacuum, adjust the handle to the upright position and lay the Pile Brush Vacuum down on its handle. If there is not enough storage room to lay the machine down on its handle, then place a block under the housing lip so the brush is raised and won't flatten out during periods of storage.

Wipe off any dust on the outside. Apply Hi Gloss Protectant (HGP) to the exterior to prevent staining and deterioration of equipment. HGP keeps dirt and dust from sticking to the machine and protects the surface from spills on the machine.

**CARPET SWEEPER**

The carpet sweeper may be manual (Hoky) or battery operated. The battery operated sweeper must be plugged in after each use for recharging. They are used in the same manner.

**OPERATION**

This small motorless sweeper is used to pick up surface dirt. It is a temporary measure, and is used when there is not enough time for vacuuming. It is also effective when spot sweeping carpet surface. For example, if you have already vacuumed a space and a customer asks you to clean up paper punches that have spilled onto the carpet.

Do not overuse these sweepers; they are not a replacement for thorough vacuuming.

**MAINTENANCE**

Wipe off any dust on the outside. Apply Hi Gloss Protectant (HGP) to the exterior to prevent staining and deterioration of equipment. HGP keeps dirt and dust from sticking to the machine and protects the surface from spills on the machine.

**OMEGA CHALK VACUUM**

The Omega chalk vac is specially designed for picking up fine particles of chalk in chalk trays.

**COMPONENTS**

The vacuum is a self storage compartment and motor with a hose attached. There is an on/off switch. A filter is inside.

**OPERATION**

Turn the on/off switch to on and use the hose to vacuum desired area.

**MAINTENANCE**

Wipe dust off the exterior.
ELECTRICAL CORDS

The two most common damages to electrical cords are twisted cords and broken plugs. Following these basic practices can prevent these damages.

MAINTENANCE

Wind up the cord from the machine to the plug. Do not wrap the cord starting at the wall and walking to the machine. The result is a twisted cord, which eventually will break internal wires so the cord will not function.

⚠️ Be aware of the cord length. The cord will not stretch; do not pull it to make it reach the distance. You may need to stop, unplug the cord and move to another outlet to reach all areas you are cleaning.

Never “whip” the cord into place. When you unplug the cord from the wall, walk back to the machine and wrap the cord without whipping it around.

⚠️ Always unplug the cord by grabbing the plug itself. Never pull the cord to unplug from the outlet.

Inspect the cord and plug for damage. Report any plugs missing the ground prong. Report cracked cords.

SELF CHECK

1. When should a GFI (ground fault interrupter) be used?
2. What are the general types of vacuums?
3. Which vacuum provides the most effective carpet cleaning?
4. Why is it necessary to store the vacuum brush in the “HIGH PILE” position?
5. Which vacuum is used for vacuuming fine particles?

CAUTION: A GFI (ground fault interrupter) should be used with any equipment that is plugged into a wall outlet. A GFI must be used when working around wet carpet or standing water. Talk with Coordinator or CII if a GFI is missing.
SCUBBERS AND EXTRACTORS

AUTOMATIC FLOOR SCRUBBER

Automatic scrubbers are used in hallways and large areas to wet clean floors. Automatic scrubbers are a more effective and efficient way to wet clean the floor than a wet mop.

The following information is general in nature and pertains to all makes and models of automatic scrubbers (auto scrubbers). The models FM uses are Wetrok; Windsor; Tennant Trend; NSS; Nobles; Nilfisk Advance; Mintueman; Kent; Clark; Castex and Advance. Ask your CII or Coordinator for the location of the Operator’s Manual for the auto scrubber you will be operating.

The automatic floor scrubber is a battery-powered machine used for wet cleaning floors. The machine is connected to a battery charger to recharge the batteries when it doesn’t have sufficient power or charge to perform the next job.

This highly efficient machine offers several advantages:

1. It does not use as much water as other methods.
2. It does not take as much time to clean a large floor as wet mopping.
3. It is especially helpful in the winter months when floors are very dirty because of track-in from inclement weather.

You need practice to learn how to handle the machine safely and comfortably.

SAFETY

Inspect the quick coupler before turning power on. Depress tip of quick coupler with finger to make sure it springs back up and closes properly.

Wear a full face shield when connecting wands/hose to the quick coupler.

When the machine is plugged in and charging, a hydrogen gas layer forms over the batteries. This creates a fire hazard.

Progress at a slow steady pace. Some machines have no brakes.

Use caution working near the top of stairwells as the machine can easily overturn and fall down the stairs.

COMPONENTS

TANKS

There are two (2) tanks on the machine. Solution is metered from the solution tank and vacuumed back into the recovery tank. The solution tank usually has more than a ten (10) gallon capacity. The recovery tank will hold equal or more than the solution tank.
BATTERIES

Heavy-duty [deep cycle, six (6) or twelve (12) volt] batteries are located under the solution and recovery tanks on the machine. When fully charged the batteries allow you three (3) to five (5) hours of working time.

VACUUM MOTOR

The vacuum motor is a removable part of the machine located near the recovery tank on all but the Clarke Leader machines.

PAD DRIVERS

The pad drivers are located underneath the machine and ahead of the squeegee. Most pad drivers will accept pad holders or brushes. A shield covers the pad drivers and acts as a splatter guard and bumper on some machines.

HANDLES

Handles located on the back of the machine are used to control speed and direction of the auto scrubber.

SWITCHES

The master switch turns on the power, while the vacuum switch controls the motor that produces suction in the recovery tank. The brush switch controls the brushes or pads on the machine.

TIRES

Some auto scrubbers have inflatable tires. Tires should be inflated according to the operator’s manual. All other auto scrubbers have hard plastic or rubber tires.

BRUSH\PAD PRESSURE AND HANDLE\SWITCH

Some auto scrubbers have an electric screw jack to raise and lower the brushes\pads. Other auto scrubber brushes\pads are lowered and raised manually. Pad pressure is adjustable on some machines.

NOTE: Brushes\pads either start automatically when they are lowered or when the machine starts moving.

OPERATION

PREPARING THE MACHINE

1. Before preparing the machine for use, make a general survey of its condition. Check the following after charging:
   • Inspect the quick coupler before turning power on. Depress tip of quick coupler with finger to make sure is springs back up and closes properly.
   • Battery charger needle must be in the green indicating that the batteries are recharged and ready to go.
   • All battery caps should be tight.

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• There should be no battery water on top of the battery.
• Check the terminals for corrosion. If any corrosion is present, contact your CII.
• Check for swollen cables. If they are swollen they should be replaced.

2. Make sure the tires are properly inflated if equipped with inflatable tires.

3. All machines should have been stored with the ports open for complete air circulation and the vacuum motor removed, if possible. Close the ports and replace the vacuum motor, if removed.

4. Install the Insta-loks with pads or brushes on the machine. The pads must be evenly placed or they will knock each other off the Insta-loks.

5. Fill the solution tank. Hot water will create faster detergent action. Cooler water should be used for fresh floor finish.

   NOTE: If you are refilling the solution tank, always make sure the recovery tank has been emptied to avoid making an unnecessary trip just to empty the recovery tank.

**SCRUBBING**

1. Dust mop the floor before beginning to scrub.

2. Keep these points in mind as you learn to handle the machine:
   • Keep your eyes on the right front bumper. It extends quite a distance in front of the machine, and you want to keep from running into the walls.
   • When you make a turn, take your hands off the power handles and manually move the machine through the turn. As you complete the manual turn, use the power to pull out of the turn and continue scrubbing. Continue to make manual turns until you are absolutely comfortable with the machine.
   • Progress at a slow steady pace. Most machines have no brakes. There are several types of machines, each with a different way to stop or slow. Check with your CII or Coordinator for the proper method.

3. Move the full length of the hallway or area and make your turns at the ends.

4. The result should be a clean non-streaked hallway needing a light touch up with a wet mop.

**THINGS TO WATCH FOR AS YOU USE THE MACHINE**

• If you are releasing too much water, it will trail around the outside edges of the squeegee.
• Make sure that the rubber edge on the squeegee is properly adjusted. Your CII or the Facilities Mechanic can help make the needed adjustments.
• When you approach a turn, shut off the water (or turn it down) to keep from releasing too much as you make the turn.
• If there is not enough suction to pick up the water, check for a clog in the standpipe or squeegee.
MAINTENANCE

1. Drain the recovery and solution tanks. Plastic solution tanks must be drained daily to prevent the build-up of slime on the inside of the tanks.

2. Rinse the recovery and solution tanks with a hose.

3. Remove the Insta-loks or brushes and hose off the pads.

4. Leave the ports and covers open so the inside of the machine will dry.

5. Check to see if the dust cap on quick coupler is in place after use. If not, contact CII for a new dust cap.

6. Wipe off any dust on the outside. Apply Hi Gloss Protectant (HGP) to the exterior to prevent staining and deterioration of equipment. HGP keeps dirt and dust from sticking to the machine and protects the surface from spills on the machine.

BATTERY CHARGING

All chargers that start after plugging in are automatic cycle chargers. They will shut off when the batteries are fully charged. The newer automatic cycle chargers will not overcharge and damage the batteries. Older style chargers can overcharge a battery and damage the battery. Only charge a battery when it is needed as charging too often causes the battery to build a charging memory and shortens the life of the battery. Plug the cord into the machine first, and then plug it into the wall. To take the machine off the battery charger, unplug from the wall first, then the machine.

Before charging the batteries make sure you are using the correct charger. Use only distilled water if you need to add water to the batteries. Make sure the water level is just above the plates. Filling too full may cause overflow during the charging process.

DO NOT loosen the battery caps before charging.

SELF CHECK

1. Why is the auto scrubber used?

2. What is the correct way to connect and disconnect the batteries from the charger?

3. Name the common components on all auto scrubbers.

4. When do you use an automatic scrubber? Give three reasons why it should be used.
RIDING AUTOMATIC FLOOR SCRUBBER

The riding automatic floor scrubber is a battery-powered machine used for wet cleaning floors. Riding floor scrubbers in FM include the Champ Zs 29 by NSS; the Advenger by Advance; and the Chariot by Windsor. The Champ and the Advenger are driven in a seated position. The Chariot is a “stand-up” auto scrubber. The information in this section is general in nature. If you want to read the operator’s manual for more specific information, ask your CII or Coordinator for the manual.

You need practice to learn how to handle the machine safely and comfortably.

SAFETY

- Wear a full face shield when connecting wand/hose to the quick coupler.
- Always use eye protection and gloves when handling the batteries, battery fluid, or cleaning chemicals.
- Always remove keys when this machine is left unattended.
- Always turn the brush key off when attaching pads or brushes.
- Never stop or turn this machine on a ramp or incline. The scrubber may overturn if stopped on an incline.

Never allow an untrained person to operate this machine without supervision.

COMPONENTS

SEAT/PLATFORM

The operator either sits in the seat or stands on the platform behind the steering wheel. The seat is adjustable.

BATTERIES AND CHARGING

The six-volt batteries are located under the hood or seat. Fully charged batteries will allow you three (3) to five (5) hours of working time.

The machine is connected to a battery charger to recharge the batteries when it doesn’t have sufficient power or charge to perform the next job.

TANKS

There are two tanks on the machine. Solution is metered from the solution tank and vacuumed back into the recovery tank. The solution tank capacity may vary from machine to machine. Pour all liquids through the mesh filter at the left side of the solution tank. Never use water over 140°.

The recovery tank will hold equal or more than the solution tank. Make sure that the drain plug of the recovery tank hose is closed tightly.

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PAD DRIVERS AND BRUSHES
There are two pad drivers located underneath the machine and ahead of the squeegee. A skirt (shield) covers the pad driver or brushes on the outside edges and acts as a splatter guard. Access to the drivers is from the machine sides.

The pad must be centered on the driver to prevent wobbling or bouncing. A pad holding cup secures the pad to the driver. Turn the pad driver to lock it onto the drive casting. Close the locking latch.

NOTE: Brushes/pads start automatically when they are lowered and the machine starts moving.

SQUEEGEE AND SQUEEGEE SKIRT
The squeegee, located at the rear of the machine, is designed to “breakaway” if the machine comes too close to walls or other obstacles.

The squeegee rises automatically when the machine is in reverse on some machines.

CONTROLS
Identify each of these controls for the machine you are operating.

- The key switch turns on the power.
- The vacuum switch controls the motor that produces suction in the recovery tank.
- The brush switch controls the brushes or pads on the machine.
- The Emergency Stop Button is used only in crisis situations.
- Use the foot brake pedal to stop during normal operation.
- The indicator display screen shows scrub pressure, vacuum battery level and speed.
- The horn is used for warning others.

CIRCUIT BREAKERS
Three circuit breakers are on the left of the column. If either the Pad Motor or the Vacuum doesn’t start, depress those buttons. Press if nothing starts.

OPERATION

PREPARING FOR USE
1. Adjust the steering wheel (it tilts) and the seat to make it comfortable for you.
2. Make a general survey of its condition. Check the following after charging:
   - Battery charger needle must be towards the right indicating that the batteries are recharged and ready to go.
   - All battery caps should be tight.
   - There should be no battery water on top.
   - Check the terminals for corrosion.
   - Check for swollen cables. If they are swollen they should be replaced.
• Inspect the quick coupler before turning power on. Depress tip of quick coupler with finger to make sure is springs back up and closes properly.

3. The machine should have been stored with the ports open for complete circulation.

4. Install the pad drivers with pads or brushes on the machine. The pads must be evenly placed or they will knock each other off the pad drivers.

5. Fill the solution tank. Never use water over 140°. Cooler water should be used for fresh floor finish.

   NOTE: If you are refilling the solution tank, always make sure the recovery tank has been emptied to avoid making an unnecessary trip just to empty the recovery tank.

**SCRUBBING**

Dust mop the floor before beginning to scrub.

To operate the machine:

1. Turn the Key Switch to the right.
2. Open the Solution Valve.
3. Turn the Brush Switch Up.
4. Turn the Vacuum Switch Up.
5. Move the accelerator foot pedal forward.
6. To move in reverse, press the accelerator pedal back.
7. To brake, depress the brake foot pedal located on the left of the column.

Keep these points in mind as you learn to handle the machine:

• Progress at a slow steady pace.
• Move the full length of the hallway or area and turn at the ends.

**THINGS TO WATCH FOR WHEN OPERATING**

1. Make sure that the rubber edge on the squeegee is properly adjusted. Your CII or the Facilities Mechanic can help make the needed adjustments.

2. If there is not enough suction to pick up the water, check for a clog in the standpipe or squeegee.

**MAINTENANCE**

**DAILY**

1. Drain the recovery and solution tanks.
2. Rinse the recovery and solution tanks with a hose.
3. Leave the ports and covers open so the inside of the machine will dry.
4. Remove and rinse clean the squeegee assembly.
5. Remove the pad drivers or brushes and the pads. Hose off the pads. Hang the pads to dry.
6. Wipe off debris from the side skirts.

7. Check to see if the dust cap on quick coupler is in place after use. If not, contact CII for a new dust cap.

8. Wipe off entire machine with High Gloss Protectant.

**WEEKLY**

Flush the solution tank and hose with a mixture of eight (8) oz. white vinegar and one (1) gal. warm water.

**BATTERY CHARGING**

Before charging the batteries make sure you are using the correct charger. Check the water level weekly or before charging. Water should cover the plates. If the water is low, add only distilled water. Do not overfill. If too much water is added, overflow may occur during the charging process.

Wear gloves and goggles when servicing batteries because the fluid is corrosive.

Automatic cycle chargers start after plugging in. They will shut off when the batteries are fully charged. The automatic cycle chargers won’t overcharge and damage the batteries. Charge only when necessary as charging too often causes the battery to build a charging memory and shortens the life of the battery.

🚫 **DO NOT** loosen the battery caps before charging.

Use a wire brush to remove any corrosion from the battery terminals.

**SELF CHECK**

1. When do you use the riding automatic scrubber?
2. What would cause the pad and driver to wobble?
3. What is the correct way to connect and disconnect the batteries from the charger?
4. What might cause the riding scrubber to overturn?
5. What cleanup is required after using the riding scrubber?
RIDER SCRUBBER/SWEEPER

The Captor® is a large machine used in athletic buildings (CHA, RB) to sweep and scrub. It is a high-performance sweeping system with dust control and high-dump hopper, and a scrub deck that can be sized for very large areas. The Captor® is effective as a standalone sweeper, scrubber or as a highly productive combination sweeper-scrubber.

SAFETY

Drive slowly.
Watch for obstacles and pedestrians.

COMPONENTS

SEAT/PLATFORM

The operator either sits in the seat behind the steering wheel. The seat is adjustable.

CONTROLS

Identify each of the controls for the machine you are operating.

TANKS

There are two tanks on the machine. Solution is metered from the solution tank and vacuumed back into the recovery tank. Each tank has an 80 gal. capacity.

SQUEEGEE

The squeegee has four useable edges.

PAD DRIVERS AND BRUSHES

The pad drivers are located underneath the machine and ahead of the squeegee. The brushes are located at the front of the machine.

HOPPER

The hopper collects dust. It has a filter.

OPERATION

Use the Captor® to both sweep and scrub. There is no need to sweep floors before using this machine.
**MAINTENANCE**

Common maintenance operations like scrub brush and broom inspection and removal of dust filter, can all be done without tools.

Each squeegee blade can be used with each of its four edges and can be maintained without tools.

The tip out recovery tank aids in clean-up to help keep tanks fresh.

**SELF CHECK**

What buildings use the Captor®?
EXTRACTORS

Carpet extraction is a method that loosens dirt then picks up the dirty solution. It improves the appearance and deep cleans carpets. A power brush head agitates the carpet fibers making this a very thorough carpet cleaning process.

All extractors use the same process: the solution is released, the brushes agitate the carpet, and then the solution is picked up. Extractors are pushed, pulled, or ridden. FM has all three types. The extractors FM uses include: Advance Aquaclean; Pacific Steamex Tsunami; Nobles Extractor; the Windsor Admiral; and the Advance AquaRide.

Area 3A has the Advance Adphibian, which can be used on carpet and on hard surfaces.

If solution pick up system is located at the front of the machine it is a pull type extractor.

If the solution pick up system is located at the rear of the machine it is a push type extractor.

SAFETY

Wear a full face shield when connecting wand/hose to the quick coupler.

Use a GFI (ground fault interrupter).

COMPONENTS

The extractor has two main components:

- The tanks sit on top of each other with the brush housing and vacuum shoe underneath.
- The handle contains the vacuum, pump, and brush switches. Adjust handle for a comfortable height (about mid waist height).

OPERATION

PREPARE THE AREA

1. Prepare the area to be extracted by removing all furniture except for the very heavy pieces (e.g., file cabinets). Be sure to place furniture in a safe place where nothing can be stolen while you work.
2. Pile Brush Vacuum the carpet.
3. Presoak the carpet with a Hudson Sprayer. Pay close attention to traffic areas and spots.
**PREPARE THE MACHINE**

1. Measure the extraction cleaner according to the label directions and pour it into the solution tank. This chemical is somewhat caustic, so handle it carefully and make sure to wear gloves and goggles.

2. Wear a full face shield when connecting wand/hose to the quick coupler.

3. Firmly attach the hose ends for the pressure hose by making sure the snap rings are securely in place.

4. Make sure the gate valve is closed and the hose ends are tight (only applies to the screw type as others are swivel ends).

5. Make sure the plastic lid on top is sealed in order to create a vacuum for suction.

6. Set the brush height for the carpet you are cleaning. Start at the lowest possible setting and adjust to appropriate cleaning height. If you trip the machine breaker, first check the brush height and adjust if needed.

**EXTRACTING**

- All switches must be on.
- A squeeze trigger on the wand is used to release the cleaning solution.
  - On the first pass, squeeze and hold the trigger while pulling the wand toward you.
  - On the second pass, don’t release more cleaning solution. Instead pull the wand toward you to pick up any remaining cleaning solution. The greater the upward angle of the wand handle, the more pressure on the head allowing you to pick up more cleaning solution.
  - Remember to work in an overlapping pattern.
- Clean the area along walls and around furniture with the edging wand.
- There are two levers on the power brush head. One lever runs the brush and the other one releases the cleaning solution. Turn on the solution feed, pause, lift up, and pull back towards you to operate the power brush head.
- Make a series of passes, moving from one side of the area to the other side. Know where the brushes are so you can make slight overlapping passes.
- **NOTE:** Be careful not to run the power brush over seams where there are loose carpet threads, the rotation of the brush will unravel the carpet edges.

**MAINTENANCE**

When you have completed extracting the carpet, clean the machine.

Rinse both tanks by flushing them with clean water. The solution tank has no drain, so vacuum out any remaining solution with the recovery hose. Continue to run vacuum as you rinse the solution tank to clean out the hose.

Remove wrapped strings or hair from the brush.

June 2009 (revised October 2010, November 2013)
Check to see if the dust cap on quick coupler is in place after use. If not, contact CII for a new dust cap. The extractor has a drain hose on the solution tank that also acts as a water level guide. Direct the hose into a bucket, slop sink, or floor drain. Practice this process with your CII or Coordinator.

Make sure the shut off mechanism (float) in the recovery tank is clean. Pull it off and check the screen. Remove the jet nozzles and soak them in a cup of vinegar solution (a splash of vinegar in just enough water to cover the jets) until next use. Use only the supplied brush for cleaning jets. Using anything else can destroy the jet action instead of cleaning them. If you do not have the required brush, contact your CII. The Custodial Facilities Mechanic can get a new brush.

- If machine has plastic jets, do not use a brush on them. They can be replaced.

The filters require cleaning. Remove and rinse thoroughly in a sink. Wipe any remaining solution from the tanks.

Store the machine with the ports open so the tanks can air dry. If stored in a dusty area, drape it with a cover to keep debris out of the tanks. Raise the brush to the store position. Wipe off any dust on the outside. Apply Hi Gloss Protectant (HGP) to the exterior to prevent staining and deterioration of equipment. HGP keeps dirt and dust from sticking to the machine and protects the surface from spills on the machine.

**TROUBLESHOOTING**

If the machine does not work, check the following:

- Pressure couplings on the solution hose are not secure.
- Recovery hose ends may be loose.
- Machine is out of solution.
- Pump switch is off.
- Jets are plugged. If some of the jets are plugged you will see a streaked pattern, rather than even wetting in the carpet. Jets are located in the spray head. Clean the jets with a specially designed brush. If you do not have this brush, contact your CII or Coordinator to get one.
- An excessive amount of foam in the recovery tank lifts the float and shuts off the vacuum before the tank is full. The foaming indicates that there is already soap residue left in the carpeting from prior cleaning. When foaming occurs in the recovery tank, omit the detergent and instead use clear water in the solution tank.

**NOTE:** Sometimes excessive foaming does not lift the float, which might create a more serious problem of foam getting into the vacuum motor.

If operating the extractor with clear water continues to produce foam in the recovery tank, add Defoamer to the recovery tank to counteract the foaming. Follow directions on the Defoamer label.
SELF CHECK

1. Do you use a GFI (ground fault interrupter) with an extractor?
2. What do streaks in the carpet indicate?
3. What should be done if the recovery tank has excess foam in it?
**ANSER SPOT EXTRACTOR**

This two (2) gallon hot water extractor is used for quick, thorough spot removal and upholstery cleaning.

**SAFETY**

- Wear a full face shield when connecting wand/hose to the quick coupler.
- Do not pick up flammable liquids.
- Disconnect power if machine is left unattended and before draining recovery tank.

**COMPONENTS**

**TANKS**

The solution tank hold 2½ gal water. The recovery tank hold two (2) gallons and is lift-off for easy cleanup. The recovery tank has a full line mark.

**ATTACHMENTS**

The hand tool (wand) and an eight (8) foot vacuum hose make it easy to reach into upholstered furniture or remove spots on carpet.

**ON/OFF SWITCH**

The switch is located on the back of the unit.

**OPERATION**

**PREPARING THE MACHINE**

Inspect the quick coupler before turning power on. Depress tip of quick coupler with finger to make sure is springs back up and closes properly.

- Fill the solution tank with two (2) gallons of hot water.
- If using chemical spot removers, check for color fastness of upholstery before beginning.
- Replace the recovery tank.
- Connect the hose to the unit.

**OPERATING THE MACHINE**

Turn unit on.

Check recovery tank periodically to see how full it is. When it reaches the full line, empty the tank.

**MAINTENANCE**

Check to see if the dust cap on quick coupler is in place after use. If not, contact CII for a new dust cap.
Empty the tank after each use. Let the tank sit loosely on the unit for drying. Rinse the hose and wand. Inspect for breaks. Follow manufacturer’s instructions for flushing the pump system.

**SELF CHECK**

Describe setup and maintenance of the tanks.
FLOOR MACHINES

SINGLE DISC FLOOR MACHINE

Single disc floor machines are an important part of floor care maintenance. The single disc floor machine is used for scrubbing and wet stripping. It is also called a buffer. In FM there are several brands: Advance; General; Hawk; Kent; Windsor; and Clarke.

175 RPM AND 300 RPM BUFFER

These two (2) pieces of equipment are basically the same. The weight of the machine is entirely on the pad. It is operated by raising and lowering the handle to control the side to side direction of the machine. Both machines look generally the same and require the same set up, maintenance, and skills to operate.

175 RPM BUFFER

The 175 RPM buffer is used primarily for stripping off old floor finish, but can be used for jobs that require the use of a liquid like water, soap and water, or stripper.

300 RPM BUFFER

The 300 RPM buffers can be used for spray buffing, polishing, and dry stripping. Do not use this machine for wet stripping since the speed of this machine will throw liquids onto walls and furnishings. The use of the 300 RPM for spray buffing, polishing, and dry stripping should be used only when other equipment is not available. High-speed equipment should be used for most buffing to save time, as you can cover more area in a shorter amount of time.

SAFETY

If you are using an extension cord or working with water, you must use a Ground Fault Interrupter (GFI).

All extension cords that are in use must have Ground Fault Interrupter (GFI).

Do not leave your machine plugged in if you leave the area. There is a safety plug located on the housing of the machine, disconnect either the plug or the wall plug whenever you leave the machine.

Protect the cord and keep it in good condition.

Do not yank or whip the cord to move it or disconnect it from the wall outlet. This will damage the wiring and/or bend the prongs. Take time to walk to the wall outlet, grasp the plug and remove it from the wall outlet.

Always keep slack in the cord as you operate the machine. If you let the cord stretch tight, the prongs will bend or break.

Working away from the wall outlet will keep your cord from becoming tangled in the machine.
Never drape the cord over your shoulder or around your neck. Instead, hold the cord in one hand along with the handle allowing the cord to fall to your side and behind you. This will prevent injuries and keep you from becoming entangled in the cord.

**Components**

**Machine Body**

The body of the machine consists of the motor/housing and handle. A single disc floor machine may also have a solution tank attached.

**Splash Ring**

Splash rings can be used to help minimize the “throwing” of liquids where you do not want them.

**Brush/Pad Drive Blocks**

There are different types of drive blocks, brushes, and pads that can be used on a single disc floor machine. This machine comes in sizes from 13” to 23” but the most common sizes are from 17” to 19”.

- The most commonly used pad drive block is referred to as an “Insta-lok” (Insta-lok is a trade name). The face of an Insta-lok drive block is covered with a spiny material that causes the pad to stick to the face of the drive block. Never store the machine with the drive block, pad, or brush attached.

- Poly-fill looks somewhat like a brush but the fill is separate and diverse. Poly-fill is very stiff and is about ½” in length. Poly-fill is a pad holder and can be easily damaged if used without a pad.

There are different brushes available for various procedures.

- Channel Feed brushes are used for carpet shampooing in combination with a tank.
- Magna-Grit brushes are used in stripping operations or on an auto scrubber for daily maintenance of concrete floors. These brushes may also be referred to as “Zim-brit” or “Strata-grit” depending on the manufacturer.
- Carbon steel brushes or brushes with just carbon steel tips are used for cleaning grout, such as restrooms and showers with quarry tile.
- The 3M floor stripping brush has a wedge design with multiple cleaning edges that get uneven, rough floors cleaner, faster. They attach like floor pads.

**Floor Pads**

There is a floor pad available for every floor care procedure. They are made of different weight polyester fiber. They are removed and cleaned after each use. They can be reused many times. Save the center plug in the pad, it can be very useful in removing stubborn soil by hand. The center plug is not used on the machine.

- The white polish pad is designed to deliver the burnished “wet look”, high gloss.
• The red buffer pad is designed for spray cleaning. When damp, it cleans and dry buffs.
• The blue cleaner pad is specially constructed for scrubbing and heavy duty spray cleaning. Excellent for scuff mark removal and leaves a gloss finish on the floor.
• The brown stripper pad is used for dry stripping. It cleans away old floor finish and ground-in dirt.
• The black stripper pad is used for wet stripping and completely removing old finish.
• The 3M high productive black stripper pad has large diameter fibers that provide the surface area needed to hold bigger abrasive particles that gives the pad more aggressive stripping action.
• The maroon or mesh disc (screen) is for refinishing wood floors. The mesh discs come in different grits (60, 80, 100, and 120).

**OPERATION**

**PREPARE THE MACHINE**

Make sure the machine is unplugged before attempting to install the drive assembly or service it.

To **install the drive block** with the machine in the standing position, tip the machine back (laying the handle on the floor) to expose the drive shaft at the base of machine. Straddle the machine, facing the base of the machine. Line up notches in the drive assembly with the cogs in the drive shaft; spin the drive block to the right.

To remove the drive block, spin it to the right and quickly reverse to the left to release block.

To **position a pad on the block**, first make sure it is the same diameter as the block. Place the pad evenly on the block. If it is off center, your machine will wobble and be more difficult to control.

**Raise the machine** back to standing position. Pull up the transport wheels (the set of wheels that move the machine from one area to another). You will have complete control of your machine when these wheels are up.

**Release and lower the handle** to just below your waist. Tighten the handle to lock it in place.

Plug in the machine and begin the project.

**CONTROL THE MACHINE**

There are three (3) skills necessary to assure safe and efficient operation of the single disc floor machine:

1. Control of machine direction (side to side.)
2. Control of machine directional speed.
3. Safe efficient technique for moving machine.

**CONTROLLING THE MACHINE DIRECTION**

Operate the machine by squeezing the handle lever and raising or lowering the handle. This will control the left / right direction of the machine (side to side). The weight of this machine is entirely on the pad.

L—**LOWER** the handle; the machine will move **LEFT**

R—**RAISE** the handle; the machine will move **RIGHT**.
CONTROLLING THE DIRECTIONAL SPEED OF THE MACHINE

Once you master how to control the direction of the machine, you should learn to control the directional speed. Even though the motor runs at a constant RPM, you control the directional speed by how fast and how much you move the handle. Raising or lowering the handle to greater degrees will increase the directional speed of the machine.

SAFE, EFFECTIVE TECHNIQUE FOR USING THE FLOOR MACHINE

You must follow a consistent method in the use of the floor machine. Tile floors provide a “ready made grid” for you to use by following the tile lines. Terrazzo floors have a much larger metal grid you can use. You will need to keep track of where you are on concrete, sheet flooring, and seamless floors so no areas are missed.

- Always overlap your passes, move slowly, and establish a machine path that is comfortable for you. Don’t move the machine in arcs as it is easier to miss spots.
- Always work away from the wall outlet; this will keep you free of your cord. Visually check the floor as you move, making sure that no spots are missed.
- Stay six (6) to eight (8) inches away from the baseboard, (unless stripping). Few people walk that close to the wall so it is unlikely you will find scuffs or black marks in this area.
- When spray buffing, make sure the spray solution is not getting on the housing of the machine. When the solution dries it can be difficult to remove.

Dust mopping floors after buffing removes the fine dust created by the pad and spray buffing solution, so it is not ground back into the floor destroying the restored shine.

MAINTENANCE

Finished with the job? Not until you clean your machine and pads. If you absolutely cannot clean your pads at this time, spray them with water and place in a plastic bag to keep soil moist.

Use a hose nozzle to spray both sides of the pad to remove soil. Hang pad to dry. Take good care of the pads to make them last a long time.

Remove and rinse the drive block, taking care to keep the spines clean. Soak the spines if they are badly clogged, then brush them to remove the residue. Hang up or lay face up on shelf to store.

Wipe the machine housing to remove soil and drift spray from the buffing solution. If drift spray has hardened you may need to use stripper to remove it. Clean the underside of machine also.

Damp wipe the cord as you wrap it back on the machine.

Store machine in an upright position.

Never store the machine with the Insta-Lok attached. Doing so can result in damage to the Insta-Lok bristles and after an extended time on the machine it can be very difficult to remove.

Advise your CII or Coordinator if the machine is not working properly.
SELF CHECK

1. Never attempt to install a drive assembly while the machine is ______________.
2. If the wall outlet will not accommodate a three-prong plug you should use a ___________.
3. If you are using an extension cord or working on a wet surface you must always use a _____.
4. What do floor pad colors denote?
HIGH-SPEED BUFFER/BURNISHER

There are several types of high speed buffers: the 1,000 RPM, 1,500 RPM, 2,000 RPM, and 2,500 RPM. Buffers are also called burnishers.

ELECTRIC HIGH-SPEED BUFFERS

1,000 RPM and 1,500 RPM Electric

- These are constant speed machines that operate at 1,000 RPM and 1,500 RPM. Spray buff with either machine. These machines are not used for stripping.
- Some are powered by a 110 volt electric cord. The length of the cord limits the range of movement with this machine, but there is no limit on the amount of time this machine can be used.

BATTERY OR PROPANE OPERATED MACHINES

The cord does not limit you with this machine, but you are limited by the amount of time the battery charge or propane tank lasts.

FM also has a riding burnisher, the Tom Cat, which is battery operated and useful in large spaces.

1,000 RPM; 2,000 RPM; 2, 500 RPM BATTERY HIGH-SPEED

This machine is used for burnishing and polishing smooth floors. Do not use it to spray buff. Use ultra high-speed pads with this machine (e.g., ivory, buff/beige, white, and rose). “Restorers” are products recommended for use with this machine. The high-speed buffer will minimize the time spent on producing and maintaining a hardened high gloss finish. Do not heel the high-speed buffers and do not use them for wet stripping (it is too fast resulting in splatters all over walls, etc.). FM has these brands of burnishers: Tennant; Nobles; Castex; and Tornado.

SAFETY

Never drape the cord over your shoulder or around your neck. Instead, hold the cord in one hand along with the handle allowing the cord to fall to your side and behind you. This will prevent injuries and keep you from becoming entangled in the cord.

Good ventilation is essential for safe operation. Fumes from the propane tank may cause fire alarms to go off and may cause you to become light headed. Contact Fire Safety to disable the alarms during use.

When using a riding burnisher, be aware of all elevators and stairways along your path. Watch for elevator doors opening.

People exiting the elevator do not see you! Slow down and be prepared to stop for pedestrians.

If burnishing uneven floors, it is possible to create a cloud of dust. Contact Fire Safety to disable fire alarms while you are burnishing.
COMPONENTS

CONTROLS
Some machines have a control panel. Review all the functions with your CII or Coordinator for the machine you are using. Know how to stop the machine before you start it!

Other machines are controlled by positioning the handle.

FLOOR PADS
There is a floor pad available for every floor care procedure. They are made of different weight polyester fiber. They are removed and cleaned after each use. They can be reused many times.

- The white polish pad is designed to deliver the burnished “wet look”, high gloss.
- The red buffer pad is designed for spray cleaning. When damp, it cleans and dry buffs.

BRUSH/PAD DRIVE BLOCKS
The drive block holds the pads to the machine. Installation is different for each machine. All attach by spinning it one way until it locks into place.

To position a pad on the block, first make sure it is the same diameter as the block. Place the pad evenly on the block. If it is off center, the machine will wobble and be more difficult to control.

FILTERS
The riding burnisher has filters that can be shaken to clean. The filters are located beneath the seat.

POWER SOURCE
Identify the power source for the machine you are using. Follow the maintenance instructions for each.

- Electric cord
- Batteries

OPERATION

PREPARE THE MACHINE
Install brush/pad drive blocks. Center the pads on the block.

Check the riding burnisher’s tires for cuts and rips.

OPERATE THE MACHINE
Battery powered machines allow free movement without limitation on distance, however the machine only operates as long as the battery charge will last. Check the pads periodically for build up and change them as needed.

The movement and operation of the machines is similar to a lawnmower. Stand behind the machine and push it to a turnaround point. Turn around 180° and go back the other way overlapping slightly into the just buffed area. Repeat the process until the whole hall or room is buffed. See the diagram at the right.
Stand behind the machine and push it forward four (4) to six (6) feet, pull it backward in the same path, keeping the pad on the floor. Repeat this process overlapping slightly into the just buffed area until the whole hall or room has been buffed. See the diagram at the right. Work away from the wall outlet to avoid the cord. When using the 1,000 RPM or 1,500 RPM buffer, spray a restorer in front of the machine as you progress.

⚠️ Do not put the cord over your shoulder because it is a safety hazard.

Ensure smooth operation by centering the pads as accurately as possible. If the pad is secured to the machine by a clip, raise the pad off the floor to reduce wear and tear on the motor before starting. If the pad is not secured to the machine, keep the pad on the floor at all times. Most of the machine weight is on the wheels with about 6 lbs. on the pad. When operating the machine do not lock the handle into a position. Instead, let the handle float to allow the pad to move with the floor and keep unnecessary stress off the motor.

When operating the 1,000 RPM and 1,500 RPM buffers, use the appropriate pad. White pads should be used when buffing “green” floor finish the first time and possibly the second time. For subsequent buffing use these colored pads: rose, peach, buff/beige, and white. Check pads periodically for build up. White pads may need to be used on uneven floors.

A restorer (e.g., Speedtrack or UHS Restore) may be applied with a wet mop before buffing and is used with any high-speed buffer.

Use of high-speed buffers and burnishers may cause the regular floor finish to shatter or powder off if the floor is uneven.

**MAINTENANCE**

**CARE AND CLEANUP**

Proper care for an electrical powered buffer includes cleaning the machine and the cord after each use then storing correctly. Always clean the used pads and machine and dust mop the floors. Occasionally dust the walls and baseboards.

If the machine has a dust tray, shake the filters and empty the tray.

Wipe the exterior of the machine with HGP (High Gloss Protectant) and a cloth.

**ELECTRIC CORD MAINTENANCE**

Wipe the cord clean with a cloth and wind it around the cord hook.

**BATTERY MAINTENANCE**

Only charge a battery when it is needed as charging too often causes the battery to build a charging memory and shortens the life of the battery.

Plug the cord into the machine first, and then plug it into the wall. To take the machine off the battery charger, unplug from the wall first, then the machine.
Before charging the batteries make sure you are using the correct charger. Use only distilled water if you need to add water to the batteries. Make sure the water level is just above the plates. Filling too full may cause overflow during the charging process.

DO NOT loosen the battery caps before charging.

**SELF CHECK**

1. What is the purpose of using high-speed buffers?
2. What safety measure should be taken while using the 1,000 RPM or the 1,500 RPM electric buffer machine?
3. How many power sources are there for high-speed buffers and what are they?
4. Should you ever try to wet strip with a high-speed buffer?
5. Where should pads on the machine be kept at all times while buffing?
6. Why should you never put the cord over your shoulder?
MULE OPERATION (TAYLOR-DUNN VEHICLE)

The Mule (Taylor-Dunn Vehicle) is used to transport regular and biohazard waste to a central location.

Mules are designed to be driven over smooth surfaces. They are not designed for travel on public roadways. Driving these vehicles is limited to areas within Eckstein Medical Research Building (EMRB), Medical Education and Biomedical Research Facility (MERF), Medical Education Building (MEB), Medical Laboratories (ML), Medical Research Center (MRC), Carver Biomedical Research Building (CBRB) and the tunnel system. It is also used in the Chemistry Building (CB).

SAFETY

Observe safety rules while driving. Many safety rules are “common sense” good driving rules. Failure to follow these rules can lead to injury either by directly hitting a person or by having cargo fall out of the vehicle. If you have an accident, contact your Coordinator immediately.

- Do not drive this vehicle unless you are a qualified and trained operator.
- Drivers must be recertified every 2 years to ensure they remember all operating procedures.
- Keep all body parts (e.g., head, arms, legs) inside the vehicle while it is moving.
- Do not carry passengers.
- Drive slowly when making a turn especially if the ground is wet, slippery, or when driving on an incline. This vehicle may overturn easily if turned sharply when driving at high speeds, especially when on an incline.
- Yield right-of-way to pedestrians.
- Drive only on level surfaces or on surfaces having an incline of no more than 10%.
- Do not drive over loose objects, holes, or bumps.
- Keep to the right under normal conditions.
- Maintain a safe distance from all objects.
- Keep the vehicle under control at all time.
- Safe driving practices include not driving in posted hazardous areas. If hauling hazardous cargo, load the cargo without driving into the hazardous area.
- Slow down and sound the horn when approaching a corner or blind intersection. Let people know you are coming but don’t assume they will yield to you. Be prepared to stop.
- Safe loading and unloading of cargo is essential.

Caution: Be aware of all elevators and stairways along your path. Watch for elevator doors opening. People exiting the elevator do not see you! Slow down and be prepared to stop for pedestrians.
• If parking the vehicle on an incline, block the wheels so it does not roll.
• The machine operator returning with empty carts must stop and yield to the approaching operator when a horn is heard. Do not move until the other operator passes. For example, the operator returning from MEB needs to yield to the operators from the Health Science Tunnel.
• Only one trailer will be allowed to be pulled within the buildings at a time. Towable tilt trucks are considered trailers for this provision. Nothing should be pulled behind the first trailer.
• A maximum of 5 Toter Caster carts will be allowed to be coupled to the mules and pulled at one time. Because a container can wander at higher speeds the mule can only be operated at ½ speed when pulling these containers.
• When emptying recycling at MEB dock, blue bins should be dumped in the furthest dumpster first until full to allow easier dumping of the 1½ cubic yard tilt trucks.
• After dumping recycling in the dumpsters at MEB dock the operator must use the recycling rake to push recycling to the back of the dumpster to allow containers to be completely filled.
• No headphones, music players, radios, etc. are to be used when operating the mules.
• No cellphones should be answered. Checking and sending texts are prohibited while operating mules.

COMPONENTS

VEHICLE CONTROLS

The following sections describe the use of each control. Refer to the diagram for the placement of each control on the Mule. The Mules we own do not have the hour meter installed.
KEY SWITCH
The key switch is on the right side of the vehicle. Rotate the key clockwise to turn on the vehicle and counterclockwise to turn it off. Remember to always remove the key from the key switch when you are away from the vehicle. You can remove the key only when the key switch is in the off position.

HEADLIGHT TOGGLE SWITCH
The headlight can be turned on by flipping the toggle switch. It is not necessary to have the headlight on to drive. The blue flashing light operates when the vehicle is moving.

BATTERY STATUS INDICATOR
The battery status indicator is on the left side of the dash panel. The normal operating range is in the green zone. The vehicle needs charging if it is in the yellow zone to the left. If it is in the red zone the vehicle should be taken out of service and charged. Contact the Custodial Facilities Mechanic if the battery indicator is in the red zone because the vehicle needs supplementary charging.

FORWARD/OFF/REVERSE SWITCH
The Forward/Off/Reverse (FOR) switch is on the front right side of the dash panel. Push the top of the switch to make the vehicle go forward; push the bottom of the switch to make the vehicle go backward. Set the switch in the middle to turn it off. Do not shift from forward to reverse or vice-versa while the vehicle is in motion. Make sure the vehicle is completely stopped before shifting from one to the other.

HORN BUTTON
The horn button is to the left of the steering column. Depress the button to sound the horn and release the button to turn it off.

