

Custodial Handbook

Disclaimer

This document contains information about custodial assignments as well as policies, procedures and other materials to clarify job responsibilities and expectations. This handbook is not intended to be an exhaustive source of information on the subjects discussed. Employees should also refer to the Faculty and Staff Handbook available on the Office of Human Resources website and the Agreement between the Civil Service Employees' Association Inc. and the State of New York, for Operational Services and may also seek clarification from your supervisor or the Office of Human Resources concerning questions contained herein. **This handbook shall be retained for future reference.**

Table of Contents

Custodial Task and Frequency Standards
Chemicals: Proper Use
Job Description – Cleaner
Job Description – Janitor
Contacting a Supervisor
Accident/Injury Procedures
Time and Attendance
Requesting Time Off
Use of Computers
Meetings/Training – Mandatory
Personal Protective Equipment (PPE)
Footwear
Personal Tools, Equipment and Property Policy
Fire Inspection Requirements
Procedure for Calling in Work Orders
Protocols for Physical Plant Problems
Snow Removal
Clothing Let in Laundry Rooms
Radio Usage
Exterminator

Appendixes:
 Recycling Guide
 Restroom Procedure Checklist

Revised February 2023

Custodial Handbook

Custodial Tasks and Frequency Standards

The following guidelines itemize the tasks that all janitors and cleaners are expected to perform and the frequency with which each task is to be done. It is not intended as an exhaustive list of all possible tasks. Employees may be directed to perform additional duties that are appropriate to the job title and that are not listed below.

The following are minimum standards.

Specialized facilities such as food labs, animal labs, health center, etc. may have specific cleaning requirements beyond those listed below. Staff should familiarize themselves with these requirements before deciding to bid on working in these areas. As conditions and materials change within assigned areas it is incumbent upon the employee to follow up their supervisor to determine if the service needs in such areas have changed.

Work assignments have been developed based upon national standards developed by the National Association of Physical Plant Administrators, the recognized organization for college and university facilities operation.

CLASSROOM

Task	Frequency
Sweep/dust mop floors	Daily
Vacuum carpet	Daily
Clean chalk/whiteboards/trays	Daily
Clean erasers	Daily
Empty waste containers/replace bags	Daily
Straighten furniture	Daily
Empty pencil sharpeners	Daily
Damp wipe furniture (if needed)	Daily
Remove graffiti (if needed)	Daily
Spot clean tile floors	Daily
Clean door glass	Daily
Damp mop floors	Three times weekly- more often if needed
Spot clean walls and doors	Weekly
Dust/spot clean furniture and flat surfaces	Weekly
Spot clean carpet	Weekly
Clean windows inside	Weekly
Buff floors	During breaks
Dust vents/diffusers/blinds	Monthly
Wash/disinfect trash containers	Monthly – more often if soiled
Relamp – light bulbs	As needed
Strip and refinish floors	As needed – generally summer
Steam clean carpets	Annually – generally summer
Clean windows outside	Annually – generally summer
Clean light fixtures	Annually – generally summer, or as needed
Clean furniture	Annually – generally summer

Custodial Handbook

OFFICE

Task	Frequency
Clean door glass	Daily – as needed
Empty waste/trash containers and change bags	3 times per week
Dust furniture and flat surfaces	2 times per week – verify with resident
Spot clean walls and doors	Weekly
Vacuum carpet	Weekly – more often if needed
Straighten furniture	Weekly
Spot clean carpet	Weekly
Sweep and damp mop floors	Weekly
Dust vents/diffusers/blinds	Quarterly
Wash/disinfect trash containers	Monthly – more often if needed
Relamp – light bulbs	As needed
Steam clean carpets	Breaks, and as needed
Clean light fixtures	Annually - summer, more often if needed
Clean windows	Breaks, and as needed

BATHROOMS

Task	Frequency
Sweep/dust mop floors	Daily
Wet mop floors with disinfectant solution	Daily
Clean/Disinfect urinals/flushing devices	Daily
Clean/Disinfect toilets/flushing devices	Daily
Clean/Disinfect sinks/faucets	Daily
Clean/Disinfect shower stalls/faucets	Daily
Clean/Disinfect bathtubs/faucets	Daily
Empty waste/trash containers, replace bags	Daily, and as needed
Clean mirrors	Daily
Restock toilet paper, towels and soap	Daily
Spot wash partitions, walls, doors, counters, ceilings	Daily
Dust vents/diffusers	Daily
Clean floor drains	Daily
Wash shower curtains (replace if torn)	Every semester break – more often if needed
Wash/disinfect trash containers	Monthly – more often if needed
Relamp – light bulbs	As needed
Remove graffiti	Daily – as needed
Clean light fixtures	Annually – generally summer, more often if needed

HALLWAYS/CIRCULATION AREAS

Task	Frequency
Sweep/dust mop floors	Daily
Clean/disinfect water fountains/vents	Daily
Clean window glass	Daily, and as needed
Vacuum carpet	Daily
Straighten furniture	Daily
Spot clean walls and doors	Daily
Clean ledges and radiators	Daily
Wet mop floors	Daily

