



Operations and Maintenance Handbook

TABLE OF CONTENTS

| | |
|--|----|
| Preface | 1 |
| Important numbers | 2 |
| Responsibilities and priorities | 3 |
| Restrooms | 4 |
| Locker rooms | 5 |
| Hallways | 6 |
| Stairwells | 7 |
| Entrances | 8 |
| Offices | 9 |
| Classrooms | 10 |
| Gymnasiums | 11 |
| Grounds | 12 |
| Carpet care | 13 |
| Ceramic tile/quarry tile care | 14 |
| Resilient floor care – VCT/ terrazzo | 15 |
| Cleaning product list | 17 |
| Supply list | 18 |
| Periodic inspection form | 19 |
| Summer cleaning room check list | 20 |
| Green Cleaning | 21 |
| Definitions | 28 |

PREFACE

Let's start by recognizing that each building is unique and has unique needs. In an attempt to standardize the cleaning practices throughout the district, this handbook was created. This handbook is to serve as a guideline to maximize the efforts of the District's Operations and Maintenance staff and to help achieve the highest standard possible in building safety, cleanliness and appearance. It is not intended to take the place of training you have or will receive pertaining to the job you are assigned. It outlines industry standards and practices for each specific area. Use this handbook as a reference source. Our industry remains a work in progress and this manual will be reviewed and updated as needed to communicate changes and improvements to the industry. The most recent example of change is the section on "Green Cleaning". Some buildings practice Team Cleaning. This involves additional training.

In the end, the Operations and Maintenance staff is responsible to clean, but it is everyone's responsibility to make reasonable efforts to minimize unnecessary cleaning. If you come across an area that is out of the ordinary please contact me so I can discuss it with the building administration. Our goal remains to present our students, staff and the guests with a bright, clean, and healthy environment as our buildings and grounds are entered each morning.

Brian Dengler
Director of Facilities
City School District of Albany

Important Numbers

| | |
|--------------------------------------|--|
| Police or Fire Emergency: | DIAL 911 |
| Police or Fire Non Emergency: | 438-4000 |
| District's On Call Pager: | (518) 230-4288 |
| Supervisor of Buildings and Grounds: | 33A Essex Street Albany, NY 12206 (518) 475-6160 |
| Emergency Spill Response: | 272-0108 / 857-7978 |
| Sonitrol Alarm Central Station: | (518) 786-1592 |
| National Grid Gas or Electric: | 1-800-867-5222 |
| Albany Water Department: | (518) 462-4004 |
| Albany General Services: | (518) 432-1144 |
| Elevator Emergency: | Use hand set in elevator or call Kone |
| Heating Emergency: | Call Labor Foremen or on call pager |

RESPONSIBILITIES AND PRIORITIES

The Lead Custodian is expected to develop and implement the cleaning and preventive maintenance schedule (in writing) of the building he or she is assigned to. The Supervisor of Buildings and Grounds, or designee along with the Principal will review all schedules.

Emergency Response:

Immediate needs such as spills, vomit, slippery floors, ice at entries, should be reported to the building office and they will contact a custodian via 2-way radio.

General Cleaning:

The Building and Grounds Department is responsible for the following tasks and cleaning of the following areas:

- Restrooms
- Entranceways
- Offices
- Locker Rooms
- Building lock/unlock
- Snow removal on sidewalks
- Lawn care (mowing, trimming, maintaining flower beds)
- Classrooms
- Hallways
- Stairwells
- Gymnasiums
- Trash pick-up grounds

Also included is support for the following:

- Athletics indoor/ outdoor
- Special events
- Classroom / office moves
- Custodial and classroom equipment repair / maintenance

The cleaning is done on a priority basis and also based on staff availability. In general the priorities are:

- Restrooms
- Locker rooms
- Hallways
- Stairwells
- Entranceways
- Offices
- Classrooms
- Gymnasiums

The buildings are expected to be cleaned and disinfected in detail as designated in the cleaning schedule established by the Lead Custodian. Priorities will be put into place when the building is short staffed in an area, during snowstorms, and/or when emergencies occur.

RESTROOMS

Restrooms are the highest priority for the custodial staff and will be cleaned and disinfected on a daily basis. Most of the restroom cleaning takes place in the evening. However, it is important that restrooms are checked and spot cleaned during the school day.

| TASK | FREQUENCY |
|--|--|
| Inspect for vandalism | Daily |
| Clean and disinfect toilet bowls and urinals | Daily |
| Clean and disinfect sinks | Daily |
| Clean mirrors | Daily |
| Sweep floors | Daily |
| Wet mop and scrub floors | Daily |
| Empty waste Containers | Daily |
| Clean walls and doors | Graffiti as needed / complete annually |
| Dust open flat surfaces | Weekly |
| Clean vents | Bi-monthly |
| Clean partitions and doors | Monthly |
| Restock soap and paper dispensers | Check Daily, stock as needed |
| Change light bulbs | Check Daily, change as needed |
| Clean light fixtures | Annually |
| Remove graffiti * | As soon as discovered (Report to building Principal) |

* Any graffiti that is threatening in any way must be reported immediately to the building administrator. When the administrator is not available please photograph the area to preserve evidence.

