

# **Lakeshore School Division**

## **Maintenance Procedure Manual**

It is the intent of this manual to provide guidance to the administrators and maintenance staff that share responsibility for the day to day operation of the physical plant and grounds. It is imperative that safety be foremost in the day to day operation of the facilities.

The maintenance staff of Lakeshore School Division are required to take all practical means to ensure the facilities are safe for the students and staff. They will carry out their daily duties in a professional manner and be respectful to all who enter onto the school division property.

### **Work Place Safety and Health Policy**

All employees of Lakeshore School Division shall conduct their duties in a manner that does not compromise the safety and well being of themselves or others. The use of safe work procedures will be ensured by training staff on the proper operation of equipment, the accepted manner in which chemicals are used, and the correct use of personal protective equipment. Senior administration shall provide whatever training and equipment is deemed necessary to allow all staff to perform their tasks as per accepted industry standards for safety and health.

The day to day operation of the school facility is conducted under the supervision of the school Principal or designate.

Matters pertaining to the physical plant, i.e. building mechanical systems, structural, building envelope, safety and grounds shall be reported to the Director of Maintenance.

Matters pertaining to maintenance staff shall be directed to the Principal with furtherance to the Director of Maintenance if necessary.

Relevant forms and inspection sheets are appended at the back of this manual. Some forms can be submitted online while others require signatures and must be sent to the school division office.

Number of hours assigned to any position can vary. All lunch and dinner breaks are unpaid. A 15 minute break is permitted after completion of a 2 hour shift if a further minimum 1.5 hour shift immediately follows the break.

## **HEAD CUSTODIAN**

The Head Custodian position consists of a diverse work assignment. A Head Custodian is responsible for performing regular cleaning duties as well as routine maintenance of the school and grounds. The Head Custodian is allocated a specific amount of maintenance time based on the school he/she is responsible for. The amount of time allocated takes into account such things as square footage, number of students, number of teachers, number of specialty items such as sinks, toilets, urinals, etc. The time allocated is checked annually and adjusted where necessary.

## **DUTIES**

1. Work with the Principal and School Division administration to find suitable cleaning staff.
2. Develop with the Principal a cleaning schedule for the facility utilizing all available maintenance and cleaning time.
3. Perform duties as required during regular working hours and to assign scheduled duties to the custodian and/or cleaner.
4. To work within the school maintenance budget.
5. Ensure custodian and cleaner(s) follow standard Workplace Safety and Health regulations.
6. Monitor custodian and cleaner job performance and give guidance where needed.
7. Monitor work practices and job performance of custodian and/or cleaner(s).
8. Document instruction given to custodian and/or cleaner(s).
9. Consult with Principal and/or Director of Maintenance when custodian or cleaner(s) is not performing as per his/her job description.
10. Perform all duties following Workplace Safety and Health regulations and using safe work practices. Review safe work procedures prior to performing tasks.
11. Maintain a detailed database of all mechanical equipment installed in the facility.
12. Record **ALL** inspections and maintenance performed. Submit and/or retain documentation of inspections and maintenance as per this manual.
13. When last in the building ensure that the building is secure and the intrusion alarm is armed prior to leaving.

14. Maintain a supply of maintenance parts on hand, i.e. V- belts, filters, fasteners, plumbing seals, etc.
15. Operate various machinery to maintain the school and grounds
16. Other relevant duties as assigned.

### **CUSTODIAN**

The Custodian is responsible for cleaning and minor maintenance tasks either on their own or under the direction of the Head Custodian, Principal and/or Director of Maintenance. The number of custodian hours are calculated annually taking into account the amount of square footage of the facility, the number of students, teachers and the specialty items such as sinks, toilets, urinals, etc.

### **DUTIES**

1. Perform regular cleaning, inspections and minor maintenance as assigned by the Head Custodian, Principal and/or Director of Maintenance.
2. Operate various machinery to maintain the school and grounds.
3. Assist Head Custodian in performing various tasks when requested.
4. When last in the building ensure that the building is secure and the intrusion alarm is armed prior to leaving.
5. Perform all duties following Workplace Safety and Health regulations and using safe work practices. Review safe work procedures prior to performing tasks.
6. Immediately report to the Head Custodian, Principal or Director of Maintenance any unsafe conditions that exist on school division property.
7. Other relevant duties as assigned.