Custodial Handbook

Buff hard surface floors	During breaks
Spot clean carpet	Weekly – more often if needed
Dust/spot clean furniture and flat surfaces	Weekly
Dust diffusers/vents/blinds	Monthly – more often if needed
Relamp – light bulbs	As needed
Remove graffiti	Daily – as needed
Steam clean carpets	Annually – summer
Clean light fixtures	Annually – summer (more often if needed)
Strip and refinish floors	As needed/summer

EXTERIOR

Task	Frequency
Remove snow and ice from building entrances walkways and steps, spread salt++	Daily (as many times as needed during snowfall)
Sweep building entrances, removing leaves, debris, cigarette butts, trash, etc.	Daily
Empty ashtrays at building entrances	Daily
Clean doors/glass	Daily, and as needed
Check exterior building lights, replace bulbs as needed. Report problems to Facilities Office	Weekly

STAIRWELLS

Task	Frequency
Sweep/dust mop stairs and landings	Daily
Damp mop stairs and landings	Daily
Relamp – light bulbs	As needed
Remove graffiti	Daily – as needed
Clean light fixtures	Annually – generally summer (more often if needed)
Spot clean walls and railings	Daily
Dust vents and radiators	Weekly
Clean window glass	Daily, and as needed

LOCKER/CHANGING ROOM

Task	Frequency
Sweep/dust mop floors	Daily
Clean/disinfect shower room	Daily
Wet mop floors	Daily
Clean drains	Daily
Clean/disinfect water fountains and vents	Daily
Clean lockers and benches	Daily
Empty waste/trash containers, replace bags	Daily
Spot clean walls and doors	Daily
Buff floors	During breaks
Dust vents/diffusers/blinds	Monthly
Wash/disinfect trash containers	Monthly – more often if needed
Relamp – light bulbs	As needed
Remove graffiti	Daily – as needed
Strip and refinish floors	As needed
Clean light fixtures	Annually – summer (more often if needed)

Custodial Handbook

ENTRANCES/LOBBIES/VESTIBULES/ELEVATORS/LOUNGES/LAUNDRY ROOMS

Task	Frequency
Sweep/dust mop floors	Daily
Clean/vacuum off mats	Daily
Damp mop floors	Daily
Empty trash containers/replace bags	Daily
Vacuum carpet	Daily
Clean glass doors and windows	Daily, and as needed
Spot clean furniture and flat surfaces	Daily
Buff floor	During breaks
Dust vents/diffusers/blinds	Weekly
Wash/disinfect trash containers	Monthly – more often if needed
Relamp – light bulbs	As needed
Remove graffiti	Daily – as needed
Washing machines/dryers – clean tops and insides, empty lint traps	3 times per week, and as needed
Behind machines	During breaks
Vending machines – clean tops and underneath	Weekly
Strip and refinish floors	As needed
Clean light fixtures	Annually – summer (more often if needed)

LABORATORIES – ALL

Task	Frequency
Sweep/dust mop floors	Daily
Empty trash containers/replace bags	Daily
Clean up spills	Daily
Spot clean carpet	Daily
Spot clean walls and doors	Daily
Damp mop floors	3 times a week
Damp wipe furniture, lab tables and flat surfaces	3 times per week
Clean windows inside	Weekly, more often if needed
Buff hard surface floors	During breaks
Dust vents/diffusers/blinds	Weekly
Wash/disinfect trash containers	Monthly – more often if needed
Relamp – light bulbs	As needed
Remove graffiti	Daily – as needed
Stream clean carpets	Annually – summer
Clean light fixtures	Annually – summer (more often if needed)
Clean windows outside	Annually – summer
Strip and refinish floors	As needed
Clean furniture	Annually – summer

TRASH ROOMS

Task	Frequency
Clean area	Daily
Clean trash cans	Monthly – more often if needed

Custodial Handbook

GYMNASIUM

Task	Frequency
Empty waste/trash containers/replace bags	Daily
Spot clean walls and doors	Daily
Sweep/dust mop floors	Daily
Scrub floor with floor machine	As needed

STUDENT ROOMS

(Preparing for occupancy - Perform all of the following tasks)

Clean ceilings
Clean walls
Clean radiators
Clean furniture inside and out
Clean floors – strip and wax as needed
Clean lamps/ensure they work
Clean closet shelves, doors, walls, floors
Clean windows
Clean windowsills
Clean doors
Set-up rooms as directed
Clean light fixtures and ensure they work
Complete work orders/notify supervisor, and make repairs as needed

CHEMICALS – PROPER USE

All chemicals should be used according to the dilution manufactures specifications. Under no circumstances should any dispensers be tampered with.

Employees may not bring chemicals into the workplace. All employees must use only the chemicals which are provided.

All employees are expected to familiarize themselves with the chemicals they are using by reading the SDS and packaging provided.

Janitors are responsible for ensuring that SDS for all chemicals being used are available in the building for which they are responsible. Janitors are also to ensure that custodial closets are set up according to proper procedures. If there are any questions or concerns regarding chemical use, please contact a supervisor.

