

Administrative Procedure 445

CUSTODIAL SERVICES

The role of Custodial Services is to provide a clean and orderly environment for learning and teaching within District facilities, and to assist in ensuring general safety and comfort for staff, students and visitors. Tasks are carried out under the direction of the Manager through the Assistant Manager and Leadhands at each site.

Procedures

3. General

- 3.1 Leadhands are responsible for dealing with day to day issues arising within the site and are instructed to be responsive to the needs and requests of site administrators. Administrators are encouraged to work closely with leadhands to ensure coordination of daily activities and requirements.
- 3.2 Administrators interested in the selection process for custodial staff are to contact the manager who will provide information or make arrangements for participation in the selection process. Any concerns which cannot be resolved between the administrator and the leadhand are to be referred to the manager or the assistant manager.
- 3.3 Each site has been provided two (2) copies of the Custodial Services Task Manual (Appendix), one each for administration and custodians, which includes performance standards, frequency schedules, procedures and departmental information. The manual is to be used as a guide to service expectations throughout the District.
- 3.4 Additional site supervision is provided by periodic site visits by the manager and/or assistant as well as service quality reviews calculated to all sites. Administrators are encouraged to contact the manager or assistant at any time if issues arise or clarification is required. There are also monthly meetings of all leadhands with custodial management, usually on the third Thursday of the month from 3:30 - 5:00 p.m.

4. Access and Security

- 4.1 Custodial Services is responsible for all regular opening and closing of school. After hours or irregular requirements must be arranged through Custodial Services and/or Security. Leadhands are to work closely with administrators to establish a site security protocol including time frames, access and restrictions, and confirmation of when the administrator leaves or responsibility is transferred.
- 4.2 Custodial staff required for irregular functions, e.g. outside normal open hours, are to be booked with management two (2) weeks in advance. When this is not possible, any premium cost for overtime incurred will be charged to the site. Custodial management will provide procedures for specific security requirements on request.

- 4.3 Custodians are expected to contribute to site safety by reporting hazards and maintenance needs, picking up broken glass and other hazardous materials in and around the school, replacing lights and ensuring that access and egress routes are not blocked.
- 4.4 Leadhands are designated in-charge of buildings outside of normal operating hours, (as determined by administration) and as such, have responsibilities for both the "Custodian checklist" and the "In-charge checklist" as outlined in the Crisis Procedures Manual. As with access and security requirements, communication and flexibility are required. Many custodians are involved in site Safety Committees and administrators are encouraged to discuss safety related concerns with custodians.
- 4.5 All custodians are responsible for ensuring that their work is carried out in a safe manner consistent with Health and Safety and Custodial Procedures.

5. Trucking and Mail Services

- 5.1 The Trucking Service is established to provide transportation of district equipment and supplies required for daily operations. This includes inter-site mail, desks, chairs, tables, staging, risers, and audio/video equipment for school use or maintenance/repair. The schedule includes parts and supplies pick-up for maintenance and custodial operations only. There are additional special requirements assigned from time to time.
- 5.2 Responsibility for the trucking service rests with the Manager, Custodial Services, and operations are carried out through the assistant manager and trucking service staff.
- 5.3 With the exception of regular mail delivery, service is provided on a requisition basis, using standard Maintenance requisitions. All requisitions must be signed by site administration and be approved by the Manager or Assistant Manager.
- 5.4 Service requisitions are to be provided two (2) weeks in advance of requirements wherever possible to allow scheduling for economy and efficiency. Christmas and Graduation requirements are to be requisitioned by October 15 and May 10 respectively. This will enable rental arrangements to be made should they be required.
- 5.5 Responsibility for equipment and supplies rests with the service or facility in possession thereof. The requisitioning site may be held responsible for loss or damage occurring while in its possession (Normal wear and tear excluded).
- 5.6 The Service does not provide pick-up or delivery of school supplies generally, nor special requirements not normally provided by the District. There are some exceptions regarding rental items required for Christmas concerts and graduation ceremonies. In all cases, special requirements must be discussed with responsible staff.
- 5.7 Under special request, the Service may be utilized on a contract basis for needs which cannot be otherwise accommodated. In such cases, arrangements must be made with the Manager or Assistant and a charge back expense centre must be provided by the facility requisitioning the service. This charge covers the cost of wages only.

- 5.8 Set-up and take down of equipment is the responsibility of the requisitioner in all cases. Trucking Service staff are responsible for placement of equipment in a designated site location and removal from a designated location of properly stacked goods prepared for transport e.g. chairs clean and stacked in tens (10s) or on dollies; tape, staples, pins removed from display equipment and tables, and stages and risers folded or on dollies.

6. Loan Equipment Available

- 6.1 In addition to a number of student desks and other classroom furnishings, the District has the following items available for loan use:

- 6.1.1 Choral riser - 3 step 18" x 6' (top)
- 6.1.2 Band risers - 9 pcs forming on band stage
- 6.1.3 Stages - 4' x 8' sections
- 6.1.4 Stages - 4' x 12' sections
- 6.1.5 Wheelchair ramps for stages
- 6.1.6 Chairs - folding/stacking metal/plastic
- 6.1.7 Tables - 30" x 96" folding legs
- 6.1.8 Floor covers for hardwood floors to cover 1 gym

- 6.2 Equipment is provided on a first requisitioned, first served basis.