## **CLEANER**

The Cleaner is responsible for regular and special cleaning of the building. The number of cleaning hours are calculated annually taking into account the amount of square footage of the facility, the number of students and teachers and the specialty items such as sinks, toilets, urinals, etc.

## **DUTIES**

1. Perform cleaning as assigned by the Head Custodian, Principal and/or Director of Maintenance.
2. When last in the building ensure that the building is secure and the intrusion alarm is armed prior to leaving.
3. Perform all duties following Workplace Safety and Health regulations and using safe work practices. Review safe work procedures prior to performing tasks.
4. Report to the Head Custodian, Principal or Director of Maintenance any unsafe conditions that exist on school division property.
5. Other relevant duties as assigned.

## SCHOOL CLEANING ASSIGNMENTS

All maintenance staff are responsible for keeping the school as clean as practical.

Head Custodians, Custodians and Cleaners have regular cleaning assignments that are to be performed during their shift.

Cleaners and Custodians are assigned specific areas to clean on a regular basis by the Head Custodian and/or Principal.

The Head Custodian, in consultation with the school administrator, will determine what areas of the school are his/her regular cleaning assignments. The time of day a Head Custodian's shift starts and ends will have some bearing on what spaces can be accessed to clean.

Typically the Head Custodian will be responsible for cleaning the following areas:

- Sweeping, mopping or vacuuming entrances immediately after the first classes start in the A.M. and after breaks where the entrance mats become soiled.
- Dry mopping all hallways immediately after the first classes start in the A.M., after breaks where the hallway floors become soiled and prior the end of his/her shift.
- Spot wet mopping as required throughout the day.
- Monitor washrooms for cleanliness and adequate supplies. Clean washroom and replenish supplies where necessary.
- Cleaning of all electrical, mechanical and storage areas.
- Removal of trash from the student cleanup area in the vocational shop.
- All outside trash from grounds
- Empty outside trash receptacles. Trash receptacles should be emptied before they are  $\frac{3}{4}$  full.
- Periodic cleaning of classrooms that are vacant or require immediate attention.

On days when school is out all maintenance staff on duty will be involved in the thorough cleaning of the entire school.

Head Custodians will have to adjust their schedule from time to time due to unplanned maintenance emergencies.

**All staff should attempt to keep the school tidy by picking up scraps, etc. when traveling in the various areas of the school.**

## DAILY CLEANING

### (a) Washrooms and Shower Rooms

1. Clean and disinfect toilets and urinals with approved cleaning solution.
2. Clean and disinfect hand basins and shower stalls thoroughly with approved cleaning solution.
3. Wash floors with approved cleaner.
4. Wipe lower parts of washroom walls and partitions as necessary.
5. Check dispensers and refill as necessary.
6. Remove graffiti.
7. Report any suspected maintenance concerns to an immediate supervisor.

### (b) Classrooms

1. Sweep and/or dust-mop the floors.
2. Empty the waste baskets.
3. Dust furniture, ledges, window sills and other obvious areas.
4. Wash desks whenever they appear dirty (plus routine).
5. Replace and rearrange furniture as required (this also applies to any other area in the school).
6. Clean sinks in classrooms, labs, etc.
7. Wipe stains/marks off walls.
8. Lunch rooms to receive special cleaning (washing floors and wiping desks daily).
9. Wash all floors that are showing signs of being soiled.
10. Place garbage and waste in an appropriate receptacle outside the school.
11. Report any suspected maintenance concerns to the Head Custodian or Principal.

### (c) Halls, Foyers, Vestibules, Mechanical Rooms

1. Sweep and/or dust-mop floors.
2. Wet-mop floors and/or vacuum carpet in foyers and vestibules immediately after classes are in session in the mornings and afternoons.
3. Clean up generally to comply with fire regulations.
4. Ensure crawl spaces and electrical rooms are free of combustibles (these areas are not to be used for storage of combustible material).

### (d) Administration Area and Staff Rooms

1. Sweep and wet-mop floors.
2. Dust furniture and other obvious areas.
3. Wipe furniture as required

## **WEEKLY CLEANING**

Without in any way restricting the foregoing, the maintenance staff shall:

- a) Dust the entire school thoroughly with special attention being paid to areas such as higher ledges, shelves, behind radiators and moveable bookshelves, corners etc.
- b) Clean all whiteboards as specifically recommended by the supplier (do not erase boards without teacher approval).
- c) Remove scuffs and marks that have remained on floors after daily cleaning.