Custodial Handbook

New York State Department of Civil Service Classification Standard, GRADE 5 NATURE OF WORK

Under supervision, a Cleaner performs a variety of routine manual tasks requiring light, medium, and heavy physical effort in cleaning and caring for an assigned area in public buildings and adjacent grounds and sidewalks.

Most of the positions in this class are located in the State University, the Department of Mental Hygiene, the Office of General Services in the Executive Department, and the Department of Health.

CLASSIFICATION CRITERIA AND DISTINGUISHING CHARACTERISTICS

Cleaner is a non-supervisory class. A Cleaner usually works as a member of a crew, performing routine manual tasks requiring light, medium, and heavy physical effort in the cleaning and care of an assigned area on a full-time basis. In some instances, Cleaners may work in crews which specialize in certain cleaning activities, such as stripping and polishing floors or cleaning kitchens and lavatories, or may work alone in a specialized assignment, such as cleaning restrooms and attending to rest room users. In other instances, they may have varied assignments ranging from light through heavy cleaning; however, incumbents of these positions perform duties covering the full range of physical exertion.

Cleaners are distinguished from Building Service Aides by the latter class's responsibility for performing only light cleaning duties, usually after hours in public buildings, and positions are usually part-time.

There are many classes in State service which perform varied cleaning and housekeeping tasks. Laboratory Caretakers clean areas containing scientific apparatus, laboratory supplies, experimental projects, and animals, and, in addition, perform simple, routine duties with ongoing experiments in their assigned area, such as feeding and watering animals, changing cultures in incubators, and accepting, sorting, and distributing laboratory specimens. These positions are distinguished from Cleaners by the additional duties Laboratory Caretakers perform and the nature of the work environment.

The class of Janitor performs the same tasks as Cleaner and, in addition, makes repairs and does maintenance work requiring handyman abilities; is responsible for the cleaning and care of one or more buildings or for major areas of the larger State office buildings; and usually supervises Cleaners. The class of Housekeeper is responsible for the cleaning, care, and upkeep of assigned buildings or areas of large buildings in State institutions, including employee or staff living quarters and administrative work areas, and supervises subordinate cleaning staff.

While the class of Window Washer also performs cleaning tasks, a distinguishing characteristic of this class is washing from the outside, the windows of multi-storied buildings, using safety apparatus.

TYPICAL ACTIVITIES, TASKS AND ASSIGNMENTS

Performs a variety of routine manual work under supervision including, but not limited to, the following in the cleaning and care of an assigned area.

- Picks up and removes hazardous articles which may be on floors, furniture, and equipment and places them in designated receptacles or in appropriate places. Moves furniture and equipment in connection with cleaning and care functions.
- Using mops, brushes, detergents, buffers, floor scrubbers, and other cleaning implements washes floors, corridors, stairs and stairwells, walls, partitions, windows from the inside of buildings, etc.
- Changes curtains and drapes and hangs pictures and other decorative objects.
- Using manual and/or mechanical equipment, strips and vacuums and waxes floors and shampoos carpets.
- Using hand-operated equipment and detergents, scrubs and cleans all areas of lavatories, such as sinks, urinals, toilets, etc.
- Using hand-dusting equipment, dusts assigned areas.

Custodial Handbook

- Using appropriate equipment such as ladders and scaffolds, washes light fixtures, replaces light bulbs, dusts and/or washes light fixtures and high places such as ceilings.
- Using designated equipment, polishes wood and metal fixtures and equipment.
- Using manual and/or mechanical equipment, occasionally removes snow; cleans sidewalks, yards, and drives; and mows lawns in assigned areas.
- May set up equipment in assigned areas, such as athletic fields, gymnasiums, and conference and meeting rooms.
- May work in laboratories, "clean rooms," operating rooms, and other hospital where a high degree of cleanliness is required to minimize the possible spread of infection.
- Strips the wax from furniture; cleans and polishes furniture.

RELATIONSHIPS WITH OTHERS

The nature of a Cleaner's activities generally restricts relationships to employees working within the same organization section. The Cleaner has frequent verbal communications with the Supervisor and less frequently with other positions in the work crew. Written and/or verbal communications with the general public are not typical of this class, with the tasks being mainly thing- oriented. Relationships with others is not a factor in the grade level.

NATURE OF SUPERVISION

A Cleaner has no supervisory responsibilities. Positions in this class are supervised by a higher level custodial position, usually a Janitor or Housekeeper, who assigns tasks and gives detailed instructions. The work of the Cleaner is subject to close supervision in progress and upon completion, although some routine repetitive duties may progressively be performed with greater independence.

JOB REQUIREMENTS

- Working knowledge of the properties of various cleaning substances.
- Ability to understand and follow verbal and simple written instructions.
- Ability to stand, stoop, bend and stretch for long periods of time.
- Ability to perform medium to heavy manual labor.
- Ability to use various cleaning equipment and products.
- Ability to climb ladders and scaffolds.