STEERING
Turn the steering wheel clockwise to turn to the right and counterclockwise to turn to the left.

ACCELERATOR PEDAL
The accelerator pedal is designed to be used for right foot operation. It is located at the far right on the driver’s floor area. It operates the same way as the accelerator in an automobile. Depress the pedal to increase the vehicle’s speed; release the pedal to stop increasing speed. Maximum speed is preset between 4.5 and 6 mph.

FOOT BRAKE PEDAL
The foot brake pedal, located to the left of the accelerator pedal, is pressed with the right foot. Apply pressure to the brake to slow the vehicle down. The brake pedal slows the vehicle according to the amount of pressure you apply. Removing your foot from the pedal releases the braking action. Use the brake pedal to slow the vehicle on down grades.

PARK BRAKE LEVER
The park brake is a hand lever to the right of the steering column. To set the park brake, pull the lever up until it locks. To release the park brake, step on the foot brake pedal then push the lever completely forward.

[Diagram: Too much pressure applied to the brake pedal locks up the tires leaving black marks on the floor.]
**MAXIMUM CARGO LIMITS**

Total capacity is 1200 lbs. Fill only to the limit listed in the table below:

<table>
<thead>
<tr>
<th>Type of waste container</th>
<th>Capacity of Mule</th>
<th>Capacity of Mule with side panels installed</th>
<th>Capacity of Cart</th>
</tr>
</thead>
<tbody>
<tr>
<td>Garbage bags</td>
<td>2 bags</td>
<td>4 bags</td>
<td>8 – 12 bags</td>
</tr>
<tr>
<td>Large red totes</td>
<td>2 totes</td>
<td>4 totes</td>
<td>6 totes</td>
</tr>
<tr>
<td>Cardboard infectious waste boxes</td>
<td>5 boxes</td>
<td>10 boxes</td>
<td>20 boxes</td>
</tr>
</tbody>
</table>

**OPERATION**

Turn the key.

Set the Forward/Off/Reverse Switch into the desired position.

Depress the accelerator pedal to move in the direction chosen.

Before unloading cargo always stop and set the parking brake.

- Do not let cargo extend over the sides of the vehicle.
- Do not load cargo that can easily fall off.

When parking, set the parking brake and place the forward/off/reverse switch in the off position before leaving the vehicle.

- If you are away from the vehicle, set the forward/off/reverse switch in the off position, turn off the key switch, remove the key, and take it with you.
- Do not block fire aisles, fire equipment, stairways, or inclines.
- If parking the vehicle on an incline, block the wheels so it does not roll.

Any accidents and accidental damage must be reported to the CII or your Coordinator.

**MAINTENANCE**

Park in the designated area.

Mules are battery-powered. Plug the cord on the front of the Mule into the wall outlet when the battery needs charged. Complete the battery charging record after each use. The batter charging record is on a clipboard behind the seat. Contact your Coordinator if a new form is needed.

If the vehicle should need to be towed, attach the tow strap to the front of the frame and place the forward/off/reverse switch in the off position. Use another driver to steer the vehicle while it is being towed. The driver must use the brakes when the towing vehicle slows or stops.
Facilities Management has personnel authorized to maintain, repair, adjust, and inspect the vehicle. To report damage or operation problems, have your Coordinator contact the Facilities Mechanic. Place an “Out of Order” note on the vehicle. Do not use a vehicle if it is not properly functioning.

**SELF CHECK**

1. List five (5) safe driving rules.
2. Identify the function of each control button or switch.
3. When does the Mule battery need charged?
4. What is the maximum cargo load?
5. What do you do in case of accident?
STEAM CLEANERS

STEAM CLEANER

The steam cleaner cleans and kills germs, and destroys bacteria, mold and mildew on hard surfaces without the use of chemicals. It removes grease, oils, and carbon deposits without chemicals or messy residue.

The Steam Vapor System is an electrical appliance used to generate high temperature, low moisture steam vapor which is safe and easy to use. The system is designed to be used for sanitation and cleaning a wide variety of surface types using the heat contained within the steam vapor as the functional agent. FM uses the MondoVap steam cleaner and the VaporLux steam cleaner.

Ask your CII or Coordinator for the location of the Operator’s Manual for the steam cleaner you will be operating. The operator’s manual gives complete instructions and descriptions of each attachment.

Never put any chemicals into the reservoir tank.

Safely

Beware of burns as the temperature at the very tip of the nozzle may exceed 240°F.

Be sure that you understand and use these rules for safe and effective operation.

<table>
<thead>
<tr>
<th>Always</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test the surface to be cleaned, as to whether high temperature of the steam will deform or damage the surface, in an inconspicuous area, particularly if the surface may be susceptible to damage from heat or moisture.</td>
<td>Direct the steam ports at any body parts, person or animal, as hot steam can cause injury.</td>
</tr>
<tr>
<td>Turn the system “off” when filling with water, being careful not to overfill the reservoir.</td>
<td>Use a system that is not connected to properly grounded electrical outlet of 120v AC, 60/50 Hertz (cps), or if the power cord is damaged in any way.</td>
</tr>
<tr>
<td>Fill the machine reservoir with clean, clear, potable water.</td>
<td>Use the power cord or steam hose as handle to pull or carry the system.</td>
</tr>
<tr>
<td></td>
<td>Add materials other than water to the reservoir.</td>
</tr>
</tbody>
</table>
### Components

**Handle & Pressure Gauge Indicator**

Steam volumes can be easily varied through fingertip volume controls located on the hose handle. A color-coded pressure gauge also provides user maximization of heat and vapor.

**Water Tank**

The steam cleaner generates steam from water in a boiler. It has a two (2) quart boiler and a three (3) quart reservoir for distilled, reverse osmosis (RO), or drinking water.

✅ No softened water should be used.

**Power Switch**

Turns the machine on and off.

---

<table>
<thead>
<tr>
<th><strong>Always</strong></th>
<th><strong>Never</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Assume, when removing body fluids, that bloodborne pathogens may be present and proceed with caution, including the use of gloves and other protective gear.</td>
<td>Use in a wet environment, or subject the system to extreme heat or cold, or use in an area where volatile fumes may be present, or immerse in any type of liquid.</td>
</tr>
<tr>
<td>Wear safety glasses when using the steam nozzles to bow out debris from cracks, corners or when using overhead as on ceilings or when in confined areas.</td>
<td>Attempt to continue to use a damaged or malfunctioning system. Turn “off”, then unplug the system and return it to your nearest authorized service facility.</td>
</tr>
<tr>
<td>Turn steam flow “off” before changing tools, accessories, brushes or bonnet towels. Steam vapor is hot and can cause burns. Insure that the accessories are properly attached before turning “on” the steam.</td>
<td>Use extension cord of less than 14 gauge in size (AWG), or rated less than 15 amps, or without a proper ground connection of safety listing, or in excess of 50 feet in length.</td>
</tr>
<tr>
<td>Use caution in removing brushes or bonnet towels from tools, as they can be hot enough to cause scalding.</td>
<td>Leave a system unattended, even for short periods, when turned “on” or plugged in to an electrical outlet.</td>
</tr>
<tr>
<td>Turn the power switch to the “off” position before unplugging the cord from the electrical socket to reduce danger of electrical shock.</td>
<td>Direct steam into electrical sockets, electrical switches, or use on electronic equipment even if unplugged as steam may cause damage leading to electric shock.</td>
</tr>
<tr>
<td>Store the system where it may be exposed to severe temperature fluctuations, weather conditions or personnel traffic.</td>
<td>Store the system where it may be exposed to severe temperature fluctuations, weather conditions or personnel traffic.</td>
</tr>
</tbody>
</table>
INDICATOR LIGHTS
Various lights indicate when the machine is ready to use and when water needs to be added.

OPERATION

PREPARE THE MACHINE
Be sure the system is unplugged and the power switch is in the ‘off’ position.
Remove the reservoir cap and fill the tank with proper water using the funnel.
When the tank is full, replace the cap and plug in the machine.
Attach the hose to the machine.

STEAM CLEANING
Turn on the power switch. It takes about seven (7) minutes for the system to reach operating temperature and pressure. The system is ready with the ‘ready’ light turns green.
Turn the hose switch to the ‘on’ position while directing the hosed into a towel. Run the steam for 5-7 seconds. This removes the air and condensation from the system.
Turn the hose switch off.
Attach the tool of choice. Refer to the TIPS AND APPLICATION GUIDE (stored with the machine and cart) for selection of attachments for the cleaning to be done.
Adjust the steam volume control to the amount of steam needed.

- Begin with a low volume and work to the higher volume.
- Most work can be done using a low setting.
- Low volumes are the hottest and driest which means you have most control and the least amount of water is used.

Work from the top down so dirt will not fall on previously cleaned surfaces. Do edging and detail first then clean large areas.
When finished using the system, simply turn off the power switch, unplug the cord, and put it away.

MAINTENANCE
Drain mineral deposits from the boiler tank every 60 days.

- A good way of monitoring the mineral build up in the tank is by venting the system into a clean white towel. If the water residue from the hose discolors the towel, the boiler needs flushed before using the machine again.

To flush the boiler:

1. Be sure the unit is cold and unplugged.
2. Place it over a sink or tray.
   a. Remove the drainage cover using a coin.
   b. Remove the bottom drainage cap using the hexagon wrench.
   c. Let the water drain out.
3. Replace and hand tighten the bottom drainage cap with the wrench.
4. Replace the drainage cover.
5. Fill the reservoir with water.

**SELF CHECK**

1. What kind of water can be used to fill the steam cleaner?
2. Why are chemicals not used in the steam cleaner?
3. Is maintenance done when the machine is cold or hot?
4. Which steam control uses less water and produces drier steam—low, medium, or high?
5. List several safety rules to keep in mind.
SPECIAL USE EQUIPMENT

EXTENSION CORD AND GROUND FAULT CIRCUIT INTERRUPTER (GFCI)
A ground fault interrupter is a hand held unit that is attached to the equipment plug and then plugged into the wall outlet. It is designed to prevent lethal electric shock by interrupting the circuit whenever a fault to ground occurs.

If you are using an extension cord or working with water, you must use a Ground Fault Circuit Interrupter (GFCI) or more commonly referred to as a Ground Fault Interrupter (GFI). If the cord does not have a GFI attached, contact your CII or Coordinator to arrange having the cord fixed.

LEAF BLOWER
Gas-powered leaf blowers are for outside use (patios and entryways) and indoors in athletic buildings (CHA, RB). Gas-powered leaf blowers require special storage. Gas must be stored in a fire-proof cabinet in a well ventilated room.

SAFETY
Wear hearing protection at all times when using a leaf blower.

CORDLESS BROOM
Cordless brooms can be used inside to blow debris from under auditorium seating. They can also be used outside to blow light snow from walks.

PRESSURE WASHER
The pressure washer can be used for many tasks. Whenever using the pressure washer, make sure you have a Ground Fault Interrupter (GFI) plug. FM has many models and sizes of pressure washers.

The pressure washer can be used to clean:

- Entrances and sidewalks.
- Restroom floors and walls.
- Showers.

Whenever using the pressure washer always avoid spraying wall outlets. Electrical shock could occur.

ERASER VACUUM
The Eraser Vacuum, also called Eraser Vac, is intended to clean chalkboard erasers only. FM has two models. The filter and bag should be taken outside and cleaned after use by shaking the chalk dust into a dumpster. When the brushes on top of the vacuum no longer contact the eraser, notify your CII or Coordinator for replacement.
**REEL CLEANER**

The reel machine is a touchless cleaning system for cleaning and disinfecting restrooms and locker rooms. **THE OPERATORS MANUAL** can be found on the web.

**C2, C3**

These touch-free cleaning systems are used to clean restrooms in athletic areas. Both the C2 and the C3 are battery operated. Just fill with water. Everything you need is right on the cart.

**OPERATION, MAINTENANCE**

Follow instructions in this video found on the web:

Video

**SNOWBLOWER**

Area 3A uses a snowblower (snowthrower) for clearing snow from sidewalks. It uses a mixture of gasoline and oil for fuel. Read the operators manual before using.

**SAFETY**

- Exercise caution to avoid slipping or falling.
- Do not operate the equipment without wearing adequate winter garments. Avoid loose fitting clothing that can get caught in moving parts. Wear footwear that will improve footing on slippery surfaces.

**TELE-TOWER**

The Tele-Tower is an adjustable scaffold used for reaching high places for changing light bulbs, etc. in Area 1B. It is not motorized but does require caution in assembly and use. Review the manual before using.

**SAFETY**

- Lock the wheels before climbing.
- Attach the chains.
Beware of pinching your fingers in set up and take down.

**SELF CHECK**

1. When do you need to use a GFI?
2. When do you need to wear hearing protection?
3. Where are leaf blowers used?
4. What do you need to avoid when using a pressure washer?
5. Name some ‘touchless’ cleaning equipment.
EQUIPMENT MAINTENANCE

The life of equipment is increased with proper care. Properly functioning equipment makes your job easier and more efficient. Following simple guidelines is essential to maintaining equipment.

Facilities Management has its own repair shop for custodial equipment. The Custodial Facilities Mechanic works full time repairing large and small equipment. Custodial equipment is expensive to replace so by taking good care of the equipment, we reduce the overall cost of cleaning.

When equipment does break down, we try to repair it before discarding it and replacing it with new. Whenever you notice a malfunction, report it to your CII or Coordinator right away.

PROCEDURE FOR REQUESTING EQUIPMENT REPAIR

The procedure for repair follows.

1. Contact your CII. If your CII is unavailable, contact your Coordinator.
2. The CII notifies both the Custodial Facilities Mechanic and the Coordinator by e-mail.
3. Vacuums are brought to the shop.
4. Any large equipment (e.g., floor machines, auto scrubbers, small extractors, big extractors, Mules) is picked up by the Custodial Facilities Mechanic in the area.
5. The Custodial Facilities Mechanic repairs the equipment.
6. Repaired equipment is returned to the work area.

BATTERIES

Charging batteries in large equipment is a part of maintenance you do as part of your job responsibilities. Battery life can be long-lasting or cut short depending on the basic care received in the area. A typical battery can hold a charge for three (3) to four (4) hours of continuous use. Follow these guidelines:

1. Check for corrosion on battery terminals.
   a. Report any corrosion to your CII or Coordinator.
2. Note how long you are actually running the battery. If you are using the auto scrubber, note the actual time the machine runs. The entire time spent preparing for cleaning, actual cleaning time, and shutting down is generally much more than the actual time the machine’s battery ran. An hour of cleaning might include only 20 to 30 minutes of run time for the battery.
   a. If the battery run time is 2 ½ to 3 hours or more, you need to place the machine on the battery charger at the end of use.
   b. Failure to charge the battery after 2 ½ to 3 hours of use will not leave enough charge in the battery to power the machine for the same length of use time the next day.
3. Fill the battery with **distilled water** to the proper level when water is below the plates.
   
   a. Wear goggles.
   
   b. Use a container specially designed for filling batteries. These containers minimize the possibility of spilling water.
   
   c. Fill to just above the plates before charging. The plates release battery acid during charging. If the water level is too high, overflow will occur. If the water level is too low, the plates will burn out.

4. Connect the machine to the charger first, and then connect the charger to the wall. To disconnect, unplug from the wall first and then unplug the machine from the charger.

5. Charge at least once a month, even if the machine has not been used.

**EQUIPMENT EXTERIOR**

All equipment must be kept clean, inside and out. When you finish using a piece of equipment, wipe off any dust on the outside. It is best to apply a protectant to keep dirt and dust from accumulating on the surface.

Hi Gloss Protectant (HGP) applied to the exterior of equipment keeps equipment looking new. Use as needed to prevent staining and deteriorating of equipment. It keeps dirt and dust from sticking to the machine. It also protects the surface from spills on the machine.

**SELF CHECK**

1. Who do you contact when equipment malfunctions?
2. When does a battery need to be recharged?
3. How do you know if a battery needs water?
4. What is the best method for cleaning the exterior of equipment?
OBJECTIVES

Floor Care Basics
The custodian will be able to:

1. Identify each floor type.
2. List floor types in Custodial Areas.
3. Define floor care terms.

The custodian will be able to:

1. List four categories of floor care giving examples of each.
2. Describe how carpet condition affects initial cleaning.
3. Describe frequency of cleaning based upon traffic flow.

Procedures: Basic Cleaning of Hard Floor Surfaces

Dust Mopping
The custodian will be able to:

1. Identify and care for the following dust mopping equipment: Wooden handle with clasp and oil treated dust mop heads in various sizes, delivered on frames.
2. Select the correct mop head size and attach the mop head with frame to the handle.
3. Correctly demonstrate side to side, down and back, and one handed dust mopping techniques without lifting the mop head from the floor and maintaining the same leading edge.
4. Demonstrate a “C” turn and explain why it is necessary.
5. Demonstrate the “sand stroke” and explain why it is necessary.
6. Explain where to leave collection points and why.
7. Explain why dust mop heads are oil-treated and why they are a fire hazard. Demonstrate correct storage for both clean and dirty mop heads.
8. Correctly clean out a mop head using a mop brush.

Wet Mopping
The custodian will be able to:

1. Identify the chemicals used for wet mopping; describe where they are used, and how to mix them in the correct proportions according to label directions and calibrations on the mop tank.
2. Demonstrate the figure 8 and the thrust methods of wet mopping, and explain why the figure 8 method is better than the thrust method.
Procedures: Advanced Cleaning of Hard Floor Surfaces

Wet Stripping
The custodian will be able to:

1. Identify the use and care of the chemicals, supplies, and equipment used for wet stripping for particular floor types.
2. List the duties of each person in the two person method of wet stripping. Explain the four person method of wet stripping listing the duties of each person and giving reasons for using this method.
3. Mix floor stripper to the correct dilution using calibrations on the mop tank.
4. Prepare the area to be stripped by posting wet floor signs then dust mopping.
5. List the steps for wet stripping: a) lay stripper, b) check finish break down, c) scrub and pick up dirty stripper solution, d) visually check for remaining finish, e) flood rinse and pick up, f) hand test, g) damp mop, and h) let the floor dry.
6. Explain how to remove finish in corners where the machine won’t go.
7. List four (4) reasons for failure of a stripping job.

Dry Stripping
The custodian will be able to:

1. Explain where and why the dry stripping procedure is used.
2. Identify the use and care of the chemicals, supplies, and equipment used in dry stripping.
3. Explain or demonstrate the dry stripping procedure.
4. List areas where dry stripping is not allowed.

Application of Floor Finish
The custodian will be able to:

1. Explain how to apply floor finish to a prepared smooth floor, including the trim.
2. List the three (3) most probable reasons for a floor finishing job to fail.
3. Explain why and where patching is used.
4. Identify the use and care of the chemicals, supplies, and equipment used in patching.

Wet Screening for Wood Floors
The custodian will be able to:

1. List the chemicals used to wet screen and finish a wood floor.
2. Describe the rinse methods.
3. Explain each person’s responsibilities in applying the finish.
4. Define abrading.
5. State dry time for the floor finish.
Procedures: Basic Cleaning of Carpeted Floor Surfaces

Spot and Stain Removal

The custodian will be able to:

1. Explain the basic steps of spot and stain removal and the importance of each step.
2. Describe how to keep a stain from spreading.
3. Explain how to use the Spot Guide (also called “Stain Removal Chart”), to identify the proper chemical to apply to a particular spot or stain.
4. State the procedure of gum removal from carpets, rugs, and chairs.

Procedures: Advanced Cleaning of Carpeted Floor Surfaces

Carpet Cleaning

The custodian will be able to:

1. Explain and demonstrate two methods of surface shampooing carpet.
2. Define carpet extraction and explain why it is necessary.

Symbols used:

\[ 
\begin{align*}
\text{\checkmark} & = \text{Prohibited} \\
\text{\textbullet} & = \text{Equipment and Supplies} \\
\text{!} & = \text{Safety warning}
\end{align*}
\]
FLOOR CARE BASICS

Basic floor care includes routine cleaning and maintenance care. Advanced care includes initial care and through cleaning. Advanced care is project work.

FLOOR TYPES

The procedures used in floor care are dependent upon the type of flooring.

<table>
<thead>
<tr>
<th>Hard floor surfaces</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
</tr>
<tr>
<td>Asbestos tiles</td>
</tr>
<tr>
<td>Ceramic Tile</td>
</tr>
<tr>
<td>Concrete</td>
</tr>
<tr>
<td>Cork</td>
</tr>
<tr>
<td>Hardwood</td>
</tr>
<tr>
<td>Laminate</td>
</tr>
<tr>
<td>Linoleum</td>
</tr>
<tr>
<td>Rubber</td>
</tr>
<tr>
<td>Stone</td>
</tr>
<tr>
<td>Terrazzo</td>
</tr>
<tr>
<td>VCT</td>
</tr>
<tr>
<td>Vinyl</td>
</tr>
<tr>
<td>Epoxy Finish</td>
</tr>
<tr>
<td>Sports Flooring</td>
</tr>
<tr>
<td>High impact sports flooring</td>
</tr>
</tbody>
</table>
### TERMS USED

Terms commonly used in floor care

- **Dust mopping**—Removing dust from a floor with a dust mop
- **Wet mopping**—Cleaning a floor with a wet mop
- **Vacuuming**—Using a motorized machine to suction dirt and dust from floors.
- **Extracting**—Applying water to a carpet to clean it and suctioning the water back into the machine
- **Burnishing**—Smoothing or polishing a hard-surface floor.
- **Buffing**—Polishing or shining a hard-surface floor.
- **Stripping**—Removing finish from a hard-surface floor.
- **Finishing**—Applying a seal, a wax, or a combination seal/wax to a floor to protect it and make it shine.
- **Scrubbing**—Removing dirt and grime with auto scrubber or hand mopping floor.
- **Dry screening**—Removing finish from a dry wood floor using a screen (mesh disc) on a floor machine.
- **Wet screening**—Applying finish to a wet wood floor using a screen on a floor machine.
- **Microfiber flat mopping**—Mopping a floor, either wet or dry, with a mop that holds a flat man-made mop head.
- **Shampooing**—Agitate to bring soil to the surface. Extracting follows.

### FLOOR CARE CATEGORIES

There are four categories of floor care:

1. **Initial Care**
   - After installation, the floor is thoroughly cleaned and a protectant is applied. For carpeting, the condition of the carpet is a factor in just what is considered thoroughly cleaned.

2. **Routine Cleaning**
   - Light soil is removed with a vacuum or mop. Spots and stains are removed. The floors look fresh. The cleaning products used do not add a coating to the floor.

3. **Maintenance Care**
   - The floor is renewed using a method that brings back the floor to look fresh (hard surfaces only.)

4. **Thorough Cleaning**
   - The floor finish is removed and reapplied on hard surfaces. Carpets are extracted. Initial care is repeated to start the cycle again.

<table>
<thead>
<tr>
<th>Type</th>
<th>What it looks like</th>
<th>Example buildings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carpet Roll</td>
<td>Carpet laid down from a large roll.</td>
<td>LIB</td>
</tr>
<tr>
<td>Carpet Tiles</td>
<td>Carpet laid down in squares. A single square can be replaced without replacing the entire floor area.</td>
<td>USB</td>
</tr>
</tbody>
</table>
CARPET CONDITIONS

In carpeted areas, the initial care and/or thorough care depends upon the condition of the carpeting.

- Excellent: Brand new carpet or carpet without traffic patterns. No detergent residue and few spots.
- Good: Traffic patterns showing light soiling. Some spots and stains.
- Fair: Overall soiling with traffic pattern showing heavy soiling. Many spots and stains.
- Poor: Carpet heavily soiled. Much detergent residue and many spots and stains.

<table>
<thead>
<tr>
<th>Condition</th>
<th>Vacuum</th>
<th>Spot Clean</th>
<th>Shampoo</th>
<th>Extract</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Good</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fair</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Poor</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
</tbody>
</table>

TRAFFIC FLOW

The frequency with which each category is done is dependent on the level of traffic in the area.

- Low: Very little traffic during most hours (e.g., office, executive areas).
- Medium: Always some traffic in the area (e.g., office corridors).
- High: Area has heavy traffic at all times or is an entryway. Large numbers of people move through the area during rush hours (e.g., major hallways, entrances, elevators).

<table>
<thead>
<tr>
<th>Level of traffic</th>
<th>Routine Cleaning Hard Floors</th>
<th>Routine Cleaning Carpets</th>
<th>Maintenance Care Hard Floors</th>
<th>Maintenance Care Carpets</th>
<th>Thorough Cleaning Hard floors</th>
<th>Thorough Cleaning Carpets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low</td>
<td>Every 4 – 7 days</td>
<td>Weekly</td>
<td>Twice a year</td>
<td>Twice a year</td>
<td>Every 2 years</td>
<td>Once a year</td>
</tr>
<tr>
<td>Medium</td>
<td>Every 2 -4 days</td>
<td>Weekly</td>
<td>Every 2 months</td>
<td>4 times a year</td>
<td>Once a year</td>
<td>Twice a year</td>
</tr>
<tr>
<td>High</td>
<td>Daily</td>
<td>As serviced</td>
<td>Every month</td>
<td>Twice a month</td>
<td>Every 6 months</td>
<td>Every other month</td>
</tr>
</tbody>
</table>

If you need help, ask your Custodian II or Coordinator.

Time frames may differ based on foot traffic.

SELF CHECK

1. How often should you thoroughly clean carpet in each of these cases?
   - Low traffic______________ medium traffic____________ high traffic______________
HARD FLOORS

HARD FLOOR SURFACES BASIC CLEANING

Basic cleaning of hard floor surfaces includes routine cleaning and maintenance care. Methods used are dust mopping and wet mopping with a mop or a scrubber.

DUST MOPPING

Routine cleaning of smooth floors begins with dust mopping. Dust mopping removes dry surface debris, dirt, and dust in preparation for wet mopping. Dust mopping, wet mopping, and auto scrubbing are also used before you start any other smooth floor maintenance care, such as spray buffing or stripping. Dust mopping is also used after buffing.

SERVICE EQUIPMENT AND SUPPLIES

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Safety</th>
<th>Supplies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-oiled Dust mop</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dust Pan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Brush to clean mop head</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

GENERAL SAFETY GUIDELINES

Oil can make surfaces slippery.

Remove mop head from handle before placing it on a cart. Place mop head in plastic cover.

DUST MOPPING PROCEDURE

1. Move the oiled mop on the floor without lifting it up. (The oil on the mop head attracts dirt.) Keep the same leading edge and make “C” turns. This keeps the dirt at the front of the dust mop. The only exception to this method is the “sand stroke” where a snapping action is used to keep sand from rolling under and out the back edge of the dust mop.

2. The mop can be moved from side to side or down the area and back.

3. Always use the same leading edge until the mop is brushed out with a mop brush. After brushing you may swivel the mop head for a clean leading edge. Brush out the mop head frequently while you work either over the dirt pile or into your cart waste container.

4. Directing the dust mop with one hand and making “C” turns allows you to move furniture with the other hand as you proceed.
5. To get into small spaces, turn the dust mop on edge. This allows the mop to fit into areas such as between walls and filing cabinets.

6. Leave collection points near the door or in the hallway out of traffic. Avoid making collection points in well-ventilated areas that will scatter the dust and dirt.

7. When dust mopping is complete, remove the mop head. Brush out the mop head a final time. Pick up the dirt with a counter brush and dustpan. Store the mop by hanging it up or standing it on your cart covered with a plastic liner.

**MOP HEAD EXCHANGE**

Mop heads must be changed weekly but if a mop becomes very dirty between changes it can be exchanged with an extra mop head in stock. Extra mops are ordered for just such problems. In the winter many buildings add extra mop heads to their order due to the amount of sand, salt and water.

Laundry delivers a set amount of pre-oiled mop heads every week.

Turn in old (dirty) heads the night before the new ones are delivered by laundry. Check with your CII or Coordinator for the delivery date in your area. Use a stiff bristle brush to "brush" out much of the dirt that is trapped on the dust mop.

Most buildings have a room with a container just for dirty dust mops. Laundry delivers the clean mops in a laundry cart or in trash bags depending on the number of mops being delivered.

**SELF CHECK**

1. What is the purpose of dust mopping?
2. Describe the following dust mopping methods:
   - sand stroke
   - "C" turn
3. What is the purpose of oil treatment in laundered dust mop heads?
4. How should dust mop heads be stored when not in use on your cart? Why?
5. Where should dust mops delivered from Laundry or waiting to be picked by Laundry be stored?
WET MOPPING

In addition to dust mopping, proper smooth floor cleaning involves routine wet mopping procedures. Dust mopping involves removal of loose dirt from the floor, where wet mopping or auto scrubbing will remove spots, spills, and soil, which are stuck to the floor surface. In addition to providing a clean appearance while protecting the floor, wet mopping is also a necessary step in preparing the floor surface for other maintenance care such as spray buffing.

SERVICE EQUIPMENT AND SUPPLIES

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Safety</th>
<th>Supplies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wet mop &amp;</td>
<td>Wet floor sign</td>
<td>Disinfectant Cleaner</td>
</tr>
<tr>
<td>Mop Bucket and wringer</td>
<td>Goggles</td>
<td>General Purpose Cleaners</td>
</tr>
<tr>
<td>Or Flat mop</td>
<td>Gloves</td>
<td>Neutral Cleaners</td>
</tr>
<tr>
<td>Or Autoscrubber</td>
<td></td>
<td>UHS Cleaners</td>
</tr>
</tbody>
</table>

GENERAL SAFETY GUIDELINES

- Post a Wet Floor sign.
- Wear goggles and gloves when mixing cleaners.
- Read the MSDS for the chemical used.

WET MOPPING CHEMICALS

Disinfectant Cleaner (Virex) is a germicidal detergent and counteracts odor.

General Purpose Cleaners (GP Forward) are for general and above the floor cleaning. These cleaners are suitable for use on any water-safe surface. They are generally alkaline-based and are composed of synthetic organic detergents. These cleaners are non-caustic and leave a pleasant fragrance.

Neutral Cleaners (Stride) are detergents that are non-dulling, film-free, and low-foaming with a neutral pH. They are suitable for use on any type of smooth flooring or on water-safe above the floor surface. Neutral cleaners should not be used where disinfecting is required.

UHS Cleaners (UHS Floor Cleaner) are high-powered cleaners for UHS Floor Care Systems. UHS cleaners are specifically formulated to clean burnished, ultra high speed floor finishes. These cleaners deliver a low-foaming, high performance cleaning without rinsing and leave no dulling residue. UHS cleaners keep floor finishes cleaner longer, thereby extending stripping cycles. This is a must for serious UHS programs.
**Wet Mopping Procedures**

Wet Mopping can be done with either a string mop & bucket or with a microfiber flat mop. In some areas it is best to use an auto scrubber.

*Follow these instructions for the mop/mop bucket & wringer method.*

- Set up Wet Floor sign.
- Install the mop head on handle.
- Prepare cleaning solution in the mop tank. You must wear gloves and goggles when mixing and preparing chemicals. Be sure to follow proper dilution rates found on the container label. Contact your Custodian II or Coordinator if you are unsure of the dilution rates. Use warm water for better detergent action. Mix up to four (4) gallons of cleaning solution depending on the size of the area to be mopped.
- Post the area to be mopped with “wet floor” signs for safety and liability reasons.
- Place the wringer in the tank between the casters for stability.
- Mop the floor using the figure 8 method paying close attention to the edges. Fan your mop head on the floor and keep your back straight with the mop handle close to your body. Keep the mop tank behind you and work backwards in overlapping strokes. Turn the mop over every 4’ to mop with a fresh surface. Do not mop using the thrust method. It is tiring, ineffective, and inefficient. The thrust method should only be used in situations in which the figure eight method is not possible, such as when mopping a floor corner next to a toilet.
- If your mop solution becomes dirty or cloudy you will need to change it with fresh solution. Large areas, heavy traffic areas, or areas to be cleaned due to weather conditions may require several changes of solution per shift.
- When wet mopping is complete, rinse the wet mop thoroughly and hang it above the sink to dry. Make sure the mop head is dry before you turn them in to be laundered. Soiled mop heads may be turned in to your Custodian II or Coordinator on a regular basis for laundering.
  - Drain and rinse the mop tank and wringer. Make sure the casters on the mop tank are clean and free of hair and lint. Oil them periodically.
  - If the press-handle does not return properly to the upright position when released, it indicates that the spring is weak. Notify your Custodian II or Coordinator to be repaired by our Facilities Mechanic.

When wet mopping refresh your mop often and change the cleaning solution as it starts to become dirty. If this is not done the floor may streak and your time and effort will be wasted.

Trim broken strands out of your mop head and replace the mop head if it is worn too thin to wring out in a standard-size wringer.
**SEPARATE MOPS**

To avoid compromising the procedure, wet mops should never be used interchangeably. Once a mop has been used it should not be used for any other purpose until it has been laundered. Properly laundered, clean, dry mop heads can be used for any task. For example, if you use a wax mop to scrub a restroom floor, you may leave wax residue behind. Or if you use a scrub mop for waxing it will contaminate the wax and the wax could powder off.

Always label the handle according to the use of the mop:

- **FINISH** for a wax or sealer mop
- **RINSE** for a rinse mop
- **SCRUB** for a scrub mop
- **STRIP** for a strip mop

It is a good practice to label the liner if you cover the mop head after it is dried.

*Follow these instructions when using a microfiber flat mop.*

To dust, use the “Microfiber head” dry to sweep and dust any type of hard surface floors. Place the mop under the mop frame and the swivel head allows you to reach in most hard to reach places like under furniture, between tight spaces.

![Microfiber mop diagram]

- Use the microfiber mop wet to remove:
  - Scuff marks
  - Ground-in dirt
  - Spills
  - Stains

- Use the microfiber mop on:
  - Hardwood floors
  - Wood laminate
  - Tile
  - Linoleum
  - Marble
  - Granite

- Remember, always dust mop the floor before you attempt to damp or wet clean to remove spills and stains.
- Mix a solution of the appropriate cleaner and cold water in small bucket (approximately 1-2 gallon capacity is sufficient).
- Remove the microfiber pad from the MicroPower frame.
- Immerse the entire microfiber head in the solution and wring out the excess water.
- Re-attach the Microfiber mop head to the swivel head.
- When mopping a room, place the mop head along the perimeter wall and proceed to mop the floor, dragging the mop in the direction of the baseboard. Mop the remainder of the floor using a conventional “Figure Eight” motion.

*Follow these instructions for using an auto scrubber.*

**PREPARING THE MACHINE**

1. Before preparing the machine for use, make a general survey of its condition. Check the following after charging:
   - Battery charger needle must be in the green indicating that the batteries are recharged and ready to go.
- All battery caps should be tight.
- There should be no battery water on top of the battery.
- Check the terminals for corrosion. If any corrosion is present, contact your CII.
- Check for swollen cables. If they are swollen they should be replaced.

2. Make sure the tires are properly inflated if equipped with inflatable tires.

3. All machines should have been stored with the ports open for complete air circulation and the vacuum motor removed, if possible. Close the ports and replace the vacuum motor, if removed.

4. Install the Insta-loks with pads or brushes on the machine. The pads must be evenly placed or they will knock each other off the Insta-loks.

5. Fill the solution tank. Hot water will create faster detergent action. Cooler water should be used for fresh floor finish.

NOTE: If you are refilling the solution tank, always make sure the recovery tank has been emptied to avoid making an unnecessary trip just to empty the recovery tank.

OPERATING THE MACHINE

1. Keep these points in mind as you learn to handle the machine:
   a. Keep your eyes on the right front bumper. It extends quite a distance in front of the machine, and you want to keep from running into the walls.
   b. When you make a turn, take your hands off the power handles and manually move the machine through the turn. As you complete the manual turn, use the power to pull out of the turn and continue scrubbing. Continue to make manual turns until you are absolutely comfortable with the machine.
   c. Progress at a slow steady pace.
   d. The machine has no brakes. There are several types of machines, each with a different way to stop or slow. Check with your CII or Coordinator for the proper method.

2. Move the full length of the hallway or area and make your turns at the ends.

3. The result should be a clean non-streaked hallway needing a light touch up with a wet mop.

THINGS TO WATCH FOR WHILE OPERATING THE MACHINE

1. If you are releasing too much water, it will trail around the outside edges of the squeegee.

2. Make sure that the rubber edge on the squeegee is properly adjusted. Your CII or the Facilities Mechanic can help make the needed adjustments.

3. When you approach a turn, shut off the water (or turn it down) to keep from releasing too much as you make the turn.

4. If there is not enough suction to pick up the water, check for a clog in the standpipe or squeegee.

STORING AND CHARGING

Follow directions found in the Equipment chapter for storing and charging.
SELF CHECK

1. What are the reasons for wet mopping?
2. Describe the figure 8 and thrust wet mopping methods. Which method is more efficient?
3. Why shouldn’t different wet mop heads be used interchangeably?
4. List 4 points to keep in mind when handling an auto scrubber.
BURNISHING AND SPRAY BUFFING

Burnishing is a procedure to polish floors without chemicals. Spray buffing is a procedure used to harden and maintain finished floors. The main reasons for spray buffing are:

- To reduce the need for wet stripping and refinishing a floor.
- To remove black marks.
- To prevent aging and yellowing of floor finish.

The major benefit of a good spray buffing program is that wet stripping can be avoided for some time. Spray buffing produces great savings in time and money that would otherwise be spent on wet stripping and refinishing.

The frequency of spray buffing, in general, depends upon the traffic on the floor. Heavy traffic areas should be spray buffed weekly.

It is important to keep in mind that you cannot spray buff an unfinished floor. There must be finish on the floor before you start a spray buffing program.

Spray buffing is not only practical but also produces a shiny, attractive floor.

SERVICE EQUIPMENT AND SUPPLIES

<table>
<thead>
<tr>
<th>Equipment</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Single-disc floor machine</td>
<td>Wet floor sign</td>
<td>Polishing chemicals</td>
</tr>
<tr>
<td>High Speed buffer</td>
<td>Goggles</td>
<td>such as: Snapback</td>
</tr>
<tr>
<td>300 RPM buffer</td>
<td>Gloves</td>
<td>Trailblazer</td>
</tr>
<tr>
<td>Pad</td>
<td></td>
<td>SpeedTrac</td>
</tr>
<tr>
<td>Trigger sprayer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dust mop</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Red or blue pad</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Doodlebug</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

GENERAL SAFETY GUIDELINES

If you are using an extension cord or working with water, you must use a Ground Fault Interrupter (GFI). All extension cords that are in use must have Ground Fault Interrupter (GFI) protection for personnel. If ground prong is messing, report it to the Coordinator. Employees found in non-compliance of the electrical cord usage may be subject to disciplinary action.
DO

Advise your CII or Coordinator and/or fill out a “Repair Order” if your machine is not working properly

Protect the cord and keep it in good condition. Take time to walk to the wall outlet, grasp the plug and remove it from the wall outlet.

Always keep slack in the cord as you operate the machine.

Working away from the wall outlet will keep your cord from becoming tangled in the machine. Hold the cord in one hand along with the handle allowing the cord to fall to your side and behind you. This will prevent injuries and keep you from becoming entangled in the cord.

Whenever you leave the machine, disconnect either the safety plug located on the housing of the machine or the wall plug.

Always remove the Insta-Lok from the machine when storing.

If a wall outlet is not equipped to accept a three (3) prong plug, use an adapter.

DON’T

Ignore poorly functioning machines.

Do not yank or whip the cord to move it or disconnect it from the wall outlet. This will damage the wiring and/or bend the prongs.

If you let the cord stretch tight, the prongs will bend or break.

Never drape the cord over your shoulder or around your neck.

Do not leave your machine plugged in if you leave the area.

Never store your machine with the Insta-Lok attached. Doing so can result in damage to the Insta-Lok bristles and after an extended time on the machine it can be very difficult to remove.

Do not cut off the ground plug

SPRAY BUFFING PROCESS

The spray buffing process is accomplished by using a single disc floor machine with a red pad and a trigger sprayer filled with Snapback. (Spray buffing can also be done with a high speed buffer, but the procedure covered here refers specifically to the single disc floor machine.)

1. Thoroughly dust mop the floor and pick up with the dust pan and counter brush. Damp mop the floor.

2. When using the High speed buffer hold the trigger sprayer in one hand or hook it in your pocket or belt as you move the machine forward. You must follow a consistent method in the use of the floor machine. Tile floors provide a “ready made grid” for you to use by following the tile lines. Terrazzo floors have a much larger metal grid you can use. You will need to keep track of where you are on concrete, sheet flooring, and seamless floors so no areas are missed.

3. The sprayer should not be held more than 2 feet from floor. Spray a small amount of Snapback with the sprayer adjusted to a very fine mist (like a fog), 2-3 inches in front of the machine as
you progress. Stay 6 – 8 inches away from the baseboard, (unless stripping). (Speed Trac is mopped on.) It is unlikely you will find scuffs or black marks in this area. This will help keep the mist from settling on the furniture, walls, and equipment. When spray buffing, make sure your spray solution is not getting on the housing of the machine. When the solution dries it can be difficult to remove.

4. Make three (3) or four (4) passes with the machine over each area. If you need more than four (4) passes to bring up the shine, you are either applying too much polishing chemical or you are moving too fast. Overlap slightly when you make the passes so you will not leave any buff marks. Always overlap passes, move slowly, and establish a machine path that is comfortable for you.

5. Coordinate the use of the trigger sprayer and the machine so that you move ahead slowly and consistently without missing any areas on the floor. Always work away from the wall outlet; this will keep you free of your cord. Visually check the floor as you move, making sure that no spots are missed.

6. A crust will develop on the pad as you work. As the build-up on the pad increases swirl marks will develop on the floor. When this happens, stop the machine and turn the pad over. Keep the pad fairly clean as you work.

7. The spray buffing process creates dust, so dust mop the area when you are finished. If a dusty residue is left on the floor, it will grind into the finish, destroying the restored shine.

8. When you are finished spray buffing the area, clean and return equipment to CSR. Remove built up finish from the floor machine. Always clean the machine after use.

9. After several months of continual spray buffing, a slight build up may occur along the walls and in the corners. This can be remedied by using an aerosol stripper and a Doodlebug along the edges and corners.

**BLACK MARK REMOVAL**

Remove black marks on the floor as you mop. You can use the Scotch-Brite® pad on the mop. Black marks are easily removed by rubbing your foot over it or using a tennis ball attached to a mop handle. Ask your Coordinator for specific instructions.

**SELF CHECK**

1. Define ‘burnishing’.
2. Define ‘spray buffing’.
3. Name safety gear needed to spray buff.
4. How do you hold the cord out of the way when using the floor machine?
5. When do you turn the pad over as you spray buff?
HARD FLOOR SURFACES ADVANCED CLEANING

Advanced cleaning of hard floor surfaces includes initial cleaning and thorough cleaning. Methods used are wet stripping, dry stripping, dry screening, wet screening, and applying finish. Patching is also an advance method for thorough cleaning.

WET STRIPPING

The wet stripping process removes old floor finish and prepares the smooth floor to accept and retain a new finish. Wet stripping is performed on concrete, terrazzo, ceramic tile, and all resilient tile floors.

Two, three, or four people work together to perform a wet stripping project, depending on how the tasks are assigned. Tasks assigned are:

- Lay the stripper that will loosen the old finish.
- Run the buffer where the stripper has been laid to remove the old finish.
- Follow with a Wet/Dry Vacuum to pick up the stripper.
- Inspect the floor to see that it is thoroughly stripped.
- Flood rinse of the floor then pick up with the Wet/Dry Vacuum.
- The final step is to damp mop the floor.

There are several possible reasons for a stripping job to fail.