LOCKER ROOMS

Locker room cleanliness is a high priority of the custodial staff and is cleaned on a daily basis. Along with restrooms, the locker rooms are cleaned and disinfected in the evening but should be spot checked on a daily basis by the Lead Custodian or designated staff member.

| TASK | FREQUENCY |
|---|--|
| Inspect for vandalism | Daily |
| Clean and disinfect toilet bows and urinals | Daily |
| Clean mirrors | Daily |
| Clean and disinfect showers | Daily |
| Clean sinks | Daily |
| Wet mop and scrub floors | Daily |
| Empty waste containers | Daily |
| Sweep floors | Daily |
| Dust open flat surfaces | Weekly |
| Clean vents | Bi-monthly |
| Clean walls lockers and doors | Graffiti as needed / complete annually |
| Clean partitions and doors | As needed |
| Restock soap and paper dispensers | As needed |
| Clean light fixtures | Annually |
| Perform interim floor care | Annually |
| Remove graffiti * | As soon as discovered (Report to building Principal) |

* Any graffiti that is threatening in any way needs to be reported immediately to the building administrator. When the administrator is not available please photograph the area to preserve evidence.

HALLWAYS

Hallways are very important due to the number of students, faculty and guests that use and see our hallways in each and every building. Keeping the hallways clean also helps us keep the rest of the building clean and presentable.

| TASK | FREQUENCY |
|---|--|
| Vacuum/dust mop floors and/or walk off mats | Daily |
| Clean water fountains | Daily |
| Empty waste containers | Daily |
| Auto scrub floors | Weekly |
| Empty recycle containers | Weekly |
| Dust open flat surfaces | Weekly |
| Spot clean walls and doors | As needed |
| Change light bulbs | As needed |
| Spot mop floors | As needed |
| Dust vents | Bi-monthly |
| Clean light fixtures | Annually |
| Perform interim floor care | Annually |
| Remove graffiti * | As soon as discovered (Report to building Principal) |

* Any graffiti that is threatening in any way needs to be reported immediately to the building administrator. When the administrator is not available please photograph the area to preserve evidence.

STAIRWELLS

Stairwells are very important to us due to the number of students, faculty and guests that use and see our stairwells every day. Keeping the stairwells clean will help prevent trips and falls.

| TASK | FREQUENCY |
|----------------------------|--|
| Sweep step and landings | Daily |
| Wet mop steps and landings | Weekly |
| Dust open flat surfaces | Weekly |
| Dust vents | Bi-monthly |
| Spot clean walls and doors | As needed |
| Change light bulbs | As needed |
| Clean light fixtures | Annually |
| Perform interim floor care | Annually |
| Remove graffiti * | As soon as discovered (Report to building Principal) |

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ENTRANCES

Entrances are very important due to the number of students, faculty and guests that enter our buildings every day. Keeping entrances clean is our first line of defense against dirt coming in from outside. Keeping our walk off mats clean and in working order helps us throughout the building.

| TASK | FREQUENCY |
|---|--|
| Empty waste containers | Daily or as needed |
| Spot mop floors | Daily |
| Vacuum/dust mop floors and/or walk off mats | Main-Daily Secondary-twice per week |
| Auto scrub floors | Weekly |
| Sweep steps and landings outside | Weekly |
| Dust open flat surfaces | Weekly |
| Dust vents | Bi-monthly |
| Spot clean walls, doors and glass | As needed |
| Change light bulbs | As needed |
| Remove snow/spread ice melt | As needed |
| Remove graffiti * | As soon as discovered (Report to building Principal) |
| Clean light fixtures | Annually |
| Perform interim floor care | Annually |

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OFFICES

Offices are important to us since all visitors are to report to the office. The condition of the office is a representation of our entire facility.

| TASK | FREQUENCY |
|-----------------------------------|------------------|
| Vacuum and/or dust mop floors | Daily |
| Empty waste containers | Daily |
| Empty recycle containers | Daily |
| Mop floors | Twice weekly |
| Spot clean walls, doors and glass | As needed |
| Change light bulbs | As needed |
| Dust open flat surfaces | Weekly |
| Dust vents | Bi-monthly |
| Perform interim floor care | Annually |
| Clean light fixtures | Annually |

CLASSROOMS / LMC

Classrooms are next on the priority list. Our goal is to provide a safe clean environment for learning and teaching. Classrooms are cleaned on a daily basis and as with the restrooms are typically cleaned on 2nd shift. In some instances the classroom may be unacceptable after just one or two classes. This would require spot cleaning during that day.

| TASK | FREQUENCY |
|--------------------------------|--|
| Vacuum and/ or dust mop floors | Daily |
| Empty waste containers | Daily |
| Spot clean walls and doors | As needed |
| Change light bulbs | As needed |
| Wet mop and/or scrub floors | As needed |
| Clean desktops | Graffiti daily / complete annually |
| Dust open flat surfaces | Weekly |
| Dust vents | Bi-monthly |
| Perform interim floor care | Annually |
| Clean light fixtures | Annually |
| Remove graffiti * | As soon as discovered (Report to building Principal) |

* Any graffiti that is threatening in any way needs to be reported immediately to the building administrator. When the administrator is not available please photograph the area to preserve evidence.