MINIMUM QUALIFICATIONS

There are no education or experience requirements. Applicants must be physically able to perform medium to heavy physical labor.

Custodial Handbook

New York State Department of Civil Service Classification Standard JANITOR, GRADE 7

NATURE OF WORK

Employees in this class perform a variety of custodial tasks, including maintenance and repair work requiring handyman abilities, in the cleaning and care of one or more public buildings and adjacent grounds and sidewalks or for major areas of the larger State buildings and, in addition, usually supervise lower level cleaning personnel.

Most of the positions in this class are located in the State University System and the Office of General Services in the Executive Department.

CLASSIFICATION CRITERIA AND DISTINGUISHING CHARACTERISTICS

Janitors are responsible for the cleaning and care of one or more public buildings and adjacent grounds and sidewalks or for major areas of the larger State buildings. In addition to performing the same cleaning and care tasks requiring medium to heavy physical effort, described in the classification standard for Cleaner, Occ. Code 3014000, the incumbents make repairs and do recurrent routine maintenance work requiring handyman abilities. Typically, a position may supervise up to five lower level cleaning positions. However, there are instances where a Janitor is appropriately classified to be responsible for a building in a remote location and where there is not a continuing need for subordinate cleaning staff.

Positions responsible for the cleaning, care, and upkeep of assigned buildings or areas of large buildings in State institutions, including employee or staff living quarters and administrative work areas, are classified as Housekeeper. While this class also supervises lower level cleaning personnel, there is an emphasis on housekeeping functions, such as requisitioning linens, household supplies, and furnishings, and an absence of the repair and maintenance function requiring handyman abilities. Positions responsible for the operation of an institution's assembly hall or amusement building, as well as the care and supervision of the cleaning of the buildings and the surrounding grounds, are classified as Assembly Hall Custodian.

TYPICAL ACTIVITIES, TASKS AND ASSIGNMENTS

Performs a variety of cleaning and care tasks in the assigned area; including mopping, washing, dusting, polishing, cleaning, and setting up, as described in greater detail in the classification standard for Cleaner, Occ. Code 3014000.

Performs repairs and recurrent routine maintenance work requiring handyman abilities.

- Using hand tools, makes simple carpentry repairs such as fixing or replacing broken shelving, hinges, locks, sash cords, and screens.
- Using plumber's snake and/or other hand tools and preparations, unplugs toilets, traps, and sinks.
- Replaces faucet washers and fuses.
- Occasionally does interior and exterior painting.

Sets up equipment and seating facilities for public meetings, seminars, demonstration projects, etc.

Requisitions and dispenses household supplies, such as paper towels and soaps.

Reports damages or needed maintenance repair, in assigned area, for which a higher-level repair capability is needed.

Supervises lower level custodial personnel in cleaning and care of assigned area.

- Assigns specific tasks and gives verbal instructions to custodial personnel.
- Provides assistance in resolving work problems and reviews work while in progress and upon completion.

Custodial Handbook

RELATIONSHIPS WITH OTHERS

While the majority of the tasks performed by a Janitor are thing-oriented, there are some which are people-oriented. There is frequent verbal and occasional simple written communication with various building users concerning custodial projects, such as setting up temporary seating facilities and equipment for conferences or demonstration projects or performing handyman type repairs. Sometimes these are made on short notice.

Communication with subordinate custodial staff is predominantly face-to-face in giving assignments, instructions, and assistance. In addition, the incumbent has frequent verbal and occasional written communication with supervisory staff pertaining to work assignments, procedures, and work progress, as well as reporting repairs or damages requiring a higher-level repair capability.

NATURE OF SUPERVISION

A Janitor normally supervises a crew of up to five lower level custodial personnel such as Cleaners, by assigning the work, giving instructions, providing assistance, and observing the work in progress on a daily basis. The incumbent in turn is supervised, usually by a Supervising Janitor, who assigns, observes, and monitors the work on a frequent basis.

MACHINES, TOOLS AND EQUIPMENT USED

Janitors operate a variety of hand and mechanical cleaning equipment. In addition, they use various hand tools, such as plumber's snakes, saws, pliers, screwdrivers, etc. in performing handyman-type repairs.

JOB REQUIREMENTS

- Working knowledge of the use of small hand tools.
- Working knowledge of the properties of various cleaning substances.
- Ability to understand and follow verbal and written instructions.
- Ability to use various cleaning equipment and products.
- Ability to stand, stoop, bend, and stretch for long periods of time.
- Ability to perform medium to heavy manual labor.
- Ability to verbally communicate for the purpose of exchanging information.
- Ability to make routine repairs requiring handyman ability.
- Ability to climb ladders or scaffolds.
- Ability to supervise a small staff.

MINIMUM QUALIFICATIONS

Applicants must be physically able to perform the tasks of the position and to communicate verbally for the purpose of exchanging information.