7. Teacher Moves

- 7.1 Teacher moves are provided as indicated in the DTA contract which states:

"When a teacher is transferred after the school year has commenced, the school District will provide assistance so that the teacher's own materials are moved to the new classroom;"

- 7.2 Moves resulting from other activities, (posting or layoffs) do not qualify for this service.
- 7.3 Prior to the move, the teacher must package and identify ALL items involved in the move and label each box or item with the destination school and room number.
- 7.4 The service will not move personal furnishings or carpets which do not meet the District standard. Where this situation arises, the teacher will be notified to discuss the disposition of such items.

8. Waste Removal and Recycling

- 8.1 Waste removal from all sites is the responsibility of Custodial Services. Contractual arrangements are established with a waste removal agency to remove bin waste from all sites on a scheduled basis.

- 8.2 Special and Hazardous waste is disposed of as the need arises on a contract basis. To arrange this service a Maintenance requisition should be forwarded to the Manager or Assistant along with a detailed inventory of the products to be disposed of. The inventory is to include the size and quantity of all containers as well as their contents and how full they are.
- 8.2.1 Science and shop teachers or Department Heads are advised that for many special waste items the cost of disposal is significantly greater than the original purchase cost and are to avoid buying more than required because of price breaks.
- 8.3 Used motor oil from automotive shops is not included in this service. The school is to make arrangements with an appropriate recycling facility. The cost is borne by the school.
- 8.4 Several schools have initiated recycling programs for paper. The cost of bin pick-up for District sponsored recycling programs is a custodial expense. Collection and sorting is a site responsibility.
- 8.5 Custodians will remove bagged recycle materials from a central location within the facility and place in recycle bin outside. When the recycle bin at the site needs to be emptied, the school is to contact the Maintenance/Custodial office at 946-5088 and indicate that a recycle bin needs to be emptied.

9. District Expectations

In order to achieve service the assistance of all District staff is requested, in order to ensure that cleanliness and security standards are maintained at all times.

- 9.1 Wearing of heavily soiled (muddy) footwear is prohibited in all areas.
- 9.2 Not more than twenty percent (20%) of wall space will be covered in combustible materials (paper, cloth, etc.) at any one time.[Fire Regulation]
- 9.3 Wearing of footwear with marking soles and use of any inappropriate equipment, (e.g. wooden hockey sticks), in all gyms, particularly those with hardwood floors, should be prohibited.
- 9.4 In all areas, records and personal belongings should be properly stored off the floor and are not to exceed the available filing and storage space.
- 9.5 Classrooms are to be maintained in a neat and orderly fashion: tables/desks in appropriate locations; all large debris, pencils and books picked up; student belongings stacked or placed to permit safe access and cleaning.
- 9.6 It is generally expected that students will:
- 9.6.1 Reasonably maintain the cleanliness of their desks, lockers, work areas, benches and equipment.
- 9.6.2 Clean and put away tools and utensils and do general clean-up of benches and rough sweeping of floors in Industrial Education and Drama classes.
- 9.6.3 Clean counters, sinks and appliances in Home Economics and Food Service and preparation areas.

- 9.7 Prior to dismissal, students are to be requested to tidy up classroom areas and to pick up any items on the floor which cannot easily be swept up or vacuumed.
- 9.8 Classroom storage of District educational materials and teachers' personal materials is to be in a safe, neat and orderly manner on shelves or in cupboards only.
- 9.9 General storage of District equipment and materials at all sites must be safe, secure, neat and orderly. Items which have no anticipated use in any one (1) year is to be requisitioned for redistribution or discarded. Similarly any item stored which remains unused for more than one (1) year is to be requisitioned for redistribution or discarded. See Administrative Procedure 518 – Disposition of Assets.
- 9.10 Loose rugs/carpets are to be clean low loop pile with properly bound edges and are to be placed so that they create no tripping or other hazard. Those which are heavily soiled, difficult to clean, badly worn or frayed, or have holes are to be discarded.
- 9.11 Furnishings
 - 9.11.1 Furnishings in District facilities are to be of a type approved by District management.
 - 9.11.2 Approval of furnishings is based on safety, standardization and ease of maintenance for cleaning and repair.
 - 9.11.3 All furniture must be clean, safe and in good repair. Worn upholstery, damaged frames, bent or broken arms and legs must be repaired. The District will not repair or clean any items which are not owned by the District or which, in the opinion of management, are beyond economical repair.
 - 9.11.4 Donated furniture must meet the above standard prior to acceptance or placement/use in any facility.
- 9.12 Prior to leaving the classroom at the end of the day, teachers are requested to close and latch windows.
- 9.13 Maintenance staff are responsible for all cleaning in Maintenance workshop areas. Cleanup at other District sites includes sweeping up and removing any large waste products.

10. Animals

- 10.1 Keeping of animals, insects, etc., in schools is permitted only where the following criteria are met:
- 10.2 Animals/insects shall be:
 - 10.2.1 Under the care of a responsible staff member with the time and skills to ensure proper care;
 - 10.2.2 Cared for in a clean and healthy fashion which prevents generation of diseases and odours;

- 10.2.3 Confined except when under direct care of a responsible person. Cages are to be placed only on non marking surfaces, e.g. formica counters or hard surface floors, never on carpet;
- 10.2.4 Fed and cleaned properly to prevent spillage of food, urine or excrement and to prevent generation of odours. Cages and surrounding areas shall be cleaned as required to meet the above requirements.

Reference: Sections 17, 18, 20, 22, 23, 65, 85 School Act
Employment Standards Act
Collective Agreements

Administrative Procedure 445 – Appendix

CUSTODIAL PROCEDURES MANUAL

<http://facilities.deltasd.bc.ca/sites/default/files/SD37%20Facility%20Services%20Manual%20%282015%29.pdf#overlay-context=facilities-branch-guidelines>