## **PERIODIC CLEANING**

- a) Wash garbage containers as needed to avoid unpleasant odors.
- b) Wash all classroom floors at least once a month (one room per day in large schools).
- c) Clean all outside glass in spring and fall (more often if need be), ensure glass at entrances are cleaned regularly.
- d) At least once a year, or more often if required, the entire school is to receive a thorough “housecleaning” with special attention being paid to walls, ceilings and student desks. This cleaning can be done on a rotational basis throughout the year.
- e) Clean light fixtures and lenses at least once a year.
- f) Thoroughly clean all mechanical rooms and all mechanical equipment, ducts at intake and discharge points, electric heaters, etc.

## **FLOOR CARE**

*Note – certain flooring does not require finishes i.e. sheet vinyl, resilient sheet goods (vinyl/rubber gymnasium flooring) and polished aggregate.*

- a) Maintain clean mats at entrances
- b) Special attention must be paid to floors in order to preserve them. They must be coated with the proper finish at all times. Immediately replace glides that are missing from chairs and desks.
- c) Hall and vestibule floors are to be thoroughly stripped and waxed when floor finish has noticeably deteriorated. Floor finish can be applied to heavy traffic areas as a temporary measure without stripping the entire floor.
- d) Immediately repair any of the flooring that poses a safety hazard.
- e) Vacuum all carpets regularly. Shampoo carpets at least once a year.
- f) Remove sharp edges that can damage flooring from furniture, gym equipment etc.

## **MECHANICAL**

- a) Perform inspections of mechanical equipment as per the inspection sheets.
- b) Check air filters at regular intervals and replace when necessary.
- c) All mechanical devices, machines and motors are to be cleaned and lubricated on a regular basis as per the original equipment manufacturer’s recommendations. Check belts and fasteners regularly.
- d) Clean the air side cooling coils twice annually (spring and fall).

- e) Ensure energy controls are operating properly.
- f) Ensure thermostat guards are in place.
- g) Wall clocks must be kept properly set at all times.
- h) Repair or replace plumbing fixtures and piping as required.
- i) Perform regular maintenance of the machinery needed to perform maintenance duties, i.e. vacuums, floor scrubbers, snow blower, lawn mower, etc.
- j) Notify the Director of Maintenance about any equipment that is suspect of requiring major repair or replacement.

## **OUTSIDE DUTIES**

- a) Steps, fire exits, platforms and walks leading to the school are to be kept in good repair and free from dirt, snow and ice.
- b) Keep grass around the building cut short. Any chemical weed control must be authorized in writing by the Director of Maintenance.
- c) Playground equipment must be inspected weekly (preferably after a weekend) and any deficiencies repaired immediately. Special attention is to be given to wear points on equipment (i.e. swing hinges).
- d) Ensure that school grounds are kept free of any hazardous objects (i.e. sharp stones, trash).
- e) Raise the flag daily before 9:00 a.m. and lower it at 3:30 p.m. on regular school days, and replace the flag when in poor condition.
- f) The Head Custodian and/or Custodian shall have care of the school grounds, including lawns, shrubs and trees, and be responsible for their general appearance and condition.
- g) The outside of the school building shall be kept free of objectionable markings.
- h) Consult with the principal to have the driveway maintained.

## **REPAIRS**

- a) The Head Custodian and/or Custodian shall keep chairs, desks, tables and the school property in general, in ordinary repair, or take measures to have same repaired where assistance for repair or special maintenance is required.
- b) Maintain devices (i.e. locksets, panic hardware, door closers, hinges) in good working order. Lubricate annually.
- c) Painting shall be done when needed at the request of the Principal.
- d) Replace burnt out light bulbs and lamps as required.
- e) A Head Custodian holding a license permitting electrical maintenance shall perform tasks permitted by the license, i.e. replacement of switches, thermostats, etc.

## **HEATING, VENTILATION**

- a) The Head Custodian and/or Custodian shall attempt to have the rooms heated to a comfortable temperature when school begins each day.
- b) Follow a maintenance schedule for all heating and ventilating equipment. Guards must be kept in place, dust and debris must be cleared from grills, heater fins, heat exchangers and motors.
- c) Receive maintenance goods and fuel. Store all goods in the location assigned, check the measurement of each fuel delivery, and authorize receipt of goods.