1. The stripper may have been mixed incorrectly.
2. The stripper was not left on the floor for fifteen (15) minutes so that it would loosen the old finish.
3. Soap residue may have been left on the floor.
4. The floor may not have been inspected properly for missed spots as the project progressed.

SERVICE EQUIPMENT AND SUPPLIES

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Safety</th>
<th>Supplies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dust Mop</td>
<td>Wet floor sign</td>
<td>Bravo or Linostrip or Fastrip Floor Stripper</td>
</tr>
<tr>
<td>Boost Machine</td>
<td>Goggles</td>
<td>(Stripper not used with Boost machine)</td>
</tr>
<tr>
<td>Boost on a Stick (BOS)</td>
<td>Gloves</td>
<td></td>
</tr>
<tr>
<td>OR</td>
<td></td>
<td></td>
</tr>
<tr>
<td>175 RPM Floor Machine with Insta-lok Blue Scrub Pad</td>
<td>Gear Press Wringer (2 each)</td>
<td></td>
</tr>
<tr>
<td>Wet/Dry Vacuum (without dust bag)</td>
<td>Brown or Black Strip Pad (2 each)</td>
<td></td>
</tr>
<tr>
<td>Doodlebug with Brown Pad</td>
<td>Dust Pan and Counter Brush</td>
<td></td>
</tr>
<tr>
<td>Rags (to place along the doors)</td>
<td>Splash Ring</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Scraper</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Putty Knife or Razor Blade</td>
<td></td>
</tr>
</tbody>
</table>
GENERAL SAFETY GUIDELINES

Post a Wet Floor sign.
Wear gloves and goggles when mixing chemicals.
Stripper is very slippery so wear Gripper Stripper shoes. Step slowly and carefully.
Refer to the MSDS for proper PPE and precautions.

WET STRIPPING PROCEDURE

- Prepare the area by posting “Wet Floor” signs around the edges of the area. Barricade doors and area.
- Prepare the floor. Dust mop the area and pick up. Clean corners with a counter brush. Place rags along the bottom of doorways to adjoining areas so that the stripper will not run into areas where you do not want it to be.
- Prepare equipment and chemicals. Mix a stripper solution of, 1 part stripper to 4 parts hot water, in a mop tank. Follow label directions, adding more stripper makes the solution less effective. Fill two mop tanks with warm clear water to use for the flood rinse and final damp mopping.
  - Flood the floor with stripper solution using a scrub mop. Let the stripper stand for at least fifteen (15) minutes keeping the floor wet with stripper. Make sure that you apply enough stripper solution so that it will not dry.
  - Scrub the floor with a 175 RPM floor machine with a black pad and splash ring. (In some cases a brown pad may be used.) Scrub the edges with a doodlebug. Use a putty knife, razor blade scraper, or the round center of a floor machine pad to remove finish in the corners.
  - Pick up the stripper solution with a Wet/Dry Vacuum. Look at the floor for remaining finish shiny spots. Repeat the procedure if needed.
  - Flood the floor with clear warm water, and pick up with the Wet/Dry Vacuum. Be sure to flood the stripper solution off the baseboards as well.
  - Damp mop with clear warm water and a rinse mop. Damp mop the baseboards before the splatters dry. Wipe clean any furniture that may have been splattered with stripping solution.
  - Let the floor dry while you empty and rinse your tanks and mops. Wash out the pads, clean the floor machine, and store. Clean and store the Wet/Dry Vacuum.

For stripping linoleum the only product to use is Linostrip with a blue pad.

Splash rings help protect the baseboards from
• Hand test the dry floor by wiping your hand on the floor. If you get a white residue on your hand, repeat the final damp mop.

**SELF CHECK**

1. What PPE is mandatory when stripping a floor?
2. What job does the person operating the Wet/Dry Vacuum have while picking up the stripper?
3. What are some reasons why a stripping job fails?
4. How long do you wait after applying stripper before you start running the buffer?
5. What color buffing pad should you use to strip the floor?
6. What will the “hand test” tell you about the floor?
7. If the floor looks good after picking up the stripping solution, what is the next step?
DRY STRIPPING

Dry stripping is a process to remove finish from vinyl floor tile. Dry stripping is used in the following situations.

- The area is crowded with furniture or people, making wet stripping difficult.
- Patch work is needed on highly worn areas.
- The floor slopes making wet stripping impossible.
- The manufacturer’s finish must be removed from new tile in order to apply a durable finish. (New tile must be allowed to bond for two weeks, so if the area is to be occupied immediately, wet stripping cannot be used.)

Dry stripping only needs one person. It may be necessary to use dry stripping when there are not enough people to wet strip.

SERVICE EQUIPMENT AND SUPPLIES

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</tr>
</thead>
<tbody>
<tr>
<td>Dust Mop</td>
<td></td>
<td>Aerosol Stripper</td>
</tr>
<tr>
<td>175 RPM Floor Machine with Insta-lok</td>
<td>Wet floor sign</td>
<td></td>
</tr>
<tr>
<td>Brown or Black Strip Pad (several)</td>
<td>Goggles</td>
<td></td>
</tr>
<tr>
<td>Doodlebug with Pad</td>
<td>Gloves</td>
<td></td>
</tr>
<tr>
<td>Putty Knife or Razor Blade Scraper</td>
<td>Gripper Stripper shoes</td>
<td></td>
</tr>
<tr>
<td>Scrub Mop</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mop Tank &amp; Gear Press Wringer (2 each)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rinse Mop</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dust Pan and Counter Brush</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Plastic Bag</td>
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</tbody>
</table>

GENERAL SAFETY GUIDELINES

- Post a Wet Floor sign.
- Refer to the MSDS for proper PPE and precautions.
- **Never dry strip an asbestos tile floor. Ask a coordinator for direction.**
**DRY STRIPPING PROCEDURE**

- Dust mop the floor, pick up the debris, and discard so it does not get near the area to be stripped.
- Wet mop if the floor is soiled.
- Put a brown pad on the floor machine.
- Apply the aerosol stripper in a fine spray to the floor and operate the machine as you would in spray buffing. Use the chemical sparingly so not to load the pad.
- Check the pad periodically for loading. When it becomes loaded, flip the pad over and use the other side.
- Put the soiled pads in the plastic bag to keep them from drying before you wash them. Wash the pads with a pressure nozzle in a slop sink before your shift ends.
- When stripping is complete, mop and rinse the floor until no white film remains on the floor.
- The floor is ready for floor finish.

**SELF CHECK**

1. What is dry stripping?
2. When is dry stripping used?
3. What do you do when the pad becomes loaded?
4. Is it necessary to wet mop and rinse the floor after dry stripping?
5. What kind of floor should you never dry strip?
FLOOR FINISHING

The definitions and purpose of wax, seal, and floor finish are listed below.

<table>
<thead>
<tr>
<th>Wax</th>
<th>Main purpose is to be used on vinyl tile flooring (Vectra).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seal (sealer)</td>
<td>Main purpose is to be used on concrete and terrazzo floors. This product may also be used as a base coat on vinyl flooring (e.g., JX4000 or Plaza). Linobase is a specialty product for sealing linoleum.</td>
</tr>
<tr>
<td>Sealer/Wax</td>
<td>Some products are a combination of sealer and wax (e.g., Plaza Plus, Signature, and Carefree). These may be used on tile, terrazzo, and concrete. Check with your Coordinator for the specific product used in your area.</td>
</tr>
<tr>
<td>Floor Finish</td>
<td>Used interchangeably between wax and seal.</td>
</tr>
</tbody>
</table>

Floors are finished to:

- make the floor shine.
- smooth the floor so it will not hold dirt.
- protect the tile from wear.

Stripping and refinishing is a very time consuming project, so correct procedures must be followed carefully to ensure that a good job is done so the wax will bond to the floor.

Floor finish is applied in coats. A minimum of three coats are needed for adequate protection and shine, although more coats may be applied in high traffic areas.

Some floors must be sealed before the wax can be applied, i.e. rubber must be sealed. Anytime vinyl tile has the mill finish removed or is wet stripped, the tile may have a base coat of sealer applied as well. If you are not sure about the type of tile in your area, ask your Custodian II or Coordinator.

SERVICE EQUIPMENT AND SUPPLIES

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Safety</th>
<th>Supplies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mop Tank Lined with Plastic Liner</td>
<td>“Wet Floor” Signs</td>
<td>Floor Sealer (JX4000 or Plaza)</td>
</tr>
<tr>
<td>Gear Press Wringer</td>
<td>Finishing Mop</td>
<td>Clean, Dry Shoes</td>
</tr>
<tr>
<td>Easy Flo wax applicator</td>
<td>Finishing Rug</td>
<td>Caution Tape Barriers</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Floor Finish (Vectra)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Linoleum (Linobase)</td>
</tr>
</tbody>
</table>

Sealers or Finishes used on floor types:

<table>
<thead>
<tr>
<th>Chemical Name</th>
<th>Floor type</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Vinyl</td>
</tr>
<tr>
<td>Sealers</td>
<td></td>
</tr>
<tr>
<td>Fortify</td>
<td></td>
</tr>
<tr>
<td>JX4000</td>
<td></td>
</tr>
<tr>
<td>Linobase</td>
<td></td>
</tr>
<tr>
<td>Plaza Plus</td>
<td></td>
</tr>
<tr>
<td>Finishes</td>
<td></td>
</tr>
<tr>
<td>Contender Gym Finish</td>
<td></td>
</tr>
<tr>
<td>Signature</td>
<td>X</td>
</tr>
<tr>
<td>Vectra</td>
<td>X</td>
</tr>
<tr>
<td>Premia</td>
<td>X</td>
</tr>
</tbody>
</table>

* - When used over Plaza Plus
+ - Apply over sealed wood only
● – Check for adhesion / use over Plaza Plus

**GENERAL SAFETY GUIDELINES**

Put on Personal Protective Equipment. Refer to Material Safety Data Sheet for required items and precautions.

Post Wet Floor sign and barricade area to be finished with caution tape.

**FLOOR FINISHING PROCEDURE**

Floor finish should usually be applied during the same shift as the stripping so that the floor finish goes down on a freshly cleaned floor.

- Pour the floor finish into a mop tank lined with a plastic liner. keeps dirt that may be on the mop tank from contaminating the finish. Pour in just enough floor finish to saturate the mop. avoids waste and you can refill as the project progresses.

• Set up “Wet Floor” signs around the edges of the area.

• Fill a clean finish mop with floor finish. Wring it out with the same amount of pressure each time so that the mop is just full but won’t drip. Refresh the floor finish in your mop frequently. A good technique to follow is to refresh your mop every 8 – 10 feet, trim the next area with the drier mop, refresh the mop, and fill in the area you have just trimmed.

• The floor finish should be evenly applied without puddles.

• Using the tile blocks as a grid, apply the first coat in an even line along the first “whole” tile from the wall. In other words, on first coat leave a row of tile, without any floor finish, along edge. This same technique can be used for concrete and terrazzo.

• Move backward applying the floor finish by moving the mop in a figure 8 across floor. Make sure the floor is evenly coated.

• As you work, carefully turn the mop to use the floor finish on the other side. Do not flip the mop because this will get floor finish on the wall.

  • Allow the first coat to dry. This will usually be about thirty (30) to fifty (50) minutes but may be more or less depending on heat, air flow, and humidity. Never use a fan.

  • Apply additional coats. The trimming may be done with a sponge mop or a regular mop with the strands arranged to keep the floor finish off the baseboard. Check with your Custodian II or Coordinator for the number of coats needed. (It varies building to building, from three (3) to eight (8) coats.)

• Rinse the finish mop in warm water until the water runs clear. Do not use soap, as it will contaminate the finish mop. Wash the mop tank and wringer in hot water with a detergent, then rinse thoroughly. If it is not possible to launder the finish mop, it, then store it in a plastic bag marked “Finish Mop”.

• Store your equipment.

  • Do not dump the used floor finish back into the box. It can be saved for up to 24 hours by tying closed the plastic bag. Floor finish exposed to air goes through a chemical change and will no longer bond to the floor.

• NOTE: Never leave the spout open on a container of floor finish.

• Remove the “wet floor” signs when the floor finish is dry.

### Failure of a Floor Finishing Job

If you have only been a custodian for a few months, you have probably heard someone ask why a floor finish job failed, or maybe asked it yourself. In this section the terms “wax” (traditional term) and “seal” are used interchangeably. We use modern polymer finishes when doing a floor finish project. The causes and remedies referred to in this section are especially applicable when using this modern polymer finish.
The most common symptom of a poor finish job is a phenomenon called “powdering”. Powdering is when the floor finish just powders off the floor, all over or in patches. It appears as a whitish dust that can be dust mopped off the floor exposing a dull unfinished floor beneath. Needless to say, powdering is very frustrating to the custodian who has worked hard refinishing the floor. The only remedy is to repeat the stripping and floor finishing process again. It may be impossible to know what caused the floor finish to powder off the floor.

The three (3) most common reasons for a floor finishing job to fail are:

1. **Improper application** is a result of the floor finish being applied either too thick or too thin.

2. **Improper drying** can happen if you do not allow the required thirty (30) to fifty (50) minutes for each coat to dry. DO NOT use a floor fan, even though good air circulation is important in drying the floor.

3. **Contamination** either from the mop tank, the finish mop, the finish container, or the floor itself.

Floor finishing involves so much time and hard work that it is worthwhile to review the cause of powdering to reduce the possibility of failure on a future project. Floor finish powders whenever it doesn’t bond to the floor. Below are listed eight (8) possible conditions that could interfere with bonding, thus cause powdering.

**IMPROPER APPLICATION**

**Too heavy (thick).** It is possible to apply the finish too heavily, but unless the finish is “flooded” on, it is unlikely that a heavy coat will cause powdering by itself. If applied too heavily it may be necessary to extend the normal drying time (30 to 50 minutes) consequently causing the custodian to become impatient and apply another coat before the first coat is dry.

**Applying too many coats.** Most polymer finishes require a period of time to cure, even though they appear dry. Dust mop the area again, using an untreated mop, to remove any dust created then apply any additional coats required. For most situations a minimum of three (3) coats will create a foundation thick enough to withstand traffic until spray buffing procedures can harden the finish. A maximum of eight (8) coats can be applied depending on the floor type and the product used.

**IMPROPER DRYING**

**Applying another coat too soon.** A common mistake made when floor finishing is to apply another coat before the last coat has had time to dry. JohnsonDiversey’s Vectra takes thirty (30) minutes to dry under normal conditions. Powdering may occur if another coat is applied too quickly. The time necessary to adequately dry may be extended beyond the normal drying time if the air is very humid or if there is poor air circulation in the area. CII may request building controls changes be made for the designated drying time. Additional time may need to be allocated if the custodian is applying floor finish during very humid weather, perhaps alternating floor preparation and floor finishing with routine cleaning. In some areas when the weather is humid, it is better to delay stripping and refinishing until a school break period when traffic is less and routine work is reduced to allow an earlier start.

**Mechanical Drying.** When floor finish dries too quickly, it will not bond to the floor. Adequate air movement will aid the drying, but direct air blast is not recommended. Strong air currents coming from a door to an adjacent room may cause the finish to powder in front of the door unless the draft is prevented. Even open windows may cause powdering if the location brings gusts of air directly onto the wet finish. The drafts or wind gusts could blow dirt onto the wet wax which can cause the floor finish to powder.
CONTAMINATION

Dirt and chemicals can interfere with bonding causing the finish to powder off the floor.

The floor can be contaminated by chemical residue from careless stripping and improper rinsing. It is important to flood rinse the floor with clean water and a clean mop (special rinse mop) after vacuuming up the stripping solution. Use the Wet Vacuum to pick up the rinse water, then damp mop out all the streaks. Care should be taken that chemical residue is not tracked onto the clean floor during or after this process. Roll the wheels of the finish bucket over a “finish rug” before taking it onto the clean prepared floor to avoid contamination from dirty wheels. (A “finish rug” might be a sheet, rags, or any material that protects the floor.)

The mop is sometimes a source of contamination because of chemical residue in the mop. To prevent this, use a clean finish mop. New mops should be laundered before use. Thorough rinsing after use is essential to remove finish and other chemicals. No soap or detergents should be used in cleaning a finish or rinse mop.

The bucket can contain dirt and chemical residue to contaminate the finish and interfere with bonding. To prevent this, line the finish bucket with a plastic liner.

MILL FINISH

New tile is treated with a special finish at the mill to prevent the squares from sticking together in shipment and to give a good appearance when laid. Floor finish will not adhere to this mill finish. The mill finish must be removed before a finish will stick.

Newly laid tile that has not yet bonded to the floor should not be wet stripped using a stripper product. The glue used to lay the tiles needs time to bond. The adhesive will always seep between the tiles if the bond has not been created. Black guck will appear around the tile edges.

- Newly laid tile can be dry stripped after more than 7 days have passed or less than a month has passed.
- Some newly laid tile is glued down with a special 5-day dry time glue. Ask your Coordinator for advice.
- If the tile has been laid for more than one month, the regular wet stripping procedure should be used. The first wet stripping should be done when the temperature is at least 72°.

TEMPERATURE

The temperature of the finish must be 50º or warmer to ensure proper bonding to the floor. If the floor finish has been in a storage room that is poorly heated, move the floor finish to a warmer room the day before you plan to apply the floor finish. Likewise, the temperature of the floor must be warmer than 50º to achieve good bonding of the finish to the floor. In winter months, finishing some floors should be postponed because the floor is too cold.

INADEQUATE REMOVAL OF OLD FINISH

If the old finish has not been thoroughly removed, it is likely the new finish applied will not bond in the places where patches of old finish remain. Patience is required to give the stripping solution fifteen (15) minutes to soften the old finish. If some old finish remains on the floor, a second application of stripper will be necessary.

LAYERING FINISHES

Do not mix types of finish. Some finishes will not bond and will powder off if a different type of finish is put on top of another type. All JohnsonDiversey’s products can be layered.
CONCRETE APPLICATION

Despite your attempt to avoid any of the pitfalls mentioned above, sometimes the finish applied to concrete powders off the floor. It has been noticed that powdering is more apt to occur on the second or third coat. Therefore, do not apply more than one coat of wax over sealed concrete.

SELF CHECK

1. What are some reasons why the finish might fail?
2. What are some ways to assure proper floor finishing?
3. Why should a mop tank be lined with plastic when finishing a floor?
4. What is the correct temperature of the floor finish to ensure proper bonding?
5. How long must you usually wait for floor finish to dry?
6. How is new tile with a special factory finish treated?
7. If old floor finish is not removed thoroughly, how will this affect the new finish?
8. What happens to the finish if mechanical drying is used?
PATCHING

Patching is used to renew or replace finish on vinyl (or asbestos) floor in areas where there is high traffic or wear. This could be in doorways or where chairs slide under desks. Patching removes the old finish and replaces it with new finish so that it blends in with the surrounding area.

SERVICE EQUIPMENT AND SUPPLIES

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Safety</th>
<th>Supplies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dust Mop</td>
<td>Sponge</td>
<td>“Wet Floor” Signs</td>
</tr>
<tr>
<td>Mop bucket (2)</td>
<td>Wax Mop</td>
<td>Clean, Dry Shoes</td>
</tr>
<tr>
<td>(One with a plastic liner)</td>
<td></td>
<td>Floor Finish (Vectra)</td>
</tr>
<tr>
<td>Floor machine with brown pad</td>
<td>Finishing Mop</td>
<td>Linoleum (Linobase)</td>
</tr>
<tr>
<td>E-Z Wax applicator</td>
<td>Finishing Rug</td>
<td>Aerosol Stripper</td>
</tr>
<tr>
<td></td>
<td></td>
<td>GP Forward</td>
</tr>
</tbody>
</table>

GENERAL SAFETY GUIDELINES

Floor may be slippery so wear non-slip shoes and walk slowly. Post a wet floor sign.

PATCHING PROCEDURE

Patching can be done using either the Wet Strip method or the Dry Strip method. Follow these steps:

- Dust mop the area. Use an untreated or dried mop so you do not contaminate the floor.
- Follow either the wet method or the dry method to remove old finish:

<table>
<thead>
<tr>
<th>Wet Strip</th>
<th>Dry Strip</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post a wet floor sign.</td>
<td>Apply a small amount of aerosol stripper (Bravo) to the area</td>
</tr>
<tr>
<td>Apply floor cleaning solution.</td>
<td>and use the floor machine with a brown pad. (In some areas,</td>
</tr>
<tr>
<td>Rinse the floor thoroughly with clear water and a</td>
<td>no aerosol stripper is needed—just the brown pad.) Continue</td>
</tr>
<tr>
<td>rinse mop twice.</td>
<td>until old finish is removed.</td>
</tr>
<tr>
<td>Allow the floor to dry then hand test. Repeat rinse if needed.</td>
<td>Check the pad periodically for loading. Flip the pad over and use the</td>
</tr>
<tr>
<td></td>
<td>other side when it becomes loaded.</td>
</tr>
<tr>
<td></td>
<td>Sweep the floor.</td>
</tr>
<tr>
<td></td>
<td>Mop &amp; rinse the floor until no white film remains on the floor.</td>
</tr>
</tbody>
</table>
Next apply the new finish.

<table>
<thead>
<tr>
<th>Finishing Mop with Mop bucket</th>
<th>Floor applicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Place the floor finish in a clean mop tank lined with a plastic liner.</td>
<td>• Load the wax applicator following manufacturer directions.</td>
</tr>
<tr>
<td>• Use the sponge or a wax mop. Fill the sponge or mop with finish and squeeze it until no finish drips from the mop.</td>
<td></td>
</tr>
</tbody>
</table>

- Apply the floor finish evenly. Use the tile lines as a guide.
- Allow the floor finish to dry for 30 – 50 minutes.
- Apply a second coat in the same manner.
- Let the second coat of floor finish dry for 24 hours.
- Dust mop.
WET SCREENING

Wood floors are thoroughly cleaned by removing the finish and reapplying a new finish. Wet screening is preparing a wood floor for floor finish. This method is easier to do than dry screening because it causes less dust and is a faster process.

Wood floors located in Areas 1B and 3B are maintained by sweeping and mopping as for other hard surface floors. If specialized work is needed, it is contracted out.

Area 4A uses these instructions.

SERVICE EQUIPMENT AND SUPPLIES

<table>
<thead>
<tr>
<th><strong>Equipment</strong></th>
<th><strong>Safety</strong></th>
<th><strong>Supplies</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>175 RPM Single Disk Floor Machine 17” or 19”</td>
<td>24” or 30” Push Broom</td>
<td>Gloves</td>
</tr>
<tr>
<td>Blue or Red Pad</td>
<td>Mop Bucket and Wringer (2 each)</td>
<td>Hillyard Tack-it</td>
</tr>
<tr>
<td>Auto Scrubber</td>
<td>T-Bar Applicator Pads (two (2 sets)</td>
<td>Dust Mask</td>
</tr>
<tr>
<td>T-Bar with Heads (2 each)</td>
<td>Power-Flo Applicator</td>
<td>Floor Finish</td>
</tr>
<tr>
<td>Putty Knife, Razor Blade Scraper</td>
<td>Full Size Towels</td>
<td>Water Base Floor Finish (Contender)</td>
</tr>
<tr>
<td>120-Grit Screens (17” or 19”)</td>
<td>Maroon Pad (17” or 19”)</td>
<td>Super Shine-All</td>
</tr>
</tbody>
</table>

GENERAL SAFETY GUIDELINES

Wear gloves when preparing the floor finish.
Scrape away from self when using the razor blade scraper.

PROCEDURE

Basic steps for wet screening and finishing a wood floor are:

1) Prepare floor 4) Apply finish 7) Apply a second coat
2) Screen 5) Clean equipment
3) Inspect 6) Tack

PREPARATION
First walk over the floor looking for areas that will need extra attention, such as gum, tape, and heavy black marks that will need to be removed before you begin the wet screening process.

SCREEN
Mix up a bucket of cold water and Super Shine-All [two (2) oz. cleaner to one (1) gallon of water]. With a wet mop apply the Super Shine-All solution to a section of floor (10’ by 20’). Wait 10 to 15 minutes. Use a single disk floor machine equipped with a pad and screen to go over the area that you just applied the Super Shine-All solution, making sure to go with the grain. Screen scrubbing the floor removes all the marks and scuffs. Pick up the area just scrubbed with an Auto Scrubber. Each side of the screen will scrub 500-sq. ft. You can feel the screen as it loads up and loses its screen effect. Repeat this process until the entire floor has been screened.

After the entire floor has been screened, clear rinse the floor using an auto scrubber with blue scrub pads and clean cold water.

Let the floor dry for thirty (30) to sixty (60) minutes depending on weather conditions and humidity in the building.

INSPECT
Check the floor for any film or haze left behind. The edges and corners will have to be worked out by hand if you use the auto scrubber method.

APPLY FINISH
Clean floor with tack-it, push brooms, and large white towels.

Contender, water base floor finish, is a two (2) part system. Pour part “B” into part “A”, while stirring slowly and gently for five (5) minutes to make sure both parts are mixed. Stir slowly so you will not create foam bubbles. Let stand for at least five (5) minutes after mixing. Contender has a pot life of four (4) hours after being mixed. Mix only the amount you will need.

Assemble the Power-Flo applicator. Beat the synthetic pads to get rid of any loose fiber that may be in them.

Attach the synthetic pads to the Power-Flo as per instructions. Assemble the T-Bar applicator with a synthetic pad.

Applying the finish works best with three (3) people: one (1) person on the Power-Flo applicator and two (2) people with T-bar applicators. Each person with a T-bar should be on each end of the floor.

Fill the Power-Flo applicator ¼ full. Pull the lever to create a pool (puddle) of Contender on the floor. Push the Power-Flo applicator into the pool and get the pads completely wet with Contender. Do the same thing with the T-bar; however the pads on the T-bar should not be at the dripping stage. Once the pads on the Power-Flo applicator are wet, start walking backward at a normal pace applying Contender to the floor. Leave about a 2” ridge of finish on the dry side of the floor. Have the Power-Flo applicator at about a 30° angle toward the dry part of the floor. Watch
the ridge of floor finish, pull or release the handle of the Power-Flo to adjust the amount of finish on the dry side of the floor. The two (2) people with T-bars should be watching for puddles or dry areas, and let the person on the Power-Flo know how close they are to the end of the floor. About 4’ from the end of the floor, release the Power-Flo handle. This will let you make a better turn and not leave too much floor finish at the end of the floor. After you turn, make sure to overlap about 4” and apply the floor finish leaving a 2” ridge to the dry side of the floor. The two (2) people with the T-bars should be working out the turns at the ends and watching for puddles or dry areas. These two (2) people should walk with the person on the Power-Flo and always keep a wet edge. Contender will go down milky and dry to a crystal clear finish. Always fill the Power-Flo applicator at the same end of the floor. Make sure there is enough floor finish in the applicator for a complete round.

**CLEAN EQUIPMENT**

Clean the Power-Flo with plenty of water. Remove the pads from the Power-Flo and T-bars. It is best if the pads are thrown away but they can be cleaned and reused. You should cleanup any finish that has dripped or run into any place that it should not be as soon as possible. Try to keep the ends wiped as you are doing the floor.

**TACK**

Let the floor dry for twenty-four (24) hours then tack the floor with a damp towel.

**APPLY THE SECOND COAT**

Let the floor dry about thirty (30) to sixty (60) minutes and apply the second coat of floor finish in the same process as the first coat. It is best to completely stay off of the floor for seventy-two (72) hours. The longer you can stay off the floor the better the results will be. It takes two (2) weeks for finish to be at its hardest.

**SELF CHECK**

1. What chemical is used in wet screening?
2. What are the two methods you might use to rinse the floor?
3. Is Contender a one or two part system?
4. Describe what the persons with the T-bars do.
5. Describe what the person with the Power-Flo applicator does.
6. How long does the floor dry between coats?
7. How long does it take for the finish to fully harden?
CARPETED FLOORS

CARPETED FLOOR SURFACES BASIC CLEANING

Basic cleaning of carpeted surfaces includes routine cleaning and maintenance care. Methods used are vacuuming and spot removal.

Three (3) kinds of procedures in addition to vacuuming are used for carpet care:

1) spot and stain removal
2) shampooing
3) carpet extraction.

Shampooing and extraction are advance cleaning methods. Stain removal is basic care.

Certain weather conditions promote mold growth. Check with your Custodian II or Coordinator before beginning wet cleaning any material made of fabric.

VACUUMING

The main reason for vacuuming carpet is to remove dirt which causes wear. Pieces of sand and dirt have an abrasive effect on the carpet fibers as traffic passes over the carpet. The best way to reduce the amount of sand and dirt tracked in is to keep entrances swept and walk-off mats vacuumed.

If you see a traffic pattern in the carpet, you know there is dirt embedded in the carpet, cutting and wearing the carpet fibers. When the cleaning frequency calls for more than once a week cleaning, the carpet in that space will be vacuumed thoroughly once during that week. Private offices are cleaned every other week. Thoroughly vacuum each scheduled service no matter who occupies the space. Customer’s personal items (e.g., throw rugs, area rugs) are not to be vacuumed or cleaned. Check with your Custodian II or Coordinator for further instructions.

The following list indicates the methods of surface cleaning carpet. This list is in order from the least effective to the most effective:

- Broom
- Carpet Sweeper (Hoky)
- Battery Carpet Sweeper and Space Vacuums
- Hip, Back Pac, and Wet/Dry (tank type) Vacuums
- Upright Vacuum
- Pile Brush Vacuum
SERVICE EQUIPMENT AND SUPPLIES

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Safety</th>
<th>Supplies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vacuum</td>
<td>GFI</td>
<td>Bags</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Brushes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Filters</td>
</tr>
</tbody>
</table>

There are many types of vacuum cleaners. Review the chapter on floor care equipment and identify the vacuums used in your area.

GENERAL SAFETY GUIDELINES

Unplug cords by pulling the plug from the outlet. Never unplug the cord by pulling on the cord. Wrap cords starting at the machine.

Use only a pile brush vacuum (with a GFI) on a wet rug or on mats.

Vacuums can start fires when used to pick up fine dust. Never use a vacuum to clean chalkboard trays or toner spills.

Be aware of “pinch points” when changing bags or filters.

VACUUMING PROCEDURES

The two (2) basic procedures used to vacuum a carpet are edging and vacuuming. Edging is the process of picking up dirt along the baseboards and around furniture. Vacuuming cleans the rest of the carpet.

Pick up by hand any debris that is bigger than a gum wrapper. Paper clips and other debris can clog the vacuum cleaner.

Vacuum the area thoroughly. Make sure the brushes are working and that the bag was recently emptied. Watch indicator lights for proper set up and function. When policing a space, spot vacuum only the dirt and debris in the trafficked areas of the carpet in order to save time.

Clean equipment after use. Use HGP to remove the dust from the vacuum and protect it.

VACUUMING TIPS

- Whenever you roll up power cords on any machine, always start at the machine and make large loops. This will prevent the cord from getting tangled or twisted while not in use.
- Where brush adjustment is available, always store the brush in the "High Pile" position. This will protect the brush bristles when the vacuum is not in use.
• You are the key to keeping these vacuums working at their best. Take care of the machines and pay close attention to the brushes, bags, and filters. Report any malfunctions or problems to your Custodian II or Coordinator for repair.

• When vacuuming elevators, do not close the cord in the door. Block the elevator door open (the electronic eye) or shut off the elevator.

**SELF CHECK**

1) When not in use, what position is the vacuum brush in?

2) Why is it important to clean equipment after use?
**SPOT AND STAIN REMOVAL**

Vacuuming is an important part of routine carpet care. Just as important is how you respond to any spots or stains that remain after vacuuming is complete.

Each time that you service a carpeted space you must also perform spot and stain removal for the carpet, even if you only spot vacuum or use a carpet sweeper. It is important to address any spot or stain as soon as you become aware of them in order to prevent them from becoming permanently set.

Spot and stain removal methods are used on small areas of soiled carpet, which require special cleaning attention. Some spots, on the surface of the carpet, can be removed by scraping or brushing. A stain actually penetrates into the carpet fibers. Chemicals may be needed to remove it. The longer a stain has to set, the more difficult it is to remove. Remove spots and stains as soon as they are noticed. Any chemical left on the stain acts like a dirt magnet, so rinse the area thoroughly even when it looks clean. Dry the carpet as quickly as possible.

**SERVICE EQUIPMENT AND SUPPLIES**

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Safety</th>
<th>Supplies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vacuum</td>
<td>Goggles</td>
<td>Alkaline Conditioner 3</td>
</tr>
<tr>
<td>Putty knife</td>
<td>Gloves</td>
<td>Delible Ink Remover 5</td>
</tr>
<tr>
<td>Absorbent cloth or paper towel</td>
<td></td>
<td>General Purpose Spotter 1</td>
</tr>
<tr>
<td>Sponge</td>
<td></td>
<td>Gum Remover 8</td>
</tr>
<tr>
<td>Trigger sprayer</td>
<td></td>
<td>Iodine Spotter 11</td>
</tr>
<tr>
<td>Anser</td>
<td></td>
<td>Paint, Oil and Grease (P.O.G.) Remover 6</td>
</tr>
</tbody>
</table>

Cloths, blunt scraper, tamping brush, and spotting guide.
SPOT GUIDE

Use the Spot Guide or this chart to help decide which product to use.

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alkaline Conditioner 3</td>
<td>Quickly neutralizes acid residues. Always use after applying Rust Remover.</td>
</tr>
<tr>
<td>Delible Ink Remover 5</td>
<td>Works on markers, pen inks, crayons and other tough ink spots. Use on carpets and other water safe surfaces.</td>
</tr>
<tr>
<td>General Purpose Spotter 1</td>
<td>All purpose water-based spotter. Low residue formula will not resoil your carpet. Gets out tough stains…even the old ones! Safe on all carpets including wool.</td>
</tr>
<tr>
<td>Gum Remover 8</td>
<td>Non-flammable. Contains no chlorofluorocarbons (CFCs) and will not harm the ozone layer. Works on gummy materials including chewing gum, tar and wax.</td>
</tr>
<tr>
<td>Iodine Spotter 11</td>
<td>Removes iodine and Betadine™ instantly.</td>
</tr>
<tr>
<td>Paint, Oil and Grease (P.O.G.) Remover 6</td>
<td>All purpose solvent-based spotter. Removes paint, oil, grease, asphalt, tar and shoe polish.</td>
</tr>
<tr>
<td>Protein Spotter 4</td>
<td>Removes a broad spectrum of organic spots including: vomit, urine and blood. Powerful formula digests spots quickly.</td>
</tr>
<tr>
<td>Red Juice Stain Remover 9</td>
<td>Works on tough food and beverage stains; fruit punch, red wine, fruit juice and red soft drinks. Can be used for cold or hot transfer stain removal.</td>
</tr>
<tr>
<td>Rust Remover 2</td>
<td>Can be used on carpets, ceramic tile, grout and other acid safe surfaces. Neutralize with Alkaline Conditioner. Fast acting.</td>
</tr>
<tr>
<td>Tannin Stain Remover 12</td>
<td>Effective on coffee, tea, and soda stains. Use for general debrowning.</td>
</tr>
</tbody>
</table>

GENERAL SAFETY GUIDELINES

Read the MSDS and label instructions before using any spot cleaners.
Wear gloves.
Check the Spot Guide to make sure you are using the proper spot remover.
SPOT AND STAIN REMOVAL PROCEDURES

Follow the spot and stain removal procedures listed below.

1) Remove any solid soils by gently scraping with a scraper, spoon, edge of a coin, or dull knife.
2) Remove liquid spillage by blotting with clean absorbent cloth or paper toweling.
3) Try removing the spot or stain with water. If that doesn’t work, apply the appropriate spot and stain remover to the stained area. Be sure that you follow the directions on the label.
4) Blot the treated area with a clean absorbent cloth or paper towel to remove the stain and any excess solution.
5) Repeat steps three (3) and four (4) until the spot has disappeared.
6) Add water to the area with a sponge, wet cloth, or trigger sprayer.
7) Agitate with a sponge or cloth to generate foam.
8) Blot dry with a clean absorbent cloth or paper towel. Try not to spread the stain.
9) Steps six (6), seven (7), and eight (8) above are not necessary if treatment is followed by extraction or shampooing.

If a spot and stain remover is being used for the first time, check the carpet for color fastness in an inconspicuous area before use on the spot or stain. Do not use a spot and stain remover on wool carpet unless it has the wool safe seal on the label. Check with your CII or Coordinator if you are unsure of the carpet type.

GUM REMOVAL

Spray the gum with Gum Remover until the gum becomes hard, then gently break the gum into pieces with a putty knife and remove.

SPOT AND STAIN REMOVAL TIPS

Treat difficult or deep stains more effectively by working the spot and stain remover into the stain with a soft brush or damp sponge. Excessive scrubbing will damage the carpet fibers.

Avoid spreading the spot or stain by always working from the outside in toward the center of the treated area. Rubbing or overwetting a stain may cause it to increase in size.

SELF CHECK

1) How do you determine which spotter to use?
2) Why is it important to “blot” with the cloth?
CARPETED FLOOR SURFACES ADVANCED CLEANING

Advanced cleaning includes shampooing and extraction followed by drying. These are considered project work.

SHAMPOOING CARPETS

Shampooing is a process used to clean whole carpet areas. Edging is accomplished by cleaning the edge of the carpet with a plastic broom and shampoo solution. The main carpet area is cleaned by the rotary method or bonnet method. Shampooing is a surface cleaning method that agitates the carpet bringing soil to the surface. In fact, shampooing leaves a residue that must be removed immediately by a deep cleaning method called carpet extraction.

Before any carpet care begins or cleaning product used, you must check for color fastness. In an inconspicuous area, spray carpet with a diluted solution and blot up with a clean white cloth. If the white cloth has the color of the carpet on it, do not proceed any further. Notify your Custodian II or Coordinator for further instructions.

Due to a variety of problems from color fastness to shrinkage, do not clean customer-owned carpets or rugs. Ask your Custodian II or Coordinator if you are not sure if the carpet should be cleaned.

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<table>
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<tr>
<th>Equipment</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Pile-brush Vacuum</td>
<td>Goggles</td>
<td>Carpet shampoo</td>
</tr>
<tr>
<td>or other vacuum</td>
<td>Gloves</td>
<td>Carpet spotters (spot</td>
</tr>
<tr>
<td>Floor machine</td>
<td>GFI</td>
<td>removal products)</td>
</tr>
<tr>
<td>Nylon bristle</td>
<td></td>
<td></td>
</tr>
<tr>
<td>shower feed brush</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Plastic broom</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mop bucket</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sprayer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bonnet</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carpet fan</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

GENERAL SAFETY GUIDELINES

Read the MSDS for all chemicals used.

If the outside temperature is 80°F/26°C or higher and the dew point is 65°F/18°C or higher, do not wet clean anything made of fabric (e.g., upholstery, carpet, cubicle walls, tackable walls). Your Custodian II or Coordinator will verify these weather conditions prior to wet cleaning fabrics.
SHAMPOOING PROCEDURES

The preferred method for shampooing carpet is the rotary method. The rotary method is used for surface cleaning. The residue left from carpet shampooing must be removed by carpet extraction.

The frequency of carpet cleaning is based on the amount of traffic in the area. Talk with your Custodian II or Coordinator to determine the carpet cleaning schedule for your area.

If you have a number of carpeted areas to care for, you will want to spread the cleaning projects throughout the year so that you are not loaded down with carpet cleaning at any one time. Use the carpet conditions and traffic flow charts under Floor Care Basics on page 3.

ROTARY METHOD

1) Before shampooing you must pile brush vacuum the carpet.
2) Check with your Custodian II or Coordinator for proper dilution rates.
3) Put a nylon bristle, shower feed brush on the floor machine. The shampoo feeds gravity out of the machine tank onto the brush as you work.
4) Pull up on the lever attached to the tank to let liquid down onto the brush.
5) Lay a trail of shampoo. Shut off the gravity feed then overlap the trail using the machine as you would to buff a floor, blending the shampoo into the carpet.
6) Repeat this pattern until the carpet is finished. Do not “checkerboard”, that is, do not work in a series of straight passes in one direction and then do a series of straight passes across the first series. This will cause you to miss areas in the carpet.
7) Clean the edges of the carpet (also called “edging”) with a plastic broom and bucket of shampoo solution.
8) Dry with a carpet fan.

Too strong a solution mixture will cause faster resoiling.

The carpet should be a whitish color as you work, but should not have standing peaks of foam. If you get foam peaks, you are letting too much solution onto the carpet.

The rotary method can cause two (2) major problems.

1) It is difficult to keep from over wetting the carpet.
2) Without extracting, a great deal of residue is left in the carpet. This shampoo residue begins to build up to the point where it actually becomes a “dirt magnet” which attracts and holds dirt in the carpet.

SELF CHECK

1) Why should you extract after shampooing?
2) What do foam peaks tell you about the application?
CARPET EXTRACTION

Carpet extraction is a method that loosens dirt then picks up the dirty solution. It improves the appearance and deep cleans carpets. Before beginning the extraction process, check that weather conditions will permit adequate drying.

NOTE: Because of the amount of liquid used, carpet extraction should not be performed on wool carpeting; it could cause the carpet to shrink.

SERVICE EQUIPMENT AND SUPPLIES

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GENERAL SAFETY GUIDELINES

Read the MSDS for any cleaners.
Wear gloves and goggles when adding chemicals to the machine.
Use a GFI (ground fault interrupter).

EXTRACTION PROCEDURE

PREPARE AREA

1) Prepare the area to be extracted by removing all furniture except for the very heavy pieces (e.g., file cabinets). Be sure to place furniture in a safe place where nothing can be stolen while you work.

2) Pile Brush Vacuum the carpet. If a Pile Brush Vacuum is not available in your area, use an Upright Vacuum.

3) Set out wet floor signs.

4) Presoak the carpet with a Hudson Sprayer. Pay close attention to traffic areas and spots. Use spotter if needed.
**PREPARE EQUIPMENT**

5) Measure the extraction cleaner according to the label directions and pour it into the solution tank. Make sure the plastic lid on top is sealed in order to create a vacuum for suction.

6) Set the brush height for the carpet you are cleaning. Start at the lowest possible setting and adjust to appropriate cleaning height. If you trip the machine breaker, first check the brush height and adjust if needed then reset the breaker on the machine.

**EXTRACT**

7) Extract in overlapping paths. Make a second “dry” pass with the solution off. Collect any or as much moisture as possible. You move the tank, operate the power switches that control the pump and vacuum, move the cord, and watch the water level. Also check for stains and loose threads and check for even wetting of the carpet.

**Things to remember:**

- All switches must be on.
- Clean the area along walls and around furniture with the edging wand.
- The handle on the extractor contains the switches for the vacuum, pump, and brush.

**NOTE:** Be careful not to run the power brush over seams where there are loose carpet threads, the rotation of the brush will unravel the carpet edges.

**CLEAN UP**

8) Dry the carpet with a carpet fan. Place the fan out of traffic areas. Put up wet floor signs.

9) Replace the furniture. Since you will probably have to replace furniture on damp carpet, you will need to put down a barrier between the furniture and the carpet in order to avoid rust spots from metal furniture or stains from wooden furniture. Use plastic strips, paper, cardboard, or any thing else that will protect the carpet. Use blocks underneath legs, if necessary, to allow air to circulate and avoid mildewing of the carpet.

10) When you have completed extracting the carpet, clean the machine.

11) Rinse both tanks by flushing them with clean water.

12) Remove wrapped strings or hair from the brush.

13) Direct the hose (drain hose on the solution tank that acts as a water level guide) into a bucket, slop sink, or floor drain.

14) Clean the shut off mechanism (float) in the recovery tank. Pull it off and check the screen.