Custodial Handbook

All Janitors and Cleaners are required:

- Assist with set-ups, as assigned
- Clean any building on a fill-in basis, as assigned
- Assist in the residence halls during the summer and in other team cleaning efforts, as assigned
- Assist with moving furniture and other items within buildings
- Assist with unloading trucks, as assigned
- Assist with snow removal from various areas of the campus, as assigned
- Keep all break rooms, janitors' closets and store rooms clean and orderly
- Keep machines (buffers and floor machine) and other equipment (dust mops, mops etc.) cleaned after each use
- Report any building maintenance concerns to 4020 (Academic), 4845 (Residential)

All Janitors are also required to:

- Train cleaners, monitor and oversee their work. Report progress and concerns to supervisor.
- Be aware of, plan, coordinate and carry out all set ups in their assigned areas. Monitor Event Management System (EMS) sheets and assure rooms are ready for use; notify Custodial Office Assistant, ext. 4846 if a room that has been reserved cannot be used (due to repairs, use by another group or any other reason).
- Order supplies required for all assigned buildings.
- Make minor building repairs and report repairs needing a higher level of skills to the Facilities Work Order Line, ext 4020 or Supervising Janitor ext 4845.
- Coordinate and communicate special cleaning projects with building occupants.
- Coordinate and communicate cleaning activities with maintenance and construction repairs.
- Act as a liaison between the facilities department and the building occupants.
- Continually monitor and report safety issues with the building(s).
- Follow up on maintenance requests that have not been completed.
- Conduct weekly fire inspection and report deficiencies.
- Maintain Safety Data Sheets (SDS) sheets issued and have these available at all times. Inform supervisor of any missing SDS sheets for products on hand. Maintain janitors' closets in assigned areas.
 - Ensure dilution charts are present.
 - Ensure that dilution kits are properly installed
 - Ensure that no unauthorized chemicals are in use

Custodial Handbook

CONTACTING A SUPERVISOR

For routine (non-emergency) matters:

- Contact Custodial Operations Manager (COM), ext. 4629
- If COM cannot be reached, contact Supervising Janitor ext. 4845
- If either of the above personnel cannot be reached, leave a phone message at ext. 4629.

For emergencies:

- Use the radio to call the Custodial Operations Manager (COM), Supervising Janitor
- If no one above can be reached by radio, call:
Director of Facilities, at ext. 4013 for academic concerns

After hours:

- To report emergencies other than regular business hours contact the Heating Plant, at ext. 4037.

ACCIDENT/INJURY PROCEDURES

If you are injured on the job, you must:

1. Obtain first aid or other necessary medical treatment as soon as possible.
2. Notify your supervisor about your injury and the way in which it occurred, as well as any witnesses, immediately. Complete a written accident report available on the HR website.
3. Be sure to inform your medical provider that your injuries are work-related so that medical information will be sent to the State Insurance Fund, if appropriate.
4. Follow instruction on the accident report form and notify the Accident Reporting System (ARS) by **calling 1.888.800.0029**, if appropriate.
5. Notify the Office of Human Resources, Benefits Administrator, ext. 4498 for specific instruction and required medical documentation, if appropriate.
6. Absences from work due to a workplace accident/injury will require a “return to work notice” and working with Human Resources.
7. For work related absences covered under Workers’ Compensation, the employee may choose not to charge leave credits during the first five days of absence.

Thereafter, you should:

1. Follow your physician’s instructions to speed full recovery
2. Provide the Office of Human Resources Office with an “out of work” notice from your treating medical provider on a formal prescription pad or letterhead.
3. Keep in touch with the Office of Human Resources and your supervisor regarding your recovery process, and ability to return to work
4. Remind your doctor to send medical information to the State Insurance Fund.
5. Contact the Office Human Resources prior to returning to work and submit a “return to work” notice from your participating provider on your first day back to work.

Custodial Handbook

TIME AND ATTENDANCE

Workday: Full-time employees represented by the CSEA Operational Services Units are required to work 40 hours per week (8 hours per day). Meal periods are required but are unpaid and are not part of the workday.

Breaks: Breaks are permitted (but not required) by Civil Service regulations, and are recommended for those employees who perform repetitive work. The practice at SUNY Delhi has long been to allow two fifteen-minute breaks to all classified employees, one during the first half of the shift and one during the second half. Breaks are a privilege granted by the college and not a right. If an employee is unable to take a break or elects not to do so, he or she MAY NOT opt to shorten the workday or to take a longer meal period.

Employees should not leave campus during breaks without supervisory approval. Supervisors should grant such approval only in extraordinary circumstances.

Breaks and lunch periods for custodial staff are as follows:

- **Morning break: 9:00a. – 9:15a.**
- **Lunch: 12:00p. – 12:30 p.**
- **Afternoon break: 1:45p. – 2:00p.**

Tardiness: In cases of habitual or excessive tardiness, disciplinary action may also be taken.

Reminder: All Custodial Staff should check their work schedules using the online Time and Attendance reporting system. This is particularly important during break periods when pass days and shift hours change. This is in accordance with this handbook, which states “when Residents Halls are closed OR, when classes are not in session.” Residential custodians during those periods will work Monday – Friday/6:00a. – 2:30p.