GYMNASIUMS

Gymnasiums are important to us due to the large number of guest that are there for events. It is also important that the floor be well maintained to help prevent injuries during competitive play.

| TASK | FREQUENCY |
|------------------------------|--|
| Sweep floor | Three times daily (a.m. / noon / p.m.) |
| Clean bubblers and cuspidors | Daily |
| Dust open and flat surfaces | Weekly |
| Auto scrub floor | As needed / weekly Fall and Winter sports seasons |
| Remove graffiti * | As soon as discovered (Report to building Principal) |
| Spot mop floor | As needed |
| Spot clean walls and doors | As needed |
| Blow off bleachers | As needed |
| Spot mop bleachers | As needed |
| Change light bulbs | As needed |
| Clean light fixtures | Annually |

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GROUNDS

Taking care of the grounds is important to provide a positive curb appeal to the general public. It is also important to keep all athletic fields in good condition to provide a safe area for practice as well as competitive events. It is important to maintain exterior lighting to provide security during hours of darkness. This is a team approach with grounds staff and building staff to support the effort.

| TASK | FREQUENCY |
|---|--|
| Trash and litter pick-up | 2-3 times weekly (Day custodian) |
| Maintain all lawns | As needed |
| Maintain all trees, shrubs and planting areas | As needed, monthly during growing season |
| Maintain all playground equipment | As needed |
| Snow removal | As needed |
| Change exterior light bulbs | As needed |
| Preparation of athletic fields | As needed |
| Clean light fixtures | Annually |
| Remove graffiti * | As soon as discovered (Report to building Principal) |

* Any graffiti that is threatening in any way needs to be reported immediately to the building administrator. When the administrator is not available please photograph the area to preserve evidence.

CARPET CARE

Maintaining carpet through regular vacuuming, deep cleaning, and stain removal has many benefits:

- Extend the life of the carpet (ground in soil particles weaken carpet fibers)
- Provide a fresh clean look to a room.
- Making a room smell better.
- Helping allergy and asthma sufferers by removing germs and dust, thus better
- IAQ (Indoor Air Quality).

Vacuuming

Dirt and grit damage carpet by rubbing against the fibers. Regular vacuuming prevents the deep abrasion that ruins carpet. Remember to change the disposable bags often. Loose threads should be cut off with a scissors.

Deep Cleaning

Carpet should be deep cleaned with hot water extraction (steam cleaning) every 12 to 24 months. Steam cleaning involves spraying a high-pressure solution of water and detergent onto the carpet and vacuuming the dirty solution out.

Spot Removal

It is very important that all stains get prompt attention since stains can be better cleaned right after they happen. Follow these steps when removing a stain.

- Remove excess wet stains by blotting with a clean absorbent cloth (use a wet/dry vacuum for large stains) and dry stains by scraping with a dull edge. Always blot or sponge stains, scrubbing can spread stains and damage carpet fibers.
- Apply cleaning solution to a clean absorbent cloth or paper towel. Do not soak the carpet. Working from the edges of the stain (to prevent spreading), blot until no more stain is absorbed. If necessary, use your fingertips to work the solution to the base of the stain.
- Wait 3 minutes for the solution to work
- Apply clean water to another cloth or paper towel. Blot to remove any residue.
- Carpet fibers may later absorb deep stains. More cleaning may be necessary.
- Allow carpet to dry, vacuum or brush carpet to restore its texture.

CERAMIC TILE / QUARRY TILE CARE

To maintain a honed look of the tile use the following procedures:

- Examine the grout closely. Spot-clean if needed with a phosphoric acid cleaner.
- Clean and neutralize the floor with a mild, synthetic, slightly alkaline, biodegradable detergent, and rinse well.
- Seal the tile and grout with a penetrating, water and stain repellent sealer.

This penetrating sealer should not add any shine or color to the tile or grout. A recommended sealer would be one that is a non-silicone, non-urethane and non-acrylic penetrating sealer, which are water and oil repellent and stain-and mildew-resistant. However, this sealer will not resist acids such as urine.

Two applications of this kind of sealer are recommended (for optimum results, wait 8 hours between applications). A yearly application of this sealer is advised for long-term maintenance procedures.

Should a polished look be desired **DO NOT APPLY A COAT OF ACRYLIC SEALER OR WAX.** When a tile floor is sealed or waxed with an acrylic or urethane coating, the coating may:

- Scuff and show foot and drag marks.
- Build up and yellow, requiring at least yearly stripping and waxing.
- Attract dirt, especially in the grout lines.

In other words, once it is “waxed,” ceramic tile may require a great deal of maintenance. Instead, follow the procedures for a honed look and then polish the tile with a ceramic tile-polishing compound. Tile polishing is easily done with a standard 175 rpm floor buffer and a natural hair pad that will naturally polish the tile itself without coating it.

The penetrating sealer eliminates the need for any stripping, waxing or spray buffing and significantly facilitates the daily cleaning of the tile, because the dirt does not adhere or penetrate the tile surface.

RESILIENT FLOOR CARE-VCT/ TERRAZZO

Proper maintenance can extend the strip and recoat cycle.

Maintaining the finish

- Dry mop daily to remove loose dirt and impediments.
- Wet mop as needed.
- Using a neutral cleaner clean entire surface using auto scrubber weekly.