15) Remove the jet nozzles and soak them in a cup of vinegar solution (a splash of vinegar in just enough water to cover the jets) until next use. Or run ½ gal. of hot water and vinegar solution through the jets while they are in place.
16) Wipe any remaining solution from the tanks.
17) Clean the exterior of the machine with HGP.
18) Store the machine with the ports open so the tanks can air dry. Raise the brush to the store position.

SELF CHECK

1) Do you use a GFI (ground fault interrupter) with an extractor?
2) Today, you had planned to extract a carpet in your building. The Coordinator checked the weather conditions and found that the outside temperature is 82°F and the dew point is 67°F.
3) Can you extract the carpet today?
4) It cooled off a bit the next day. The outside temperature is 80°F and the dew point is 65°F. Can you extract the carpet now?
5) Could you extract a carpet if the outside temperature is 78°F and the dew point is 65°F?
6) Why is it necessary to use a carpet fan?
Gymnasium Cleaning Objectives
The custodian will be able to:

1. Understand the fundamental concepts needed to provide service to gymnasiums.
2. List special conditions for finishing wood floors.

Providing a safe and clean environment for our athletes can be somewhat challenging. Tackle the chalk dust as thoroughly as possible.
GYMNASIUM CLEANING

I. GYMNASIUM CLEANING

These tasks are to be completed each time a gymnasium is cleaned.

- Clean entrance door, doorknob and doorjamb, and any glass in or adjacent to the door.
- Clean the light switch plate and adjacent area.
- Check the lights. If any are out, change them or make a note to return later.
- Check and empty waste receptacles. Reline and clean if necessary.
- Dust any horizontal surfaces, vents, and pipes. Dust or vacuum chalk dust.
- Dust mop wood floors, using a wide untreated dust mop (not carried on your cart), including the space behind doors and along floor edges. Pay attention to chalk dust and vacuum, if necessary.
- Dust mats with dust mop, then wet mop with disinfectant.
- Spot mop floors to remove spills or soils with a barely damp mop. Excessive mop moisture leaves a residue on the wood floor. Consult your Group Leader or Supervisor for any black marks that are not removed by daily scrubbing.
- Clean the water fountains with cleaner disinfectant and polish dry.
- Turn off lights.
- Close and lock the door(s).

II. SPECIAL FLOOR FINISHES

Project work may include finishing wood floors. A special finish, called Contender, is used. To make sure the finish adheres, absolutely no air movement is allowed while the first coat of finish is applied and drying. Area maintenance personnel must be contacted to shut down all equipment. Keep all doors and windows closed.

III. CLEANING BLEACHERS

Bleachers must be cleaned as needed. Talk with your Group Leader or Supervisor to decide which equipment and chemicals should be used. It may be necessary to use a shower brush to wet down the bleachers with GP, Hot Springs, or Crew Shower Cleaner. The cleaner used depends upon the level of dirt accumulation. After washing down the bleachers, mop up with a wet mop.

IV. SELF CHECK

1. What type of dust mop is used to clean wood floors? Is the mop used to clean treated or untreated?
2. When damp mopping wood floors, what precaution should you take?
3. When applying the first coat of finish to the floor, what must strictly be monitored?
Kitchen, Vending, and Eating Area Objectives
The custodian will be able to:
1. Describe the procedure for cleaning a kitchen.
2. Describe the procedure for cleaning vending and eating areas.
3. State who is responsible for cleaning vending machines.

Dining Area Cleaning Objectives
The custodian will be able to:
1. List items cleaned in dining areas, daily.
2. List items cleaned in dining areas, weekly.

There are many kitchen, vending, and eating areas around campus. They are generally self serve. Diners are generally an area with service provided by IMU. This chapter will describe the responsibilities of the Facilities Management Custodial Services for cleaning these areas.
I. KITCHEN CLEANING

Clean kitchen areas every day.

These tasks are to be completed each time a kitchen is cleaned.
- Empty waste receptacles. Wipe out receptacles with a cloth or sponge using a cleaner disinfectant. Reline waste receptacles.
- Check lights. Replace bulbs as needed.
- Dust sills, ledges, and cabinets with a dust cloth, hand duster, or mitt.
- Spot clean doors, walls, and counter tops as needed. Use a sponge or cloth and cleaner disinfectant in a spray bottle. Wipe dry to avoid streaking.
- Clean empty sink with cleaner disinfectant in a spray bottle. Wipe dry with a powdered cleaner on heavily soiled areas.
- Clean glass in doors and partitions with glass cleaner in a spray bottle. Wipe dry with a clean cloth to avoid streaking.
- If the kitchen has floor matting, remove and clean underneath as needed.
- Dust mop smooth floor using a treated dust mop. If floor is wet, sweep with a broom. Wet mop floor with hot water. Some areas may require use of a degreaser to cut a greasy film on the floor.

Care for floors as you would any other floors in your area. Spray buff once a week, refinish as needed. Spot clean carpet daily, shampoo or extract as needed.

NOTE: If you discover a leaking machine or appliance, or one that has been left on, report it to your Group Leader or Supervisor. You are not responsible for cleaning the inside of appliances unless you receive special instructions from your Group Leader or Supervisor.

II. CLEANING VENDING AND EATING AREAS

These tasks are to be completed each time a vending and eating area is cleaned.
- Remove all refuse from tables. Clean tables, chairs, and counter spaces with a cleaner disinfectant in a spray bottle. Wipe dry with a sponge or towel to avoid streaking.
- Dust mop smooth floor using a treated dust mop. Use a broom if the floor is wet or sticky.
- Empty all waste receptacles daily. Damp wipe or clean as needed. Replace liners.
- Dust furniture, sills, and ledges with a dust cloth, hand duster, or mitt.
- Spot clean doors and walls using cleaner disinfectant in a spray bottle and a sponge or cloth.
- Clean glass in partitions, windows, and doors with a glass cleaner in a spray bottle and a clean cloth.
Never attempt to move or lean a vending machine in order to clean under or around it, or for any other reason.

- If the vending space is carpeted, vacuum and check for spots and stains. Spot clean as needed. Clean under vending machines as far as you can. **Do not clean vending machines.** It is the responsibility of Vending Service employees to clean and maintain vending machines.
- Dust mop and wet mop smooth floor vending areas with a cleaner disinfectant.
- Arrange tables and chairs when floor is dry.
- Check lights. Replace if needed.

**NOTE:** The Vending Service employees are responsible for the machine and for their own stocking trash. They will also move the machine completely out on request, so we can thoroughly clean under and behind them. Notify your Group Leader or Supervisor if Vending Service employees are leaving vending machine stocking trash behind.

The department or the IMU staff are responsible for the cleaning appliances such as refrigerators, stoves, ovens, dishwashers, or microwave ovens located in their kitchen, vending, or eating areas.

### III. SELF CHECK

1. How often are kitchens, vending, and eating areas cleaned?
2. Should you clean a sink in a kitchen area if the sink contains dishes?
3. Is the custodian responsible for cleaning the inside of appliances?
4. What should be done if a leaking machine or appliance is discovered?
5. How should floor space in vending areas be cleaned?
DINING AREA CLEANING

I. CLEANING DINING AREAS

Diners typically have large amounts of waste, for this reason place all used liners from waste receptacles into a large trash collection cart. Damp wipe waste receptacles with cleaner disinfectant solution and reline. Do not clean the counter spaces or coolers, this includes the glass. We are not responsible for cleaning the kitchen equipment. Refer to the “Waste Collection” section in Chapter 28 for instructions and precautions. The Custodial Technical Training Manual is found in the buildings “Main CSR”.

These tasks are to be completed each time a kitchen is cleaned.

Daily:
- Clean the light switch plate.
- Check the lights. If any are out, change them or make a note to return later.
- Empty waste receptacles and reline. Wash with a cleaner disinfectant if necessary.
- Clean tables and chairs with a cleaner disinfectant.
- Straighten chairs and tables.
- Dust mop or vacuum floors thoroughly, including the space behind doors and along floor edges.
- Damp mop seating area nightly with a general purpose cleaner.
- Turn off the lights.

Weekly:
- Dust vents and window blinds.
- Wet clean all vertical surfaces (e.g., sills, ledges, desk tops, non-treatment furniture) with a cleaner disinfectant.

NOTE: If you discover a leaking machine or appliance, or one that has been left on, report it to your Group Leader or Supervisor. You are not responsible for cleaning the inside of appliances unless you receive special instructions from your Group Leader or Supervisor.

II. SELF CHECK

1. What do you do with the tables and chairs after cleaning?
2. Do we clean counter space?
3. What is the purpose of a collection cart?
4. What is the main chemical used for wet cleaning the floor?
OBJECTIVES

**Light Relamping**

The custodian will be able to:

1. List safety tips for relamping.
2. State which light bulbs (lamps) they are responsible for changing.
3. Identify the correct replacement lamp.
4. Describe the difference between a T-8 and T-12 ballast.

**PCB Ballast**

The custodian will be able to:

1. Explain what to do when a dark, oily, tar-like substance is noticed.
2. Describe the chance of exposure to PCB’s.

**Universal Waste**

The custodian will be able to:

1. Identify universal waste.
2. Select correct container.
3. Explain labeling & marking requirements.
4. Describe proper storage and disposal of UW.
5. State cleanup procedure of broken or leaking containers.
6. Explain emergency procedures.

Changing light bulbs is the custodian’s responsibility. Entrances, hallways, and classrooms must be well lit.

Symbols used:

- **🚫** = Prohibited
- **💰** = Equipment and Supplies
- **⚠️** = Safety warning
LIGHT RELAMPING

EQUIPMENT

**Equipment**
- Boxes (new and used)
- Bulb changers
- Duster
- Ladder
- Tele-tower (optional)
- Ladder carts with bulb storage with equipment (optional)
- Light bulb changing cart (optional)
- Pens/pencils
- Pliers (optional)
- Screwdriver
- Tags

**Safety**
- Face shield
- Cut-proof Gloves
- Goggles
- Safety glasses with side shields

**Supplies**
- Bulb EZ
- Light bulbs to match those being replaced

SAFETY

Wear cut-proof gloves and goggles or a face shield when you are changing light bulbs.

Use a ladder placed in a stable position.

Plan ahead when changing light bulbs in hard- to- reach places. Plan how you can reach the bulb without overextending. It is not safe to change bulbs when you overextend:

- Side-to-side.
- Backwards.
- Forwards.

When you cannot easily reach a light, talk the situation over with your Custodian II.

**Error symbol**
Overextending can lead to strains, falling and/or trouble seeing overhead.

Never change a light bulb while standing on a chair.

Always wear cut-proof gloves when handling bulbs and opening Universal Waste (UW) containers.

Dispose of all incandescent bulbs in the dumpster. Place all fluorescent tubes or compact fluorescent lamps in the approved designated container in your area. Fluorescent bulbs are considered UW because they contain mercury and must be disposed according the EPA regulations.

Turn off the power (if possible) when changing lights, to avoid blowing the breaker or becoming injured from an electrical shock.

When you need to work in the dark, arrange to have another custodian with you. Many rooms have lights controlled by different switches. Try to find a way to light one half of the room at a time.

October 2009
CUSTODIAL RESPONSIBILITY

Custodians have the main responsibility to change burned out bulbs because they are in the rooms more than the area maintenance personnel. Maintenance changes bulbs that cannot be reached safely by a custodian. Facilities Management is responsible for changing any light that is ‘hard-wired’ or built into the workspace.

Custodians report malfunctioning lights to maintenance by telling the problem to the Custodian II. The Custodian II and the Coordinator place a work request.

While cleaning, check the lighting noting any burned out bulbs. Make every attempt to change the bulb while you are cleaning the area. Since there are so many bulb types, it is impossible to carry replacements for all. You may need to make a note of location and bulb type and return later to replace the burned out bulbs. Any lamp that is burned out in the area being serviced needs to be changed that shift.

Entrance lights turn on at dusk every evening. To comply with fire safety regulations exit bulbs must be changed immediately. Either replace burned out bulbs immediately or report it to the CII.

Change all lights that can be reached from the 6th step of an eight (8) foot ladder. Higher incandescent bulbs are also changed if a bulb changer can be used. Bulb changers have extension sections that can go up to 20’. The bulb changer is stored in the Supply CSR.

When you use the bulb changer, it helps to moisten the rubber suction cup.

You may use a product called Bulb EZ lubricates the bulb to make removing and replacement easier.

Bulb changers vary. Select the type that works best for the bulb you are changing.
PROCEDURE

1. IDENTIFY THE FLUORESCENT LAMP BALLAST TYPE

A ballast is a device that maintains the current through a fluorescent or mercury lamp at the desired constant value, sometimes also providing the necessary starting voltage and current. Electricians replace faulty ballasts.

The University has specified the use of T-8 ballasts and tubes for all new construction, all remodeling projects, and any spot replacement as failure occurs. Until all T-12s are replace with T-8s, both types may be found in the same room.

Do not install T-8 bulbs in fixtures with T-12 (older style) ballasts on campus. The new generation of ballast, T-8’s, are manufactured and rated specifically for use with T-8 florescent tubes (the narrower ones). If we use the older style 40W, 34W, and 32W Super Saver tubes, there is a great likelihood of premature bulb failure. Over time, the life of the ballast may be affected.

Do not install T-12 bulbs in T-8 ballasts. Placing a T-12 bulb in fixtures with a T-8 ballast will result in shortened ballast life.

BALLAST DIFFERENCE

If you are unsure whether a fixture has a T-8 or T-12 rated ballast, there is a fairly certain method of determining which ballast has been installed in the fixture. Lightly touch the ballast cover plate (usually the white metal housing in the center of the fixture between the bulbs); if it is noticeably warm to touch, it is probably a T-12 (older style) ballast since T-8 ballasts are cool to the touch.

2. IDENTIFY CORRECT BULB OR LAMPTYPE

There are many types of light bulbs in use around the University. Always replace bulbs with correct type. There are incandescent lamps, compact fluorescent lamps, and fluorescent tubes. Even within those categories the style varies.

When choosing a replacement incandescent bulb, look at the writing on the burned out bulb. Find a replacement bulb with the same volts, watts, base, and shape.

Compact fluorescent lamps offer significantly longer lamp life while consuming much less energy over an incandescent lamp. Sometimes you can replace an incandescent bulb with a compact fluorescent lamp (CFL). The amount of lamplight produced is measured in lumens. The power used is measured in watts. You can have the same amount of lumens produced with a lower wattage in a CFL. CFLs are currently available in wattages from 7 W to 55 W or more, and can be used in place of 25 W to 250 W incandescent screw-in bulbs. New wattages are becoming available as CFL technology continues to improve. Check the packaging to determine the correct wattage to replace an incandescent bulb.

Find a CFL that is labeled as equivalent to the incandescent bulb you are replacing. As an example, you can replace a 200 watt incandescent lamp with a 42 watt compact fluorescent and realize over 150 watts in energy savings.

October 2009
There are now CFLs manufactured specifically for use in downlights or "cans." These are called reflector CFLs, and they can help consumers save up to 75% in energy cost when used for general illumination (kitchen and hallways, for example).

Choosing the right fluorescent tube requires noting the length, watts, base, shape and color temp. All the information is written on the lamp end. Another term for color temp is lamp tone. It can be blue, warm, cool, or any variations of those words. The shape can be tube or u-shaped.

If in doubt, talk with your Custodian II to decide upon the right replacement bulb. Using the incorrect bulb can cause the lamp to burn out too soon or can damage the fixture.  

3. CHANGE THE LAMP  

It is now time to actually change the lamp. Have the identified bulbs on site.  

1. Set up the ladder (other safe device to enable you to reach the bulb.)  
2. Put on PPE.  
3. Climb up and remove the old bulb.  
4. Climb down; dispose of bulb.  
5. Carry the new bulb up and install it.  
6. Check that lamp lights up.  

If a light still does not work after you have replaced the bulb, tube, or starter, notify your Custodian II to write up a work order. Refer to the “Custodial Work Request” section in Chapter 18 for instructions.  

4. LAMP DISPOSAL  

Used and broken lamps must be disposed of properly. Incandescent lamps can be disposed of in the regular trash. Place them on your cart then put them in the dumpster.

Fluorescent lamps contain small amounts of mercury and are considered “Universal Waste” so they must be recycled. The University has arranged recycling through General Stores.  

BROKEN LAMP CLEANUP  

Broken fluorescent lamps still contain a small amount of mercury (even after exposure to the air) therefore the shards are considered Universal Waste. If a lamp breaks, wear protective equipment and sweep up all broken parts. Place the broken parts in the labeled designated container.  

To clean up a broken fluorescent lamp, the EPA recommends:  

1. Open a window and leave the room (restrict access) for a least 15 minutes.  
2. Remove all materials using a broom before using a vacuum cleaner.  
   - Wear cut-proof gloves under disposable gloves, if available (do not use your bare hands.)  
   - Carefully scoop up the fragments and powder with stiff paper or cardboard.  
   - Wipe the area clean with a damp paper towel or disposable wet wipe.  
   - Use sticky tape (such as duct tape) to pick up the small pieces and powder.  
3. Place all cleanup materials in plastic bag and seal it. Place the bag in the designated labeled storage container. Place long or large pieces with the jagged edge down in the container.

October 2009
• Beware of broken glass when opening the UW container. Wear cut-proof gloves.
• Wash your hands after disposing of the material.

4. The first time you vacuum the area where the bulb was broken, remove the vacuum bag after cleaning the area. Place the used bag, vacuum debris, and the cleaning materials into two sealed plastic bags in the outdoor trash or protected outdoor location for normal disposal.

**ENERGY CONSERVATION**

Turn out lights when you finish servicing a room unless this will disturb a customer. Some lights remain on for safety reasons. Check with your Custodian II or Coordinator to see which lights should be left on when you leave the building.

There are lights that have been permanently removed for energy conservation. If you find a fixture with a red dot, it means the lamps that are not to be used or replaced. Do not replace lamps in the marked fixtures. Always talk with your Custodian II and/or Coordinator to determine if replacement is required.

**SELF CHECK**

1. What light bulbs do custodians change?

2. How can you tell the difference between a T-8 and T-12 ballast?

3. List two (2) safety tips for changing light bulbs.

4. How are fixtures marked to indicate lamps are not to be replaced?
PCB DANGER

PCB BALLAST

Polychlorinated biphenyls (PCBs) are a class of organic compounds. PCB production was banned by the United States Congress in 1976 and by the Stockholm Convention on Persistent Organic Pollutants in 2001.

The main area of PCB focus here at the University is the ballast in fluorescent light fixtures. Any ballast manufactured after 1979 will not have any PCB components. There are thousands of light fixtures throughout the campus and no way to remove all of the PCB ballasts at once. Therefore, many light fixtures still contain PCB ballasts.

If you do not see a warning sign or a sign that says “No PCB” assume PCBs may be present. You may not see the ballast when looking at the lamp fixture. Be safe by assuming any leakage could contain PCBs.

PCBs damage the liver. The only chance of exposure to PCBs is when the ballast fails and leaks a dark, oily, tar-like substance. **Even then only if the internal capacitor has ruptured will you risk any exposure to PCB.**

In rare instances where dripping of the oily substance extends beyond the light fixture, block off the area using wet floor signs. If you notice a dark oily substance on or near a fluorescent light fixture, tell your Custodian II or Coordinator. The Custodian II or Coordinator will contact Maintenance.

Custodians do not cleanup the light fixture or the area around the light fixture until area maintenance personnel has determined the source and identified the substance.

Coordinators will notify custodians when it is safe for cleaning.

Electricians or area mechanics replace faulty ballasts. Work Control Center staff collect the leaking ballasts in approved barrels. Electrical Distribution collects the leaking ballasts and disposes of them in accordance with regulations. Ballasts are hazardous waste.

**SELF CHECK**

1. If a ballast is leaking, who is contacted to replace it?

2. When are you at risk to PCB exposure?
UNIVERSAL WASTE

BACKGROUND

The U.S. Environmental Protection Agency (EPA) writes regulations that govern the disposal of hazardous waste. Within these regulations, EPA has developed a streamlined program for certain hazardous wastes, known as universal waste. In the State of Iowa, universal waste is regulated by EPA under 40 CFR 273.

What is meant by Universal Waste? Universal waste is generated in a wide variety of settings, not just industrial. It is generated by a vast community, and is present in large volumes in non-hazardous waste programs. Universal waste may contain mercury, lead, cadmium, nickel and other hazardous materials. Some examples of universal waste are listed below. The list is not all inclusive. In the State of Iowa, neither alkaline batteries nor incandescent light bulbs are considered hazardous or universal waste. They may be thrown away in the regular trash.

<table>
<thead>
<tr>
<th>Lamps</th>
<th>Batteries</th>
<th>Mercury Containing Equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compact fluorescent</td>
<td>Car/Automotive</td>
<td>Barometers</td>
</tr>
<tr>
<td>Fluorescent</td>
<td>Hearing aid</td>
<td>Blood pressure cuffs</td>
</tr>
<tr>
<td>HID High intensity discharge</td>
<td>Lead-acid</td>
<td>Mercury switches</td>
</tr>
<tr>
<td>High pressure sodium</td>
<td>Lithium ion</td>
<td>Sphygmomanometers</td>
</tr>
<tr>
<td>Mercury vapor</td>
<td>NiCad Nickel-cadmium</td>
<td>Thermostats</td>
</tr>
<tr>
<td>Metal halide</td>
<td>Nickel metal hydride</td>
<td>Thermometers</td>
</tr>
<tr>
<td>Neon</td>
<td>Rechargeable</td>
<td></td>
</tr>
<tr>
<td>UV Lamps</td>
<td>Small sealed lead-acid SSLA</td>
<td></td>
</tr>
</tbody>
</table>

EQUIPMENT

- **Equipment**
  - Storage containers
- **Safety**
  - Gloves & goggles
- **Supplies**

SAFETY

Place broken lamps into a lamp container with the sharp side down.

PROCEDURE

**UNIVERSAL WASTE LAMPS**

Refer to the Environmental Health and Safety (EHS) website for complete information. http://ehs.research.uiowa.edu/wasteenvironmental

Place all waste lamps listed as Universal Waste in a structurally sound and rigid container that closes. Containers are available from General Stores.

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Ensure that the only readable labels on the container indicate “Universal Waste -- Lamps.” Mark out any other labels. Mark the label as follows:

- The date the first lamp is placed in the container
- The name of the building where the container is stored
- The type of lamp
- The final lamp count (when the container is full)

Close the container after placing waste lamps inside.

Notify your CII to contact General Stores for pickup not more than 11 months after the date the first lamp is placed in the container, whether the container is full or not.

**Universal Waste Batteries**

Alkaline batteries are not Universal waste. Dispose of them in the regular trash.

Used rechargeable batteries (and others listed in the “Background” section) are considered universal waste.

Collect universal waste batteries in a structurally sound, rigid container. Mark the container with the “Universal Waste – Battery” label to either the container or directly on the large batteries. EHS has labels.

Keep the collection container closed, except when adding batteries to the container.

Wear gloves and goggles when cleaning up broken or leaking batteries.

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October 2009
Notify your CII to contact EHS for pickup not more than 11 months after the date the first lamp is placed in the container, whether the container is full or not.

**Universal Waste Mercury-Containing Equipment**

Many thermometers and thermostats contain mercury. Newer models do not contain mercury.

Containers used for storage vary dependent upon the size of the waste item. Small items of mercury-containing equipment may be placed in a plastic bag, double bagged, and the bag tied closed. Then place the bag into a structurally sound, rigid containers. The container must close completely without allowing any material to fall out.

Label the container with a “Universal Waste – Mercury Containing Equipment” label, available from EHS.

- Contact EHS for mercury spill clean-up.
- Do not touch even small quantities. Sweeping can spread the waste.

Set up barriers surrounding the spill and call EHS at 335-8501.

Notify your CII to contact EHS for pickup not more than 11 months after the date the first lamp is placed in the container, whether the container is full or not.

**Self Check**

1. Alkaline batteries are considered universal waste in Iowa.
   a) True
   b) False

2. What is the proper method for disposing of incandescent bulbs?
   a) Throw away in regular trash
   b) Pack in original packaging and place in designated area
   c) Return to General stores for disposal

3. How long can used fluorescent lamps be stored in the area?
   a) 3 months
   b) 6 months
   c) 11 months

4. Parts and residues of broken rechargeable batteries are considered hazardous waste and should be disposed of through EHS.
   a) True
   b) False

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5. Spilled mercury can be cleaned up and disposed of by placing it in a plastic bag then placing it in the trash.
   a) True
   b) False

6. Who do you contact to pick up mercury containing equipment?
   a) General Stores
   b) Environmental Health and Safety
   c) Facilities Management

Answers: 1. b; 2. a; 3. c; 4. a; 5. b; 6. b
Library Catalogue and Workroom Objectives
The custodian will be able to:
1. Identify library catalogue and workrooms.
2. List proper cleaning procedures.

Prestige Book Collection Room Objectives
The custodian will be able to:
1. Identify prestige book collection rooms.
2. Describe servicing the prestige book collection rooms.
3. List precautions for servicing these rooms.

Libraries are in many different departments on campus. Special precautions are taken while cleaning many of these libraries.
LIBRARY CATALOGUE
AND WORKROOM

I. DEFINITION

Library Catalogue and Workrooms are used to cross-reference information and locations of library literature. Some are open to the public; others are only available to library staff.

II. CLEANING LIBRARY CATALOGUE AND WORKROOMS

These tasks are to be completed each time a catalogue and workroom is cleaned.

- Clean entrance door, doorknob and doorjamb, and any glass in, or adjacent to the door.
- Clean the light switch plate.
- Check the lights. If any are out, change them or make a note to return later.
- Check and empty waste receptacles. Reline if necessary.
- Empty pencil sharpeners.
- Dust all cleared horizontal surfaces (e.g., furniture tops, shelves, sills, ledges).
- Dust mop or vacuum floor thoroughly, including the space behind doors and along floor edges.
- Wet mop smooth floor.
- Push chairs up to the tables if necessary.
- Turn off the light.
- Close and lock the door.

III. SELF CHECK

1. What are library catalogue and workrooms?
2. What tasks are done when cleaning a catalogue or workroom?
PRESTIGE BOOK COLLECTION ROOM

I. DEFINITION

Prestige book rooms store old and rare books. These rooms contain books that are sensitive to chemicals that might be used in other areas.

II. CLEANING PRESTIGE BOOK COLLECTION ROOMS

Prestige book collection rooms are cleaned only upon request.

These tasks are to be completed each time the prestige book collection room is cleaned.

- Clean the outside of the door, doorknob and doorjamb, and any glass in, or adjacent to the door.
- Check the lights. If any are out, change them or make a note to return later.
- Check and empty waste receptacles. Reline if necessary.
- Dust mop or vacuum floor thoroughly, including the space behind doors and along floor edges.
- Turn off the light
- Close and lock the door.

III. SPECIAL CLEANING INSTRUCTIONS

Before you begin to use any new cleaning materials, discuss which cleaner will be used with the customer. Liquids, aerosols, solvents, and other cleaning materials have the potential to damage any of the vast range of materials from which books have been constructed (e.g., paper, cloth, leathers, bone, plastics). Some cleaning materials may leave harmful residues on surfaces temporarily clear of books.

Remove, as waste, only materials clearly placed in waste receptacles or recycle bins. Some of the most valuable materials may look much like ordinary documents and books of little value to you and me. Sometimes the customer uses shelves and even floor space to spread out materials for processing. Pieces of paper and small books can fall to the floor from book trucks and look very much like waste. Report these items to your Group Leader or Supervisor so they can call it to the attention of the customer.

Check with your Supervisor or the customer about using water while cleaning.

If in doubt whether or not something is wastepaper, ask your Group Leader or Supervisor.

All Special Collections staff members are authorized to ask that a specific custodial project be stopped if they fear it is or may be damaging to the materials. Only the Departmental Executive Officer is authorized to set policy. Please bring any such requests to the attention of your Supervisor. Resolving questions may require consultation with the Libraries Conservator or others.
STORAGE AREAS
Storage areas contain less used books and books that other Libraries do not have the space to store. Custodians clean these areas only when asked by the Supervisor, not on a regular basis. Use very little water when you are cleaning these areas and DO NOT use any chemicals. Do not remove or disturb anything on the shelves. Be careful when sweeping. Do not sweep up pages of books from the floor; report them to the customer or your Supervisor. Create as little dust as possible.

OTHER STACK (SHELVING) AREAS
Dust mop twice a week and spot mop as needed, auto scrub every other week. Dust shelves as needed or when empty.

IV. SELF CHECK

1. When are Prestige Book Rooms cleaned?
2. What do you do when servicing the rooms?
**LOADING DOCK CLEANING**

*Loading Dock Cleaning Objectives*

The custodian will be able to:

1. Identify the two different loading dock areas.
2. Demonstrate proper cleaning procedure for each area.
3. Demonstrate the proper use of sweeping compound.

A loading dock is an area that accepts deliveries for the building. It is built so trucks can back up to it and unload at the same level. The outside area has rough concrete. The inside has a finished floor and requires different care than the outside. The two areas are divided by an overhead door or an extra large door to accommodate the deliveries.
LOADING DOCK CLEANING

I. LOADING DOCK CLEANING PROCEDURES

Loading docks have dumpster areas, staging areas, an outdoor area, an inside area, and recycle gaylords. Generally, the outdoor areas are not cleaned as frequently as the indoor areas.

Loading docks are thoroughly cleaned once a week. They are policed each shift.

These tasks are to be completed weekly, as routinely scheduled.

- Clean entrance door, doorknob and doorjamb, and any glass adjacent to the door.
- Clean the light switch plate.
- Check the lights (inside and outside). If any are out, change them or make a note to return later. Outside lights are to be reported immediately.
- Check waste receptacles, empty and rel ine if necessary.
- When indoor dumpsters are empty, eliminate odors by adding deodorizer granules to the bottom of the dumpster.
- Dust mop and wet mop the inside floor. Most loading docks have finished floors on the inside.
- Use a push broom to sweep the outside, the concrete is unfinished and rough. If necessary, apply sweeping compound sparingly outside. Do not move heavy objects to sweep behind. Upon request, Facilities Management-Campus Shops will move the dumpster out so we can clean behind (some dumpsters are located at the loading docks).
- Turn off lights.
- Close and lock entrance door.

In winter, custodians remove snow from the dock area around the dumpster(s).

II. SELF CHECK

1. What are some of the loading dock areas?
2. What area is the dust mop used in?
3. How is sweeping compound applied?
4. How do you control odor in the dock area?
A locker room is a room to store personal items or change clothes after showering. A sauna is a small heated room used to make you sweat. A swimming pool is a deep below grade concrete pit, filled with treated water. Around the pool we clean three areas, the apron, deck, and bleachers. We do not clean the filtration room or swimming pools.
LOCKER ROOM AND SAUNA CLEANING

I. CLEANING LOCKER ROOMS AND SAUNAS

If entering a locker room or sauna of the opposite sex, knock, open the door slightly, and **shout** “Custodian! Anyone in here?” Shout again. If someone answers, tell them you are ready to clean and will be waiting outside. If no one answers, then position yourself to look in cautiously. Those present with hearing disabilities may not hear your shout, so quickly check inside to ensure the room is empty and save the embarrassment of walking in on someone.

These tasks are to be completed each time you clean a locker room or sauna.

- Clean entrance door, doorknob and doorjamb. Clean any glass in or adjacent to the door.
- Clean the light switch plate and adjacent area.
- Check the lights. If any are out, change them or make a note to return later. In wet areas, the bulbs are in sealed glass covers.
- Check and empty waste receptacles. Clean and rel ine, if necessary.

II. LOCKER ROOMS

These tasks are to be completed each time the locker room is cleaned.

- Dust all horizontal surfaces, lockers, pipes, and vents.
- Clean the mirrors.
- Dust mop floors if they are dry. Vacuum carpeted floors.
- Wet mop floor with cleaner disinfectant solution. If carpeted, lightly mist with cleaner disinfectant using spray bottle or Hudson sprayer after vacuuming.

III. SAUNAS

These tasks are to be completed each time the sauna is cleaned.

- Turn off heat, if possible, before cleaning.
- Pick up any debris and sweep sauna floor. Remove any hair and debris from the drain cover.
- Thoroughly saturate all surfaces (floor, wall, door, and benches) with a degreaser cleaner applied with a sponge mop or Hudson sprayer, and agitate. Do not spray heating unit, thermostat, or other electrical items.
- Rinse off the degreaser and apply a thorough saturation spray of disinfectant with a Hudson sprayer. Do not use a pressure washer on wooden benches. This will cause the grain to rise and cause splinters.

IV. SELF CHECK

1. How do you enter a locker room or sauna of the opposite sex?
2. What is the main chemical used in cleaning?
3. How is carpet disinfected?
4. What is best to use when cleaning floors and walls (a pressure washer or Hudson sprayer)?
5. Where is degreaser cleaner used?
SWIMMING POOL ROOM CLEANING

I. DEFINITIONS

Apron: Usually a raised or grated area next to the pool.
Deck: Wide area of floor surrounding the pool, usually ceramic tile.
Bleachers: Tiered seats for spectators.
Filtration Room: Mechanical room for the filters and water.

II. CLEANING SWIMMING POOL ROOMS

These tasks are to be completed each time a swimming pool room is cleaned.
- Clean the entrance door, doorknob and doorjamb, and any glass in or adjacent to the door.
- Clean the light, switch plate, and adjacent area.
- Check the lights. If any are out, change them or make a note to return later.
- Check and empty any waste receptacles. Clean and relining if necessary.
- Dust any horizontal surfaces, pipes, and vents.
- Pick up large debris, dust mop, and spot mop the bleachers.
- Whenever necessary, sweep the deck using a dust mop. If the deck is wet, use a push broom.
- Hose down the deck with a garden hose and nozzle or pressure washer. Damp mop with a cleaner disinfectant (when possible use an auto scrubber or floor machine).
- Damp mop the apron with a cleaner disinfectant cleaner. Take care not to get any solution into the pool.
- Turn off the lights.
- Close and lock the door.

NOTE: When cleaning the apron, the pool must be empty. Mop with GP, then mop with Virex. Using a hose, thoroughly rinse the excess solution down the drain.

Special Note: We do not clean the pool, even when it is empty.

III. SELF CHECK

1. What are the areas of the pool that we clean?
2. What room do we not clean?
3. What special care needs to be taken when cleaning the pool apron?
4. Where is the deck located?
5. Does the custodian need to know how to swim?
Custodial Work Request Objectives
The custodian will be able to:
1. Use the flow chart to explain the process.
2. State his or her responsibility in the process once a problem is identified.
3. List ways the Custodian II may notify the custodian of planned or completed work.

Good communication is very important among custodial staff, maintenance staff, and the customer whenever a repair must be made.
CUSTODIAL WORK REQUEST

I. PURPOSE
Custodians report needed repairs. To avoid reporting the same problem repeatedly, the work request process assures communication occurs even though you may not see the repairer directly.

II. USING THE FLOW CHARTS
The following pages show two (2) different charts describing the process for communication between a Custodian I and Maintenance Staff.

The first chart lists each person (or area) involved on the left side of the page. The responsibilities of that person are in the boxes to the right. Read the chart starting at the red circle called “Input” and following the arrows along a path to the end “Output” circle. Diamonds mean a question must be answered with a yes or a no. If the answer is no, follow the arrows along that path. If the answer is yes, follow the arrows along that path.

The second chart describes the same process differently. The procedure is also written on pages 18-2 and 18-3.

Each box has a task and a number in it. The blue boxes across the top list the main tasks and the boxes below them list all the steps that need to be done for that task. The numbers label each box.

III. PROBLEM IDENTIFICATION
When you notice a problem, let the customer know you will notify your Custodian II. You give the customer the phone number for the Work Control Center (WCC), 335-5071.

IV. WORK REQUEST AND WORK COMPLETION
Custodian IIs or Coordinators submit the work request and track it through the system. When Maintenance is working on the problem, anyone involved (Manager, Custodian 1, Custodian II, Coordinator) in the submitted work request is notified by email.

V. COMMUNICATION TO CUSTODIAN I
Custodian IIs notify you face-to-face, by e-mail, phone, or a note that the work is in process or has been completed.

VI. SELF CHECK
1. What color of box shows CI work? What color of box shows Custodian II work?
2. Who do you notify when you see something that needs repair?
3. What is the Work Control Center (WCC) phone number?
4. How will you know if the repair is completed?
5. When is the Area Manager notified of concerns regarding repair?
This document details the procedure for Custodial Staff submitting work requests and receiving follow-up notification.

10 Problem Identified

10.10 Assure Customer of Report: Custodian 1 (C1) sees a problem, or receives information from a customer about a problem/concern that needs to be addressed. C1 assures Customer problem will be reported.

10.20 Give Customer the number of the WCC: C1 also explains that the customer can call the Work Control Center (WCC) for any problem/concern and gives them the number to contact the WCC 335.5071.

10.30 Notify C2: C1 notifies Custodian 2 (C2) of problem/concern. This can be done face to face, by e-mail, phone, or note.

Go To 20

20 Submit Work Request

20.10 mail, phone, or note.

20.20 Submit Work Request to WCC: C2 uses “Stationaries Template” in email to send a work request with information supplied by the C1, the email will be addressed TO: Work Control Center (WCC) and CC: Area Manager and Custodial Coordinator. The work request form will be set up with “return receipt request.”

20.30 Confirm receipt of Work Request: WCC immediately acknowledges E-mail by the “NOW“ function on the return receipt window.

20.40 Page Area Mechanic: WCC pages appropriate Area Mechanic (or that person’s fill-in) and verbally communicates the work request to the Area Mechanic’s voice pager.

Go To 30

30 Complete Work

30.10 Respond within 2 days: From this point, it is assumed the Area Mechanic received the verbal message and has two days to inspect and/or repair the problem.

30.20 Has Area Mechanic Responded: WCC will monitor the two (2) day time frame. If the Area Mechanic does not notify the WCC about the problem, such as request a job number be set up, the WCC assumes the problem has been repaired.
30.20.10 The WCC will notify the sender’s C2 by e-mail using the “Reply All” function on the original emailed request so that the Area Manager and Custodial Coordinator are included, that the problem has been fixed and include a “Thank You” for submitting the request.

30.30 Will Area Mechanic fix: The Area Mechanic may contact the WCC within the Two (2) day time frame to tell the WCC they will fix the problem, but not for “X days” (a number of days determined by the Area Mechanic).

30.30.10 The WCC will notify the sender’s C2 by e-mail using the “Reply All” function on the original emailed request so that the Area Manager and Custodial Coordinator are included, that it will be “X days” before the problem is fixed.

30.40 Notify Area Manager and WCC: Area Mechanic e-mails TO: WCC and CC: Area Manager that someone else is needed to repair the problem.

30.50 Setup Job in Fme: WCC sets up in FMe and identifies the Job#.

30.60 Notify Sender’s C2 of Job#: The WCC will notify the sender’s C2 by e-mail using the “Reply All” function on the original emailed request so that the Area Manager and Custodial Coordinator are included, as to what the Job# is. This allows the Area Manager and Custodial Coordinator to also monitor the problem being fixed.

Go To 40

40 Communication and Tracking

40.10 C2 notifies original C1 of Time Frame: C2 notifies original C1, face to face, by e-mail, phone or note) about the expected time frame of repair.

40.20 C2 monitors FMe for status: C2 should monitor Building & Landscape Services FMe work request system to determine the status of jobs in their buildings and/or areas.

40.30 Is Work complete: YES Go To 40.40 NO If at any time, C2 feels progress has not been made in a timely manner, they should contact the Area Manager with concerns of the job’s status. While the C2 is monitoring the FMe system, they will know the problem has been fixed when the status of the job changes from “work in progress (WIP)” to “work complete (WRK COM).” The Area Manager changes the job status.

40.30.10 Contact Area Manager: C2 notifies Area Manager face to face, by e-mail, phone, or note, about their concerns regarding the Job#

40.30.20 Area Manager notifies C2 of Time Frame: Area Manager checks status with Area Mechanic or Outside Contractor and notifies the C2 of Time Frame to completion.

40.40 C2 notifies original C1 of completion: C2 notifies Original C1 face to face, by e-mail, phone, or note that work has been completed.

DONE Revised 6/24/02
Metal and Wood Shop Cleaning Objectives

The custodian will be able to:
1. Identify a Metal Shop.
2. Identify a Wood Shop.
3. Demonstrate proper cleaning procedures in a Metal Shop.
4. Demonstrate proper cleaning procedures in a Wood Shop.

The Metal and Wood Shops are department run. They make various items from bookshelves to research tools so the department can function and continue with research.
I. METAL AND WOOD SHOP CLEANING

These tasks are to be completed each time a metal or wood shop is cleaned.

- Clean entrance door, doorknob, and doorjamb, and any glass in or adjacent to the door.
- Clean the light switch plate.
- Check the lights. If any are out, change them or make a note to return later.
- Check and empty waste receptacles. Wash and reline if necessary. Do not empty any barrels with metal or wood scraps. Metal shavings or sawdust can be swept up around machinery and discarded in your normal waste. Do not handle any metal shavings without wearing heavy gloves.
- Dust horizontal surfaces, if possible. Do not clean off any machine.
- SPECIFIC INSTRUCTIONS
  - In a Metal Shop do not use a dust mop. Metal filings get caught in the fibers and will not come out in the wash cycle. Returned (clean) mops with embedded metal fragments will scratch a finished floor. Instead, use a push broom and sweep around the machinery. Be careful not to sweep any spilled oil around the machines.
  - In a Wood Shop sweep the floor around machinery. Do not cleanup sawdust under the machine, except at the request of your Group Leader, Supervisor, or the shop customer. Use a push broom instead of a dust mop. Dust mops become too dirty to be effective in a Wood Shop.
- Wet mop floors as needed.
- Turn off the lights.
- Close and lock the door.

II. SELF CHECK

1. When do you cleanup sawdust under the machines?
2. What piece of equipment do you use to sweep in a shop?
3. Can you use a dust mop to sweep in a metal shop?
### MISCELLANEOUS ITEMS

**Paper Towels Objectives**  
The custodian will be able to:  
1. List examples of private spaces.  
2. State the exception to when custodians stock private dispensers.  
3. List reasons for not supplying paper towels to restrooms that have electric hand dryers.

**Contacting Your Supervisor Objectives**  
The custodian will be able to:  
1. Name three (3) ways to contact your Supervisor.  
2. Explain how family members can contact you in an emergency.  
3. Explain how family members can contact you in non-emergency situations.

**Washing Cleaning Rags and Wet Mops Objectives**  
The custodian will be able to:  
1. Explain why wet soiled rags are hung to dry.

The items listed above are all important details in our daily operation and ensure a clean and safe work environment.
I. PAPER TOWELS FOR PRIVATE SPACES

It has been a long standing policy in Facilities Management-Operations and Maintenance that we do not provide paper towels or soap to private spaces such as laboratories, patient care areas, offices, break rooms, kitchens, and shops. Departments assigned to these spaces must fund the supplies, dispensers, and anything related to installation or repair of these dispensers. At the department's request, custodians will keep the dispensers filled from the department's stock of paper towels and/or soap, provided the custodians are scheduled to clean the space on their regular schedule.

II. PAPER TOWELS FOR RESTROOMS

Facilities Management-Operations and Maintenance does not supply paper towels to restrooms that have electric hand dryers. Hand dryers have been installed because: 1) the extraordinary cost of paper towels, 2) the unsightly appearance of litter in the restrooms, and 3) the generation of huge volumes of waste to the landfill. Should a department request paper towels be provided in these restrooms, they will need to fund the dispensers, installation, and purchase the supply of paper towels from which the custodian will use to fill the dispenser. The installation of electric hand dryers is required in all remodeled or newly constructed public restrooms.