REQUESTING TIME OFF

When custodians take time off, it affects the campus as well as co-workers who have to fill in for janitors and cleaners who are out. In order to allow for better planning, the following policies are in effect:

Vacation Time: The contract provides that vacation time must be pre-approved. Except in an emergency, please provide as much notice as possible to request to use vacation time. Notice must be provided on the SUNY Time and Attendance. Requests should be made in writing, in advance, whenever possible. When time does not permit your making a written request, you must speak with C.O.M. and receive verbal approval. Leaving a message on voicemail you are leaving is not an acceptable substitute for getting vacation time approved.

Personal Leave: Employees are not required to give a reason for the use of personal leave, as long as it is pre-approved. In the event that you are unexpectedly and unavoidably absent from work, such that prior approval for the absence could not be obtained, you are to contact C.O.M. within two hours of the start of the workday to request being allowed to charge the absence to

Custodial Handbook

personal leave. In these cases, you will be expected to provide a satisfactory explanation for your absence.

Sick Leave: If you are sick, please call 4629, before the start of your shift. As provided in the OSU contract, employees are allowed to charge absences from work in the event of death or illness in the employee's immediate family against accrued sick leave credits up to a maximum of 15 days in any one calendar year. Requests to use sick leave for these purposes must be pre-approved by contacting me directly and receiving verbal approval.

USE OF CAMPUS COMPUTERS

- There are computer terminals available to Maintenance Staff. They are located at Wall Service adjacent to the Campus Mail Room and designated terminals in Catskill Hall. These terminals are to be used by staff who do not have computers assigned to keep informed of events here at the campus, their campus email account and check their leave accruals.
- If there are more than two people waiting for the use of the terminal come back at another time.
- These terminals are outside of other people's work space; please keep your voices down so you do not distract them.
- Use is limited to 15 minutes per person. This applies to all terminals unless you have special permission from your supervisors.
- You must sign on using your own username and password. CIS can assist you with these if you forget.
- Do not give out your passwords to other people, even if you want them to check something for you.

These terminals are to be used for campus business only. This includes:

- Reading campus emails in your account
- Reading Delhi Today (accessed through email)
- Checking accrued leave time
- Other uses as approved by your supervisor

The following are now web-based applications and available and are accessible via personal cell phone or tablet: employee Delhi email, Delhi Today (official SUNY Delhi electronic communication tool) and SUNY Time and Attendance system.

Custodial Handbook

MANDATORY MEETINGS/TRAINING

This policy will clarify expectations for attendance at mandatory meetings and training sessions.

When you are directed to attend a mandatory meeting or training session, you are relieved of your other campus responsibilities for the duration of that session. You are required to attend. Anyone who cannot attend due to sudden illness or injury is expected to produce acceptable medical documentation. Use of any other types of leave credits during a mandatory meeting or training must be pre-approved by the C.O.M.

If you have any questions, please contact C.O.M.

PERSONAL PROTECTIVE EQUIPMENT (PPEs)

All janitors and cleaners are issued personal protective equipment:

All custodians are expected to use PPEs as directed in the section on blood borne pathogens.

FOOTWEAR

Please, for your own safety, wear shoes that are appropriate to your work and completely cover your feet. Sandals or open toed shoes are not appropriate and can be dangerous when using chemicals, moving furniture or equipment or operating machinery.

PERSONAL TOOLS, EQUIPMENT AND PROPERTY POLICY

For an employee to bring in tools and equipment for work they must follow the following criteria:

- 1) Seek approval from their supervisor to be allowed to bring the item into work.
- 2) Supervisor will define use of equipment or tools.
- 3) All supervisors will inspect item upon arrival to ensure all safety features are operational and it meets OSHA requirements.
- 4) Personal property must be marked with the person's name by an indelible means.
- 5) Supervisor will maintain list of personal equipment within their unit that is on college property.
- 6) No other employee will use the equipment unless approved by the supervisor and required safety training is completed.
- 7) Employee is to remove their equipment or tools when the job is finished or at the request of the supervisor.
- 8) SUNY Delhi is not responsible for the maintenance, repair or replacement of personnel's private equipment or tools.

Custodial Handbook

FIRE INSPECTION REQUIREMENTS

Please inspect the following items in your building on a weekly basis:

DOORS:

Doors need to close and latch without assistance. Use of door chocks is strictly forbidden.

Please inspect:

Fire doors	Smoke doors	Trash room doors
Laundry room doors	Exit doors	Handicapped accessible doors

FIRE SYSTEM APPLIANCES:

Fire system appliances need to be properly fastened, not hanging by wires or damaged.

Please inspect:

Detectors	Pull stations	Strobes	Horns/bells
-----------	---------------	---------	-------------

MECHANICAL/STORAGE ROOMS:

Please ensure that there is clear access to electrical panel and that clutter is removed.

BREACHES IN FIRE PARTITIONS:

Please report:

Missing ceiling tiles	Holes in walls/ceilings
-----------------------	-------------------------

TRIPPING HAZARDS:

Please repair or report tripping hazards in:

Carpeting	Floor tiles	Stair tread
-----------	-------------	-------------

ELECTRICAL HAZARDS:

Please report:

Exposed wires	Extension cords	Missing outlet/switch covers
---------------	-----------------	------------------------------

FLAMMABLE STORAGE:

Please report flammable items stored in unapproved locations. This includes paint, gas and propane.