Stripping a floor

- Walk through area noting problem spots (i.e., damaged floors, gum, stickers, tar, etc.) Remove all sticky insoluble substances such as gum.
- Dust mop the floor to remove any loose soils, paper clips, sand, etc.
- Strip the baseboards and corners using a baseboard stripper and a doodle bug with a mild abrasive pad.
- Strip floors, small areas at a time, by diluting floor stripper according to label directions. Apply diluted product with a mop and let dwell for 5-10 minutes. (Do not let stripper dry or you will have to reapply).
- When finish turns milky white, agitate the area using a low speed (175-300rpm) rotary scrubber and a black stripping pad.
- Pick up the stripper using a wet vacuum.
- Mop the area using cool clean water.
- Allow area to dry completely.

Deep scrubbing a floor

- Follow steps 1& 2 from above.
- Scrub the baseboards and corners using a mild soap and water mix and a doodle bug with a mild abrasive pad.
- Scrub the floor, small areas at a time, using a mild soap and water mix. Apply the mix with a mop, no need for dwell time.
- Agitate the area using a low speed (175-300rpm) rotary scrubber and a black stripping pad.
- Pick up the mixture using a wet vacuum.
- Mop the area using cool clean water.
- Allow area to dry completely.

Building a shine

- Check floor, making sure that it is totally dry and free of any old finish or stripper residue. If there is a whitish cast, this could indicate stripper or old finish still remains on the floor. If necessary, either re-strip or neutralize the floor.
- Only if necessary, seal the floor using a floor sealer. Worn or old floors may need 2-3 coats of sealer.
- Apply the proper number of coats of finish using the following procedures:
- Pour finish into a clean mop bucket equipped with a wringer. Place a medium sized rayon mop in the finish and let soak for 5 minutes. A cotton mop should never be used because it will leave lint in the dried finish.

- Place the bottom half of the mop in the wringer and wring out the bottom half of the mop. Avoid excessive buildup of finish in low-traffic areas by not applying finish to within 12 inches of the walls until later coats.
- Apply the finish in an 8-10 foot area. Frame the area by using the wet mop to make a “U” around the two long sides and one short side of the area. Starting at the bottom, fill in the “U” using side-to-side figure 8 strokes. Flip the mop over half way down the “U” and use the other side. Do not lift the mop head while applying finish.
- Be sure to clean and dry the mop after use and only use it for application of finish.

Note: new methods of cleaning marble and terrazzo without the use of chemicals are being experimented in our district with increasing success. This green procedure may soon become the industry standard in Albany.

Always review the Material Safety Data Sheet (MSDS) when using any chemicals. These procedures are reviewed annually in our Hazardous Materials training

COMPLETE PRODUCT LIST

| PRODUCT NAME | SUPPLIER | USES |
|-------------------------------------|-------------------|---------------------------------------|
| Lemon aid Dust cloths | Ultra-Chem | Dusting furniture |
| Swipe Baseboard stripper | Ultra-Chem | Wax removal on baseboards |
| Chemsearch AR-19 | Ultra-Chem | |
| MARC 911 | Marc | Absorbent |
| Johnson Wax Fresh Deodorizer Powder | Kleenmark | Carpet freshener |
| Triple S Emergency Clean up | Kleenmark | Absorbent (Vomit) |
| Cutter | Ultra-Chem | Degreaser |
| Pink Marvel | United | Descaler/Cleaner |
| Vanilla Blast Inspective | United | Insect control |
| Wasp Whacker | United | Wasp control |
| Nella Buds | Ultra-Chem | Insect control (granules) |
| Biatron | United | Drain opener |
| Citrain | United | Floor drain treatment |
| Aqua sponge | United | Absorbent |
| Non-fuming Cleaner & Descaler | United | Ice machine cleaner |
| Vanishing Act | United | Carpet spotter |
| Germicidal Bowl Cleaner | Harder | Bowl cleaner |
| Liqui-zime | United | Odor eliminator |
| Complete RTU | Ultra-Chem | Foaming disinfectant |
| Steel One | Ultra-Chem | Stainless steel cleaner/polish towels |
| Disinfectant Spray | United | Disinfectant spray |
| SC Johnson Crew | Kleenmark | Tub and tile cleaner |
| Stride | Kleenmark | Neutral cleaner |
| Triple S Carpet maintenance | Kleenmark | Carpet protectant |
| Triple S Sanitizing / deodorant | Kleenmark | Carpet cleaner |
| Bio-enzymatic spotter | Kleenmark | Carpet spotter/ cleaner |
| Johnson Wax Liquid defoamer | Kleenmark | defoamer |
| Protexall | United | High gloss wipes |
| Grime grabbers | United | Cleaning wipes |
| Excessive Force | Kleenmark | 30-1 stripper |
| Fresh start | Cleaner degreaser | |
| Triad II | Kleenmark | Disinfectant Cleaner |
| Krystal urinal blocks | Harder | Deodorizer |
| GoJo foaming soap | Nassco | hand soap |
| Purell disinfectant | Nassco | hand sanitizer |
| Spitfire | Kleenmark | Floor stripper |
| Go Getter | Kleenmark | |
| Virex | Kleenmark | Disinfectant (blood clean-ups) |
| Glance | Kleenmark | Glass/ surface cleaner |
| Johnson Wax End Bac | Kleenmark | Disinfectant spray |
| Cinnamon Urinal Screen | Marc | Deodorizer |
| Cast-a-way | United | Clay traps |
| Total Hospital Disinfectant | Ultra-Chem | Disinfectant spray |
| Cherry Insecticide | United | Insect control |
| Search and destroy | United | Insect control |
| Sparkle | Ultra-Chem | Stainless steel cleaner |
| Dry spray lubricant | United | Hinge/door/lock lubricant |
| Duo-zyme | United | Drain treatment |
| Pipeline | United | Laundry/ Kitchen drains |
| Dynasty end-snake Trap drain Maint. | Share Corp. | Floor drain in Laundry |