III. SELF CHECK

1. List three (3) examples of spaces where we do not provide paper towels or soap.

2. When does a custodian stock a private dispenser?

3. What reasons are given for not supplying paper towels to restrooms equipped with electric hand dryers?
CONTACTING YOUR SUPERVISOR

I. CUSTODIAL SUPERVISOR CONTACT INFORMATION

Custodial Supervisors have three (3) ways they can be contacted during work hours.

1. Office phone with voice mail
2. Cell phone (some with voice mail)
3. Pager (228 paging system)

II. CUSTODIAN CONTACT INFORMATION (IN AN EMERGENCY)

If you need to be contacted by a family member in case of an emergency, the caller should call your Supervisor’s office, Supervisor’s cell phone, or another Supervisor. If no contact is made, as a last resort, the caller should call University Police (319/335-5022). It is very important that the family member know your area number, assigned building(s), and Supervisor’s name.

III. CUSTODIAN CONTACT INFORMATION (FOR NON-EMERGENCY)

For non-emergency messages the caller should call your Supervisor’s office phone. If he/she does not answer the phone, leave a detailed voice mail message. The message should get to the custodian by the end of the same shift.

IV. SELF CHECK

1. List three (3) ways that your Custodial Supervisor can be contacted.
2. How can a family member reach you in an emergency?
3. How can you get a non-emergency message from your family at work?
WASHING CLEANING RAGS
AND WET MOPS

I. CLEANING RAGS AND WET MOP WASHING INSTRUCTIONS

Each area has a washing machine and dryer. When your rags become soiled, hang them up to dry and turn them into the building collection point for laundering. Be sure that the rags are dry before you turn them in to the collection point because wet rags begin to smell if they sit too long. Ask your Group Leader or Supervisor about the procedure for transporting and washing cleaning rags.

II. SELF CHECK

1. Why do you hang wet rags to dry?
NEW CONSTRUCTION AND REMODEL PROJECTS

New Construction Project Objectives
The custodian will be able to:
1. Identify procedures for reporting unsafe conditions in a construction area.
2. State when custodial work is allowed to begin.
3. Recognize special precautions to follow with cleaning a construction area.

Remodel Project Objectives
The custodian will be able to:
1. Identify procedures for reporting unsafe conditions in a construction area.
2. State when custodial work is allowed to begin.
3. Recognize special precautions to follow with cleaning a construction area.

New Construction and Remodel Projects are continually underway both on the Main Campus and Oakdale Campus. New construction projects proceed with approval from the Board of Regents. The remodel projects help to maintain our building structures and reduce expensive replacement costs.
NEW CONSTRUCTION PROJECTS

I. CONSTRUCTION BUILDING SUPPLIES AND TOOLS

During a construction project, contractors may leave building supplies and tools in or around the construction area. The contractor is responsible for leaving the area in an orderly and safe manner for anyone who may be in the area.

Custodians do not move or discard any building supplies or tools left by the contractor. Do not unplug any equipment or tools used by the contractors, as this may be done for a specific reason. Report any unsafe conditions to your Group Leader or Supervisor, especially if it is going to cause damage to the existing building or fixtures. Your Group Leader or Supervisor will contact the appropriate Facilities Management personnel to remedy the situation.

II. CONSTRUCTION DEBRIS

During a construction project, contractors are to dispose of construction debris (e.g., wood scraps, pipe, concrete, plaster, paint cans). The contractor is responsible for making sure the construction area is picked up and the area is safe at the end of each work shift.

Custodians do not move or discard any construction debris left by the contractor. Report any unsafe conditions in or around the construction area to your Group Leader or Supervisor, especially if it is going to cause damage to the existing building or fixtures.

If any debris remains in or around the construction area, ask your Group Leader or Supervisor to request removal from the appropriate Facilities Management "contact person" (e.g., Project Manager, Construction Manager, Construction Technician). The Area Supervisor and his/her Manager along with the appropriate Facilities Management "contact person" will make arrangements to get the construction area cleaned up.

III. CLEANING INSTRUCTIONS FOR A NEW CONSTRUCTION AREA

When the construction project is nearly completed or as major portions are completed, Custodial Services may be asked to clean the area so that finish work can be completed or occupants can move in.

After the Work Control Center receives a requisition and MFK number then they set up a special work request number to charge time and supplies.

NOTE: Do not start cleaning a construction area at the request of anyone but your Group Leader, Supervisor, or Area Manager. The Facilities Management “contact person” should keep the Group Leader or Supervisor updated so this special cleaning assignment can be worked into the normal routine cleaning and project work schedule. Most of the time the custodial staff works a different shift than the contractors and Facilities Management “contact person”, so you may want to keep your Group Leader or Supervisor updated with visible progress reports. Sometimes communication between the contractor, Facilities Management “contact person”, and your Supervisor is delayed and rush requests are made.
After you have received approval to begin cleaning a new construction area, be sure to gather all of the appropriate cleaning equipment, supplies, and chemicals before you start. Some special precautions should be taken when you are assigned to clean a construction area.

1. As always, be cautious and check for sharp objects (e.g., broken glass, sharp metal, nails/screws, jagged wood) so not to get injured on the job.
2. Use a broom, not a dust mop, when sweeping in a construction area so the dust mop won’t become clogged with debris.
3. Use a counter brush to remove larger debris before using a dust cloth.
4. The mill finish on new vinyl tile needs to be removed before any other process is started. Refer to Chapter 27 page 8.

If the future use of a space is not determined, have your Supervisor call Space Planning and Utilization for guidance as how to proceed.

IV. SELF CHECK

1. Do you wear gloves, goggles, or any protective wear when cleaning a new construction area?
2. Do custodians dispose of construction debris before WCC sets up a work request number?
REMODEL PROJECTS

I. CONSTRUCTION BUILDING SUPPLIES AND TOOLS

During a remodel project, contractors or assigned Facilities Management maintenance staff may leave building supplies and tools in or around the construction area. The contractor or Facilities Management staff are responsible for leaving the area in an orderly and safe manner for anyone who may be in the area.

Custodians do not move or discard any building supplies or tools left by the contractor or Facilities Management staff. Do not unplug any equipment or tools used by the contractors or Facilities Management staff, as this may be done for a specific reason. Report any unsafe conditions to your Group Leader or Supervisor, especially if it is going to cause damage to the existing building or fixtures. Your Group Leader or Supervisor will contact the appropriate Facilities Management staff to remedy the situation.

II. CONSTRUCTION DEBRIS

During a remodel project, contractors or assigned Facilities Management maintenance staff are to dispose of construction debris (e.g., wood scraps, pipe, concrete, plaster, paint cans). The contractor or Facilities Management staff are responsible for making sure the construction area is picked up and the area is safe at the end of each work shift.

Custodians do not move or discard any construction debris left by the contractor or Facilities Management staff. Report any unsafe conditions in or around the construction area to your Group Leader or Supervisor, especially if it is going to cause damage to the existing building or fixtures. If any debris remains in or around the construction area, ask your Group Leader or Supervisor to request removal from the appropriate Facilities Management “contact person” (e.g., Project Manager, Construction Manager, Construction Technician, Planning Estimator). The Area Supervisor and his/her Manager along with the appropriate Facilities Management “contact person” will make arrangements to get the construction area cleaned up.

III. CLEANING INSTRUCTIONS FOR A REMODEL PROJECT

When the remodel project is nearly completed or as major portions are completed, Custodial Services may be asked to clean the area so that finish work can be completed or occupants can move in.

After the Work Control Center receives a requisition and MFK number then they will set up a special work request number to charge time and supplies.

NOTE: Do not start cleaning a construction area at the request of anyone but your Group Leader, Supervisor, or Area Manager. The Facilities Management “contact person” should keep the Group Leader or Supervisor updated so this special cleaning assignment can be worked into the normal routine cleaning and project work schedule. Most of the time the custodial staff works a different shift than the contractors and Facilities Management “contact person”, so you may want to keep your Group Leader or Supervisor updated with visible progress reports. Sometimes communication between the contractor, Facilities Management “contact person”, and your Supervisor is delayed and rush requests are made.
After you have received approval to begin cleaning a remodel construction area, be sure to gather all of the appropriate cleaning equipment, supplies, and chemicals before you start. Some special precautions should be taken when you are assigned to clean a construction area.

1. As always, be cautious and check for sharp objects (e.g., broken glass, sharp metal, nails/screws, jagged wood) so not to get injured on the job.
2. Use a broom, not a dust mop, when sweeping in a construction area so the dust mop won’t become clogged with debris.
3. Use a counter brush to remove larger debris before using a dust cloth.
4. The mill finish on new vinyl tile needs to be removed before any other process is started. Refer to Chapter 27 page 8.

If the future use of a space is not determined, have your Supervisor call Facilities Management-Space Planning and Utilization for guidance as how to proceed.

IV. SELF CHECK

1. Do you wear gloves, goggles, or any protective wear when cleaning a new construction area?
2. What special precautions should you take when cleaning a remodel area?
**Open Space and Elevator Cleaning**

*Open Space Cleaning Objectives*
The custodian will be able to:
1. Describe which surfaces should be cleaned.
2. Explain snow removal procedures and custodial responsibility.
3. Explain which outside receptacles need to be cleaned and cleaning frequency.

*Elevator Cleaning Objectives*
The custodian will be able to:
1. Demonstrate the proper procedure for cleaning an elevator.

The appearance of open spaces in the buildings on campus make a first impression on all our customers, including the general public. These spaces are cleaned daily (except for a few low traffic stairways, as defined by your Supervisor). During inclement weather, you may need to give these spaces attention several times during the shift.

Most buildings on campus are equipped with at least one elevator. Elevators are cleaned daily because they are one of the main traffic areas in any building and receive heavy use.
OPEN SPACE CLEANING

I. ENTRANCES

Custodians are responsible for keeping the area outside of building entrances swept and free of leaves, dirt, and debris. Generally your jurisdiction extends up to 8’ from the entrance. Campus Shops maintains the grounds around the buildings. The custodians along with Campus Shops share some cleaning responsibility around the building entrances. The custodians do have primary cleaning responsibility for the porches, steps, and doorways at building entrances. Ask your Group Leader or Supervisor for specific instructions on cleaning the entrances outside your building.

Push brooms, rakes, and snow shovels are provided for use in maintaining your building entrances. Cigarette butts are particularly unsightly at entrances. Do not sweep these off the walks into the shrubbery; instead sweep them into a dustpan and discard in your custodial cart waste receptacle. Periodically, as needed, rake the lawn and plantings next to the entrances to remove cigarette butts and paper debris that have been tossed on the ground.

Concrete smoking urns have been placed at most entrances. Custodians use a strainer to remove cigarette butts and other debris daily. Periodically wash the fine gravel in these urns, using a colander or fine screen. The strainer, colander, and/or fine screen are part of the building equipment.

The landfill requires that lawn debris and waste be separated. That is why leaves and organic debris, which is raked up around entrances and shrubbery, is bagged, sealed, and placed next to the dumpster for disposal. Your Group Leader or Supervisor will notify Campus Shops to dispose of any bagged lawn debris.

Outdoor waste receptacles (pitch-in cans) are placed near many entrances. Campus Shops is responsible for emptying and relining these cans. If you notice that a can is full, report it to your Group Leader or Supervisor.

Remove inappropriate or unauthorized postings, signs, or posters. Refer to the “Posting Policy” in the Appendix for a copy of this policy. Report any graffiti to your Group Leader or Supervisor before removal. Some graffiti may need to be reported to University Police. After the area has been approved for cleaning, discuss the cleaning method with your Group Leader or Supervisor before attempting to remove the graffiti.

Replace any burned out porch lighting as soon as discovered. Make a practice of turning on all exterior porch lighting at dusk each workday, this time will vary as the seasons change.

Custodians are responsible for locking some building entrances. Refer to the “Lock-up and Protection of Property in Your Work Area” section in Chapter 25 for more information on locking buildings.

Most entrances have a “panic bar” locking mechanism. If you are locking entrance doors in buildings constructed before 1950, get specific instructions on how tight you should turn the set screws in the panic bars. The hardware will not function properly if it is too loose or too tight.
Custodians clean the inside and outside of the entrance glass daily or whenever the temperature allows. Both sides of the entrance door are cleaned as needed, to maintain a clean appearance. Remember to clean the door glass, doorjamb, and any associated window area on the entrance door.

Some glass in entrance doors is being replaced with Plexiglas material (usually where a breakage has occurred) which is easily scratched. Use cheesecloth or other very soft cleaning material. Where streaking has occurred, use Johnson's Shine Up to clean the Plexiglas.

Bulletin boards and showcases are found in the entrances and lobbies of most buildings. Maintain the glass and dust the tops and ledges daily.

It is common to get cobwebs in entrances, vestibules, and lobbies. They are often difficult to see at night, but are very noticeable to the public in the daytime. Sizable webs can appear overnight. Examine these areas for cobwebs before dark, so that you can maintain the image of a clean building.

Dead flying insects collect in the light diffusers and covers of ceiling fixtures in entrances, lobbies, and hallways. Periodically these fixtures must be opened and cleaned out. When relamping, take the time to clean the light diffusers and covers.

II. ENTRANCE MATTING

The primary purpose for entrance carpeting is to capture, at the door, any sand, dirt, and debris tracked into the building. The matting also protects the floors and carpeting throughout the building, thus saving you additional cleaning work. Another reason is to provide a slip-free environment for our customers.

Carpet type matting also will absorb moisture to prevent slipping and tracking. Therefore, daily vacuuming is essential to keep entrance matting clean and dry. If the carpet is damp, use a Wet/Dry Vacuum. Never use an Upright Vacuum on damp or wet carpeting. Once a week during the winter months, use a Pile Brush Vacuum (on dry carpet only) to remove more of the deeply imbedded sand and dirt. Some entrances have heavy traffic; in these locations the carpeting can become so soggy that it fails to serve its function. These entrances benefit from using an exchange of carpeting every other day. While one piece is drying (perhaps in a basement maintenance room) the second piece can be used at the high traffic entrance.

Saturated and recessed entrance mats are a common problem in the winter months. Moisture left standing in and under these mats create an unpleasant sour smell. A special effort should be made each evening to remove as much of the water as possible (especially under the mat) with your Wet/Dry Vacuum. If possible, allow the floor under the mat to dry before replacing the matting. The vinyl tile under the matting can loosen if water is left standing for long periods of time. Clean the back of the matting before returning the mat to its position at the entrance. To remove the musty smell and kill bacteria causing odor, wet mop the carpet with a disinfectant solution.

University Laundry has throw rugs available in several sizes, which are sometimes used in winter months to augment the regular building entrance matting supplied by Facilities Management. You may find the rugs that were ordered by Facilities Management, at certain building entrances. Various departments, occupying the building, may order rugs for certain internal locations. You should vacuum these rugs whenever you service the areas where they are found. On a regular schedule, the University Laundry will pick up and replace any rugs they provide to the building.

You should verify with your Group Leader or Supervisor the continued presence of any Laundry rugs that remain in use after April 15th, or during the summer. Normally Facilities Management only purchases this service in the winter months.
Carpet type matting laid over inlaid carpeting tends to creep. Use double faced tape to secure matting that creeps out of position.

Rubber and vinyl matting is designed to capture sand at the entrance. Roll back the matting daily to remove dirt and sand beneath the matting. Damp mop the floor beneath and replace the matting when the floor is dry. To improve the appearance of the matting, damp mop the top side as well. At some entrances this rubber or vinyl matting is recessed, use the same cleaning procedure described above for it.

Matting which does not lay flat is a hazard. DO NOT use duct tape to flatten the mat. If you notice any matting that might cause people to trip, discuss the situation with your Group Leader or Supervisor immediately.

Entrance matting is used from November 1st to April 15th for winter use. Be prepared to put down your matting before November 1st if winter weather should arrive earlier. We have placed matting out in some facilities during heavy rainy periods in the fall. To maintain quality, turn the mat over and vacuum the rubber backing. Before storing the matting at the end of the season, carpet pile brush, extract, and dry it. When matting is completely dry reverse roll, tape, and label each piece with its entrance location. Lay the rolls down when storing. Do not store heavy items on top of the stored entrance carpeting as this will damage the carpeting.

Entrance matting should last several years, the rubber or vinyl may last more than five (5) years. The longevity of carpet matting will vary depending on the traffic. Most matting will last at least three (3) years. To get the most life from the carpet matting, turn the piece around several times each year, especially if traffic patterns wear one (1) end more than the other. You may be able to use a worn piece for one more year in a less critical location. You may also be able to salvage the better end of a piece for another location. Try to get as much use as possible from each piece of matting before discarding. Ask your Group Leader or Supervisor to help you evaluate how and where to use worn carpeting.

Tire matting is made of rubber tire pieces and is woven together with heavy gauge wire to form “Vee’s”. It is important to put the “Vee’s” in the direction of the traffic. There is also a top and bottom to each mat. The top edge of the trim is beveled and when placed on the floor will lay flat. The bottom edge is identified by rivets.

III. SNOW REMOVAL

SIDEWALK, STEPS, AND ENTRANCE MAINTENANCE

Snow removal from sidewalks, steps, and entrances is a shared responsibility between Campus Shops, Building Maintenance, and Custodial Services. Whenever it is needed, this work takes precedence over your regular routine work, even if your building is short personnel. The distance from your building that you are responsible for varies with each situation, ask your Group Leader or Supervisor. Generally the custodian cleans out to where power equipment can access the walks, but not farther than 8’ from the entrances. There are a few exceptions where you will need to clean farther than 8’. Ask your Group Leader or Supervisor to identify those areas. Check with your Group Leader or Supervisor to see if the concrete outside the building is sealed so that you can apply the ice melt chemical.

Some areas on campus do not have sealed concrete outside the buildings. Do not apply ice melt product, until you talk to your Group Leader or Supervisor. The ice melt product will cause the concrete to flake off.
During the winter months, if it has been snowing prior to your arrival to work and someone else has cleared the building entrances and walks, it is still necessary for you to improve the condition at the beginning of your shift. Remove any snow on the walks, steps, and entrances of your assigned buildings. Apply ice melt chemical to the cleared surfaces so that the granules are about ½” apart. It is especially important to apply the ice melt chemical to any icy spots and snow packed areas. If the chemical is applied too thick, the excess will be tracked into the building. An adequate amount of ice melt chemical must be applied for liability reasons. When temperatures are below 15°, many ice melt chemicals are not as effective. Sand can be used in sub-zero temperatures. In bad weather, be especially attentive to handicap ramps and entrances, this is important in ensuring the safety of the campus community.

If it continues to snow, periodically keep open a 2’ pathway into your building. Near the end of your shift, thoroughly clean the entrances and walkways. Again apply ice melt chemical.

If it is freezing rain, periodically apply ice melt chemical throughout your shift.

The necessary equipment for winter maintenance should be stocked. Ice melt chemical should be available to all three groups who work on the walks. The Group Leader or Supervisor should order more as the supply is used. If not properly sealed, this chemical draws moisture during the summer, and may become hard. Inspect your stock in the late fall, prior to November 1st, to ensure that it is usable.

There should be a snow shovel for every custodian to use. Store the shovels in CSR’s close to entrances. Everyone, unless there is a medical condition involved, is expected to help keep the walks and entrances clear. Check your snow shovels and any other equipment you use for snow and ice removal prior to November 1st. If any of these items or equipment is missing from your building or in poor condition, contact your Group Leader or Supervisor for replacement.

An ice spud tool (a scraper that looks like a flattened garden hoe) should be available in every building to facilitate the removal of packed snow and ice from the walks and steps. An outdoor push broom should also be available to use in a light snow.

IV. LOBBIES

Lobbies often have large window areas. Windowpanes exposed to traffic should be spot cleaned daily and thoroughly washed monthly. Any seating located in the lobby is to be cleaned daily. Upholstered furniture should be spot cleaned as needed. Surfaces vary greatly with the architecture of the building. Dust horizontal and vertical surfaces daily. Spot clean wood paneling and painted wall surfaces as needed. Ask your Group Leader or Supervisor for instructions if you have surfaces made of concrete, limestone, marble, or other more demanding material.

As a general rule, we relamp daily any lighting that you can reach. Some chandelier lighting requires assistance or advance planning. Building appearance is enhanced with proper lighting; do not neglect this task.

Lobby floors should receive high priority, and be maintained to create the image that the whole building is clean. These floors should be dust mopped and damp mopped daily, then spray buffed and refinished as often as needed.

Some lobbies contain pieces of artwork, which should be dusted daily. Any treatment beyond dusting should be discussed first with your Group Leader or Supervisor before proceeding. The Museum of Art personnel clean some of the artwork.
Several buildings have entrances or lobbies which are not wheelchair accessible. In these settings, a chair lift has been installed to assist people with mobility impairment. Clean the lifts daily. Do not use the lift to move custodial carts, supplies, or equipment.

Fire control panels are found near many building entrances, vestibules, or lobbies. These systems are connected to The University of Iowa Police Department. Nevertheless, if you notice that a panel is sending an alarm, call University Police at once. It is still possible they are not receiving the signal.

Some lobbies contain glassed-in showcases, which require daily spotting, and periodic cleaning of the glass fronts.

V. HALLWAYS

Hallways are swept daily. Vertical and horizontal surfaces (e.g., ledges, windows, bulletin boards, pictures, doorjams, lockers, fire extinguisher, mailboxes) are dusted weekly. As you dust doorjams, take notice of any missing or incorrectly “color dotted” rooms, so that this coding system can be kept current. Also report any missing room numbers to your Group Leader or Supervisor. As you dust, take note and report any nameplates and signs that need repair.

Use glass cleaner as needed to spot hallway windows, glass panels, and bulletin board glass.

Polish fire extinguishers as needed. Report any extinguisher that has been used or even partially discharged.

You are not responsible for cleaning the inside of wall lockers, unless requested to do so by your Group Leader or Supervisor. Close any open doors that you find.

Most public phones are wall-mounted (enclosed booths are a rarity anymore). Clean the wall around the phone and any partition or shelf provided. Report any phone damage to your Group Leader or Supervisor. Thorough cleaning of the inside of telephone booths is the responsibility of the telephone provider. Monitor the area around the booth and remove any paper and debris from the booth, check with your Group Leader or Supervisor for exceptions to this policy.

Usually it is better to clean all the rooms to be serviced along the hall, and then dust mop, damp mop, or auto scrub the hall, as required. Remember to use wet floor signs, and to be watchful for building personnel who might walk out in front of your auto scrubber while you are operating the machine.

Due to traffic congestion and fire safety issues, hallways are to be cleared of any furniture and other obstructions, other than furnishings provided by the building architect. Your Group Leader or Supervisor will instruct you on the proper handling procedure for excess furniture or equipment that occasionally appears in the hall.

Fire doors are located about every 50’ in most buildings and at stairways. Many of these are held open electronically and only close when the fire alarm system is activated. Remember to dust both sides of these doors and clean the floor and walls behind these fire doors. For those that are not held open electronically, remove any obstruction or wedge which users may have placed there. These doors will only work to block smoke and fumes if they are kept closed.

You will need to remove any obstruction or wedge that you find lodged in fire doors that are not held open electronically. Check with your Group Leader or Supervisor to see where the obstructing item should be placed after it is removed.
VI. STAIRWAYS

Most stairways on campus are heavily used and need to be cleaned daily. There are a few stairways may receive low traffic, such as stairs to an attic, roof access, or stairs that extend a short distance. You should assume that all stairways are cleaned daily unless your Group Leader or Supervisor directs you otherwise.

Some stairs are enclosed to provide a smoke free passage out of the building in case of a fire. Keep stairway doors closed unless held open electronically.

Other stairways are open to the adjoining floors. The architectural design of open stairways is usually more ornate, thus requiring more time and attention.

For safety reasons, it is important that all stairs remain clear, clean, and well lit. Relamp any burned out lighting, during the same shift discovered, that can reached from the 6th step of an eight (8) foot ladder or with a bulb changer. Refer to the “Relamping Lights” section in Chapter 14. Report any lamps you are unable to change so your Group Leader or Supervisor can write a work order. Refer to the “Custodial Work Request” section in Chapter 18 for proper procedures.

Dust is a major problem in most stairways. Dust walls, ledges, windowsills, doors, doorjambs, radiators, any overhead lighting, pipes, and etc., as well as the stair treads.

In the winter, sand will damage any finish on the stair treads, and will build along the edges of the treads. A Back Pac Vacuum, if available, will make this process a little easier. Remember to empty often, as the vacuum will fill rapidly.

Most custodians prefer not to apply finish to stairs during the winter months, because it can not be maintained.

Cleaning assignments may require you to clean a set of stairs, from the top floor to the ground floor. It is common for custodians to be assigned the portion of each stairwell from the floor above, down to their floor. Always clean stairs from the floor above down to your floor.

Remove any graffiti that appears on stairs, walls, or doors. Graffiti, which is offensive, should be reported to your Group Leader or Supervisor before removing.

VII. OPEN LOUNGES

Lounges open to the public, whether located inside a room or as an extension of a lobby or hallway, are referred to as open lounges. Sometimes they occur as a widened portion of a hall, separated from the traffic by a planter or credenza. These open lounges are used heavily and receive high exposure; therefore they are cleaned daily. In some cases they may require policing at some time during the shift, in addition to thorough daily cleaning. Thorough dusting of furniture, walls, ledges, windows, and so forth is essential weekly.

Food debris and spills are a frequent problem in open lounges. Since these spaces are usually carpeted, daily carpet spotting and frequent carpet shampooing is necessary.

Certain weather conditions promote mold growth. Check with your Group Leader or Supervisor before beginning wet cleaning fabrics.

If the outside is 80°F/26°C or higher and the dew point is 65°F/18°C or higher, do not wet clean anything made of fabric (e.g., upholstery, carpet, cubicle walls, tackable walls). Your Group Leader or Supervisor will verify these weather conditions prior to wet cleaning fabrics.
Furniture is usually moved about during the day. It must be adjusted to the agreed-upon arrangement as you clean these spaces.

Replace any burned out table and floor lamps as well as any ceiling fixtures.

VIII. FIRE EXTINGUISHERS

- Dust fire extinguishers weekly.
- Be careful that you do not disturb the seal on the extinguisher.
- The extinguishers have dated tags on them, which are used by the people who maintain them.
- Report broken seals, discharged, or damaged extinguishers to your Group Leader or Supervisor.

IX. JET CANS (COVERED WASTE RECEPTACLES) IN PUBLIC AREAS

Pull the liner and replace daily. Clean the outside of the jet can daily to keep it clean and periodically clean the inside to prevent flies and cockroaches infestation. Check the wall behind the jet can for splatters and wash, if needed. When cleaning the floor, always move the jet can so you can dust mop and wet mop underneath.

When opening, pulling off, or replacing the shell of the waste receptacle, be careful not to mark up the wall.

X. WATER FOUNTAINS

- Clean water fountains every day. Wipe down the top and sides with a detergent.
- Use a non abrasive cleaner and a sponge or rag to remove stubborn dirt.
- Virex is used to disinfectant the fountain; avoid spraying the spigot.
- Vinegar and a toothbrush will help remove hard water spots.
- Report any malfunctioning water fountains to your Group Leader or Supervisor.

XI. SELF CHECK

1. What is the normal jurisdiction of cleaning outside entrances?
2. What should be done with lawn debris?
3. When should snow be cleared off an entrance?
4. Who is responsible for dumping outside pitch-in waste receptacles?
5. List things that may be done to entrances.
6. What is the primary purpose of entrance carpets?
7. What do you use to clean a wet entrance mat?
8. What date is entrance matting picked up and put away?
9. List some open areas that are cleaned daily.
ELEVATOR CLEANING

I. ELEVATOR CLEANING

Elevators are cleaned every day.

These tasks are to be completed each time an elevator is cleaned.

- Spot clean elevator walls and doors using detergent solution and a spray bottle. **Do not spray any chemicals on the control buttons. This could cause them to short out.**
- Use a metal cleaner to clean metal surfaces. Apply the metal cleaner to the cloth or directly on the surface being cleaned. Wipe down metal surfaces well to avoid streaking. Most metal polish is oil based. **Use care not to over spray, as the floor could become slippery.**
- Vacuum or dust mop elevator. Spot clean carpet or damp mop as needed.
- Vacuum or damp clean the tracks of elevator doors using either a vacuum or a detergent solution in a spray bottle with a cloth.
- Dust air vents using a hand duster, a soft bristle brush, or a cloth.
- Check the lights. If any are out, change them or make a note to return later. Remove and clean ceiling light panels as needed.
- Clean handicap entrance to elevator where applicable. If you are cleaning a special type of elevator, such as a wheelchair lift, check with your Group Leader or Supervisor for any special cleaning instructions.

*It is very important that you shut off the elevator, if possible, while vacuuming* (the elevator could be called to another floor, causing the vacuum cord to be damaged). If it is not possible to shut off the elevator, block the door open using your cart.

Do not keep the elevator shut off for an extended period of time. If possible, clean during a period of low traffic (or after the building has closed) to avoid interruptions.

II. SELF CHECK

1. What should you be careful to observe when cleaning elevator control panels or emergency response systems?
2. Describe how elevator door tracks are cleaned. How often is this done?
3. When is the best time to clean an elevator? Why?
4. Explain why it is important to use caution when using metal polish to clean an elevator.
5. What precaution should you take when vacuuming an elevator?
Research, Medical, and Teaching Laboratory Cleaning Objectives

The custodian will be able to:

1. Identify each of these laboratories according to its use.
2. Understand and explain the rules and policies regarding servicing each of these laboratories.
3. Understand and demonstrate the proper cleaning procedures for each of these laboratories.

Research and medical laboratories (labs) conduct research and have experiments sitting out. Caution must be used when cleaning labs. These labs acquire funding and bring in money to The University of Iowa. Although teaching labs are like classrooms, care must also be taken when cleaning.
RESEARCH, MEDICAL, AND TEACHING LABORATORY CLEANING

I. TYPES OF LABORATORIES

There are several types of laboratories (labs) on the campus, which support various functions. The three most common types are research, medical, and teaching labs.

RESEARCH LABS
Typically research labs have a lot of clutter on the floor, benches, and counters due to ongoing experiments and research. Under these circumstances, it is important to know what to clean. You should also use extreme caution as you move around cleaning in a research lab to avoid upsetting any sensitive equipment.

MEDICAL LABS
Much like a research lab, a medical lab will have a lot of instrumentation and testing devices throughout the space. Again, you should move with caution and be familiar with what to clean and what not to clean.

TEACHING LABS
A teaching lab is much like a classroom because it is used for instruction, not research. Any equipment used during class is put away after the class by the students and instructor. Counters and benches will be clear for cleaning and you can move around more freely as you cleaning.

II. LABORATORY CLEANING INFORMATION

CLEANING SCHEDULES
It is usually better to schedule research and medical lab cleaning when there is less activity and locking the space does not create undue hardship for the users.

SPECIAL WASTE HANDLING
In addition to regular waste, the custodian must be aware of the policies regarding disposal of irregular waste, including infectious waste.

DO NOT HANDLE regular waste that contains gloves, sharps, infectious waste, or any of the special waste containers that are not properly sealed because of a rip, break, crack, or puncture.

Notify your Group Leader or Supervisor so the customer can be informed of the problem.
INFECTIONOUS WASTE
Infectious waste, also known as biohazard waste, is disposed of in special containers provided by the customers. When the container becomes full, the customer must seal and label the container. Only then will the custodian remove the container for pick up. If the container is not properly sealed and labeled, the custodian should post a “Biohazard or Waste Removal Policy Irregularity Notification” form on the container specifying the problem to be corrected by the customer. Refer to the “Biohazard Removal” section in Chapter 28 for instructions and to the form listed in the previous sentence which is located in the “Forms” section.

Sharps
Sharps are disposed of in a plastic container provided by the customers. When full, the sharps container must also be sealed and labeled or the custodian will not dispose of them.

Desk, Counter Space, Bench Top, or Shelving
When cleaning in a teaching lab, you should dust and damp wipe with cleaning solution any cleared counter space, bench top, desk, or shelving space.

When cleaning in a medical or research lab you should never dust or wet clean any desk, bench top, counter space, or shelving whether cleared or not, without first consulting your Group Leader or Supervisor.

Chalkboards
Chalkboard cleaning will also vary depending on the type of lab. When cleaning a chalkboard in a teaching lab, treat it the same way as you would a chalkboard in a classroom. Clean the board (if it does not have “DO NOT ERASE” or “SAVE”), tray, and restock the chalk and erasers.

When cleaning a chalkboard in a research or medical lab, never erase anything from the chalkboard, even if there is no “SAVE” or “DO NOT ERASE” sign. Damp wipe the chalk tray and restock with new chalk and clean erasers. Clean these chalkboards only at the direction of your Group Leader or Supervisor.

Radiation Signs
Custodians are permitted to clean in laboratories that have a radiation warning sign. These labs pose no hazard to your health. However, you should never handle or dispose of any containers or waste material labeled as radioactive.

Sinks
In research and medical labs, you are never to clean the sink, whether empty or full, unless instructed to do so by your Group Leader or Supervisor. Sinks are normally not cleaned due to possible contamination or chemical reaction.

In a teaching lab, you should clean the sink each time you provide service to the space only if the sink is completely empty.

SAFETY NOTE: If a space is labeled as “Caution - High Radiation Area”, DO NOT ENTER that space. Contact your Group Leader or Supervisor for further instructions.
Paper Towel Dispensers
If the lab that you are cleaning has paper towel dispensers your only responsibility is damp wiping the cover with disinfectant solution. The customers are responsible for providing and restocking their own paper towel supply.

Moving Equipment
Never move any equipment in a lab space, whether it is on a bench, counter, or floor. Make sure to always dust mop and damp mop around equipment and boxes that are left on the floor. Remember to never dust or wipe a bench or counter top.

Unknown Spills
It is the responsibility of the customer or Health Protection Officer to cleanup a lab spill, do not clean it up yourself. Notify your Group Leader or Supervisor, who will contact the appropriate people.

Locking Labs
Labs should be locked when cleaning is complete. Check the door behind you to be sure the lock functions properly. Any exceptions to these locking procedures must come at the direction of your Supervisor. You are not to unlock any space for a customer. Refer to the Key Procedures section in Chapter 25 for more information and to the form “Admittance to locked spaces”. Customers must have their own keys or contact University Police for access.

III. SPECIAL INSTRUCTIONS FOR TEACHING LABS

EQUIPMENT AND SUPPLIES
Fully Equipped Custodial Cart
Mop Tank with Detergent Solution
Mop and Wringer

CLEANING TEACHING LABS
These tasks are to be completed each time a lab is cleaned.

- Check the lights. If any are out, change them or make a note to return later.
- Empty waste receptacles, being sure to follow the proper waste handling procedures.
- Clean the chalk board and chalk tray. Replace chalk as necessary and trade dirty erasers for clean ones.
- Dust the floor thoroughly with a treated dust mop. Be sure to move chairs and waste receptacles as you dust mop and also dust under the desks. Do not move any other equipment or boxes on floors.
- Damp mop the floor with detergent solution, be sure to follow the same precautions as when you dust mop.
- Arrange the chairs and furniture in an orderly manner to help give a neat and clean appearance.
- Turn off the lights.
- Close and lock the door.
These tasks are to be completed as time permits each time a lab is cleaned.

- Clean the entrance door, doorknob, doorjamb, and any glass in or adjacent to the door.
- Clean the light switch plate and damp wipe the walls around the switch plate and door.
- Check and empty any pencil sharpeners.
- Dust and damp wipe any cleared desks, benches, counter tops, and shelves with detergent solution.
- Damp wipe and dry any telephones with disinfectant solution.
- Wet clean any empty sinks with detergent solution.
- Wet clean the basin of any eye wash station with disinfectant solution.
- Dust and check any fire extinguishers. Report any extinguishers showing evidence of use or pressure discharge to your Supervisor for servicing.

IV. SPECIAL INSTRUCTIONS FOR RESEARCH AND MEDICAL LABS

EQUIPMENT AND SUPPLIES

- Fully Equipped Custodial Cart
- Mop Tank with Detergent Solution
- Mop and Wringer

CLEANING RESEARCH AND MEDICAL LABS

These tasks are to be completed each time a lab is cleaned.

- Check the lights. If any are out, change them or make a note to return later.
- Empty waste receptacles, being sure to follow the proper waste handling procedures.
- Dust mop the floor thoroughly with a treated dust mop. Be sure to move chairs and waste receptacles as you dust mop and also dust under the desks. **Do not move any other equipment or boxes on floors.**
- If the lab is unoccupied when you are finished cleaning. Turn off the lights. Close and lock the door.

These tasks are to be completed as time permits each time a lab is cleaned.

- Clean the entrance door, doorknob, doorjamb, and any glass in or adjacent to the door.
- Clean the light switch plate and damp wipe the walls around the switch plate and door.
- Clean the chalkboard if directed to do so by your Group Leader or Supervisor. Otherwise just wipe the chalk tray and restock the chalk and erasers.
- Check and empty any pencil sharpeners.
- Damp wipe and dry any telephones with disinfectant solution.
- Wet clean the basin of any eye wash station with disinfectant solution.
- Dust and check any fire extinguishers. Report any extinguishers showing evidence of use or pressure discharge to your Supervisor for servicing.
- Damp mop the floor with detergent solution, be sure to follow the same precautions as when you dust mop.
- Arrange the chairs and furniture in an orderly manner to help give a neat and clean appearance.

A few labs may have some sort of carpet, maybe nothing more than matting. Vacuum the carpet thoroughly at least once per week. Most labs with concrete or tile floors will have a finish on them. Note the condition of the finish for future service.

V. SELF CHECK

1. Describe the differences between Research, Medical, and Teaching Labs.
2. After cleaning, should you leave a lab locked or unlocked? Why?
3. Describe how infectious waste is handled by the custodian.
4. How are chalkboards cleaned in labs?
5. In which labs do you clean an empty sink?
6. Should you cleanup an unknown spill? Why or why not?
7. Are bench and counter tops cleaned? Why or why not?
8. Is it appropriate to move equipment in order to clean?
Objectives

Restroom Cleaning
The custodian will be able to:

- Identify, explain, and use the four steps in restroom cleaning.
- Implement the most critical points of restroom cleaning and explain why they are important.
- Distinguish and properly use chemicals formulated to kill micro-organisms found within the restroom environment.
- Demonstrate correct safety precautions necessary when mixing and using restroom disinfectant chemicals.
- Exhibit correct procedure for entering a restroom of the opposite sex.

Shower Cleaning
The custodian will be able to:

- Demonstrate proper cleaning procedures.
- Identify the chemicals and equipment used in daily cleaning.

In servicing restrooms our two (2) primary goals are to clean and disinfect. You can directly observe soil removal (the first goal), but the disinfecting process (the second goal) occurs invisibly. Though we cannot see germs being killed, this is the most important step in restroom cleaning.

Every surface touched by the customers using the restroom should be disinfected.

Symbols used:

1 Equipment and Supplies  2 Safety Warning
3 Prohibited  4 Computer Resources
RESTROOM CLEANING

RESPONSIBILITIES

All custodial staff are expected to follow the procedures described in this chapter. Immediately report any issues that would prevent you from safely doing so. Do not complete the task until the issue is resolved.

Custodian IIs (CIIs) lead by example. Custodian IIs evaluate the Custodian I’s (CI) training and performance. Any restroom maintenance issues are reported through AiM or the Work Control Center email. Machine issues are reported to the custodial equipment repair person.

CIIs, Custodial Supervisors and Coordinators ensure no one spends more than 2 continuous hours in any restroom machine operation role.

SERVICE EQUIPMENT AND SUPPLIES

Equipment

- Yellow Microfiber Rag (Toilets and Urinals)
- Blue Microfiber Rag (General Restroom Cleaning)
- Light Blue Mirror/Glass Microfiber Rags
- Bottles
- Trigger Sprayers
- Bowl Swab
- Tooth Brush
- White Scouring Pad
- Green Scouring Pad
- Counter Brush/Lobby Broom
- Dust Mop
- Microfiber Wet Mop (Flat)
- Pulse Mop
- Blue/White Easy Erasing Pad
- Dust Pan/Lobby Dust Pan
- Hand Duster

Supplies

- Bowl Cleaner
- Disinfectant Cleaner
- Hand Soap
- Paper Towels
- Plastic Liners
- Cream Cleanser
- Sani-Bags
- Toilet Tissue
- Graffiti Remover
- Glass Cleaner

Created September 2002 (revised December 2003, June 2007)
Personal Protective Equipment (PPE) for All Restroom Cleaning Methods

Eyes/Face: Chemical splash goggles or face shield.

Hand: Chemical resistant gloves.

Skin/Body: Approved slip resistant overshoes or boots. Rain bibs or Tyvek suit if requested.

Respiratory: None needed with adequate ventilation. With poor ventilation or if irritation is experienced, a NIOSH/MSHA approved respiratory with an organic-vapor removing cartridge with a prefilter approved for pesticides should be worn. A healthcare grade mask will be worn by all Operator 1 roles.

General: Know where the FM eye wash fountain and emergency showers are located before handling concentrate. Handle in accordance with good industrial hygiene and safety practices.

GENERAL SAFETY PRECAUTIONS

- Wear gloves and goggles when you are mixing chemicals.
- Always measure chemicals and mix to correct dilution as stated on label.
- Do not tamper with concentrated chemicals in chemical management.
- Read chemical labels and observe precautions.
- Wear rubber gloves whenever handling chemicals.
- Bowl cleaner is a caustic chemical. Handle it carefully. Use of gloves and goggles is required when handling bowl cleaner.
- Display “Wet Floor” signs or “Banner” signs.

TERMS

Cleaning for Public Health – To clean an area to be free of unwanted matter in the form of solids, liquids, gases, or living organisms that have the potential to cause an adverse or undesirable effect. These unwanted, out of place substances, whether derived from humans or nature, are pollutants.
**Contaminate** – The soiling or making inferior surfaces by leaving unwanted matter in the form of solids, liquids, gases, or living organisms that have the potential to cause an adverse or undesirable effect.

**Cross-Contamination** – It is the physical movement or unintentional transfer of harmful bacteria or other microorganisms from one person, object, surface or place to another, with potential harmful effects. Preventing cross-contamination is a key factor in preventing disease(s).

**Disinfectant (germicide)** – The product that will kill bacterial organisms. The strict definition of this term varies, but is generally taken to include killing most of the (not necessarily all) disease causing bacteria.

Disinfectants are regulated by the United States Department of Agriculture. A chemical under controlled conditions must kill 99,000 organisms out of 100,000 to be classified as a disinfectant.

A complete kill is not necessary or even possible under most conditions. Bacteria are present in such large numbers that to leave one alive out of every hundred thousand will still leave millions on any given surface.

**Microfiber** – A synthetic fiber with threads finer than one or 1.3 denier. This is 1/100th the diameter of a human hair and 1/20th the diameter of a strand of silk. Rubbermaid HYGEN™ microfiber cloth is proven to remove 99.9% of microorganisms.

**Blue Microfiber Rag** – Used for cleaning non-toilet restroom surfaces.

**Green Microfiber Rag** – Used to clean general surfaces outside of restrooms.

**Light Blue Microfiber Rag** – Used to clean mirrors or glass surfaces.

**Yellow Microfiber Rag** – Used to clean toilets and urinals.

**Restroom Cleaning Machine** – A machine used to clean in restrooms providing touchless cleaning. Examples on campus include, KaiVac, REEL Cleaner, All-Cleaner XP and Hillyard Cleaning Companions.