EXIT LIGHTS: must be lit and attached to the ceiling or wall

LAUNDRY ROOMS: make sure areas are clean behind washers and dryers. No dryer sheets, no lint, no clothes.

Residence Hall custodial staff should call Supervising Janitor 4845; Academic custodial staff should call Facilities 4020.

Custodial Handbook

PROCEDURE FOR CALLING IN WORK ORDERS

For routine (non-emergency) work orders: To ensure that we all work as efficiently as possible, please provide the following information to, (Academic)ext 4020 OR (Residential) ext 4845 when you are requesting work to be done by maintenance:

- 1) Building Name
- 2) Room number or area (use wings, floors and/or quad designation if used in the building)
- 3) Describe the problem that you have observed. Be as clear as possible. Use compass points as directions: east, west, north, south
- 4) If it is a health or safety issue, explain
- 5) If someone else should be contacted for additional information, identify

The above information is important to accurately complete the work order and to dispatch the appropriate personnel.

For emergencies:

Use the radio.

If no one can be reached by radio, call:

- Director of Facilities, at ext. 4013
- Before/After Hours/On Weekends: Contact the Heating Plant, at ext. 4037 for all concerns

Please provide assistance in an emergency situation until maintenance personnel have arrived at the area.

PROTOCOLS FOR PHYSICAL PLANT PROBLEMS

Monday through Friday between 7:00 a.m. and 4:00 p.m.

- Please call the **work order line at ext. 4020** or send an email to **facilitieswo@delhi.edu**.

After Hours During the Academic Year (including breaks and intercession)

- 1) If the problem is **traffic or roadway related** (i.e. snow and ice), call **University Police at ext. 4700**. University Police will assess conditions and determine if it is necessary to call in the Grounds Crew. University Police will contact the Heating Plant where staff will call-in appropriate personnel.

If the problem is **fire safety related** (alarm pulls, inoperable systems, etc.), call **University Police at ext. 4700**. Officers will contact the Environmental Health and Safety Officer. They will assess the problem and advise the officers if we can wait until the next business day, or call an electrician. Officers will contact the Heating Plant at ext. 4037. Engineers will call an electrician.

Custodial Handbook

2) For all other problems:

- A. If the problem is of a **non-urgent nature** (it can wait until morning), call the work order line at, ext. 4020 or send an email to facilitieswo@delhi.edu.
- B. If the problem is of an **urgent nature**, call the **Heating Plant at, ext. 4037**. Give your name and a number where you can be reached if you want a call back when the problem has been resolved. Engineers will assess the problem and either make necessary repairs or call in appropriate personnel. Staff called in on overtime will report to the Heating Plant in person, by campus phone or by campus two-way radio. If need be, the Heating Plant staff will update the individual on call-in. Once the problem has been addressed, the maintenance staff will give a final report to heating plant staff including any unresolved issues. Heating Plant staff or mechanics will call the requesting party with a status report. Heating Plant staff will submit a work order (WO) for any unresolved work to facilitieswo@delhi.edu. Serious in nature call-ins will be reported to the Director of Facilities and the shop supervisor's work phone's voice mail,

PROTOCOLS FOR SNOW REMOVAL

Objective: These protocols are designed to ensure a safe environment for students, faculty, staff and visitors to the Delhi campus.

Normal hours of work for Grounds: Monday through Friday, 6:00 a.m. – 2:30 p.m.

Normal hours for Academic Custodial Services:

Main workforce: Monday – Friday 6:00 a.m. – 2:30 p.m.
Weekends: There is limited coverage on the weekends in Clark Field House and Farrell Hall.

Normal hours for Residential Custodial Services:

Main workforce: Monday – Friday 6:00 a.m. – 2:30 p.m.
Weekends: There is limited coverage on the weekends in Residential buildings, 6:00 a.m. – 2:30 p.m. Sat and Sunday

During the normal workweek, if staff need to be held past the end of their workday to remove snow, the Physical Plant Director will make that determination, in consultation with the Chief of University Police, the Director of Residence Life, Supervisor of Grounds and Custodial Operations Manager.

After normal business hours, the determination to call in staff to plow and/or shovel will be made by the senior University Police staff member on duty (Chief, Lieutenant or Officer).

Custodial Handbook

- The Plant Utilities Engineer 1 in charge will call personnel who have been designated to shovel snow after the normal work shift.
- If staff called in to plow and/or shovel feel that additional personnel are needed, they should contact the PUE 1 in charge of the shift who will make a final determination and call additional staff if determined necessary.

Guidelines for determining if snow removal overtime is required:

Monday through Friday when classes are in session: Can roadways, parking lots and walkways be reasonably cleared by 8:00 a.m.