COMPLETE SUPPLY LIST

| PRODUCT NAME | SUPPLIER | USES |
|---------------------------------|-----------|-------------------------|
| Proquad Vinyl Gloves (lg) (med) | Harder | Hand protection |
| Cellulose Sponge | Harder | General cleaning |
| no. 63 Sponge | Harder | General cleaning |
| no. 74 Sponge | Harder | General cleaning |
| no. 96 Scotchbrite Pad | Harder | General cleaning |
| 8541 Doodle Bug Pad | Harder | General cleaning |
| 14" white pad | Kleenmark | Auto scrubber |
| 14" red pad | Kleenmark | Auto scrubber |
| 14" black pad | Kleenmark | stripping |
| 21" white pad | Kleenmark | Buffing |
| 21" red Pad | Kleenmark | Deep scrub |
| 21" black pad | Kleenmark | stripping |
| 24oz mop tied | Kleenmark | General cleaning |
| 24oz mop untied | Kleenmark | General cleaning |
| 20oz mop tied | Kleenmark | General cleaning |
| 20oz mop untied | Kleenmark | General cleaning |
| 61990 2ply bath tissue | Harder | |
| 31400 Natural white roll towels | Harder | |
| 24 x 33 Natural Can liner | Harder | Classroom garbage |
| 40 x 48 Natural Can liner | Harder | Recycling |
| 40 x 48 Blue Can liner | Harder | Large trash receptacles |

Albany City School District
Periodic inspection form

This form will be used to evaluate performance in the building. The date and time of the inspection will be recorded. A follow up meeting should take place to keep the Lead Custodian informed of the positive appearances in the building and to assist him/her in any needed improvements.

BUILDING _____ DATE _____ TIME _____

Bathroom: Location _____

| | |
|----------------|---------------|
| Lights _____ | Walls _____ |
| Sinks _____ | Urinals _____ |
| Toilet _____ | Mirror _____ |
| Supplies _____ | Floor _____ |
| Garbage _____ | |

Classroom: Room # _____

| | |
|---------------|---------------|
| Lights _____ | Walls _____ |
| Windows _____ | Desks _____ |
| Floor _____ | Garbage _____ |

Hallway: Location _____

| | |
|---------------------|---------------|
| Lights _____ | Walls _____ |
| Floor _____ | Corners _____ |
| Walk off mats _____ | Garbage _____ |

Entryways: Location _____

| | |
|---------------|---------------------|
| Lights _____ | Walls _____ |
| Windows _____ | Floor _____ |
| Corners _____ | Walk off mats _____ |

Inspected by _____ Lead Custodian _____

Signatures indicate that both parties together have discussed the contents of this inspection.

**SUMMER CLEANING
ROOM CHECK LIST**

| ITEM | ROOM#_____ | COMPLETED BY | DATE |
|--|------------|--------------|------|
| CHECK AND CLEAN LIGHTS | | | |
| REPLACE STAINED OR DAMAGED CEILING TILES | | | |
| WASH WALLS | | | |
| WASH WINDOWS | | | |
| CLEAN BLINDS/ WINDOWS | | | |
| BLOW OUT & CLEAN UNIVENT/GREASE | | | |
| CLEAN DOOR VENTS | | | |
| CLEAN ALL DESKS/ TABLES | | | |
| CLEAN TRASH/ RECYCLE CONTAINERS | | | |
| CHECK / REPLACE SWITCHES & OUTLETS | | | |
| VACUUM CARPET | | | |
| EXTRACT CARPET | | | |
| SWEEP FLOOR | | | |
| DEEP SCRUB FLOOR | | | |
| STRIP FLOOR | | | |
| WAX FLOOR | | | |
| ADDITIONAL PROJECTS: | | | |
| PAINTING | | | |
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| FINAL INSPECTION: | | | |

GREEN CLEANING PROCEDURES

It is extremely important that we all do our part in protecting our environment for future generations. Our industry plays an important role in protecting the environment.

The City School District of Albany began its journey in this area approximately in the year 2000, well before “green products and procedures” became household terms. We changed our bid specifications on many of our products in order to introduce environmentally sensitive products to the district’s operations and maintenance. We also changed many of our cleaning practices to reduce energy and increase efficiency. We introduced Hepa type vacuums to our teams to reduce dust particles to the atmosphere. Many of these efforts are now requirements.

Training, follow-up and accountability are huge parts of the success to any cleaning program. It remains important that we continue with professional development and integrate our training to our daily responsibilities.