**Sanitizing** – involves the reduction of bacteria levels. A 50% reduction in bacteria is the minimum allowed to permit a manufacturer to use this term on a product label.

**Sterilization** – is generally accomplished under autoclave conditions (exposure to pressurized steam for a significant period of time) that signify a complete kill. All organisms are removed. This process is used primarily in sterilizing equipment used in surgical procedures.

Since the control of disease causing bacteria is so important, the Federal Government rigidly controls marketing of disinfectants (this term is generally synonymous with germicides).

Manufacturers are required to place all pertinent safety and chemical interaction information on the label.
“Right to Know” – stations (bright yellow) are located in each building. Your Custodian II or Coordinator will show you where to find this material. These stations contain information detailing the possible harmful effects of various chemicals. Whenever a new chemical is introduced to the work area, a new SDS is added. Each area takes the time to review the properties of the new chemical. The “Right to Know” station in your area may look like the picture you see here.

Roles –

Machine Cleaning Team Operating Roles

- Restroom Replenisher: Performs restroom product filling, vent dusting and removes waste.
- Restroom Detailer: Performs detailing cleaning and/or final polishing touches duties.
- Restroom Replenisher/Detailer: Combines the replenishing and detail roles into one.
- Operator 1: Operates machine performing spraying duties.
- Operator 2: Finishes restroom floor work either by machine pick-up, squeegeeing to drains or wet mopping.

Traditional Restroom Cleaning Team Roles

- Specialist #1: Performs assigned cleaning tasks utilizing traditional methods.
- Specialist #2: Performs assigned cleaning tasks utilizing traditional methods.
- Specialist #3: Performs assigned cleaning tasks utilizing traditional methods.
- Specialist #4: Performs assigned cleaning tasks utilizing traditional methods.

TRADITIONAL RESTROOM CLEANING PROCEDURE

TRADITIONAL RESTROOM CLEANING TEAM ROLES

Each custodian is assigned a role in cleaning restrooms. The duties for each role depend upon the number of people on the team.

4 People:

**SPECIALIST #1**

- Empty Trash - Includes regular receptacles and sanitary napkin receptacles
- Change Out Sharps Container
- Restock Toilet Paper
- Restock Green Seal Soap
- Restock Paper Towels
- Restock Sanitary Dispenser
- Reports lights that need replaced
• After Specialist #4 Finishes
  o Wet Mop Floor

**SPECIALIST #2**

• Cleans/Disinfects - Door Handles/Push Plates, Light Switches, Waste Containers, Soap Dispensers, Toilet Paper Dispensers, Paper Towel Dispensers, Entrance Door/Walls, Sanitary Dispenser, and Diaper Changing Station
• Dust Mop Floor

**SPECIALIST #3**

• Cleans/Disinfects - Sinks, Counters, Hand Dryers, Horizontal Surfaces, Handrails, Mirrors and Partitions/Partition Doors
• Dust Vents

**SPECIALIST #4**

• Cleans/Disinfects - Stools, Urinals and Showers

3 People:

**SPECIALIST #1**

• Empty Trash - Includes regular receptacles and sanitary napkin receptacles
• Change Out Sharps Container
• Restock Toilet Paper
• Restock Green Seal Soap
• Restock Paper Towels
• Restock Sanitary Dispenser
• Reports lights that need replaced
• After Specialist #3 Finishes
  o Wet Mop Floor

**SPECIALIST #2**

• Cleans/Disinfects - Door Handles/Push Plates, Light Switches, Mirrors, Hand Dryers, Sinks, Counters, Waste Containers, Soap Dispensers, Toilet Paper Dispensers, Paper Towel Dispensers, Horizontal Surfaces, Handrails, Entrance Door/Walls, Sanitary Dispenser, and Diaper Changing Station
• Dust Vents
• Dust Mop Floor

**SPECIALIST #3**

• Cleans/Disinfects - Stools, Urinals, Showers, and Partitions/Partition Doors
2 People:

SPECIALIST #1

- Empty Trash - Includes regular receptacles and sanitary napkin receptacles
- Change Out Sharps Container
- Restock Toilet Paper
- Restock Green Seal Soap
- Restock Paper Towels
- Restock Sanitary Dispenser
- Reports lights that need replaced
- Cleans/Disinfects - Door Handles/Push Plates, Light Switches, Waste Containers, Soap Dispensers, Toilet Paper Dispensers, Paper Towel Dispensers, Sanitary Dispenser, Entrance Door/Walls, Partitions/Partition Doors, and Diaper Changing Station
- Dust Mop Floor

SPECIALIST #2

- Cleans/Disinfects - Mirrors, Hand Dryers, Sinks, Counters, Horizontal Surfaces, Handrails, Stools, Urinals, and Showers
- Dust Vents
- Wet Mop Floor

FOUR STEPS TO A CLEAN RESTROOM

When cleaning lactation rooms, follow the steps for restroom cleaning.

Do not clean lactation equipment.

Follow the four (4) step restroom cleaning procedure listed below. It is important that you follow the procedures in the order described to ensure each restroom is properly serviced:

Step 1 - Mix and prepare chemicals.
Step 2 - Check and replace supplies and soap.
Step 3 - Dust all surfaces before wet cleaning.
Step 4 - Wet clean all surfaces.

1 MIX AND PREPARE THE CHEMICALS

All disinfectants have warnings on the labels; you must take time to read the manufacturer's directions.

Mix chemicals in small amounts for each restroom. The disinfectant loses its ability to kill germs before the solution looks dirty.
Read mixing instructions on the product label. Carefully dispense all chemicals. Chemicals are formulated to work at prescribed dilutions. Less will not be effective and too much may be harmful. Chemicals are formulated to be mixed with cold water for maximum effectiveness.

Mixing different chemicals together can both decrease the effectiveness of the compounds and may cause dangerous chemical reactions! NEVER MIX CHEMICALS. Always follow instructions and precautions on the container labels carefully. Chemicals must be measured correctly. There is no room for guessing!

You must wear gloves and goggles when mixing any chemical (per OHSA regulation).

Always mix chemicals in the smallest allowable amounts. Don't mix three (3) gallons if one (1) will do the job. Disinfectants will not retain effectiveness in a soiled environment. You should not mix more chemicals than needed to service a set of restrooms.

- Mix disinfectant chemicals in your mop bucket for cleaning the floor.
- Mix disinfectant solution in a gallon jug for cleaning toilets and urinals.
- Mix a disinfectant solution in a trigger sprayer bottle for cleaning wash basins.

Most buildings are now using chemicals dispensed from RTD bottles. Be sure to use the proper dilution settings. When working with RTD's, remember to always shut off the water supply when it’s not in use. Forgetting to shut off the water can lead to water leaks.

**CHECK AND REPLACE SUPPLIES AND SOAP**

Before you enter ask yourself, is this a restroom of the opposite sex or a unisex restroom? Knock, open the door slightly and shout, “Custodian! Anyone in here?” Shout again. If no one answers, then position yourself to look under the partitions. Those present with hearing disabilities may not hear your shout, so a quick check under the partitions assures you the room is empty and will save the embarrassment of walking in on someone.

Block the door open with a door wedge at the bottom of the door. Do not block the door between the door and the door jam, damage will occur to the hinge set.

Place the CLOSED FOR CLEANING banner in the doorway.

Block the doorway with your cart to discourage entrance into the room. If someone should come into the room while you are cleaning say, “I’m sorry, I’m cleaning now,” and point out the nearest restroom they can use. If they insist on staying, leave the room until they come out. If you leave the area, you must go through the entrance procedure again in case someone has entered the room during your absence.

**Light Bulbs**

Check lighting, noting any burned out bulbs. Make every attempt to change the bulb that is causing safety issues while you are cleaning the area. Make note to add burnt lamps to your buildings burnt lamp list. Refer to the “Relamping Lights” section in Chapter 14 for information on the correct procedure.
Soap Dispensers
Soap dispenser containers should be replaced or refilled when the soap bottle is empty.

To service the Green Foam Soap dispenser, push up on the lever under the unit. Remove the empty cartridge and insert a full one. Align the cartridge with the grooves and slide into place. Close dispenser cover.

To service the under-the-counter dispensers found in some areas, check the volume remaining by removing the bottle. Refill as needed. Your Custodian II or Coordinator will advise you on proper procedures for refilling other types of dispensers.

Damp wipe the underside of the soap dispenser to prevent a soap buildup around the pump outlet.

Toilet Tissue Dispensers
You will find different styles of toilet tissue dispensers on campus. They are the Three Core OptiCore®, Standard Double Roll, Jumbo (very large roll), and the Junior which is not as big as the Jumbo but much larger than the standard double roll.

There must be enough tissue to last until the next service day. A dispenser should never be without tissue. When there is no toilet tissue, no one will notice how clean the restroom is.

Three Core OptiCore®
The purpose of Three Core OptiCore® dispenser is to make sure a supply of toilet tissue is always available and to guarantee that rolls are completely used. These are the standard dispensers used in FM buildings.

As you look at the dispenser the bottom roll is used first. A wheel located on the front advances a replacement roll. A replacement is not needed if there is still tissue on the left roll. Check to be sure there are two full rolls above the current roll. If you see an empty slot, open the dispenser with your key. Take the spent core(s) out of the dispenser and replenish with additional roll(s). Close the door to put the dispenser back into service.

Standard Double Roll Dispenser
The purpose of double roll dispensers is to make sure a supply of toilet tissue is always available and to guarantee that rolls are completely used.

As you look at the dispenser the left side is used first. A sliding door is located on the right (spare) side to release a replacement. A replacement is not needed if there is still tissue on the left roll. There should be a full roll on the right side, but check to make sure it is there. If the door is moved to the left, open the dispenser with your key. Take the dowel out of the dispenser and reverse it so the remaining roll is on the left side. Make sure the spring pulls back to cover the spare side when you remove the dowel and load the new roll on the spare side. Start the roll by removing the first few sheets.
Junior and Jumbo Dispensers

The Junior (double rolls) and Jumbo (single rolls) toilet tissue dispensers have been installed in most high traffic restrooms. Always check to assure the roll rotates on the spindle. To ensure an adequate supply of tissue to last until next service, transfer partial rolls to the Junior Dual dispensers (found in the handicap stall).

Paper Towel Dispensers

Paper towel dispensers are generally located in restrooms that do not have hand dryers installed. Electric hand dryers are the most efficient and economical process for hand drying. If a customer requests installation of a paper towel dispenser, the requesting department should send a blue requisition agreeing to purchase, install and provide a continuous supply of paper towels. To check the paper towel dispenser the custodian first unlocks the side of the dispenser, then opens the dispenser door. Load roll towels one roll per dispenser. Pull down to start the dispensing.

To check the paper towel dispenser the custodian first unlocks the top of the dispenser, then pulls down from the top to open the dispenser. Next, interlace the new bundle into the old bundle so that it will dispense properly, making sure the top fold of the paper towel in the dispenser folds back towards you. Position the bottom towel of the new pack into the the towels into the dispenser. Towels will dispense better when the dispenser is kept full. Do not pack the dispenser too tightly or the towels will tear when dispensed.

Trash cans

Trash cans in restrooms should be lined with a plastic liner. It not only saves time, but also creates a more sanitary environment. You must remove the liner and replace it. The outside surface of the container must be disinfected daily.

Sani-Bag Dispenser

Some restrooms have sani-bag dispensers. If refill is needed, slide the case out of the holder and insert new bags. Make sure the retainer spring is in good condition. Install with tabs facing out.

Sanitary Napkin Vending Dispenser

You are responsible for refilling the sanitary napkin dispenser. When the flag appears in the window, the dispenser is empty. To refill you may need two keys. Many machines have a padlock key and a door key. After opening door, lift weights out of tracks and restock with either Sanitary Pads Square Box, Sanitary Pads Long Box, or Tampons. Replace product into track. Close and lock and padlock.
Sanette Can (Step Off Can)
Sanette Can liners should be changed daily, just like Trash cans. There are two (2) main types on campus: flip top (free standing units on the floor) and units attached to stall partitions. For both types, remove and replace the liner. Disinfect the outside on a daily basis.

③ DUST ALL SURFACES BEFORE WET CLEANING
Dusting is the next step performed in restroom cleaning.
- Dust from the top down. Start with the ceiling vents.
- Dust dispensers daily.
- Dust pipes, ledges, door louvers, partitions, and any other surface that collects dust weekly. Use a small hand duster.
- Dust mop floor, including behind doors. Pick up the dirt with counter brush and dustpan immediately.

④ WET CLEAN ALL SURFACES
Most surfaces will not look dirty but **must** be wet cleaned anyway. To kill germs (our primary goal), all surfaces must be wet cleaned regardless of a clean appearance. There are two techniques used in wet cleaning.

Damp Wiping
Use a trigger sprayer bottle and disinfectant solution with a damp cloth or sponge. **The disinfectant solution must be used on all surfaces.** Don’t use excess spray, which can run down the wall and create difficult-to-remove streaks. Use enough to wet the surface and wipe with cloth (damp with disinfectant solution), leaving surface damp. Buff dry bright work.

The disinfectant solution should be used on all walls, partitions, doors, fixtures, and dispensers that show signs of being used or touched. Don’t use disinfectant solution on mirrors or glass as it will streak.

Walls should be damp wiped from the highest point of your reach to the floor, and should be thoroughly wet cleaned from ceiling to floor on a quarterly basis.

Flooding
Find the floor drain. If there is no floor drain, do not flood the areas. Instead use minimal water. The flooding process is used to clean the urinal, toilet, and floor. Cover urinal and toilet surfaces with the disinfectant solution using a bowl swab (Johnny mop). **Do not use bowl swab (Johnny mop) on wash basins.** Do not be concerned with dripping disinfectant solution on the floor, since you will mop it later.

Equipment that needs wet cleaning is found at all levels in the restroom.

Damp Wiping Electric Hand Dryers
Damp wipe electric hand dryers with disinfectant solution, giving special attention to the area below the drying port. This area is frequently soiled with body oils and soap film.
Cleaning Sinks and Wash Basins

Inspect sink to determine the type of cleaner needed. If it is very soiled you may need to use cleaning chemicals and/or green scouring pad. You may need to use a toothbrush to remove deposits around the faucet handles or in other small areas. If cleaning chemicals are used, be sure to use plenty of water to flush it off. Don’t worry about splashing water on the floor, as you will mop it later. Damp wipe the area with disinfectant solution, starting with the wall above the sink. As you move down, clean all surfaces including the underside of the sink and all bright metal. Polish bright metal with dry towel.

Clean the mirror with glass cleaner and dry towel. Spray cleaner on the mirror then wipe dry with towel.

Damp wipe the towel cabinet and wall surrounding the cabinet. Buff bright metal cabinets with dry cloth to remove streaks.

Disinfecting and Cleaning Toilets

Bowl cleaner is the most caustic chemical we use in restrooms. Gloves and goggles are an absolute must when using this chemical. Avoid any contact with skin or eyes. Be extremely careful when using this product. Use a bowl cleaner to clean the interior (not outside) of the toilet to remove build up from minerals in the water.

*Disinfect daily.*

1. Swab the top and bottom of the seat with disinfectant solution. Wait for the proper dwell time for the chemical used.
2. Swab the inside of the bowl with disinfectant solution. Using the bowl swab (Johnny mop), thoroughly scrub all surfaces above the water level. Pay particular attention to the underside of the flushing ring.
3. Flush the fixture and follow the water line as it decreases with the bowl swab, scrubbing in a circular motion. After the inside of the bowl has been thoroughly cleaned, flush the fixture one more time to ensure all chemicals have been removed from the surface.
4. Swab the outside of the toilet paying particular attention to the front of the bowl and the base. Wipe the chrome to prevent water spots. These chemicals should not be left to come in contact with the skin. Leave the seat up.

*Steps for cleaning weekly:*

1. Raise the seat.
2. You will need to back flush the toilet. To back flush, use the bowl swab (Johnny mop) to force water back through the trap, lowering the water level. After back flushing, the bowl will not have water in it. Apply bowl cleaner and swab inside of bowl thoroughly. Rinse immediately by flushing. Never leave bowl cleaner unattended in the bowl.
3. To use the bowl cleaner, first wet the bowl swab and then pour the bowl cleaner onto the swab. Hold the swab over the bowl while applying the bowl cleaner to it, or squirt bowl cleaner directly to the underside of the toilet’s inner rim.

4. Scrub under the flushing ring and at the water level to remove all build up, rust, and scale.

5. Flush the fixture and follow the water level down with the bowl swab, scrubbing in a circular motion.

6. Flush fixture again to remove any chemical from all surfaces. Use bowl cleaner in urinals and toilets weekly to remove stains and rust.

7. After cleaning each toilet or urinal damp wipe all pipes, valves, and connections.

**Disinfecting and Cleaning Urinals**

*Disinfect daily.*

1. Urinals are cleaned in much the same method as the toilets.

2. Flush the fixture; remove any waste that does not flush through.

3. Swab the wall area above and beside the urinal with disinfectant cleaner and wipe them with a damp cloth.

4. Spray and damp wipe all exterior surfaces of the urinal, including the base and areas underneath.

5. Using disinfectant solution and beginning at the top of the fixture, scrub thoroughly with bowl swab, paying particular attention to the underside of the upper flushing ring.

6. Flush fixture and follow the decreasing water level down with the bowl swab scrubbing vigorously. Flush fixture a final time to remove any remaining cleaning solution or residue.

*Clean after disinfecting weekly.*

1. Begin by flushing the fixture and wetting the bowl swab. While holding the bowl swab over the urinal, pour the bowl cleaner onto the swab.

2. Scrub only the interior of the urinal thoroughly especially around the edges and under the upper flushing ring.

3. Flush the fixture and scrub the lower part as the water level decreases.

4. Flush the fixture again and flush a final time to remove any remaining cleaning solution or residue.

**Cleaning Partitions and Doors**

Spray and damp wipe partitions giving special attention to the partition around urinals as the uric-acid that splashes will quickly rust and corrode all metals.

Check for graffiti that will not come off, as you will need to use Vandal-X Mark Remover or Grease-B-Gone™ or Graffiti Wipes on these spots. Be careful not to breathe the fumes. Fumes could damage your lungs if inhaled for an extended period; open the partition door to aid in ventilation.
Refer to Appendix 10—Posting Policy—to identify which graffiti may be considered offensive and need to be reported to your Custodian II or Coordinator.

Remove door wedge and damp wipe both sides of the door. Replace the wedge (be sure the wedge is properly placed **under the door**) when finished wiping.

**Cleaning Floors**

Place “wet floor” signs before doing any wet mopping. Flood the floor with disinfectant solution. Use enough solution to wet grout cracks in the tile. Pay special attention to corners, behind toilets, and under urinals. Bacteria growth will usually be the cause of restroom odors. Flooding vinyl tile floors may cause the tiles to “pop-up”, so you will need to wet mop vinyl floors as you would normally wet mop. If you do flood a vinyl tile floor, the excess solution will need to be mopped up after a couple of minutes.

Pour some of your disinfectant solution into the floor drain to keep the trap moist and prevent gas odor. Mop up excess solution.

After the floor is completely dry, remove the door wedge and “Closed for Cleaning” sign. **Mop floor weekly with all-purpose cleaner to remove disinfectant film.**

Flooding the floor and mopping will not keep grout clean. Every three months (quarterly) you will need to machine scrub the floor with a stiff brush and all-purpose cleaner. This will clean the grout and remove any film left by the disinfectant.

**CLEANING RESTROOMS WITH A RESTROOM CLEANING MACHINE PROCEDURE**

Restroom cleaning is changing as new equipment and new supplies come on the market. If your area is trying a new procedure, be sure to check with your Custodian II or Coordinator to learn the new methods. All the equipment requires training in use before experimenting with it in your area.

Restroom cleaning machines are designed for total soil removal. No-Touch Cleaning® utilizes a pressure washer with and without chemical injection and a wet vacuum to remove soils. Workers spray cleaning solution on fixtures and floors, and then blast the soils to the floor with a high-pressure water spray. Then they vacuum the floor dry, completely removing soils and bacteria. The results are odor free, sparkling clean restrooms without ever touching a contaminated surface. Machines on campus include Advance REEL Cleaner™, the Advance All-Cleaner™ XP, and the KaiVac 1750.

The Reel Cleaner™ by Advance is used in restroom cleaning. It is designed for touchless cleaning used with chemicals of your choice. It has the ability to use water under high pressure to clean all surfaces in a restroom. It uses the same wand to apply disinfecting chemicals and then has an onboard vacuum and recovery system to remove excess liquid from the floor and other surfaces.

The Kaivac cleaning system is another touchless system designed to use 90% less chemicals protecting the worker and the environment.

Other machines on campus include Hillyard C2 Cleaning Companion, Hillyard C3 Cleaning Companion and Hillyard C3XP Cleaning Companion. The compact battery operated C2 is a
self-contained, touch-free restroom cleaning system. The worker applies chemical with the moderate pressure wand or for extreme soils and uses the convenient onboard brush to break soil loose. To rinse, turn the switch to rinse mode to rinse with water. Then squeegee the water down the drain with the onboard squeegee or pickup with a wet dry vacuum. If machine has a recovery unit, vacuum the floor dry, completely removing soils and bacteria.

**MACHINE CLEANING TEAM OPERATING ROLES**

**RESTROOM REPLENISHER**
- Empty Trash - Includes regular receptacles and sanitary napkin receptacles
- Restock Toilet Paper
- Restock Green Seal Soap
- Restock Sanitary Dispenser
- Dust Vents
- Reports lights that need replaced

**RESTROOM DETAILER**
- Helper for Machine Operator #1 and #2 (to handle hoses on the machine)

**RESTROOM REPLENISHER/DETAILER**
- Empty Trash - Includes regular receptacles and sanitary napkin receptacles
- Restock Toilet Paper
- Restock Green Seal Soap
- Restock Sanitary Dispenser
- Dust Vents
- Reports lights that need replaced
- Helper for Machine Operator #1 and #2 (to handle hoses on the machine)
OPERATOR 1

Cleans/Disinfects with high and/or low pressure sprayer

- Stools and Urinals
- Partitions and Doors
- Handrails
- Ceramic Walls
- Floors

OPERATOR 2

- Wet Vacuums Restroom Floors with Restroom Machine/Wet Dry Vac or
- Squeegees or Wet Mops Floors

OPERATION INSTRUCTIONS

Equipment Use

S-I-M-P-L-E operation for proper use of equipment

The first letter of each step spells SIMPLE. Refer to the Kaivac placards, at end of this chapter, for pictures of each step.

Set-up
- Inject Chemicals
- Manual brush
- Pressure wash and rinse
- Loop spray line
- Extract and dry

Follow the guidelines provided by the manufacturer for each type of equipment. In general:

- Use the equipment for the purposes specified by the manufacturer.
- Do not remove the float shutoff.
- Do not run the pump dry. This will void the machine warranty.
- Do not run hot water through the pump. This will void the warranty.
- Always test chemicals for compatibility on surfaces to be cleaned.
- Always be sure the water tank and water line filters are clear of debris.
- Do not use to pick up flammable or combustible materials.
- Replace any damaged cords before use.

Chemical use

Facilities Management has designated chemicals for each cleaning task.
• Only use chemicals approved for use with the Restroom Machines. Use of non-approved Restroom Machine chemicals may cause machine damage and will reduce warranty periods. Turn chemical line off when not in use.
• Keep the appropriate chemical SDS on hand at all times.
• Cleaning chemicals should not be put in the water tank. Chemicals in the water tank can harm the operator and the machine because:
  o Chemicals in the water tank must pass through the pump, which may cause premature pump failure.
  o Use of chemicals in the water tank voids the warranty.
  o Chemicals in the water tank will be aerosolized and may harm the operator.

Training Process
You must be certified before using the machines. The certification checklist is found in the Certification chapter of this manual. Contact your Coordinator or Group Leader.
• Proper training is required before using the Restroom Machine.
• Instruction placards are attached to each KaiVac and should not be removed. These placards show proper cleaning procedures and safety precautions.

Building Water Damage Prevention
The Restroom Machines are to be used on water resistant building surfaces only. These include concrete, terrazzo, ceramic tile and quarry tile. If you are unsure contact your Coordinator or Group Leader.
• Never overflow the water tank or the vacuum recovery tank.
• Discontinue use if any leaks occur in the Restroom Machine and report to your Group Leader or Coordinator.

SELF CHECK
1. What is the most important aspect of restroom cleaning?
2. What are the four (4) steps of restroom cleaning?
3. What should you do before entering a restroom of the opposite sex or a unisex restroom?
4. When mixing chemical solutions, what safety precautions should you take?
5. How do you determine when to restock a liquid hand soap dispenser?
6. What surfaces in a restroom should be disinfected daily?
7. Why shouldn’t disinfectant be used on mirrors?
8. How often is bowl cleaner used? What surfaces is it used on?
9. What must you do to thoroughly disinfect a restroom floor?
SHOWER CLEANING

SERVICE EQUIPMENT AND SUPPLIES

Equipment
- Yellow Microfiber Rag (Toilets and Urinals)
- Blue Microfiber Rag (General Restroom Cleaning)
- Light Blue Mirror/Glass Microfiber Rags
- Doodlebug
- Bottles
- Trigger Sprayers
- Pulse Mop
- Blue/White Easy Erasing Pad
- Hudson Sprayer
- Microfiber Wet Mop (Flat)
- Squeegee
- White Scouring Pad
- Green Scouring Pad
- State Shower Station
- Restroom Machine

Supplies
- Disinfectant Cleaner (Virex, Crew 42, KaiBosh)
- Crew Foaming Shower Cleaner or KaiBlooey
- Snapout
- Chemical Neutral Disinfectant Cleaner
- Shower/Body Soap
- Plastic Liners

GENERAL SAFETY PRECAUTIONS

- Wear gloves and goggles when you are mixing chemicals.
- Always measure chemicals and mix to correct dilution as stated on label.
- Do not tamper with concentrated chemicals in chemical management

September, 2002 (revised December 2003, June 2007, April 2015)
• Read chemical labels and observe precautions.
• Wear rubber gloves whenever handling chemicals.
• Display “Wet Floor” signs or “Banner” signs.

**Personal Protective Equipment (PPE) for All Restroom Cleaning Methods**

**Eyes/Face:** Chemical splash goggles or face shield.

**Hand:** Chemical resistant gloves.

**Skin/Body:** Approved slip resistant overshoes or boots. Rain bibs or Tyvek suit if requested.

**Respiratory:** None needed with adequate ventilation. With poor ventilation or if irritation is experienced, a NIOSH/MSHA approved respirator with an organic-vapor removing cartridge with a prefilter approved for pesticides should be worn. A healthcare grade mask will be worn by all Operator 1 roles.

**General:** Know where the FM eye wash fountain and emergency showers are located before handling concentrate. Handle in accordance with good industrial hygiene and safety practices.

**CLEANING PROCEDURES**

1. If entering a shower of the opposite sex, knock and open the door slightly, and shout “Custodian! Anyone in here?” If someone answers tell them you will return. If no one answers, then position yourself to look in cautiously. Those present with hearing disabilities may not hear your shout, so quickly check inside to make sure the room is empty and save the embarrassment of walking in on someone.

2. Clean entrance door, doorknob, and doorjamb. Clean any glass in or adjacent to the door.

3. Clean the light switch plate and adjacent area.

4. Check the lights. If any are out, change them or make a note to return later. In wet areas the bulbs are in sealed glass covers.

5. Check and empty trash cans. Reline and clean if necessary.

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24-18

September, 2002 (revised December 2003, June 2007, April 2015)
INSTRUCTIONS TO CLEAN SHOWER WALLS AND FLOORS

TRADITIONAL METHOD

On shower walls and floors use a lime remover (Crew Pink) once a week, rinse, then follow with Virex. Lime remover cuts through soap scum, body oils, and chemical residues.

De-lime once a week. Disinfect daily.

These tasks are to be completed, in the order listed, each time a shower is cleaned.

- Remove all pieces of bar soap and other foreign matter.
- Wipe down walls with cleaner disinfectant solution (Virex) with a sponge, rag, or short handled sponge mop. Rinse with clear water.
- Flood and scrub floor. Flood with diluted cleaner disinfectant solution (Virex). Spread solution over floor with wet mop and let stand for about three minutes. Scrub the floor with a wet mop or doodlebug; use a floor machine for large areas.
- Flush floor with clear water and squeegee to drain.
  - Or use a foam sprayer with cleaner disinfectant for cleaning walls, hardware, and floors.
- Wipe hardware dry to prevent water spotting.

NOTE: If it appears a certain shower or shower area is not being used regularly, pour cleaner disinfectant (Virex) into the drain to keep the trap full and prevent sewer gas from entering the room.

State Shower Station

Clean shower walls and floors once per week using a light-duty acid or cleaning foam (Crew Foaming Shower Cleaner, KaIBlooeoy or Snapout) unless your Custodian II or Coordinator directs you otherwise. The cleaning foam will cut through soap scum, body oils, and chemical residues. Spray down the walls and floors with the cleaning foam. Scrub the walls and floor with a brush or green souring pad. If needed, the floor can be scrubbed with a 175 disc machine or brush. Rinse the walls and floor thoroughly to remove all foam.

When cleaning a shower using the State Shower Station, follow these tasks in this order:

1. Remove everything left in the shower—clothes, trash, chairs, etc.
2. Refill soap dispensers with Dial soap.
3. Mix Virex at 1 oz. per gallon or mix NDC at 2 oz. per gallon.
4. Spray walls with a disinfectant cleaner (Virex or NDC) with the shower station or a Hudson sprayer.
5. Let disinfectant stand on surfaces for a minimum of 10 minutes, then rinse. If possible, do not rinse the disinfectant but rather let it air dry.
6. Squeegee any standing water to the nearest drain. Mop floor if needed.
7. Wipe all fixtures to prevent water spotting.

**Restroom Machine Shower Cleaning**

*S-I-M-P-L-E operation for proper use of equipment*

The first letter of each step spells SIMPLE. Refer to the Kaivac placards, at end of this chapter, for pictures of each step.

- **S**et-up
- **I**nject Chemicals
- **M**anual brush
- **P**ressure wash and rinse
- **L**oop spray line
- **E**xtract and dry

**SELF CHECK**

1. How do you enter a shower of the opposite sex?
2. What is the main chemical used in cleaning a shower?
3. Can a Hudson sprayer be used to clean shower floors and walls?
Operating your KaiVac using the S-I-M-P-L-E Process

Set-up
- Fill with clean, cool water
- Add 1 cap of KaiDri (for spot-free rinsing)
- Select melting fork and insert into cap barrel

Inject chemicals
- LOW Pressure Mode
  - Fan spray
  - Fan spray

Manual brush
  (optional)
- Manually brush heavily soiled areas

Pressure wash and rinse
- HIGH Pressure Mode
  - Fan spray
  - Pinpoint Spray
  - Top to Bottom

Loop spray line

Extract and dry

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5 SIMPLE steps for the KaiVac
Vac Tank Cleanout Instructions

1. Disconnect dump hose and empty contents into proper location.

2. After dumping is complete, remove vac lid from vac tank.

3. Using pressure gun or other water source, rinse inside of tank thoroughly.

4. After tank has been rinsed, lock the front caster wheels by pressing down on the locks as shown above.

5. After caster wheels have been locked, tip the machine to the left and slightly forward to allow the remaining water to drain.

Re-attach dump hose and unlock wheels.

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# Machine Maintenance

<table>
<thead>
<tr>
<th>Item</th>
<th>Procedure</th>
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<tbody>
<tr>
<td><strong>Floor Squeegee</strong></td>
<td>• Check condition of rubber squeegee blades and wheels on the floor tool.</td>
</tr>
<tr>
<td></td>
<td>• Rough floor surfaces will cause the blades and wheels to wear out more</td>
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<tr>
<td></td>
<td>quickly. Replace as necessary.</td>
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<tr>
<td><strong>Spray Gun</strong></td>
<td>• Check spray pattern. If spray pattern will not pinpoint, clean orifice by</td>
</tr>
<tr>
<td></td>
<td>removing it with an Allen wrench and flushing. Replace if not pinpointing.</td>
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<tr>
<td></td>
<td>• If nozzle becomes difficult to move from high to low pressure lubricate</td>
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<tr>
<td></td>
<td>nozzle with lithium grease.</td>
</tr>
<tr>
<td><strong>Pressure Hose</strong></td>
<td>• Wipe clean after each use.</td>
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<tr>
<td></td>
<td>• Check for cuts or frays in the hose jacket, particularly at the end of</td>
</tr>
<tr>
<td></td>
<td>the fittings. Replace hose if cuts are found.</td>
</tr>
<tr>
<td><strong>Water Tank</strong></td>
<td>• Check condition of filter in water tank. Clean as needed.</td>
</tr>
<tr>
<td></td>
<td>• Empty the water tank to prevent mildew and bacteria growth. Empty tank</td>
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<tr>
<td></td>
<td>by dipping the vacuum hose onto the water tank and transferring the water</td>
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<tr>
<td></td>
<td>to the vacuum tank.</td>
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<tr>
<td><strong>Vacuum Tank</strong></td>
<td>• Empty and flush vacuum tank.</td>
</tr>
<tr>
<td></td>
<td>• Clean and disinfect.</td>
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<tr>
<td></td>
<td>• Check the float shutoff screen to be sure it is not plugged up. A plugged</td>
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<tr>
<td></td>
<td>filter screen restricts airflow and results in reduced suction.</td>
</tr>
<tr>
<td><strong>Leaks</strong></td>
<td>• Be alert for leaks around hoses, fittings, spray wand, tanks or elsewhere.</td>
</tr>
<tr>
<td></td>
<td>• Discontinue use until leaks are repaired.</td>
</tr>
<tr>
<td><strong>Electrical System</strong></td>
<td>• The ground fault circuit interrupter (GFCI) must be tested before each use.</td>
</tr>
<tr>
<td></td>
<td>• Electric cords must be inspected for tears or cuts in the insulation.</td>
</tr>
</tbody>
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SECURITY ISSUES

Lock-up and Protection of Property in Your Work Area Objectives
The custodian will be able to:
1. Describe the recommended method for unlocking and relocking doors.
2. State which doors are not locked.

University of Iowa Police Department Objectives
The custodian will be able to:
1. List situations that you should contact University Police at 335-5022.
2. State the number to call for fire or medical emergency.
3. State the number to call for building emergencies.

Emergency Response Cleanup Kit Objectives
The custodian will be able to:
1. Define “Emergency Response Cleanup Kit”.
2. Describe disposal of contaminated material.
3. State precautions to take when cleaning up blood or body fluids.

Customer Confrontation Objectives
The custodian will be able to:
1. Identify an appropriate response to an angry customer.

Key Procedure Objectives
The custodian will be able to:
1. State where building keys and take home keys are kept.
2. State what to do if keys are lost.
3. List persons for whom custodians can unlock doors.

Pager System Objectives
The custodian will be able to:
1. List those who carry pagers.
2. State the responsibilities for substitute carriers.

These six issues are essential to your security and to our customers’ security. Each has been developed with safety in mind.
LOCK-UP AND PROTECTION OF PROPERTY IN YOUR WORK AREA

I. DOORS AND WINDOWS

Building lock-up times vary from building to building. **Check with your Group Leader or Supervisor for your assigned building schedule.** Doors should not be locked prior to the designated time. It is essential to lock all entrances at the scheduled times. If possible, do not vary the time by more than five (5) minutes after the designated time and DO NOT lock the entrance early. Building administrators and customers are depending on your punctuality for added security. In some buildings, the Group Leader locks all entrances; in others, the custodian locks the entrances they clean. It is important to be clear about who is responsible to lock each particular entrance. If the Group Leader locks the entrance, but is absent, each person should take responsibility for any entrance in their area.

Lock doors and windows to all private spaces as you clean. If a customer asked you “NOT” to lock something, do as you are asked, but inform your Group Leader or Supervisor of the customer’s request. Give the door handle a twist after locking it, just to make sure that it is securely locked when you leave.

Lock all doors to all rooms except general assignment classrooms. Ask your Group Leader or Supervisor for any exceptions to this procedure.

As you clean private spaces, if you need to interrupt your work and leave the space EVEN FOR A FEW MINUTES, always close and lock the door. This is in order to secure the space and to ensure the door is closed in case of a fire. **It is recommended that immediately after a door is unlocked, that it should be relocked before removing the key.** This will save time when you need to leave since the key is already in the lock. Give the door handle a twist after locking it, just to make sure that it is securely locked.

**Moving Furniture**
When you move furniture from a private space to do special project work, make sure it is in a safe place where nothing can be stolen. All contents from private spaces must be returned to that space before the end of the shift, and must be monitored while removed.

II. SELF CHECK

1. Do you lock general assignment classrooms?
2. Describe the recommended way to lock the door you just unlocked.
3. How much time variance is allowed for locking an entrance door?
I. EVENTS THAT REQUIRE UNIVERSITY POLICE

You should contact the University of Iowa Police at 335-5022 in any of these events:

- Animals in the building
- Any kind of disturbance in the building
- Theft or suspected theft
- Bicycles in public spaces inside General Fund Buildings (leave bicycles in private spaces alone). If uncertain contact your Group Leader or Supervisor.
- Unusual circumstances (malfunctioning security or fire devices). If uncertain contact your Group Leader or Supervisor.

Emergency calls are taken any time and non-emergency calls are taken until 11:00 p.m.

You should report any conversation you have with University of Iowa Police to your Supervisor.

In case of a personal emergency, notify University Police before you do anything else.

In case of fire or medical emergency, call 911 first.

Call Work Control Center at 335-5071 for building emergencies such as flood or loss of power. If it is after 4:30 p.m., your call will be taken by after hours personnel who will contact the appropriate personnel.

II. SELF CHECK

1. List situations when you should contact University of Iowa Police.
2. What number do you call for fire?
3. In case of power outage, what number do you call?
BODY FLUID AND BLOODBORNE PATHOGEN SPILL KIT

I. EMERGENCY RESPONSE EQUIPMENT AND PROCEDURES

Equipment Needed

The kit is available from Maintenance Stores as stock number 6886000 Safety, Absorbent Spill Kit for Bodily Fluid Bloodborne Path.

Spill Cleanup Equipment and Procedures

Use the emergency response cleanup kit to clean up any body fluids (e.g., small blood spots, vomit, feces, urine). Proper use of this kit will help protect you from related transmission of disease. However, it is not meant to be used to clean up chemicals.

- Keep others out of the area to prevent spreading spilled material. Post warning signs, if needed.
- Wear protective equipment, gloves, and goggles. **It is mandatory to wear disposable gloves while cleaning up body fluids.** A long-sleeved shirt is recommended clothing.
- If substantial liquid is involved, use the absorbent granules (Oil Dry).
- Apply a tuberculocidal disinfectant (END-BAC II) or Virex or 10% Bleach solution over blood or potentially infectious material in accordance with label directions.
- Clean up contaminated material with disposable cardboard and cloth towels, then dispose of them by placing in a red bag found in the kit.
• Apply appropriate disinfectant cleaner to decontaminated spot and continue cleaning remainder of room with disinfectant cleaner. Allow it to stand 20 minutes then clean according to cleaner instructions.

**Disposal Procedure.** Take the red plastic bag to the nearest lab where an open biohazard waste box is located. Dispose of red bag, and then shed gloves into this container. If no infectious waste container is available contact a Custodian II or Facilities Services Coordinator.

Wash hands thoroughly.
Restock kit after each use.

**Contaminated clothing**
Immediately (or as soon as feasible) remove garments penetrated by blood. All personal protective equipment will be removed prior to leaving the work area. Dispose of clothing contaminated with blood or body fluids in the red biohazard tubs. If necessary, Tyvek suits are available in each maintenance area shop or from Maintenance Stores.

**II. SELF CHECK**

1. What is a Body fluid and bloodborne pathogen spill Kit?
2. How do you dispose of contaminated material?
3. Is it necessary to wash your hands if you wore gloves to cleanup body fluids?
4. What precautions should you take when cleaning up blood or vomit?
CUSTOMER CONFRONTATION

I. CUSTOMER CONFRONTATION

You will at one time or another be confronted by a customer; however, by no means are you to say anything negative about them or to them. The best thing to say to them is that they should call and talk to your Group Leader or Supervisor. If they are persistent on the matter, just walk away and find your Group Leader or lock yourself in a room so you can call your Supervisor for assistance.

Engaging yourself in a confrontation with a customer is a violation of *The University of Iowa Employee Work Rules*. Refer to the “Employee Work Rules” section in Chapter 8 for more specific details.

In the event of a confrontation, inform your Supervisor of the incident. Your Supervisor will investigate both sides. You are to continue your daily routine until a decision has been made.

II. SELF CHECK

1. What should you do if an angry customer confronts you?

2. Are you in violation of a University policy if you walk away from a confrontation?
KEY PROCEDURE

I. KEY PROCEDURE (KEYS ISSUED TO CUSTODIAL STAFF)

You will be issued two sets of keys for your assigned area. The keys will be on a ring and a chain. These keys should be in your possession during the work period. During non-working hours, your building keys will be kept in the building safe, and your take home keys should be kept in a secure location. Strict observance of the key rules is vital to assure the customer of your reliability. Do not violate these rules. Refer to the “Facilities Management Rules and Responsibilities” section in Chapter 8 for specific instructions.

If anyone, other than your Group Leader, Supervisor, or Area Manager, asks you to unlock a room please inform them it is against regulation. If the person persists, do not argue with them. Tell the person to contact your Supervisor or hand them a copy of the memo “Admittance to locked spaces” that is available for you to carry on your cart.

II. SELF CHECK

1. What should you do if someone asks you to unlock an office door?

2. What are three important rules for key security?
PAGING SYSTEM

I. PAGING SYSTEM INFORMATION

The Facilities Management uses digital and voice activated paging systems to communicate among buildings. Pagers are assigned to Supervisors, Group Leaders, and Custodian I's (who work out of several buildings).

Anyone who carries a pager must be given the following instructions (*even for a temporary assignment*):

1. The person should be instructed how to turn the pager on at the beginning of a shift and off at the end of the shift. The Supervisor will assist you if the indicator shows that the battery should be replaced or requires a battery. Duracell or Energizer batteries function better in the 228 pagers. The Rayovac brand batteries have been known to not work as well.

2. The carrier should be reminded of the proper responding/answering procedures for when the pager signals.

3. All others in the building should know that it has been assigned for an emergency contact between the Supervisor and the building.

4. The substitute carrier does not assume the responsibilities of the Group Leader. Their role is to relay messages to the appropriate people.

5. The substitute carrier is not expected to solve any problems that might occur in the building.

6. All custodial pagers are on the 228 paging system.

7. The pager should be stored out of sight but still available to every worker.

II. SELF CHECK

1. Is it necessary for someone on temporary assignment to receive these instructions?

2. Who carries pagers?

3. Is the substitute carrier expected to solve problems?
WASTE REMOVAL

Waste Collection (Regular Trash) Objectives
The custodian will be able to:
1. Describe proper regular waste removal.
2. List examples of regular waste custodians “Do” and “Do Not” remove.

Biohazard Removal Objectives
The custodian will be able to:
1. Explain general information regarding biohazard removal.
2. Describe detailed information on how the custodian removes biohazard waste.
3. List examples of biohazard waste custodians “Do” and “Do Not” remove.

Recycle Material Collection Objectives
The custodian will be able to:
1. Explain general recycling information.
2. List items the custodians are responsible for recycling.

Follow these guidelines for safe and proper handling of biohazard waste, regular waste, and recycle materials. Proper removal of biohazard is essential for everyone to ensure a safe work environment. Almost all the buildings on campus produce material for recycling. Recycle removal is an essential service that custodians provide to the University and its customers.