Weekends during the academic year:

Are there special events scheduled? **Yes / No**

Are roadways too slippery for safe access/egress by students and staff? **Yes /No**

Are walkways from residence halls to dining hall, Farrell Hall, library, Sanford Hall and Clark Field House too slippery for safety and beyond the ability of limited weekend custodial personnel to shovel. **Yes /No**

Are all exits of building clear and free of snow and ice? **Yes/No**

Janitors and Cleaners who work weekends are encouraged to call University Police and/or the Heating Plant if snow removal is beyond their ability to handle.

When classes are not in session:

Are special events scheduled for which roadways/walkways need to be cleared? **Yes/No**

Are all exit of building clear and free of snow and ice? **Yes/No**

Assignments of Custodial Staff Called-In for Snow Shoveling:

Custodial staff members called in to shovel snow are expected to work until snow has been removed from all building Entrances/exits. The following areas should be done first:

1. Check with University Police to determine where special events, if any are taking place. Buildings where special events are occurring should be cleared first, along with steps and walks leading to these buildings.
2. Main entrances to residence hall.
3. Main entrances to: Farrell Hall, Clark Field House, Bush Hall (main entrance and library entrance), Sanford Hall, North Hall, MacDonald Hall, Farnsworth Hall.

Personnel shall shovel main entrances to remaining academic buildings and side entrances to both residential and academic buildings.

Custodial Procedures for Removal of any Clothing Left in Laundry Rooms

Below, list the procedures for removal of clothing (including muddy clothing) by SUNY Delhi custodians, or professional staff, from any residence hall laundry room:

Custodial Handbook

- 1) Custodians are instructed to remove any clothing (including muddy clothing) from the laundry rooms, place the clothing in a bag, label the bag from what laundry room it came from and date. Store the bag in a secure storage room, or take it to the Resident Director Office.
- 2) Custodians are to notify the building Resident Director, and Custodial Operations Manager or Supervising Janitor, to inform them as to the location of the clothing and what clothing was removed.
- 3) To retrieve any confiscated clothing, the student must properly identify the clothing to the Resident Director.
- 4) Unclaimed clothing will be disposed of after 60 days.

RADIO USAGE

Radios are on frequencies assigned to us by the Federal Communications Commission for use as a business. We are authorized to use these frequencies for business purposes only. Here are several things to bear in mind when using the radios:

1. Business radios are not to be used to broadcast music.
2. Business radios are to be used only to aid in the conduct of the normal workings of our business.
3. Offensive language is unacceptable on any business or amateur radio frequencies.
4. All business frequencies are accessible by people who have a scanner and **people from the community listen to us**. We need to conduct all our conversations realizing that we represent the College (and ourselves) in the way we communicate to each other.
5. Some of our conversations should not be transmitted on the radio. Do not use the radio as a forum to air your grievances. Do not use the radio as a substitute for using the telephone. Call the other person or use the radio to have the other person call you.
6. All radio communications should be done quickly and concisely so we can keep the frequency free for others to use. There are fifty or more of us using the frequency so “keep it short and sweet.”
7. Listen to the radio before transmitting so that you do not interrupt someone who is using the frequency.
8. If you must carry on extended or repetitive use of the radio, try to pause occasionally to allow others to use it for a short time. Some radios have four frequencies so use the simplex (does not use the repeater) frequency if your radio has it. Then you will not bother others.
9. Do not play games, DO NOT transmit over someone else’s conversation.
10. Our radios use a repeater system that means our radios transmit to another radio which transmits on another frequency that our radios receive. Hold down the button on the radio for a second before you speak, otherwise the first words may be cut off which the second radio kicks in.

The FCC does regulate and monitor frequencies on occasion. Improper use of a frequency will result in fines for the College and the individual. The radios are not toys to be played with and we are each responsible for our usage of the radio. Let’s keep all conversations appropriate and professional.

Custodial Handbook

PROCEDURE FOR EXTERMINATOR

If there is a need for an exterminator notify the Custodial Operations Manager, at ext. 4629 or the Supervisor Janitor, 4845; they will contact an exterminator.

Do Recycle

- All glass containers
- Bottles
- Jars
- All metal containers
- Tin and aluminum cans
- Any plastic containers with necks
- Beverage bottles
- Detergent and dish soap containers
- Any paper or cardboard without food waste
- Note or copier paper
- Junk mail
- Newspapers and magazines

Don't Recycle

- Anything with food waste in it
- Pizza boxes
- Yogurt cups
- Coffee cup lids
- Tupperware
- Food containers
- Plates
- Cups such as cold beverage cups
- Grocery bags
- Anything you can reuse

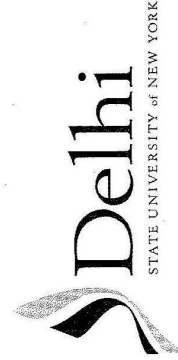
Questions? Ideas?

Please contact us:
Facilities Office
Wall Service Complex
SUNY Delhi
2 Main Street
Delhi, New York 13753
607-746-4020

CAMPUS RECYCLING GUIDE



Look inside to discover how
you can make a difference...



Custodial Handbook

Custodial Handbook

Custodial Handbook

NOTES