The following are excerpts from Green Seal cleaning procedures including important definitions. Our future training will be designed around these new procedures. You will find that our traditional training in many instances is applicable if we modify our behavior to think “GREEN”.

3.2 Building-Specific Green Cleaning Plan

The Cleaning Service Provider shall have a Building-specific Green Cleaning Plan in place that comprehensively describes the methods by which a facility is cleaned effectively while protecting human health and the environment. In addition to typical cleaning concerns, the green cleaning plan shall:

3.2.1 Define a comprehensive communications plan as established with the client. The plan shall describe procedures for cleaning personnel to communicate with building management and occupants, as well as a system for providing feedback from building management and occupants.

3.2.2 Develop and implement a floor maintenance plan to extend the life of flooring through preventative, routine, and periodic cleaning operations.

3.2.3 Determine schedules of routine cleaning operations, activities performed periodically, equipment operation and maintenance, cleaning inspections, and accident preparedness plans.

- Schedule of cleaning operations detailing the minimum frequency required to clean and Maintain the area to a level that adequately protects human health and the environment.
- Schedule of cleaning operations shall be reviewed at a minimum of twice per year and adjusted as needed in response to the changing needs of the building and its occupants.

3.2.4 Provide a detailed description of how green cleaning operations shall account for:

- Cleaning procedure requirements for such special areas as high-traffic areas, dining and food preparation areas, laboratories, and entryways.
- Storage and use of chemicals within the facility, including consideration of proper ventilation, adequate security, and proper management of the area.
- Vulnerable populations such as children, asthmatics, and pregnant women (see Section 5.11).
- Indoor sources of contaminants or pollution, both temporary and permanent, such as building renovations, indoor plants, and new carpet installations.
- Special requirements for operations involving potentially hazardous materials such as the maintenance of floors containing asbestos, or compliance with OSHA Bloodborne Pathogens Standards.
- Special engineering concerns such as areas with inadequate ventilation, poor lighting, and restricted access.
- Seasonal or periodic conditions and periods of increased or decreased use (e.g., school vacation closures).
- Requirements of the building Integrated Pest Management System.
- Special cleaning requirements or conditions that may affect the frequency of cleaning or negatively impact human health or the environment.

5. CLEANING PROCEDURE REQUIREMENTS

5.1 Reducing Chemical Waste/Efficient Use of Chemicals

Cleaning Service Providers shall develop and implement a system for the safe and efficient use of chemicals that:

- Provides easily understood directions to cleaning staff in appropriate written languages or graphic representation for the dilution of chemical cleaning products.
- Tracks the quantities of chemicals consumed over time by cleaning operations on a quarterly basis.
- Uses a chemical measuring and dilution control system (dispensing pumps, pre-measured packets, etc.) that limits worker exposure to chemical concentrates while facilitating the proper dilution of chemical concentrates.
- Trains workers in the safe and effective use of all relevant chemical cleaning products.
- Uses the appropriate technology (coarse spray bottles, automatic chemical dispensers on powered equipment, etc.) for applying the chemical product in a manner that does not result in overuse and waste of the product.
- Provides directions for the proper rinsing and disposal of used or expended chemical solutions or empty chemical containers.
- Conducts cleaning activities in a manner that prevents other building areas from being adversely affected.
- Conducts cleaning activities in a manner that reduces, minimizes, or eliminates the need for using cleaning chemicals wherever possible.

5.2 Reducing Solid Waste

Cleaning Service Providers shall:

5.2.1 Purchase chemical products and supplies in quantities that minimize the amount of packaging and container waste generated.

5.2.2 Establish a preference for reusable, natural fiber cleaning cloths or use microfiber technology in lieu of paper products.

5.2.3 Segregate and recycle all items for disposal, including packaging materials, empty chemical containers, and worn equipment that are acceptable for recycling in the community.

5.3 Entryways

Cleaning Service Providers shall:

5.3.1 Keep outside entryways clean and free of debris through daily cleaning.

5.3.2 Use walk-off matting both inside and outside building entryways that, at a minimum, meets the following requirements: 6-10 feet of scraper/wiper matting, followed by 6-10 feet of wiper matting, for an overall total of 12-20 feet of matting for every entry point to the building.

5.3.3 Vacuum matting daily or more frequently, if required (e.g., high traffic areas). More intensive cleaning is to be performed as necessary to prevent migration of contaminants into the building.

5.3.4 Dispose of captured materials, HEPA filters, or empty vacuum cleaner bags when half-full.

5.4 Floor Care

Floor care operations covered under the Standard include those for hard floors (e.g., resilient flooring) and carpets.

5.4.1 Hard Floor Maintenance

5.4.1.1 Routine hard floor maintenance includes the processes of dust mopping, wet mopping, sweeping, and suction vacuuming. Green cleaning criteria for routine floor maintenance operations include the following:

- Utilize suction vacuums to remove and contain particulate matter from flooring surfaces, or alternatively, use mops equipped with removable/cleanable microfiber collection heads or equivalent.
- Microfiber mop heads must be clean and dry prior to the start of each shift. Used mop heads are to be replaced every shift at a minimum and laundered prior to being reused.
- Equip vacuums with the proper filter or bag that shall be replaced after every two hours of equipment operation. Replace vacuum bags or filters, taking necessary precautions to limit worker exposure to dust and particulate matter.