- d) Replace weather stripping, caulking and seals to reduce heat transfer between the interior of the building and the outside.
- e) The Head Custodian and/or Custodian will take every reasonable measure to ensure that energy costs are kept to a minimum. Discuss heating and cooling concerns with the Principal and Director of Maintenance.
- f) Be responsible for adequate ventilation of the building and learn how to adjust or request adjustment of equipment for efficient use of energy by preventing over-ventilation in cold weather.
- g) The Head Custodian will learn and implement ways to control costs by preventing high “demand billing” for electricity.

### **ROOF MAINTENANCE**

- a) Keep the roof free of litter such as balls, stones, bottles, trash, etc.
- b) Ensure that all roof vents and drains are free of obstructions and have all necessary strainers in place.
- c) Inspect all roofs and submit to the Director of Maintenance a completed roof report in April and October of each year.

### **GENERAL FUNCTIONS AND REGULATIONS**

1. The Head Custodian’s work day is scheduled by the school Principal and may consist of a split shift.
2. Any overtime must be pre-approved by the Superintendent or designate (except in emergency situations). Overtime requests must be completed for **ALL** overtime.
3. All custodial/maintenance staff must realize that their employment with the Lakeshore School Division must take precedence over any other occupation or pastime in which they are engaged. If they are unable to cope with both they must give up one of the two positions (in the case of other employment).
4. It may be the duty of maintenance staff to unlock doors for authorized evening activities. If any unruly behaviour or misuse of the building is noticed, it shall be reported to the Principal.
5. All after school events will be recorded on a school calendar that is accessible to the maintenance staff. All bookings preferably should be made a week in advance through the Principal.

**NOTE - Principals and Head Custodian:** Board policy is that the community will have access to the school building and grounds. Keys should not be loaned out or duplicated. The strict account of keys is of great importance. All keys or access devices have to be signed out and recorded as per community use procedure.

6. The maintenance staff shall ensure the doors and windows are closed and locked upon completion of their shift and thereafter other authorized persons in the building will have responsibility for securing the building.
7. Should any of the maintenance staff have a complaint against any student or teacher, he/she should make the complaint to the Principal. Under no circumstances must he/she take any disciplinary action against students.
8. The maintenance staff should under no circumstances repeat confidential information heard in or around the school.
9. No student or other child (under the age of 18 years) will be allowed to help with the caretaking without authorization of the Principal.

10. Channels of communication to be followed: Cleaner or Custodian – Head Custodian – Principal – Director of Maintenance – Superintendent.
11. Maintenance staff shall not contract any bills without authorization from purchasing authorities (Principal, Director of Maintenance, Secretary-Treasurer or Superintendent).
12. Promptly submit reports and forms as requested by the School Division Office.
13. The use of herbicides or pesticides on school property is not allowed without written permission from the Director of Maintenance.

### **SALARY AND PAY ADMINISTRATION**

The Head Custodian is a salaried employee who is responsible for carrying out the cleaning and maintenance function in the school or facility. Head Custodians will be classified from levels 1 to 4. Salaries indicated in the collective agreement are for a 40 hour work week. The Head Custodian work day consists of the number of hours assigned by the Director of Maintenance and scheduled by the Principal. Split shifts may be assigned.

The Custodian is an hourly employee who is responsible for carrying out cleaning and minor maintenance functions in the school or facility. A Custodian is classified as per the collective agreement. Custodian work day consists of the number of hours assigned by the Director of Maintenance and scheduled by the school Principal. Split shifts may be assigned.

The Cleaner is an hourly employee who is primarily responsible for the cleaning of the school or facility. A Cleaner is classified as per the collective agreement. Cleaner work days consist of the number of hours assigned by the Director of Maintenance and scheduled by the school Principal. Split shifts may be assigned.

It will be the responsibility of the school Principal and Head Custodian to submit to the Division Office a monthly time sheet for the Head Custodian, Custodian and each Cleaner on the prescribed form which will include time worked, vacations, holidays and leaves as defined in the Collective Agreement.

School maintenance staff are expected to be prepared to start their shift as per the established schedule each day. During days when there is no school the shift start and end times can be adjusted by consulting with the Principal. Shift hours are actual hours of work lunch or dinner breaks are unpaid. 15 minute rest breaks are permitted for shifts longer than 3 hours.