Symbols used :

🚫 = Prohibited
⚠️ = Safety warning
WASTE COLLECTION (REGULAR TRASH)

SERVICE EQUIPMENT AND SUPPLIES

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Safety</th>
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<tbody>
<tr>
<td>Material Handling</td>
<td>Work in pairs when needed. Ask for help.</td>
<td>Biohazard or Waste Removal policy Irregularity Notification forms</td>
</tr>
<tr>
<td>Gloves</td>
<td></td>
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</tbody>
</table>

GENERAL SAFETY GUIDELINES
Work in pairs if bags are awkward and too heavy for you to comfortably handle. Test the weight of the material by nudging it with your foot or lifting a corner of the container.

Wear material handling gloves to protect your hands from cuts.

Review lifting techniques at the end of this chapter.

WASTE (REGULAR TRASH) REMOVAL
We remove non-recyclable waste from customer areas. Emptying trash cans is part of your routine work. We furnish trash cans for public space but not for private spaces. Trash cans in public spaces must be emptied daily.

Every trash can must have a plastic liner. It is not necessary to pull every liner during the scheduled service, except liners that contain food debris or liquid. Liners from kitchen areas, canteen areas, research labs, clinic areas, and restrooms must be pulled every scheduled service.

Place a few extra liners (no more than 5) in the bottom of trash cans in areas not serviced daily so that customers can reline their trash cans when emptying their own trash. Be sure to use the extra liners so they do not become old and brittle and need to be thrown away unused.

In offices, at each scheduled service, you must empty all trash cans, whether you replace the liner or not. Do not wait for the trash cans to become full before emptying. Be sure to use the correct size liner.

Empty only what is inside or on the trash cans or something that is clearly marked for disposal. If there is something inside or on the waste receptacle that seems to have value, hold it back and ask the customer if it should be thrown away by using the “Biohazard and Waste Removal Policy Irregularity Notification” form.
Trash cans must be cleaned on the inside and outside.

**DO NOT** salvage or collect any items from trash cans or dumpsters for personal use.

Do not leave any waste on your traveling cart or in the area CSR/breakroom. All waste is to be placed in the dumpster at the end of the work shift.

**WASTE NOT HANDLED BY CUSTODIANS**

We are not equipped to handle certain other types of waste either because of their weight, physical properties, or other risk to the custodian involved, or landfill ordinances. When the following list of items are placed in trash cans, do not pick up the trash. Leave a Waste Irregularity Notification form for the customer.

**Dead animals, animal parts, animal excretion, or animal bedding, including animal boxes that contain animal bedding,** are disposed of by animal caretakers. Do not haul these items, nor empty any waste receptacle containing these items. Instead, contact your Custodian II or Coordinator.

**Rock** is sometimes found discarded in trash cans in the Geology, Geography, or Anthropology Departments. Do not empty trash cans containing rock. To avoid back injury from the excessive weight of hidden rock, move the trash cans with your foot before lifting it to empty.

**Cartons and boxes in vending areas** are disposed of by Vending Service employees after restocking the machines. Do not empty trash cans with these items until you have shown this to your Custodian II or Coordinator.

**Construction debris such as wood scraps, pipe, concrete, plaster, and paint cans** are disposed of by construction workers. Do not haul construction debris; ask your Custodian II or Coordinator to request removal of any remaining debris from construction projects in your building. Refer to “New Construction and Remodel Projects” in Chapter 21 of this manual.

**Any waste of excessive volume or weight,** such as large amounts of department generated waste at housecleaning time or when someone moves, is not handled as part of our routine pick-up. Excessive or unusual waste is to be removed by the department generating it, or by requisition from the department to Facilities Management. If you find excessive or unusual waste, ask your Custodian II or Coordinator before disposal.

**Potential biohazards waste listed in the Biohazard Removal section of this chapter requires special handling. Follow those rules for handling potential biohazards. Do not remove improperly packaged biohazard waste.**

**Furniture, appliances, electronics, computers, computer components, scrap metal, or ink cartridges** must be disposed of by UI Surplus.

**WASTE REMOVED BY CUSTODIANS IF PROPERLY PACKAGED**

Custodians properly remove **empty containers**, such as metal containers, glass containers, and flattened cardboard boxes. Empty metal containers, if set beside the trash can, are hauled to the dumpster by the custodian. Empty glass containers are taken to the dumpster.
Empty flattened cardboard boxes that are set near or behind the central collection receptacle are recycled.

**Lawn Debris**

The landfill requires that lawn debris and trash be separated. Leaves and organic matter raked up around entrances and shrubbery must be bagged, sealed, and placed next to the outside dumpster for disposal. Landscape Services picks it up.

**Self Check**

1. Is it against policy to salvage, for personal use, any items from trash cans?
2. Is it always necessary to pull liners from trash cans?
3. Can you leave partial containers of waste on your custodial cart?
4. What is the maximum number of extra liners left in the bottom of trash cans?
5. List 6 waste items that custodians never handle.
6. What do you do with empty glass containers?
7. What do you do with empty metal containers set next to a waste receptacle?
8. Would you use a “Biohazard or Waste Removal Irregularity Notification” form if someone left rock or construction debris in a waste receptacle?
BIOHAZARD REMOVAL

Environmental Health & Safety (EHS) is responsible for the removal of biohazard waste from the buildings by following a plan prepared in accordance to EPA, OSHA, and state regulations.

Many areas on campus produce biohazard waste that is packaged, handled, and transported to a pick up point for shipping. Many buildings have specific rules and guidelines. Check with your Custodian II or Coordinator to see if any of the specific rules or guidelines pertains to your area.

Proper personal protective equipment (PPE) must be worn at all times when handling biohazard waste. Wear gloves and dispose of them after use. Wearing the same gloves used to handle waste spreads contaminants.

Completion of the “Bloodborne Pathogens for Custodians” safety training program is required before handling any biohazard waste and annually thereafter.

All concerns that you may have pertaining to biohazard must be discussed with your Custodian II or Coordinator.

BIOHAZARD HANDLED BY THE CUSTODIANS

DO NOT HANDLE any gloves, sharps, or infectious waste (also known as biohazard waste) that is disposed of in regular waste. Handle only properly sealed and approved biohazard containers. DO NOT HANDLE improperly sealed containers. Report any approved biohazard container that is not properly sealed because of a rip, break, crack, or puncture to your Custodian II or Coordinator so they can inform the customer of this problem.

The customer must mark or attach a label (above) to the box listing the department generating the waste, building name, and room number, and the person’s name before it is picked up.

The customer must place the label on the same side as the tub handle, to the right of the handle or below the handle. DO NOT pick up the tub if the label is not properly placed.
Infectious waste is deposited for collection in specially marked white cardboard boxes lined with red plastic bags, or in specially marked red plastic containers lined with red plastic bags.

- If a customer uses the white cardboard boxes, they will place the properly labeled boxes into the red plastic containers, attach a label and place in the designated area for custodians to transport.
- If the container is not properly sealed and labeled the custodian will post a “Biohazard or Waste Removal Irregularity Notification” form on the container specifying the problem to be corrected by the customer.
- Stack the red plastic tubs in the designated area. Do not stack more than 2-tubs high.

Proper procedure for removing infectious waste.
Custodians are to pick up ONLY sealed containers which are properly labeled as to room number and building initials, and take to the designated area for pick up by EHS. Be sure you wear disposable gloves.

The generators of these infectious waste materials will be responsible for placing their orders for containers that will meet the needs for their laboratory.

Sharps are disposed of in a plastic container provided by the customers. When the sharps containers are full, the customer must seal and label them then place in the collection area or the custodian will not dispose of them. When properly sealed and labeled the custodian will take the containers to the centralized collection room.

Quantities of uncontaminated broken glass such as Petri dishes, glass slides, beakers, and pipettes must be in a sturdy sealed cardboard box, not to exceed 40 pounds, and will be taken to the dumpster by the custodian.

POTENTIAL BIOHAZARD NOT HANDLED BY THE CUSTODIAN
DO NOT ENTER any space labeled “Caution – High Radiation Area”. Contact your Custodian II or Coordinator for further instructions.

Radioactive waste is deposited in heavy yellow bags and/or drums by the customer and is collected by the Environmental Health & Safety (EHS) for disposal. Do not empty any basket that has a radioactive label or emblem attached.

Custodians are permitted to clean in laboratories that have a radiation warning sign. These labs pose no hazard to your health. However, you must never handle or dispose of any containers or waste material labeled as radioactive.

If you think you may have handled radioactive material, scrub your hands with soap; contact your Custodian II or Coordinator immediately so they can contact Environmental Health & Safety at (335-8501).
**Unknown spills** in labs are the responsibility of the customer to cleanup. Environmental Health & Safety staff can provide advice to lab staff for cleaning up spills. Do not attempt to cleanup lab spills that may be radioactive. Leave the room, lock the door, and report this to your Custodian II or Coordinator immediately. Rather than cleanup the spill yourself, notify your Custodian II or Coordinator who will contact the appropriate people.

Certain **biohazard waste** is deposited in red or orange bags for autoclaving. Do not haul this material, except for certain buildings on the medical campus. Check with your Custodian II or Coordinator to see if any of the specific rules or guidelines pertains to your area. **Biohazard waste, not on the Medical Campus**, is deposited into white biohazard cardboard boxes with the red biohazard symbol on it. When these become full the lab customer properly seals and labels the top of the box, places it in a red tub and attaches a label. If not properly sealed and labeled or is leaking, DO NOT remove. Notify your Custodian II or Coordinator so the customer can be informed of the problem.

**Liquid chemical waste** is collected by Environmental Health & Safety whenever the customer requests. The custodian must not remove liquid waste. Environmental Health & Safety, not the custodian, removes full or partially filled paint cans.

**Dead animals, animal parts, animal excretion, or bedding, including animal boxes that contain animal bedding** are disposed of by animal caretakers. Custodians do not haul these items or empty any receptacle containing these items. Contact your Custodian II or Coordinator so the customer can be informed of the problem.

**Human blood, blood products and body fluids** greater than 500 ml must be solidified with product such as Isolyzer and placed in a biohazard box (white with red liner.) Amounts less than 500 ml may be disinfected with Virex or another acceptable chemical and sewer. The lab staff must prepare the blood for disposal.

**ADDITIONAL INFORMATION AND OTHER CONCERNS**

- Any waste disposed of by the building customers in an unacceptable manner is to be “tagged” with a “Biohazard and Waste Removal Policy Irregularity Notification” form and noted with an “X” in the appropriate spaces.
- Large blood spills are to be cleaned up by the customer. However, custodians are expected to cleanup blood splatters. If in doubt, ask your Custodian II or Coordinator.
- Unknown liquid spills in laboratory buildings may be flammable, caustic, or hazardous. Report such a spill immediately to your Custodian II or Coordinator who will consult the lab technician or Environmental Health & Safety before authorizing a cleanup.

All sticks/pokes (anything that punctures the skin) must be reported to your Custodian II or Coordinator immediately.

- Do **not** use a vacuum to cleanup laboratory spills unless you are instructed to do so by your Custodian II or Coordinator. All contaminated cleanup residue, if hazardous material, must be collected by Environmental Health & Safety. Do not put it in the dumpster.
- In laboratories, **do not** cleanup any liquid that has leaked through the plastic liners into the bottom of the trash can or through the plastic liner of the biohazard box until your Custodian II or Coordinator receives approval from the lab technician or Environmental Health & Safety.
- **Never** sift through the contents of a basket with your hands.
- **Do not** use your hands to compact waste in the collection cart.
- Dental Science Building (DSB) has individual bio containers at their clinic chairs. Those bags are picked up and added to the lined red bio tubs at the back of the house container by the custodians.

**SELF-CHECK**

1. What agencies’ regulations does The University of Iowa Biohazard Plan meet?
2. What Facilities Management safety training must be completed before you can handle biohazard waste?
3. When is it safe for a custodian to handle infectious waste?
4. When is it safe for a custodian to dispose of a sharps container?
5. What do you do with uncontaminated broken glass?
6. List five (5) types of waste custodians do not remove.
7. Describe a situation in which use of a “Biohazard and Waste Removal Irregularity Notification” form is appropriate.
RECYCLE COLLECTION

RECYCLE REMOVAL
Recycle bins are stationed throughout the buildings.

The University uses single-stream recycling. All paper, newspaper, cardboard, plastics, tin, aluminum and most food containers go into the same bin. The recycle program is set up so everybody is involved. The recycle cans are in the public space so everyone can contribute to them. See the complete list of recyclable materials on the Office of Sustainability web site at http://sustainability.uiowa.edu/initiatives/recycling/how-to-recycle/ The customer who generates the recycle holds it at their desk, and then takes it to a central collection point. The central collection point will vary by building.

TERMS USED
Centralized Collection Bin—Strategically placed recycle and landfill container placed in buildings to capture building waste.

Landfill Waste—Waste collected for transport to a landfill, material that cannot be recovered through out single stream recycling program.

Main Auto Dumpster—A dumpster with a lifting mechanism used to lift and dump carts.

Main Collection Bin—A dumpster or roll-off type container used to collect waste.

Main Compactor—A bin with a mechanism to crush or compress waste to remove air and load more materials for transport. Some compactors have a lifting mechanism used to lift and dump carts.

Recycle Rake or Hook—A tool used to pull or guide recycling while dumping into larger container. Can also be used to close dumpster doors or shift contents inside of dumpster.

Recycle Material—Material collected to be sent to a distributor for reuse or fabrication.

‘7 inch guideline’—Waste Management will ensure all their main recycling containers are placed within 7 inches of their designated collection point. If the gap is greater than 7 inches, the FM employee will report this issue to their FSC who may decide to dump materials in the landfill stream for purposes of safety.

SOP—Standard Operating Procedure

Waste Management—The name of the company that is the single-stream provider.
SERVICE EQUIPMENT AND SUPPLIES

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<tbody>
<tr>
<td>Collection Bins</td>
<td>Work in pairs when needed. Ask for help.</td>
<td>Biohazard or Waste Removal policy Irregularity Notification forms</td>
</tr>
<tr>
<td>Recycle Rake or Hook</td>
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</tbody>
</table>

GENERAL SAFETY GUIDELINES

Use a recycling rake or hook to help remove or guide recycling contents from bins into the dockside container. If no rake is available, lighten the load by partially removing material by hand.

Work in pairs. If another CI is not available, the CII must designate times to assist with dockside dumping.

NOTE: Many custodians are injured while breaking down cardboard boxes. Use great care if you use a box cutter to break down boxes. Report any injuries to your Custodian II or Coordinator.

PROCEDURE

Risk Assessment of Dumping Areas and Building Specific Recycling SOP

Each Coordinator or Custodial Supervisor completes a building specific risk assessment and standard operating procedure (SOP). The SOP contains the procedures, safety related risk/controls, locations of centralized recycling containers, and a map. It details how recycling will be gathered, transported and dumped. Both the risk assessment and SOP are stored in a database. (See Appendix – Recycle Risk Assessment of Dumping Area & Building Specifics SOP.)

Container Types

There are five approved container types. Each containers weight / force was measure performing different tasks. The “Total Weight” measured the weight of the container full of typical recycling material. The “Push/ Pull” measured the amount of force required to pull the full container. The “Tip” measures the force required to balance the load of a full container standing upright, while lowering it to lay on its side (Figure A). The “Dump” measured the amount of force required to lift the back end of the container, while the container is laying on its side (simulating dumping the recycling material into the dumpster) (Figure B).
<table>
<thead>
<tr>
<th>Container Type</th>
<th>Total Weight (lb.)</th>
<th>Push/ Pull (lb.)</th>
<th>Tip (lb.)</th>
<th>Dump (lb.)</th>
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</thead>
<tbody>
<tr>
<td>40 Gallon Rubbermaid</td>
<td>51</td>
<td>4</td>
<td>21</td>
<td>28.7</td>
</tr>
<tr>
<td>32 Gallon Toter</td>
<td>53</td>
<td>3.4</td>
<td>24</td>
<td>14</td>
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<tr>
<td>64 Gallon Toter</td>
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<tr>
<td>96 Gallon Toter</td>
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<td>8.2</td>
<td>66</td>
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</tr>
<tr>
<td>Tilt Truck</td>
<td>19</td>
<td></td>
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<td>41</td>
</tr>
</tbody>
</table>

Exceptions to container types exist in some buildings on campus. If the building uses different types of containers, work with the FM Recycling Coordinator and the Building Coordinator to achieve a safer work environment.

**Transfer and Dumping Process**

Collect recycling bins from the assigned central locations and corrugated cardboard placed beside containers to the appropriate staging area for transport. Transport the recycling to the dockside collection point.

When the building specific SOP indicates more than 1 custodian is needed, 2 custodians will lift and/or dump the container into the dockside container.

Use proper lifting and/or bending techniques or automatic lifters when emptying containers to ensure safety.

Use a recycling rake or hook to help remove or guide recycling contents from bins into the dockside receptacle. If no rake is available, lighten the load by partially removing material by hand.

Do not take the time to sort waste that has been thrown into the recycle bins. If a recycle bin has been used as a waste receptacle, throw all the contents into the dumpster.

Return all central collection bins to the designated building site. Containers may be marked to identify designated locations.

**Exceptions to procedures**

Four labs in EMRB, MERF and CBRB are designated as HHMI labs and have interior lab recycling services.

In buildings with only one custodian, the Custodian II (or another CI) designates times to assist with dockside dumping or recycling materials may need to be removed partially by hand to lighten the container first.

One custodian can operate lifters without assistance.

**Waste Irregularity Notification**

Feedback is a critical part of the performance cycle of any process. Custodians work on the front-line and are able to see if occupants are meeting the recycling program expectations. If the occupants leave items that cannot be collected safely, the custodian attaches the Waste Irregularity Notification (WIN) form or the written feedback notice provided by the building coordinator (Appendix – Waste Irregularity Notification). The questionable item should not be collected. The CI notifies the CII. The CII notifies the FSC who informs the building contact person if needed.
7 inch guideline
Safety is a core value of FM and our employees. In order to reduce the risk of ergonomic and slip/ fall incidents, the FM Safety Manager established the 7 inch guideline. The guideline states: “Waste Management will ensure all their main recycling containers are placed within 7 inches of the designated collection point. If the gap is greater than 7 inches, the FM employee will report this issue to their FSC who may decide to dump materials into the landfill main container.” The FSC will notify the FM Recycling Coordinator who will contact Waste Management to correct the situation.

ADDITIONAL INFORMATION AND OTHER CONCERNS
- All fluorescent tubes and compact fluorescent lamps that you have replaced need to be placed in designated labeled Universal Waste containers for collection. When customers replace a lamp, they leave the lamps for the custodians to pick up and deposit in the Universal Waste containers.
- Toner cartridges can be recycled, but this is not the responsibility of the custodial staff. If you find toner cartridges that need recycled, leave them where the customer left them.
- Confidential recycle is not the responsibility of the custodial staff. The University Purchasing Department signed a contract with an on-site confidential recycling contractor. Contact your Custodian II or Coordinator if you have any questions regarding confidential recycle in your assigned area.
- Recycling saves the University in reduced landfill costs. Recent regulations and ordinances concerning the type of waste accepted by landfills, and State/Federal policies which promote recycling have a major impact on the manner waste is removed by Custodial Services.

SELF CHECK
1. Is recycling a part of a custodian’s daily routine?
2. What items can be recycled?
3. Are custodians responsible for toner cartridge recycling?
4. Do the custodians remove recycle from private offices?
According to the Bureau of Labor Statistics (BLS), more than one million workers experience back injuries each year. One fourth of all workers compensation indemnity claims are a result of back injuries. Low back pain is one of the most common reason that people miss work, second only to the common cold. In America, we spend more than $100 billion annually in medical bills, disability and lost productivity at work from back injuries and illnesses. More importantly, this problem causes unnecessary discomfort and pain to workers which can have a devastating effect on their lifestyle and ability to work. A BLS survey shows that 75% of back injuries occurred while performing lifting tasks, which underscores the importance of reducing back injuries caused by lifting.

SAFETY FIRST – WORK SMART

Always warm-up your back and legs before performing any lifting task! We are ALL athletes in life, so we need to warm-up our body to improve performance and to reduce risk of injury. It’s important to prepare your body for work.

Low Back Rotation Stretch - Stand with hands on hips. Stabilizing the hips and legs, gently roll your upper body forward, right, backward, and left to stretch your lower back. Perform 5 slow circles gradually expanding the circle each time. Repeat in the opposite direction.

Hamstring & Achilles Stretch - Position your body with one leg forward and the toes of that foot raised up. Keep your back straight while you bend forward at the waist. You should feel a stretch in the back of your thigh and knee. Then shift your weight onto your forward leg and bend knee, keep the back leg straight and heel on floor. Hold each stretch for 20 seconds. Perform each stretch 2 times for each leg.

BEFORE YOU LIFT

PLAN AHEAD
- Know what you are lifting and how you will lift it.
- Be aware of the weight of the object.
- Determine whether or not it’s safe to lift on your own.
- Make sure the work area is flat, dry and clear of debris.

CHECK YOUR PATHWAY
- Make sure the lift pathway is clear.
- Remove any tripping hazards or debris.
- Check for any wet or slick surfaces.

USE ERGONOMIC EQUIPMENT
- Use lift assists, forklift, dolly, cart, hand truck or hoist.
- Make sure you are trained before using the equipment.

GET HELP WHEN NEEDED
- When lifting awkward or heavy loads, utilize a two person lift.
- Make sure you lift at the same time and keep the load level.

WEAR PROPER PPE
- Wear proper required protective shoes and gloves.
PROPER LIFTING TECHNIQUES

Basic Diagonal Lifting Technique

1. Get as close to the object as possible.
2. Use a wide stance with one foot forward and to the side of the object for good balance.
3. Keep your back straight, push your buttocks out, and use your legs and hips to lower yourself down to the object.
4. Slide the object as close to you as possible.
5. Put the hand (same side of your body as the forward foot) on the side of the object furthest from you.
6. Use this basic lifting technique for small objects when you can straddle the load and use a wide stance.
7. Put the other hand on the side of the object closest to you. Your hands should be on opposite corners.
8. Grasp the object firmly with both hands.
9. Prepare for the lift, tighten your core muscles, look forward and upward, keep a straight and strong back.
10. Lift slowly and follow your head and shoulders. Hold the load close to your body. Lift by extending your legs with your back straight, and breathe out as you lift.

LIFTING DO’S & DON’TS

DO...
- Know or test the object weight.
- Use ergonomic lift assists when possible.
- Plan the lift and clear your path.
- Get help for heavy or awkward loads.
- Keep the object in the power zone.
- Use a wide stance for balance.
- Use your legs to lift.
- Pivot your feet to avoid twisting.

DON’T...
- Don’t hold your breath.
- Don’t bend or twist at the waist.
- Don’t use a partial grip (1-2 fingers).
- Don’t obstruct your vision when carrying.
- Don’t jerk or lift quickly.
- Don’t pinch your fingers or toes.
- Don’t pull a load if you can push it.
- Don’t forget to wear proper PPE.

www.ergo-plus.com
Drapery and Venetian Blind Care Objectives
The custodian will be able to:
1. State your responsibility for cleaning draperies.
2. Describe the Venetian blinds cleaning duties performed.
3. Explain the procedure you take when you notice a broken Venetian blind.

Wall Washing and Spot Cleaning Objectives
The custodian will be able to:
1. Name acceptable tools for wall washing.
2. Describe how to prevent streaking.

Window Care Objectives
The custodian will be able to:
1. List tools used to clean windows.
2. State window cleaning frequency.

Custodians must know which windows, window coverings, and walls are cleaned by Facilities Management and which ones the customer must make special arrangements for care. Walls are washed in a particular way.
I. DRAPERY CARE

Facilities Management Custodial Services does not do anything with draperies, whether in public or private spaces. You are not responsible for vacuuming or arranging dry cleaning of drapery on campus.

II. VENETIAN BLIND CARE

Venetian blinds, more commonly referred to as “blinds”, are not the preferred window covering to install when doing a new construction or remodel project. There are more efficient window coverings that still allow the customer to see out, however, many areas have "blinds".

Departments request and purchase new blinds for windows by sending a blue requisition to Work Control Center (260 USB). Facilities Management maintains and repairs any blinds installed in public and private spaces. If you notice a broken blind in any space notify your Group Leader, who will send in a work request. Refer to the “Custodial Work Request” section in Chapter 18 for procedures.

You do dust blinds, but do not wash them unless instructed by your Group Leader or Supervisor. To request any special services on blinds the customer needs to send a blue requisition to the Work Control Center.

III. SELF CHECK

1. Do you clean draperies?
2. Do you dust Venetian blinds?
3. If you notice a needed repair on a Venetian blind, what do you do?
WALL WASHING AND SPOT CLEANING

I. WALL WASHING AND SPOT CLEANING INSTRUCTIONS

Use either a detergent solution in a bucket of water and a sponge mop or a wall washing kit. Start washing the wall from the bottom working up to prevent a stained streaked look when done. Check for spots during your routine cleaning and spot clean if necessary.

When spotting the wall, use a spray bottle and a rag. Do not allow the spray to run down the wall, it will also leave permanent streaks. Spray and wipe immediately.

II. SELF CHECK

1. List tools needed for wall washing.
2. How do you prevent streaking?
WINDOW CARE

I. WINDOW WASHING

If a customer has a small request for window washing, please try to accommodate them. If it is a large request or you are not sure, please have them contact the Work Control Center at 335-5071. The Work Control Center may have to get permission from Facilities Management’s Director of Operations and Maintenance.

Check with your Group Leader or Supervisor to see if your building has a window washing kit.

**Small Windows**
For small windows, use glass cleaner in a trigger sprayer, and wipe dry with a cloth or newspaper.

**Large Windows**
For large windows, use a vinegar and water solution in a bucket (4 oz. vinegar to 1 gal. water) and a window squeegee, or use a few drops of dish soap in a bucket of water and a window squeegee.

**Ground Floor Windows (exterior)**
Ground floor exterior windows are washed once a year. Cleaning should take place in the spring and summer.

**Ground Floor Windows (interior)**
Ground floor interior windows are washed as needed but should be washed at least once throughout the year by Facilities Management Custodial Services.

**Entrance Door Glass**
*Entrance door glass is washed once each shift.* Banks of windows around ground floor entrances are washed periodically throughout the spring, summer, and fall.

**Plexiglas**
For Plexiglas, use a cheesecloth and water. Cheesecloth is necessary to keep from scratching the Plexiglas. Furniture polish (aerosol only) may be used to partially restore the appearance of cloudy, scratched Plexiglas.

*It is necessary to use cheesecloth when cleaning Plexiglas to avoid scratching.*
II. SELF CHECK

1. How often are windows cleaned?
2. List the tools used to clean small windows.
3. List the tools used to clean large windows.
4. How often is entrance door glass cleaned?
5. List tools needed to clean Plexiglas.
6. What chemicals are used to clean windows?
Items included in the Appendix

1. Facilities Management Attendance Review Guidelines
2. Catastrophic Leave Policy
3. FM Cell Phone/Technology Policy
4. Computer Usage Guidelines
5. Facilities Management Emergency Communication Policy
6. Clarification of Family Caregiving Leave
7. Lost and Found Locations
8. PCB Awareness Poster
9. Pets in University Facilities Memorandum
10. Posting Policy
11. Facilities Management Sick Leave Policy
12. Facilities Management Uniform Policy
13. Overtime Equalization Guidelines
15. Building Coordinator Network 2015
17. Equipment Standard 2015
Facilities Management Attendance Review Guidelines (eff. 1/1/14)

Facilities Management staff are expected to maintain a regular work schedule. All staff members are expected to contribute their fair share toward accomplishing the work undertaken by the department. This is the basis on which they were initially hired and the basis upon which they are compensated. The department has work obligations and responsibilities and expects all staff members in the department to contribute in the performance of this work. Unless staff members are in attendance at work, they cannot fulfill their responsibility toward completing their fair share of the work. See also: UI Operations Manual, Part III, Chapter 22.2 (http://opsmanual.uiowa.edu/human-resources/paid-absences#22.2)

Staff are also expected to manage leave benefits responsibly. This includes vacation, which should be scheduled in advance, and sick leave, which is for personal illness as well as other covered situations such as family caregiving leave. Use of paid leave is a benefit to staff, but responsible scheduling of time off and effective management of accrual balances is still an employee requirement to ensure effective department operations.

In order to ensure that all staff members are contributing their fair share and managing leave benefits responsibly, guidelines for monitoring attendance are provided herein. Supervisors are expected to monitor and evaluate staff members’ contributions toward meeting the work goals of the department. See also: UI Staff Attendance Expectations (http://hr.uiowa.edu/policies/staff-attendance-expectations)

Quarterly Attendance Guidelines
These attendance guidelines provide for a review of each staff member’s attendance on a quarterly basis. The guidelines establish a standard of two (2) occurrences and two (2) days as the threshold over which additional absences may be considered excessive. Each recorded absence constitutes a day of absence.

An absence is defined as any instance where a staff member is unable to work unexpectedly due to illness, injury, or medically related disability. Exemptions include pre-scheduled approved absences, FMLA qualifying absences, ADA approved absences, funeral leave, family caregiving leave, necessary and authorized absences related to on-the-job injury, approved union leave, and any absences of less than four (4) hours.

An occurrence is defined as a continuous absence from work without interruption. For example, a staff member who is absent for three (3) consecutive workdays accumulates one (1) occurrence and three (3) days. Or, an employee who is absent on Monday, works Tuesday, Wednesday, Thursday, but is absent again on Friday accumulates two (2) occurrences and two (2) days of absence.

Guidelines for Absence Without Pay (AWOP)
These attendance guidelines also prohibit AWOP of any amount. Any absence where the staff member lacks sufficient leave accruals to cover it is considered excessive.

An absence without pay is defined as any instance where the staff member is not in pay status, regardless of duration. Exemptions include FMLA qualifying absences, ADA approved absences, necessary and authorized absences related to on-the-job injury, and approved union leave.

Attendance Review
When a supervisor reviews a staff member’s attendance and finds that the staff member has not met his/her responsibility, i.e., the staff member’s absences are greater than two (2) occurrences and two (2) days, or if AWOP (as defined above) occurs, the supervisor will determine what action is necessary, which may include the applicable step of progressive discipline. As part of this review, the supervisor visits with the staff member to discover the circumstances related to the absences and what actions the supervisor and/or the staff member plans to take to avoid excessive absences in the future.

If you have any questions about these guidelines, please contact Cathy Koebrick in Facilities Management Human Resources at cathy-koebrick@uiowa.edu or 335-5078.
Definition

Pay: Leave is paid. Employee uses vacation donations from other UI employees to remain in pay status. Donations are converted to sick leave for employee’s personal illness and to vacation for family member’s illness.

Application:

Personal illness: employee to remain in pay status until start of Disability Benefit or recovery to a level that permits work.

Family member’s illness: employee to remain in pay status to care for immediate family member– parent, child, or spouse/domestic partner registered with UI Benefits.

Maximum Amount: Up to exhaustion of 90th working day before Disability Benefit begins for personal illness. And up to one year for family member illness. Leave may be continuous, intermittent, or reduced schedule. Please Note: Can be used only during the first six weeks after childbirth unless medical condition requires additional leave

Eligibility: Employee must be eligible to accrue vacation.

Personal illness: 30 working day absence (intermittent or continuous) and following exhaustion of paid leave (i.e., vacation, sick, and comp time).

Family member’s (spouse/domestic partner, child, parent) illness: 30 working day absence (intermittent or continuous), exhaustion of family caregiving leave, vacation leave, and comp time.

Authorization and Documentation: Department must determine whether absence is for the qualifying catastrophic leave event before authorizing absence and using catastrophic leave.

Refer to the Human Resources web page for more information. It is at http://hr.uiowa.edu/benefits/catastrophic-leave
Refer to the Technology Allowance policy. You can find it on the FM Connection under Forms & Policies.

Facilities Management issues cell phones for the purpose of conducting university business. In order to continue to provide this tool as a means of enhancing efficient and effective communications, Facilities Management must comply with IRS regulations and University of Iowa Policy. The policy answers any questions you may have regarding the use of cell phones for FM business.
COMPUTER USAGE GUIDELINES

MAIN CSR IN BUILDING:
- The Custodian II should coordinate business computer use around the 30 minute lunch break among all staff. Business computer use includes checking the FM Connection, checking work email messages, and completing your time card.
- Whenever computers are used as the primary form of communication, special accommodations can be made.
- Business computer use takes precedence over personal use.
- Personal use is allowed only during 30 minute lunch period. Personal use includes web surfing or writing, reading, and sending email to family and friends.
- If arrangements have been made, Custodian may come in before the start of their shift to use the computer.
- The building cannot be accessed using Custodial keys during the weekend; the building must be open to the public.

COORDINATOR’S/MANAGER’S COMPUTERS:
- You must have prior approval before using the computer.
- The building cannot be accessed using Custodial keys during the weekend; the building must be open to the public.

ITS COMPUTER LABS:
- Use for personal business during 30 minute lunch period.
- Rooms must be used during lab hours and cannot be accessed by Custodian’s key.
- The building cannot be accessed using Custodial keys during the weekend; the building must be open to the public.

MISCELLANEOUS:
- Misuse of computers will be handled on a case by case basis.
- Computers in private spaces cannot be used.
POLICY
Anytime an emergency threatens University facilities, requires a reaction on the part of University personnel or customers, and/or has public visibility, the Facilities Management Work Control Center (335-5071) is to be notified. This number will serve as the primary communication conduit for emergencies.
Examples of what constitutes an emergency:

- a fire that triggers an alarm system and requires a response by the Iowa City Fire Department
- flooding that threatens buildings
- major power outages
- any condition that requires building evacuation (other than false fire alarms)
- conditions that would substantially affect the usability of a facility

PROCEDURE
1) **Call 335-5071 (Work Control Center):** Any staff member who witnesses an emergency should call the Work Control Center (335-5071). This number will serve as the information center.
   This number will be routed to the Work Control Center during working hours and the Power Plant control desk during nights and weekends.
   For emergencies that begin when Facilities Management calls are being relayed to the Power Plant, the Power Plant will fulfill this function until the Work Control Center can be brought into service.

2) **Work Control Center/information center will notify appropriate people:** In addition to people who must be notified because of the nature of the emergency, the information center will contact a Facilities Management administrator to provide an interface between Facilities Management and external constituencies.
   Contact one of these people:

<table>
<thead>
<tr>
<th>Topic</th>
<th>Name</th>
<th>Work Phone</th>
<th>Home phone</th>
<th>Cell/pager</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building/grounds</td>
<td>Dan Heater</td>
<td>335-5038</td>
<td>648-2640</td>
<td>631-2074</td>
</tr>
<tr>
<td>Utilities &amp; Energy</td>
<td>Glen Mowery</td>
<td>335-1884</td>
<td>339-7936</td>
<td>541-8439</td>
</tr>
<tr>
<td>Management</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Construction-related</td>
<td>Sadie Greiner</td>
<td>335-3309</td>
<td></td>
<td>331-8798</td>
</tr>
<tr>
<td>Human Resources</td>
<td>Jon Kettering</td>
<td>335-1705</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3) **Update Work Control Center (335-5071):** All Facilities Management staff responsible for dealing with the situation on the scene of the emergency should make a reasonable effort to keep the information center informed regarding the emergency. The Work Control Center/information center serves as the information source for all parties.

4) **Questions** regarding status of any emergency should be addressed to 335-5071.
Clarification of Family Caregiving Leave

Refer to the UI Human Resources web page at
http://hr.uiowa.edu/policies/clarification-family-caregiving-leave

Rationale:
Employees are expected to make every reasonable effort to attend work regularly and consistently; however, we recognize the complexity of family circumstances and health care services, and wish to support employees in their family responsibilities during an immediate family member’s illness or injury. In situations when an employee is unable to limit caregiving to non work hours, Family Caregiving Leave is available to employees with accrued sick leave to assist with responsibilities in the care and necessary attention of an ill or injured immediate family member.
The following is a list of lost and found building locations:

<table>
<thead>
<tr>
<th>BUILDING</th>
<th>LOCATION</th>
<th>BUILDING</th>
<th>LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>AB</td>
<td>E100</td>
<td>MLH</td>
<td>14</td>
</tr>
<tr>
<td>AJB</td>
<td>E305</td>
<td>MRC</td>
<td>2nd floor USB</td>
</tr>
<tr>
<td>ABW</td>
<td>150</td>
<td>MRF</td>
<td>2nd floor USB</td>
</tr>
<tr>
<td>BB</td>
<td>141</td>
<td>NB</td>
<td>30T</td>
</tr>
<tr>
<td>BCSB</td>
<td>105</td>
<td>NH (dance rooms)</td>
<td>101B</td>
</tr>
<tr>
<td>BLB</td>
<td>Circulation Desk (2nd floor Library)</td>
<td>NH (except dance rooms)</td>
<td>308</td>
</tr>
<tr>
<td>BSB</td>
<td>2-650</td>
<td>Oakdale Campus</td>
<td>M108 OH</td>
</tr>
<tr>
<td>CALH</td>
<td>107</td>
<td>OC</td>
<td>Main Office</td>
</tr>
<tr>
<td>CB</td>
<td>237</td>
<td>PBB</td>
<td>C120</td>
</tr>
<tr>
<td>CC</td>
<td>205</td>
<td>PH</td>
<td>111</td>
</tr>
<tr>
<td>CHA</td>
<td>111</td>
<td>PHAR</td>
<td>118</td>
</tr>
<tr>
<td>CLSB</td>
<td>East &amp; West side reception desk</td>
<td>RB</td>
<td>201</td>
</tr>
<tr>
<td>CMAB</td>
<td>Reception Desk (200 area)</td>
<td>RIV8</td>
<td>112</td>
</tr>
<tr>
<td>CRWC</td>
<td>NE Reception Desk</td>
<td>SC (Seamans Center)</td>
<td>3124</td>
</tr>
<tr>
<td>CSM5</td>
<td>130</td>
<td>SH</td>
<td>241</td>
</tr>
<tr>
<td>DSB</td>
<td>S-112</td>
<td>SHC</td>
<td>116</td>
</tr>
<tr>
<td>EFR</td>
<td>116</td>
<td>SHL</td>
<td>Reception desk (1st floor</td>
</tr>
<tr>
<td>EMRB</td>
<td>2nd floor USB</td>
<td>SLP</td>
<td>E11</td>
</tr>
<tr>
<td>EPB</td>
<td>308</td>
<td>SSH</td>
<td>W140</td>
</tr>
<tr>
<td>FH</td>
<td>#216</td>
<td>TB</td>
<td>107</td>
</tr>
<tr>
<td>GILH</td>
<td>2nd floor USB</td>
<td>TH</td>
<td>121</td>
</tr>
<tr>
<td>HH</td>
<td>B10</td>
<td>UCC</td>
<td>809 (Public Safety Area)</td>
</tr>
<tr>
<td>HLHS (Health Science Lib.)</td>
<td>*312 (all)</td>
<td>USB</td>
<td>1st Floor Employment</td>
</tr>
<tr>
<td>IATL</td>
<td>Mail Room</td>
<td>USB</td>
<td>2nd Floor Reception Area</td>
</tr>
<tr>
<td>JB</td>
<td>2nd floor USB</td>
<td>USB</td>
<td>3rd Floor None listed</td>
</tr>
<tr>
<td>JH</td>
<td>2nd floor USB</td>
<td>VAN</td>
<td>203</td>
</tr>
<tr>
<td>LC</td>
<td>N140</td>
<td>WL Biomechanics</td>
<td>Reception Desk</td>
</tr>
<tr>
<td>Library (Main)</td>
<td>N. Entrance Desk &amp; S. Entrance Desk</td>
<td>WL University Counseling Services</td>
<td>Reception Desk</td>
</tr>
<tr>
<td>MA (MWIB)</td>
<td>179</td>
<td>WL Child Care Center</td>
<td>Reception Desk</td>
</tr>
<tr>
<td>MB</td>
<td>1006</td>
<td>WL Family Planning</td>
<td>Reception Desk</td>
</tr>
<tr>
<td>MEB</td>
<td>All other areas</td>
<td>2nd floor USB</td>
<td>WL Upper Student Health Services</td>
</tr>
<tr>
<td>MEB</td>
<td>Physical Therapy</td>
<td>Reception Desk</td>
<td>WL Lower Student Health Services</td>
</tr>
<tr>
<td>MERF</td>
<td>1st floor 1130A</td>
<td>WL All other areas</td>
<td>2nd floor USB</td>
</tr>
<tr>
<td>MH</td>
<td>2nd floor USB</td>
<td>Hall of Fame</td>
<td>3rd floor—Chris’ office</td>
</tr>
<tr>
<td>ML</td>
<td>2nd floor USB</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* Exceptions to above rules—all items go to the building Lost and Found location.
# Everything is left in building’s lost and found except University keys.
Billfolds and purses should be turned into Public Safety for immediate notification

Appendix 7
NOTICE

Anyone observing a dark oily substance on or near a fluorescent light fixture should notify AREA MAINTENANCE Immediately.

Do Not attempt to clean the light fixture or area around the light fixture until area maintenance has determined the source and identified the substance.
MEMORANDUM

TO: Faculty, Staff, and Students

FROM: Dan Heater, Director Facilities Management Building & Landscape Services

DATE: Academic Year

SUBJECT: PETS IN UNIVERSITY FACILITIES

The practice of allowing household pets, e.g. dogs and other mammals, birds, and reptiles, to temporarily occupy office, classroom, or other space within university facilities potentially places the University at risk with fire, safety, and local health ordinances.

Except for specially trained animals such as police guard dogs, leader dogs, or those in animal research areas, there is no provision for household pets occupying private or public space within our academic facilities. Domesticated pets, whether attended or unattended, could create the opportunity for fire and other health related issues, which may also place The University of Iowa at liability.

Please help us to provide a clean, safe working and learning environment by following these guidelines.

Thank you for your cooperation.
POSTING POLICY (SIGNS, POSTERS, ADVERTISEMENTS, AND NOTICES)

Facilities Management employees remove signs posted in violation of these guidelines. Apply the guidelines based on where the sign or posting appears. If you have a question about a posting, ask your Custodian II or Coordinator for advice.

**Bulletin Boards**
Posters to be placed on University bulletin boards must be approved at the University Box Office. Posters approved for posting will be stamped with an "approved for posting" stamp. The Office of Student Life is responsible for posting and removing items from University bulletin boards.

- Approval is given for posters that announce University-sponsored and recognized student organization-sponsored activities (see Operations Manual IV-4.3c for policy on permitted activities). The name of the sponsoring organization(s) must be on the poster. Posters announcing activities sponsored neither by the University nor by a recognized student organization will not be approved. Posters cannot promote alcoholic beverage companies or the consumption of alcoholic beverages. Posters are not ordinarily approved if they exceed 11 inches by 14 inches in size.
- Approved posters are posted in campus locations. Posters will be removed from bulletin boards two weeks after the date on which they were approved.

Custodians dust the tops of the boards. If the bulletin board is covered or encased in glass, we clean the glass daily or as needed.

**Exterior Entrance Doors**
Exterior entrance doors are kept clear of all signs, postings, and notices, UNLESS placed there by Facilities Management, Space Planning and Utilization, or University Police. Postings on the entrance glass obstruct vision, and therefore should be limited to those essential to the operation of the University. Examples of permitted signs are: “No Smoking” decals; fire alarm testing; water shut-off notices; building closed signs; or other signs that might instruct anyone on campus about health or safety situations. If you have a question about a posting on a door, ask your Custodian II or Coordinator.