5.4.1.2 Periodic maintenance of hard floors

includes buffing and burnishing operations. Criteria for periodic cleaning operations include the following:

- Prior to the commencement of non-routine floor cleaning operations, the Cleaning Service Provider shall provide reasonable notice to building management. The timing and method of notice shall be established by building management in consultation with the Cleaning Service Provider.
- Perform restoration on an as-needed basis to maintain the appearance and integrity of the floor finish.
- Perform restoration only if sufficient floor finish exists on the floor surface to protect the underlying flooring from being degraded during the restoration process.
- Use only mops on floor restoration chemicals or autoscrubber application methods; spray applications are not allowed.
- Burnishing or buffing equipment must be utilized with controls or other devices sufficient for capturing and collecting particulates generated during the use of the equipment.

5.4.1.3 Restorative maintenance on hard floors becomes necessary when periodic maintenance is no longer sufficient to preserve the integrity of the floor surface. Requirements for restorative processes, which include the stripping and refinishing of hard flooring, are as follows:

- Perform floor stripping operations on an as-needed basis rather than on a predetermined schedule.
- Ventilate the area, to the outside if possible, both during and after stripping and refinishing operations.
- Schedule floor stripping and refinishing to coincide with a period of minimum occupancy.
- Prior to the commencement of non-routine floor maintenance operations, the Cleaning Service Provider shall provide reasonable notice to building management. The timing and method of notice shall be established by building management in consultation with the Cleaning Service Provider.

5.4.2 Carpet Maintenance

5.4.2.1 Routine carpet maintenance criteria include the following:

- Carpets shall be vacuumed with high efficiency vacuums or sweepers (See 3.3) on a predetermined schedule of frequency and as needed to restore them to a clean appearance. At a minimum, the schedule for vacuuming shall be:
Vacuum daily: heavy traffic areas, including entrances, corridors, break areas, congested areas, main passageways, and primary work or office areas.
Vacuum every other day (or as determined by frequency of use): light traffic areas including conference rooms, administrative offices, auditoriums, media centers, limited access areas, and other areas or spaces with limited or periodic use.
- Equip vacuums with the proper filter or bag. Replace bag or clean filter after every two hours of equipment operation or as needed. Bag or filter replacement shall be performed in a manner that limits worker exposure to dust and particulate matter.

5.4.2.2 Periodic light carpet cleaning and restorative deep carpet cleaning is necessary, especially in high traffic areas, and includes the processes of hot water extraction, dry foam extraction, or rotary shampooing. Periodic cleaning criteria include:

- Provide reasonable notice to building management prior to the commencement of non-routine carpet cleaning operations. The timing and method of the notice shall be established by building management in consultation with the Cleaning Service Provider.
- Perform carpet extraction on an as-needed basis rather than according to a regular schedule.
- Remove sufficient water from the carpet and provide sufficient airflow (e.g., use of blowers) so that the carpet will dry in less than 24-hours when cleaning carpets or performing carpet extraction.
- Schedule carpet extraction to coincide with a period of minimum building occupancy.

5.5 Disinfection

Criteria for cleaning operations that involve disinfection shall include the following:

5.5.1 Perform disinfection in areas or on surfaces where pathogens can collect and breed, such as in restrooms or on door handles, bathroom faucets, and other fomites. Use disinfectants only where required.

5.5.2 Perform disinfection using only EPA recognized disinfectants or disinfection devices (e.g., steam vapor system). Use the appropriate disinfectant/method for the area to be cleaned.

5.5.3 When using chemical disinfectants, prepare and use disinfecting solutions as per label directions (e.g., dwell time).

5.5.4 Clean surfaces prior to disinfecting, unless using a cleaner/disinfectant capable of performing both functions simultaneously.

5.6 Restroom Care

The following requirements apply:

5.6.1 Perform restroom cleaning from high to low, toward the doorway, with dry cleaning tasks performed prior to wet cleaning operations.

5.6.2 Clean and disinfect surfaces touched by hands (e.g., door knobs, light switches, handles, etc.) daily or more frequently as traffic requires.

5.6.3 Control and remove standing moisture from floor and bathroom surfaces in a timely manner.

5.6.4 Use restroom cleaning equipment specifically for restroom cleaning only. Restroom cleaning equipment shall not be used to clean any other areas of the building.

5.6.5 Pull bathroom trash liners daily at a minimum and disinfect the trash receptacle.

5.6.6 Fill all drain traps on a regular basis.

5.7 Dining Areas and Break Rooms

Requirements for the cleaning of dining areas and break rooms shall include the following:

5.7.1 Clean and sanitize surfaces in food preparation and consumption areas on a daily basis or as required to protect human health.

5.7.2 Clean and sanitize surfaces that hands touch (e.g., faucet handles, drinking fountains, cafeteria lines) daily to eliminate the spread of germs.

5.7.3 Equip waste containers likely to collect food waste with a cover, and empty once per day or when full; clean and sanitize daily.

5.8 Trash Collection and Recycling

5.8.1 Trash collection criteria shall include the following:

5.8.1.1 Pull trash and replace liners only when they are soiled from wet trash, become broken, or as required; trash must be pulled and disposed of properly before weekends and holidays.