Staff are expected to take vacation during July and August or days when there are no classes, twelve month employees will be permitted up to five vacation days during days when classes are being held. All vacation days must be approved as per the collective agreement.

### **HEAD CUSTODIAN QUALIFICATIONS**

All Head Custodians:

- Shall be physically fit to work on his/her feet for up to an eight hour shift
- Must be able to lift and carry 23 kilograms for a minimum of 100 meters without stopping.
- Must be able and willing to work from ladders, scaffolds, or other elevated apparatus up to 10 meters.

- Must have knowledge of or be willing and able to learn and perform tasks using safe work practices.
- Must have knowledge of or be willing and able to learn and perform duties following Workplace Safety and Health regulations.
- Must be able and willing to acquire permits, certificates and licenses that from time to time are required to perform specific maintenance functions in the facility.
- Must maintain confidentiality of all students and staff.

#### **Head Custodian 4**

- cleaning and maintenance as previously described.
- provide a proficient cleaning program
- perform building repairs as needed
- perform mechanical inspections
- understand operation of HVAC systems
- perform repairs and adjustments to mechanical equipment
- practice basic energy conservation techniques
- keep roof and drains free of debris
- order custodial supplies with authorization of the Principal
- report suspected building deficiencies to the Principal or Director of Maintenance

#### **Head Custodian 3**

Duties of Head Custodian 4 as well as:

- perform advanced repairs and component replacement to mechanical equipment
- evaluate roof condition and report to Director of Maintenance
- develop strategies for energy conservation
- operate heating/ventilating system at optimum efficiency
- exhibit leadership skills

#### **Head Custodian 2**

Duties of Head Custodian 3 and 4 as well as:

- perform minor roof repairs
- utilize energy conservation strategies to minimize energy consumption
- demonstrate ability to perform repairs in all facets of building maintenance
- demonstrate ability to operate a superior building
- perform small scale building renovations and/or construction

#### **Head Custodian 1**

Duties of Head Custodian 2 to 4 as well as:

- ability to manage time and human resources effectively and efficiently
- managing building in excess of 12 active classrooms (an active classroom is defined as being one that is in use at least 60% of the day, every school day)

A committee consisting of the Director of Maintenance, the local Trustee, the Principal and the Superintendent will determine the upward mobility after the initial placement.

## **CUSTODIAN QUALIFICATIONS**

- Physically fit to work on his/her feet for up to an eight hour shift
- Must be able to lift and carry 23 kilograms for a minimum of 100 meters without stopping.
- Must be able and willing to work from ladders, scaffolds or other elevated apparatus up to 8 meters.
- Perform minor building repairs when required.
- Must have knowledge of or be willing to learn and perform tasks using safe work practices.
- Must have knowledge or be willing to learn and perform duties following Workplace Safety and Health regulations.
- Must maintain confidentiality of all students and staff.

## **CLEANER QUALIFICATIONS**

- Physically fit to work on his/her feet for up to an eight hour shift
- Must be able to lift and carry 20 kilograms for a minimum of 50 meters without stopping.
- Must be able and willing to work from ladders up to 3 meters.
- Must have knowledge of or be willing to learn and perform tasks using safe work practices.
- Must have knowledge of or be willing to learn and perform duties following Workplace Safety and Health regulations.
- Must maintain confidentiality of students and staff.

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## *Forms*

Alarm Report (Boiler, Intrusion, Fire & Water) - submit as soon as possible after occurrence

Boiler Log (fuel and electric) - monthly

Electrical Maintenance Log - maintain at the school and submit to division office monthly

Fire Extinguisher Inspection - submit monthly

Maintenance Equipment Inventory - maintain at the school and submit to division office by October 7<sup>th</sup> of each year

Request for Extra Time and/or Overtime - as required

Request for Leave - as required 5 days prior to leave

Playground Inspection - maintain in school

Roof Inspection - submit to division office twice yearly Spring and Fall

Roof Leak Report - as occurred submit to school division office

Exit Door Inspection Report (Daily Activity) - maintain at the school submit to school division office by the 7<sup>th</sup> of the following month

Time Sheet - twice monthly by the 16<sup>th</sup> of the current month and by the 5<sup>th</sup> of the following month

UV Water Inspection - maintain at the school and submit to division office by the 7<sup>th</sup> of the following month