**Elevator Postings**
Elevator postings should be limited to the same list mentioned above.

**Entrances, Lobbies, Vestibules, and Stairways**
Remove all signs, posters, and notices in entrances, lobbies, vestibules, and stairways UNLESS placed there by Facilities Management, Space Planning and Utilization, or University Police or if they pertain to the scheduling or movement of a class. We are in the teaching business; therefore it may be necessary to post information about class scheduling or location.

**Classroom Doors and Inside Classroom Walls**
Remove all signs, posters, and notices on classroom doors and classroom walls UNLESS they pertain to the scheduling or movement of a class. Any bulletin boards inside a classroom are provided for instructional purposes. Remove advertisements or other postings found inside classrooms.

**Office Doors**
Office doors often have signs and messages posted on them, or on the walls on either side of the doors. Frequently, grades are posted in these areas. Custodians SHOULD NOT remove anything that is posted in these areas, even though it may appear that the posting is excessive, or non-business related.

**Offensive Postings**
Postings containing any obscene or profane words, illustrations, photographs, or symbols, or would otherwise be offensive to potential viewers are prohibited. Report all offensive postings to your Custodian.

Appendix 10
II or Coordinator before removal. The Department Chair or University Police may be involved before removal.

**Postings on the Outside of Buildings**
Remove postings on the outside of buildings, **UNLESS** placed there by Facilities Management, Space Planning and Utilization, University Police. Examples of permitted signs are “building closed” or other instruction about health or safety situations.
This policy applies to all FM employees, not just Building & Landscape employees. Refer to the policy found at http://intranet.facilities.uiowa.edu/Images/reports/FmFormsPolicies/241_SickLeavePolicy.pdf

**NOTIFICATION BY EMPLOYEE:** A staff member must notify the immediate supervisor prior to the start of the shift for which the employee is not reporting to work. The staff member must state that he/she will be unable to report to work due to illness, injury, or medically related disability and when he/she anticipates returning to work. If the staff member fails to specify the length of the absence, the supervisor will assume the absence to be that day only and the staff member must report continued absences each day. If, due to the illness, injury, or medically related disability, the staff member is unable to give proper notification himself/herself, a member of his/her household may give said notification. The supervisor may choose to require written certification from a health care provider to verify the need for the absence.

**CERTIFICATE OF HEALTH CARE PROVIDER:** Supervisors may require a certification from a health care provider at their discretion. Instances in which a certification may be required may include, but are not limited to, absences that may be designated FMLA upon receipt of verification; circumstances in which the supervisor has reasonable cause to believe the staff member has abused or is abusing sick leave; or circumstances in which the supervisor has reasonable cause to believe that the resumption of duties may jeopardize the health or safety of the staff member or other staff members.

Certification may be required for a specific incident or for all absences over a specified period of time. When staff members are required to provide a certification for absences, they must obtain the certification prior to returning to work and present it upon their return.

A certification from a health care provider is defined as a written statement signed by a health care provider qualified to provide the information in the specific circumstances for which sick leave is being claimed. Information on the certificate shall include:

1. **Date of verification;**
2. Verification that the employee has been or is unable to perform his/her duties by reason of illness, injury, or medically related disability;
3. Date the disability began and date the employee is able to return to work;
4. **Any limitations which must be imposed on the employee’s performance of duties.**

**EVIDENCE REQUIRED BEFORE RESUMPTION OF DUTIES:** Supervisors may require evidence that sufficient recovery has occurred before a staff member is allowed to resume his/her duties. Such evidence is required at the supervisor’s discretion. Instances in which a fitness-for-duty certification may be required may include, but are not limited to, absences of three or more consecutive work days; and/or any absence for which the staff member’s supervisor has reasonable cause to believe the health or safety of the staff member or other staff members may be jeopardized.

The nature or degree of evidence required in each case by the supervisor may differ with the circumstances of the absence; however, the requirement will be reasonable and uniformly administered.

**COMMUNICATION BY SUPERVISOR:** In cases in which the staff member’s supervisor has reasonable cause to believe an abuse of sick leave is occurring or when proper notification has not been given, a staff member may be called by telephone.

Appendix 11

Review the current policy found on the FM Connection in Forms & Policies http://intranet.facilities.uiowa.edu/Reports/FmFormsPolicies/299_UniformPolicy.pdf
Custodian II Work Unit Group & All-Area Work Unit Group

AFSCME contract language regarding overtime equalization:
The Employer will, as far as practicable, distribute overtime on an equal basis by seniority among those included employees in that classification assigned to the work unit who normally perform the work involved.

In order to facilitate this contract requirement, Facilities Management Facilities Services Coordinators will set up overtime equalization groups based on the CII work unit for their custodial employees as a means to track overtime equalization for the individuals in the classification who normally perform the work involved. OT Equalization Work Unit Groups will be set up per the following guidelines:

OT Equalization Work Unit Group Designation:

1) Custodial employees (both CI’s and CII’s) that are assigned to work in either a single building or multiple buildings assigned under a single Custodian II will be assigned to the overtime equalization work unit group for that Custodian II. If a staff member works in more than one building as part of their contract work location, they should be assigned to the CII group of the building where they work the majority of their time.

2) If there is not a CII assigned over a group of employees, those individuals will be included in a separate OT Work Unit Group under the Facilities Services Coordinator.

3) A separate All-Area OT Equalization Work Unit Group, to include all of the custodial staff in an Area (example Area 1A) will also be established to track OT equalized outside of the CII work unit groups.

OT Assignment:

1) The Facilities Services Coordinator will offer OT hours to be worked in a specific building or set of buildings under a single Custodian II to the custodial employees assigned to the OT Equalization Work Unit Group for that CII, based on seniority and equalization records.

2) If no employee from the effected CII OT Work Unit Group accepts the overtime offered for that area, the supervisor will then offer the OT hours to other custodial employees within their area (example, to all employees within area 1A) on the basis of seniority and equalization records.

   a) This overtime, offered outside of the CII work unit, WOULD then need to be equalized and would be offered each time to the custodial employee on the All-Area OT Equalization Work Unit List with the least amount of equalized OT hours. If that employee declines the OT offered, the supervisor would offer the OT to the individual with the next least amount of equalized OT on the All-Area OT list, and so on.

   b) Overtime offered and refused, as well as overtime worked, would need to be recorded each time a new All-Area OT opportunity arouse. Overtime offered/refused and worked in a CII OT Work Unit Group would automatically be included in the All-Area OT list for tracking purposes.
Example Area 1X Custodial:

CII OT Work Unit Group:

<table>
<thead>
<tr>
<th>Classification</th>
<th>Name</th>
<th>OT Hours Equalized</th>
<th>New OT Hours Equalized</th>
</tr>
</thead>
<tbody>
<tr>
<td>Custodian II</td>
<td>John Doe</td>
<td>14</td>
<td>16</td>
</tr>
<tr>
<td>Custodian I</td>
<td>Mary</td>
<td>10</td>
<td>12</td>
</tr>
<tr>
<td>Custodian I</td>
<td>Tom</td>
<td>9</td>
<td>11</td>
</tr>
<tr>
<td>Custodian I</td>
<td>Mark</td>
<td>8</td>
<td>10</td>
</tr>
</tbody>
</table>

Overtime in any building in the above CII work unit group would be offered to the custodial employee that is low on the OT Equalization. In the above case, the OT (say 2 hours in this example) would first be offered to Mark. If Mark declines the OT, his OT hours equalized would increase by the number of hours of OT offered and then Tom would be offered the OT; then Mary, then John.

All-Area 1A OT Work Unit Group:

<table>
<thead>
<tr>
<th>Classification</th>
<th>Name</th>
<th>OT Hours Equalized</th>
</tr>
</thead>
<tbody>
<tr>
<td>Custodian II</td>
<td>John Doe</td>
<td>16</td>
</tr>
<tr>
<td>Custodian I</td>
<td>Mary</td>
<td>12</td>
</tr>
<tr>
<td>Custodian I</td>
<td>Tom</td>
<td>11</td>
</tr>
<tr>
<td>Custodian I</td>
<td>Mark</td>
<td>10</td>
</tr>
<tr>
<td>Custodian I</td>
<td>Lucy</td>
<td>15</td>
</tr>
<tr>
<td>Custodian I</td>
<td>Stacy</td>
<td>16</td>
</tr>
<tr>
<td>Custodian I</td>
<td>Sherry</td>
<td>22</td>
</tr>
<tr>
<td>Custodian I</td>
<td>Glen</td>
<td>2</td>
</tr>
<tr>
<td>Custodian I</td>
<td>Martin</td>
<td>9</td>
</tr>
<tr>
<td>Custodian I</td>
<td>Don</td>
<td>3</td>
</tr>
</tbody>
</table>

If none of the employees in the CII OT Work Unit Group accept the OT, the OT is then offered, by equalization, to the rest of the employees via the All-Area 1A OT Work Unit list above. In this example, the overtime would be offered next to Glen and so forth, using the All-Area 1A list. Individuals from the CII Work Unit Group that were already offered this particular OT opportunity would not need to be offered it a second time, as their initial refused hours would already be included/reflected in the All-Area list.
UI FM Custodial Cleaning Program

S-C-O-R-E

UI FM Custodial Services Cleaning Program

SCORE Sustainable

The UI FM custodial operation must perform in a way that projects the environment, mindful of the responsibility to do the work required with methods, tools and safety practices to ensure that future generations enjoy the same world we do.

SCORE Cleaning

Our program is built on the concept that cleaning is a standardized and simplified process with defined results. We use APPA Standards to define levels of cleanliness.

SCORE Organization

The success of the program will be determined by organizational structure and service delivery methods. The organization and processes are cost effective and resource efficient.

SCORE Redesign

Custodial leaders will welcome and encourage change. Discovering better methods, tools and products is ongoing. Processes are reviewed for automation opportunities that the work can be done more efficiently and safely.

SCORE Environment

The services that custodial professionals provide directly impact the air quality in the campus buildings. Our role is to complete our work effectively, but ensure that the number and quality of contaminants is kept to a minimum for our employees and occupants.

The elements of SCORE provide a solid foundation to provide an effective green cleaning service delivery system to the buildings that UI FM serves.
Overview

The UI FM Custodial program addresses best practices for the cleaning by purchasing sustainable cleaning, hard-floor and carpet products, and entryway systems; procuring sustainable cleaning equipment; developing and implementing standard operating procedures for effective cleaning; promoting and improving hand hygiene; developing guidelines for handling cleaning chemicals; developing staffing and employee training requirements; collecting and addressing occupant feedback; and establishing procedures for use and handling of chemical concentrates and dilution systems, including spill response.

The Custodial Technical Training (CTT) Manual outlines practices and procedures that must be followed to ensure program success. Details of the program and components are available there.

The goal is to reduce the exposure of building occupants and maintenance personnel to potentially hazardous chemical, biological and particulate contaminants, which adversely affect air quality, human health, building finishes, building systems and the environment.

All exceptions to the standards in this program must be approved by the Facilities Management Custodial Manager after consultation if needed with the Facilities Management Safety Officer. All new buildings will be served using all standards in this program.

**UI FM SCORE CLEANING SYSTEM WILL:**

- **Prevent** tracking of dirt and pollutants throughout the building by trapping and removing the dirt at entryways.
- **Prevent** cross contamination by assuring proper tools and products are used and not transferred to other areas.
- **Minimize** particle and chemical dispersion into the air by mechanical capture and applying chemicals to cleaning cloth rather than surfaces.
- **Utilize** only pre-approved cleaning chemicals or maintenance chemicals and including wherever possible, products that have achieved the Green SealTM Environmental Standard for Industrial and Institutional Cleaners (GS-37).
- **Ensure** proper vacuuming, extraction, rinsing and drying by using Green Label approved vacuums and minimum moisture extractors. Removal of moisture from carpet is vital to prevent mold growth.
- **Capture** dirt and remove rather than move around dirt by using microfiber dusting cloths and flat mops.
- **Concentrate** on contact areas with daily cleaning of fixtures and handles in public spaces.
- **Use** paper products that have been recycled.
- **Communicate** with building occupants to provide understanding of processes and expectations for occupants, custodians and maintenance staff.
- **Recycle** materials to the extent possible.
- **Continuous Improvement.** Occupant and employee feedback is welcomed and encouraged to evaluate how we are doing and to consider new technologies, procedures, and processes.
Responsibility Parties

William Ciha, Manager of Custodial Services, with support from Duane (Tiger) Lown and Jeffrey Rajtora Assistant Managers, are responsible for developing and managing the implementation of the Cleaning Program. These individuals will conduct routine evaluation and assessment of the program.

Custodian I and IIs – Custodian I and IIs are knowledgeable of and responsible for the hands-on implementation of the department’s green cleaning policy. They will implement and follow the cleaning frequencies described in the CTT Manual utilizing the prescribed equipment, materials and chemicals.

Facilities Services Coordinators – Facilities Service Coordinators are knowledgeable of and responsible for overseeing the department’s green cleaning policy. Facilities Service Coordinators will train and direct custodians as needed in chemical usage, proper equipment use and maintenance. They will coordinate and direct supervisors and employees to meet the needs of the customer and match them with the resources of the department. Facilities Service Coordinators will follow up with assigned duties to insure proper cleaning has taken place and to monitor quality of completed tasks. Facilities Service Coordinators will monitor and track supply/chemical/equipment usage.

Standard Operating Procedures

Facilities Management Custodial Service has established standard operating procedures for all related tasks, including effective cleaning, hard floor, and carpet maintenance. The CTT described the cleaning system and procedures. This standard will be consistently utilized, managed, and audited. Working with the Building Coordinator Network, specific situations involving the protection of vulnerable building occupants will be addressed.

Staffing and work assignment plans are available, indicating the tasks and frequency of each. Using AiM work orders, all time and materials are recorded by task, location and employee. Through the work order a record of the floor maintenance will be kept that details the amount of floor finish applied, along with associated labor records.

Contaminant Reduction and/or Elimination

Matting and entry way systems will be used to capture dirt, dust and moisture before it contaminates the rest of the building.

Low VOC and odor products will be used to reduce the impact on air quality. Perfumes or air fresheners will not be used.

Exhaust fans will be in use in all related spaces to ensure proper ventilation for air quality and safety.
UI FM cleaning program supports the reduction of contaminants passed through touch. Clean hand washing facilities will be provided. Restroom cleanliness overall is a priority. Extensive use of the Dyson Hand Dryer systems promotes hand hygiene through the drying process and the related elimination of the paper waste from restrooms. The Dyson system is outlined in the Campus Design Standards for all new projects and the remaining buildings are scheduled to be retrofitted with Dyson’s as resources allow. Hand washing will be promoted and glove use is encouraged to protect staff. University of Iowa Environmental Health Services provide alcohol-based hand sanitizer as requested. Hand soaps must not contain antimicrobial agents (other than as a preservative system), except where required by health codes and other regulations. UI FM Design standards promote restroom design and fixtures that reduce touch points.

VULNERABLE BUILDING OCCUPANTS
A situation in which FM Custodial personnel are made aware of a vulnerable population (such as pregnant women, children, asthmatics, elderly occupants, individuals with allergies and highly sensitive individuals within a building, the issue will be dealt with on a case by case basis, using the Building Coordinator Network. The Building Coordinator can represent the department, working with FM to protect vulnerable persons as possible. University of Iowa Facilities Management Custodial Services shall use only low/no VOC cleaning products; they shall perform routine cleaning and floor restoration activities after working hours when the majority of occupants have left the building; the staff shall limit the number of cleaning chemicals used in the building; the staff will provide advance notice of all project work and they shall maintain a high level of cleanliness thus minimizing the presence of irritants.

STANDARD EQUIPMENT, TOOLS AND CHEMICALS
All space used for custodial work and storage is clearly identified, assigned and recorded. All rooms will be secured as appropriate. All tools and equipment will be operated by personnel who have had adequate training.

Custodial Services has published a list of standards for chemicals and equipment ensuring standard purchasing and use policies as well as results. Any purchases of chemical and/or equipment outside of this standard requires approval. The goal is to achieve the majority of daily use equipment and chemicals to be considered “green”. In addition to the typical industry standards and/or certifications, worker safety and ergonomics will be considered.

Custodial equipment used in this facility will be equipment that provides effective reduction of building contaminants while having minimal environmental impact. The sound level requirements are included to protect the hearing health of those staff in the vicinity of the equipment. Vacuum cleaners must meet the requirements of the Carpet and Rug Institute Green Label Program and will be capable capturing 96% of particulate and operate with a sound level of less than 70dBA.
Hot water extraction equipment for deep cleaning must be capable of removing sufficient moisture so that the carpet will dry in less than 24 hours. Powered custodial equipment including floor buffers, burnishers and automatic scrubbers will be equipped with vacuum, guards and/or other devices for capturing fine particles and shall operate with a sound level less than 70 dBA. Automated scrubbing machines will be equipped with variable speed feed pumps to optimize the use of cleaning fluids. Where appropriate, active microfiber technology will be used to reduce chemical consumption and prolong life of disposable scrubbing pads. Powered equipment will be ergonomically designed to minimize vibration, noise and user fatigue. Equipment will have rubber bumpers to reduce potential damage to building surfaces.

Use of cleaning chemicals can result in exposure to odors and or splashes to the skin or eyes. Consult the Safety Data Sheet for all products prior to use to assure proper use and that personal protective equipment is used. All employees will be trained in chemical handling and application as well as response to spill or emergency situations related to chemicals. Chemical dilution systems are used according to procedures to minimize risk to staff and occupants, and to conserve resources.

**PAPER AND PLASTIC PRODUCTS**
All new restrooms will be built according to the UI FM Design Standards which include hand dryer technology, eliminating the need for paper towels in restrooms. Disposable paper products and trash bags used will meet the minimum requirements of:


**TRAINING**
All custodial employees will be trained using the Custodial Technical Training Manual. Proficiency and knowledge are checked and verified by supervisory personnel. Complete training records are kept in UI FM HR.

**QUALITY ASSURANCE AND CONTINUOUS IMPROVEMENT**
Supply purchase records and inventory lists are maintained. The records are kept by building and are reviewed for compliance. Inventory records will be kept for all powered cleaning equipment to document the date of purchase as well as all repair and maintenance activities. When cleaning equipment replacement is necessary, acquisition dates and supporting documentation shall be retained to demonstrate that all newly acquired equipment complies with the specifications.

Occupant feedback is gathered in the following ways: periodic meetings between Facilities Services Coordinators and Department Building Coordinators, annual meetings between Dean of Colleges and FM Leadership, customer surveys, operational consultant reviews, periodic Department Building Coordinator meetings.
Continuous improvement efforts are demonstrated by vendor training, vendor equipment shows and demonstrations, annual meetings of custodial leadership across Iowa, actions of the Custodial Safety Hawk Team and external consultant reviews. External review initiatives were completed in 2005, 2009 and 2015. Periodic quality inspections are performed by Facilities Services Coordinators. UI FM Safety Manager is actively involved in assessing safety outcomes regarding custodial operations.

The parties responsible shall annually evaluate the success of the UI FM Custodial Cleaning system. This evaluation may include an evaluation of the performance, safety, cost and environmental/public health benefits achieved as a result of its implementation.

The responsible parties shall regularly communicate with all cleaning staff, and conduct regular site inspections and evaluations to ensure that the Green Cleaning Policy and Plan is in place and functioning as intended. In addition to ongoing quality control measures, Facilities Management Custodial leadership will review all practices and products (annually) to identify opportunities for improvement and expansion of environmentally friendly practices.

Building Custodial Supervisors meet weekly with the Building Coordinators to discuss issues and opportunities for improvement.

A staffing software program is used to design a cleaning system for each building/area. The AiM work order system is used to report and verify performance of that system. The work order system allows for work assignment and planning.

Verification by Employee
I verify that I understand the requirements of UI FM Cleaning Program and SCORE.

Print Name __________________________________________
Signature ____________________________________________ Date_______________

Verification by Department
As the department representative, supervisor, or trainer, I verify that training on UI FM Cleaning Program and SCORE was provided to the employee.

Print Name __________________________________________
Signature ____________________________________________ Date_______________
About the Building Coordinators Network

PURPOSE
To facilitate effective Working relationships and communication between building users and facilities service providers to achieve more effective service levels.

DESCRIPTION
- As a partner with Facilities Management, the Building Coordinator serves as a facilitator and communicator on all matters related to building operation and management that require close coordination between the building users and Facilities Management.
- Facilities Management is responsible for providing a physical environment that promotes University excellence.
- Representing the users and occupants of the building, the Building Coordinator serves as a resource on matters related to facilities services.
- The Building Coordinator serves as the primary contact with Facilities Management for all matters related to the condition, utilization and operation of the building.

THE SUCCESSFUL BUILDING COORDINATOR
- Cares about the physical environment of the building and campus
- Works in or near the building
- Is familiar with the building, its occupants, special departmental equipment, lab and research areas
- Is familiar with the building entrances, access controls, doors and key systems
- Works closely with occupants and users to communicate needs, requests, and recommendations to Facilities management
- Works closely with Facilities Management to communicate, to occupants and users, information related to building outages, construction disruptions, energy curtailments, energy conservation measures, and other matters related to building operation
- Is familiar with the various services provided by Facilities Management
- Is interested in learning and understanding University procedures related to facilities operations and management
- Provides feedback to Facilities Management to assist in improving services

THE ROLE OF FACILITIES MANAGEMENT
Provides information and tools enabling building coordinators to effectively perform their building coordinator duties
• Provides advanced information related to policy and service level changes
• Provides a deeper level of understanding of FM services and procedures
• Notifies building coordinators, in advance, of events, activities or work orders that may interrupt or disrupt normal function and operation
• Invites the building coordinator to pre-construction meetings for new projects and renovation that pertain to the building
• Invites the building coordinator to regularly scheduled information and training session with peer coordinators
• Shares building condition assessments and space utilization reports with building coordinators
Objectives
By following a chemical standard UI FM Custodial Services can achieve:

1. Safety – fewer SDS records.
2. Safety – common knowledge and training across the entire operation reducing the chance of someone using an unfamiliar chemical.
3. Safety – by using a published chemical list, it will be easier to keep vulnerable occupants informed and safe.
5. Consistency – of results. Using standard chemicals should mean that results are predictable and consistent.
6. Better trained employees – by using standard chemicals, training efforts can be consistent and the same across the operation. Employees need to be experts about fewer products.
7. Efficient purchasing – by consolidating the chemical list, there is potential for better prices and vendor performance.
8. Efficient record keeping – used for management review or by request from other departments (ie purchasing) chemical use reporting is simpler with fewer chemicals.
9. Better customer service – answering questions and informing customers about our operation is easier if our chemicals are standard.

The chemical standards are routinely published and reviewed. Coordinators will gather input from our CI and CII employees as well as information from trade shows and vendors to suggest changes to the standard. The standard list will be approved by Coordinators. No untested chemicals should be on the standard list. Any new products should be evaluated and tested. The chemical standards are published in the Custodial Technical Training Manual.

Verification by Employee
I verify that I understand the requirements listed above.
Print Name __________________________________________
Signature __________________________________________ Date__________________

Verification by Department
As the department representative, supervisor, or trainer, I verify that training on items listed above was provided to the employee.
Print Name __________________________________________
Signature __________________________________________ Date__________________

Chemical Standard Appendix 16
Objectives

By following an equipment standard UI FM Custodial Services can achieve:

1. Safety – common knowledge and training across the entire operation reducing the chance of someone using a machine or tool they are not familiar with.

2. Safety – by using a published equipment list, it will be easier to keep vulnerable occupants informed and safe, since the cleaning methods will be established according to the common pieces of equipment.

3. Consistency – of results. Using standard equipment should mean that results are predictable and consistent.

4. Better trained employees – by using standard equipment, training efforts can be consistent and the same across the operation. Employees need to be experts about fewer machines.

5. Efficient purchasing – by consolidating the equipment list, there is potential for better prices and vendor performance.

6. Lower repair costs and downtime. If the custodial repair operation is working on a standard set of machines, frequently used parts can be available and shop knowledge level will be higher for repair techs. This can reduce the downtime for broken equipment.

7. Efficient record keeping – used for management review or by request from other departments (i.e., purchasing) equipment inventory records may be easier to maintain.

8. Better customer service – answering questions and informing customers about our operation is easier if our equipment and tools are standard.

The equipment standard are routinely published and reviewed. Coordinators will gather input from our CI and CII employees as well as information from trade shows and vendors to suggest changes to the standard. The standard list will be approved by Coordinators. No untested equipment be on the standard list. Any new machines should be evaluated and tested. The equipment standards are published in the Custodial Technical Training Manual.

I verify that I understand the requirements listed above.

Print Name __________________________________________
Signature ______________________________________________ Date________________

Verification by Department

As the department representative, supervisor, or trainer, I verify that training on items listed above was provided to the employee.

Print Name __________________________________________
Signature ______________________________________________ Date________________
Certification Objectives

The custodian will be able to:

1. Describe preparation of the machine for use.
2. Explain function of each control on the machine.
3. State maintenance procedures.
4. List safety rules for using the machine.
5. Pass a test.
6. Demonstrate ability to use the machine, then complete the Certification Checklist with your Supervisor.

Equipment that requires certification are:

- Automatic Scrubber Certification
- Riding Automatic Scrubber (Champ ZS 29) Certification
- Taylor-Dunn Vehicle (Mule) Operation
- Steam Cleaner
- Taylor-Dunn Mule
- Restroom Machines

Read the appropriate sections of this manual, take the test, and then demonstrate your operation of the machine by completing the checklist.

If the operator misses any checklist points, certification must be rescheduled another day.

Large equipment requires certification for anyone who uses them. If your area uses any piece of the equipment listed in this chapter, you must be certified before you can use the equipment.
Automatic Scrubber Certification Checklist

This checklist is used to certify that an operator understands how to safely operate and maintain the automatic scrubber.

No new full-time or part-time Custodian may solo operate this machine until certified by the Supervisor.

The Supervisor will silently observe the operator, placing a mark before each function correctly performed and/or understood. The operator may narrate some functions to verify his/her understanding.

Any operator who misses any points, certification must be rescheduled for another day.

Operators: Use this checklist to study for your certification.

Supervisors: To refresh your memory of its specific points, read through the checklist before using it.

Upon certification, the original copy is signed by the Supervisor. The supervisor sends a copy to Human Resources for inclusion in the training record. A copy can be provided to the employee upon request.

☐ Wears appropriate PPE correctly for all tasks.

☐ Dust mops floor before using the automatic scrubber.

☐ Demonstrates how to properly use the charger and uses the charging log properly.

☐ Checks machine body for wear/damage.

☐ Explains (demonstrates if applicable) how to check and fill batteries with Distilled water.

☐ Releases parking brake before attempting to move machine, if equipped.

☐ Properly installs the correct pads or brushes.

☐ States the capacity of the solution tank.

☐ Fills the solution tank.

☐ Adds the proper amount of recommended detergent.

☐ Maneuvers the machine easily with confidence while transporting in halls and elevators.

☐ Turns off Master switch whenever operator leaves the controls of the machine.

☐ Explains what happens when the brushes contact with floor, or when machine is in forward motion.

☐ Describes the sequence of switches to commence scrubbing with the machine.

☐ Lowers squeegee while scrubbing.
☐ Raises squeegee whenever machine is operated in reverse, unless specific model can be operated in reverse with the squeegee down (check operators manual.)

☐ Demonstrates how to reduce solution feed to control the amount of water applied to the floor.

☐ Operates machine at a slow, safe pace.

☐ Looks **ahead** as well as **at** the results on the floor, checks for streaking.

☐ **Demonstrates how to quickly stop the machine.**

☐ Shut off brushes before machine comes to stop.

☐ Remembers to shut off water whenever stopped.

☐ Makes a safe and efficient 90° and 180° turn.

☐ Keeps eyes on front shield while turning or driving through doorways.

☐ Operates and maneuvers machine without striking any objects.

☐ Empties recovery tank whenever operator adds more water to solution tank.

☐ Demonstrates how to drain recovery and fresh water tanks.

☐ Flushes recovery tank of sand and debris and cleans recovery tank stand pipe.

☐ Cleans outside of machine.

☐ Cleans pads or brushes.

☐ Demonstrates how to clean squeegee rubber of debris.

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**Verification by Employee**

I verify that I understand the requirements checked above.

Print Name __________________________________________

Signature ____________________________________________ Date_______________

---

**Verification by Department**

As the department representative, supervisor, or trainer, I verify that training on items checked above was provided to the employee.

Print Name __________________________________________

Signature ____________________________________________ Date_______________
Riding Automatic Scrubber Certification Checklist
Champ ZS 29

This checklist is used to certify that an operator understands how to safely operate and maintain the riding automatic scrubber.

No new full-time or part-time Custodian may solo operate this machine until certified by the Supervisor.

The Supervisor will silently observe the operator, placing a mark before each function correctly performed and/or understood. The operator may narrate some functions to verify his/her understanding.

Any operator who misses any points, certification must be rescheduled for another day.

Operators: Use this checklist to study for your certification.

Supervisors: To refresh your memory of its specific points, read through the checklist before using it.

Upon certification, the original copy is signed by the Supervisor. The supervisor sends a copy to Human Resources for inclusion in the training record. A copy can be provided to the employee upon request.

- Wears appropriate PPE correctly for all tasks
- Dust mops floor before using automatic scrubber.
- Uses charger and charging log properly.
- Checks machine body for damage.
- Inspects battery liquid level and adjust to the proper level using water.
- Properly installs pad drivers and the correct pads or brushes.
- States the capacity of the solution tank.
- Fills the solution tank.
- Adds the proper amount of recommended detergent.
- Maneuvers the machine easily with confidence in halls and elevators.
- Raises brushes and turns off Key switch whenever operator leaves the area.
- Explains brushes function on forward motion.
- Turns on switches in the proper sequence to begin scrubbing with the machine.
- Installs the squeegee assembly properly.
- Lowers squeegee while scrubbing.
☐ Operates machine at a slow, safe pace.
☐ Looks ahead as well as at the results on the floor, checks for streaking.
☐ Quickly stops the machine when Supervisor commands a stop.
☐ Raises brushes before machine comes to stop.
☐ Able to make a safe and efficient 90° and 180° turn.
☐ Operates and maneuvers the machine without striking objects.
☐ Empties recovery tank before adding more water to solution tank.
☐ Demonstrates how to drain recovery and fresh water tanks.
☐ Flushes recovery tank of sand and debris and cleans recovery tank stand pipe.
☐ Cleans outside of machine.
☐ Cleans pads or brushes.
☐ Cleans squeegee rubber of debris.
☐ Checks the Battery Discharge Indicator before charging the battery.

**Verification by Employee**
I verify that I understand the requirements checked above.

Print Name __________________________________________
Signature ____________________________________________ Date_______________

**Verification by Department**
As the department representative, supervisor, or trainer, I verify that training on items checked above was provided to the employee.

Print Name __________________________________________
Signature ____________________________________________ Date_______________
Taylor-Dunn Vehicle (Mule) Operation Certification Checklist

This checklist is used to certify that an operator understands how to safely operate and maintain Taylor-Dunn Mule.

No new full-time or part-time Custodian may solo operate this machine until certified by the Supervisor.

The Supervisor will silently observe the operator, placing a mark before each function correctly performed and/or understood. The operator may narrate some functions to verify his/her understanding.

Any operator who misses any points, certification must be rescheduled for another day.

Operators: Use this checklist to study for your certification.

Supervisors: To refresh your memory of its specific points, read through the checklist before using it.

Upon certification, the original copy is signed by the Supervisor. The supervisor sends a copy to Human Resources for inclusion in the training record. A copy can be provided to the employee upon request.

☐ Starts check out log before using mule.

☐ Checks battery status indicator for normal operating range.

☐ Demonstrates how to check and fill battery water.

☐ Explains vehicle controls.

☐ Inserts key and turns on the vehicle.

☐ Releases the parking brake.

☐ Drives the vehicle in forward.

☐ Drives the vehicle in reverse.

☐ Stops completely before switching from forward to reserve or vise-versa.

☐ Keeps legs and arms inside the vehicle while driving.

☐ Sounds the horn once.

☐ Turns the vehicle to the right.

☐ Turns the vehicle to the left.

☐ Avoids holes, bumps and loose objects if possible. Passes through obstacles slowly if unavoidable.

☐ Maintains a safe distance from objects and walls.
☐ Explanes why it is important to slow down during turns.
☐ Drives slowly while turning.
☐ Uses horn when approaching corners and intersections.
☐ Slows down when approaching corners and intersections.
☐ Yields right-of-way to pedestrians.
☐ Operator of empty mule, or pulling empty mule carts must yield to operators moving loads or pulling full mule carts.
☐ Only pulls one cart, one tilt truck, or 5 Toter Caster Carts.
☐ Drives at half speed while pulling Toter Caster Carts.
☐ Does not use head phones, music players and/or radios while operating mule.
☐ Does not use cellular phone or mobile device to answer, call and/or text while operating mule.
☐ Assures no cargo is hanging over the sides of mule and/or trailers being pulled.
☐ Stops, sets the parking brake, turns vehicle off, and removes key.
☐ Parks the vehicle for charging or explains how to charge the vehicle.
☐ Finishes check out log when finished with mule.

Verification by Employee
I verify that I understand the requirements checked above.
Print Name __________________________________________
Signature ____________________________________________    Date_______________

Verification by Department
As the department representative, supervisor, or trainer, I verify that training on items checked above was provided to the employee.
Print Name __________________________________________
Signature ____________________________________________    Date_______________
Steam Cleaner Certification Check List

This checklist is used to certify that an operator understands how to safely operate and maintain steam cleaner.

No new full-time or part-time Custodian may solo operate this machine until certified by the Supervisor.

The Supervisor will silently observe the operator, placing a mark before each function correctly performed and/or understood. The operator may narrate some functions to verify his/her understanding.

Any operator who misses any points, certification must be rescheduled for another day.

Operators: Use this checklist to study for your certification.

Supervisors: To refresh your memory of its specific points, read through the checklist before using it.

Upon certification, the original copy is signed by the Supervisor. The supervisor sends a copy to Human Resources for inclusion in the training record. A copy can be provided to the employee upon request.

Maintenance

☐ States whether maintenance is done when the machine is cold or at the end of service.

☐ States frequency of cleaning the access port.

☐ Gathers equipment used for draining the machine.

☐ Removes bottom drainage cap using a wrench

☐ Plugs in the machine to begin draining and turns switch on for 15 seconds.

☐ Replaces cap (hand tightens using wrench) and the cover on the back.

☐ Fills the reservoir with the proper water.

Start Up

☐ Assures unit is unplugged and the power switch is in the “off” position.

☐ Fills the reservoir using a funnel with 2 qt. of proper water.

☐ Attaches hose with red dot up.

☐ Turns on unit allowing about 7 minutes for it to reach operating temperature and pressure. Waits for gauge to line up between “noon and 1:00” and the “ready” light turns green.

☐ Attaches proper tool for cleaning task according to the Application Guide and Tips.

☐ Properly clamps towel to attachment with spacer in place.

☐ Explains the difference between low (.) and high (…) settings and when each is used.
☐ Blows liquid out with the setting at high onto a towel or into a sink before starting cleaning.

☐ Explains why it is best not to use it on painted surfaces.

Safety

☐ Reads complete Safety Instructions for Using a Steam Vapor System.

☐ Always connects to a grounded outlet.

☐ Explains why chemicals are never to be used in the machine.

☐ Wraps and drapes extension cord over cart.

☐ Directs steam away from body parts, persons or animals.

☐ Uses care when using turbo tip as it becomes hot.

☐ Lets tool cool a couple of minutes before removing from hose.

☐ Stops whenever the green light and audible tone sounds to refill the reservoir.

Verification by Employee

I verify that I understand the requirements checked above.

Print Name __________________________________________

Signature ____________________________________________   Date_______________

Verification by Department

As the department representative, supervisor, or trainer, I verify that training on items checked above was provided to the employee.

Print Name __________________________________________

Signature ____________________________________________   Date_______________
Items included in the “Forms” section
1. Biohazard and Waste Removal Policy Irregularity Notification
2. Gaining Admittance to Locked Spaces Memorandum
3. Space Heater Memorandum
4. Scheduled Floor Work Memorandum
5. OOPS
6. Overtime
Facilities Management
IRREGULARITY NOTIFICATION

Date: ____________________
Location: _________________

This biohazard container ☐, sharps container ☐, or waste container ☐, waste item ☐, was not picked up by Facilities Management Custodial Services for the following reason(s):

☐ BIOHAZARD RED CONTAINERS
☐ Biohazard box must be placed within red container
☐ Biohazard red container must have signature label affixed and completed with signature and date on handle side of container.
☐ Container not properly sealed or incorrect lid size.
☐ Sharps containers must be placed inside of biohazard red container.
☐ Excess weight, must less than 50 lbs.
☐ Other ________________________

☐ LANDFILL CONTAINER
☐ Biohazard waste (e.g., specimens, blood, cultures, related containers).
☐ Deceased animals, animal parts, and animal bedding.
☐ Gloves (need to be disposed of in a biohazard container).
☐ Sharps (e.g., needles, syringes, sharp metal, broken glass and pipet tips).
☐ Liquids (liquid chemical waste) must be sent to Environmental Health Safety, 5-8501.
☐ Excess weight (e.g., rock, metal, books- must be 40 lbs. or less).
☐ Excessive volume (send requisition to Refuse/ Facilities Management, or call 5-5107.
☐ Please verify as trash. We thought it was possible discarded in error.
☐ Construction debris (wire, wood, blocks, bricks, etc.)
☐ Cardboard not broken down flat.
☐ Vending Trash (flats, snack boxes, etc.) removed by Vending Services.
☐ Excessive recyclables in landfill container (e.g., paper, cardboard, newspapers).
☐ UNIVERSAL WASTE
☐ Non-alkaline batteries.
☐ Other ________________________

☐ SURPLUS ITEM
☐ Furniture, appliances, electronics, computers and computer components must be sent to UI Surplus for recycling/ disposal, 384-3731.

☐ FACILITIES MANAGEMENT CUSTODIAL SERVICES DID NOT CLEAN A RESONABLE AREA SURROUNDING THE LOCATION OF THE FOLLOWING ITEM(S):
☐ Sharps on the floor
☐ Liquids on the floor
☐ Gloves on the floor
☐ Powders on the floor

All biohazard packaging and segregation must meet the guidelines of waste disposal procedures as developed by EHS. Please refer to the guidelines published by EHS, 5-8501 or on the web at https://research.uiowa.edu/ehs/edocs/labs/waste_disposal. If you have further questions regarding the removal or packaging of this container, please call Facilities Management at 5-5071 8:00 a.m. – 4:30 p.m.
MEMORANDUM

March 19, 2008

TO: University Faculty, Staff, and Students
FROM: Dan L. Heater, FM-Director of B&LS
RE: Gaining admittance to locked spaces

Frequently, University personnel find themselves without keys and the building custodians are often requested to unlock doors. Facilities Management policy prohibits the custodial staff from unlocking ANY door for ANY person, including building entrance doors, if locked. Deans, Department Executive Officers, and Administrators depend on the custodial staff strictly observing this policy.

Our staff is also required to lock empty offices after cleaning them. If you leave your office for more than a few minutes during the evening, please take your keys with you to prevent being locked out should your office be cleaned during your absence. Custodians are not permitted to reopen your office door for you.

Please contact University Department of University Police for entry assistance (5-5022).

Custodians that comply with your request to unlock a door are subjecting themselves to possible discipline. Their refusal to comply (especially when the request comes from a familiar face) should not be interpreted as uncooperative or unreasonable. It is necessary to defer decisions about admittance to Security and Department Administrators.

I appreciate your understanding and cooperation.
MEMORANDUM

TO: Occupant

FROM: Dan L. Heater
FM-Director of Building & Landscape Services

DATE: _________________________

RE: Space Heaters in Buildings

Overview

Portable space heaters represent a significant fire hazard and their use for permanent heating is prohibited in UI owned and operated buildings. In addition to creating a fire hazard, these units contribute to high energy use on campus and have a tendency to overload electrical circuits. However, there are circumstances that may require an approved portable space heater to be utilized as a temporary measure to provide heat while engineering controls are designed, installed or calibrated as a permanent solution to the issue at hand. This memorandum specifies the evaluation that must be completed before the use of a portable space heater is approved and provides requirements for the use of all approved portable space heaters at UI.

Applicability

This memorandum applies to all UI personnel and outside contractors that use a portable space heater at UI.

Responsibilities

Facilities Management, Building and Landscape Services reviews and approves all requests for portable space heaters using parameters established in this memorandum. B&LS is also responsible for the distribution and collection of portable space heaters.

Laboratory Personnel ensure that portable space heaters are not used in laboratory areas.

UI Public Safety, Fire Safety Coordinator acts as a resource to College personnel by providing technical assistance and guidance on portable space heater use.
Procedure

All portable space heaters must be pre-approved by FM, B&LS (the respective building Area Maintenance Manager) and only after a thorough evaluation of the room’s standard heating and ventilating system has been completed. Rooms must be evaluated to determine if temperatures can be adjusted via standard heating and ventilation systems to achieve established temperature comfort ranges.

Restrictions and Prohibitions

The following types and uses of portable heaters are prohibited:

- Gas, oil, kerosene or other fossil fuel burning space heaters.
- Exposed heating elements or elements that glow bright orange to red.
- Electrical cords which are damaged or frayed including spliced, taped, or exposed wires and connections.
- Electrical extension cords with space heaters.
- Furniture and combustible materials must be at least 3 feet away.
- Laboratory use is prohibited.
- Displaying items or placing items on heater is prohibited.

Approved-Use Requirements

- Pre-approved by FM, B&LS.
- Design criteria for approved space heaters includes:
  1. Electric power and requires less than 120 volts to operate
  2. Radiator style with oil or wax filled heating element is preferred.
  3. Heating elements must be completely enclosed
  4. Built-in working thermostat
  5. Tip-over shutdown feature
  6. Overheat-thermal cutoff feature

- Locate in open area which is clearly visible and away from exits.
- Plug directly into a grounded wall receptacle.
- Turn-off and disconnect when not in use.
- Allow heaters to cool before storing.
- Maintain in a good working condition.
- Check daily for damaged electric cords and dirty heater elements which can overheat and cause a fire. Damaged space heaters must be turned off and disconnected immediately and properly disposed.

I ask your cooperation in following these standards and recommendations. Thanks for your help.
Dear Customer:

We have scheduled floor work on_____________ beginning about ______PM.

If this work schedule is inconvenient, please call Work Control Center at 335-5071 with a suggested alternate date. If this alternate date is convenient for custodial staff, another notice will be placed on this door to confirm the new date.

Thank you,

________________
Building Custodians
OOPS!

We regret to inform you, while cleaning your area, we accidentally broke:

__________________________________
Facilities Services Coordinator

We apologize for any inconvenience this may have caused you.

If you have any questions, please call Work Control Center at 5-5071.

Sincerely,

__________________________________
Facilities Services Coordinator

The University of Iowa
Building & Landscape Services
Scheduled Overtime Participation/Declination Sheet

In an attempt to make the overtime offering procedure more efficient, all employees in the same merit classification who normally perform the work involved in a given work unit are asked to indicate their interest in being offered, per AFSCME contract language, scheduled overtime hours during the current fiscal year. Signing this form in no way relieves employees from the requirement of having to work any mandatory overtime that may result from operational needs (or when no other employees voluntarily agree to work the assignment.)

If an employee marks “yes” below, the supervisor will contact that employee each time they are eligible to work a scheduled overtime. If an employee marks “no” below, the supervisor will not offer that employee scheduled overtime during the fiscal year indicated and they will be credited with the hours declined. (Declination is valid for one fiscal year.) Employees have the opportunity to change their response at any time, with a 30 day written, advanced notice to their supervisor.

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