5.8.1.2 Regularly inspect and clean garbage receptacles in food areas.

5.8.1.3 Dispose of trash in external, covered containers away from the immediate exterior of the building.

5.8.2 Criteria for recycling and maintaining recycling areas shall include:

5.8.2.1 Mark recycling stations clearly; stations shall be accessible to building occupants.

5.8.2.2 Collect and remove from the building food-related recyclables (e.g., soda cans) prior to weekends and holidays.

5.8.2.3 Inspect and clean recycling areas daily, including collection containers. Collect soda and other beverage containers weekly or more frequently as required.

5.8.2.4 Communicate with building management the following:

- Procedures for rinsing and separation of recyclables.
- Location and procedures for collecting recyclables.
- Periodic status of the recycling program including effectiveness and any problems regarding separation or collection of potential recyclable content.

5.9 Indoor Plants

Criteria for the maintenance of indoor plants are listed below. In the event that indoor plant care is not the responsibility of the Cleaning Service Provider, building management shall be notified of situations where indoor plants are in violation of one or more of the below criteria. Indoor plant maintenance criteria include:

5.9.1 Collect and dispose of plant debris, such as fallen leaves and flower petals.

5.9.2 Ensure plants are not in direct contact with carpet.

5.9.3 Move plants away from HVAC vents.

5.9.4 Notify building management and occupants 48 hours prior to the application of any plant sprays containing chemical fertilizers or pesticides.

5.10 Vulnerable Populations

The Cleaning Service Provider, working with building management, must identify and account for the presence of vulnerable populations that may become affected by cleaning operations. In situations where cleaning operations have the potential to affect any identified members of a vulnerable population, the Cleaning Service Provider shall:

5.10.1 Schedule daily cleaning activities to avoid exposure of vulnerable populations to the cleaning process.

5.10.2 Adopt alternative cleaning practices that minimize or make unnecessary the use of cleaning chemicals.

5.10.3 Use only cleaning chemicals without fragrances.

5.10.4 Use cleaning chemicals in areas only where sufficient ventilation is present to allow chemicals to dissipate before the area becomes repopulated. Provide additional ventilation through the use of blowers to enhance the rate of chemical dissipation.

5.10.5 Conduct cleaning operations in a manner that prevents the transfer of impacts to other areas of the building that may contain vulnerable populations.

DEFINITIONS

The definitions listed here may differ from those of other established Green Seal standards; where a specific Green Seal standard is not referenced, these definitions apply.

Biodegradable: Each individual organic ingredient in the product, with the exception of polymers, waxes, resins, and Federal Insecticide, Fungicide, and Rodenticide Act (FIFRA)-registered disinfectants, exhibits ready aquatic biodegradability in accordance with the Organization for Economic Cooperation and Development (OECD) definition (ENV/JM/MONO(2001)6).

Carcinogen: A chemical listed by the International Agency for Research on Cancer (IARC) as group 1 (Carcinogenic), 2A (Probably carcinogenic to humans), or group 2B (Possibly carcinogenic to humans); listed by the National Toxicology Program (NTP) as "known to be a human carcinogen" or "reasonably anticipated to be a human carcinogen"; or listed by the Occupational Safety and Health Administration (OSHA) in 29 CFR 1910.1003 Subpart Z "13Carcinogens).

Cleaning Service Provider: An organization or service within an organization that provides cleaning services to commercial or institutional building owners and operators, including both in-house and external providers.

Concentrate: A product that must be substantially diluted with water to form the appropriate solution for use (typically at least 1:8, or as appropriate for the particular product category).

Disinfect: A process for hard inanimate surfaces undertaken to destroy or irreversibly inactivate infectious fungi and bacteria, but not necessarily their spores.

Low VOC Product: A product that meets the volatile organic compound (VOC) limits for its product class as listed by the State of California's Air Resources Board (CARB) regulation for reducing VOC emissions from consumer products (17 CCR 94509). The volatile organic content is determined by CARB Method 310.

Non-phosphate: A product containing 0.5% by weight or less of phosphates or derivatives of phosphates, measured as elemental phosphorus (P).

Nontoxic: A product is nontoxic if it does not meet the definition of "highly toxic" or "toxic" as set forth in the OSHA Hazard Communication Standard, Appendix A, Health Hazard Definitions (29 CFR 1910.1200, App. A).

Organically grown material: Natural fibers or other agricultural material certified as organic according to the U.S. Department of Agriculture National Organic Standards or by any International Federation of Organic Agriculture Movements (IFOAM) accredited or internationally recognized certifier (according to ISO 65).

Ozone-depleting compound: Any compound with an ozone-depletion potential greater than 0.01 (CFC11 =1).

Sanitize: A process intended to reduce, but not necessarily eliminate, microorganisms from the inanimate environment to levels considered safe as determined by public health codes or regulations.

Vulnerable Populations: Vulnerable populations represent people who are more susceptible than the general population to chemicals and products that might pose a risk to human health. These populations include children, pregnant women, the elderly and infirm, people sensitive to chemical exposures, and other occupants, customers, or employees that may have a higher susceptibility to cleaning operations.