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Mt. Diablo Unified School District

**Custodial Master Plan Development
Consulting Proposal**

6-09-22



Proposal Objectives

Core Management will use its database of industry “best practices,” its custodial program design capabilities and its staff expertise to deliver a custodial **Master Plan** for the MDUSD custodial organization. This Master Plan will position MDUSD to implement a “cleaning for health” approach, equalize service assignments, document service assignments / schedules, and to implement custodial best-practices. Throughout this process, Core works closely with the appropriate stakeholders to co-develop the plan, empowering and training the leadership team for management best-practices.

Services

Development and Delivery of the Custodial Master Plan

DATA COLLECTION

A senior Core consultant will conduct a site visit and teleconferences with MDUSD throughout the Master Plan project. Initially, Core will utilize the data from the previous assessment to create propose improvements in the organization structure. Core will also interview management, supervisors and other key the district employees to learn more about current service assignments, issues and needs.

MASTER PLAN DESIGN; PROCEDURAL TRAINING SERVICES

Core spends time with the district management team (both on site and off site) to co-develop the Master Plan. Core provides the tools and training to the district management, empowering the team to take full control and ownership of the redesigned program.

Project includes:

- Master Plan design for all schools and facilities
- Easy-to-understand cleaning specification and SLA's (tasks and annual frequencies)
- Step-by-step cleaning procedures (SOP's) broken down by daily, interim and restorative tasks
- Organizational development and chart, indicating chain of command and position numbers
- Detailed Service Assignment descriptions for each custodian, detailing:
 - Position number
 - Shift time and days worked
 - Building, floor and area of responsibility
 - General position description
 - Daily cleaning duties, segmented into two groups: primary tasks ("A", performed every day, regardless of circumstances), and secondary tasks ("B", to be skipped when short staffed or when snow removal is required)
 - Weekly cleaning duties, broken down by day of the week (Mon, Tues, etc.)
 - Shift schedule
- School Cleaning Plans
- Color-coded building drawings (Optional)

IMPLEMENTATION SUPPORT

Once the new Custodial Master Plan has been adopted, Core will provide off-site implementation support to the district management, such as web conference and teleconference support and the creation of a single Master Plan Revision should parts of the program require editing.

Master Plan Program Benefits

LEADERSHIP TRAINING AND OWNERSHIP

Core's Master Plan process heavily involves the custodial and facilities management team. This ensures that the team will learn a deep understanding of the cleaning specifications, service assignment design, accountability principals, quality program essentials, and more.

By co-developing the entire plan with the district leadership and management team, Core positions the team to enthusiastically take full ownership and accountability for the redesigned program.

PRODUCTIVITY

We have programmed hundreds of cleaning departments with production levels that meet or exceed "standard" productivity rates. In each of these scenarios, we were responsible for the development of the job descriptions, the training of the managers, and ultimately, the training of the service personnel.

We will bring the full breadth of our management experience to our partnership with the district and its custodial department to attain *long-term* productivity improvements.

EMPLOYEE MORALE

We have observed that good employee morale is directly related to the amount of job ownership taken. Our program will level workloads and educate service workers to help them identify "good" from "bad" quality levels. Additionally, Core will design equitable service runs based on our professional workloading model that will create equal amounts of work for each employee. This allows the district to hold employees more accountable and gives employees a *can-do* attitude regarding their work assignments.

QUALITY

We understand that our program will ultimately be judged by the resulting levels of quality and customer satisfaction. For this reason, the district can be assured of our commitment to attaining *measurable* quality improvements.

STANDARDIZATION

The Master Plan ensures that all employees are using the same cleaning tasks, frequencies and procedures. These tasks, frequencies and procedures are customized to each area type, and the district will benefit from a more repeatable and uniform cleaning program.



PROGRAM INVESTMENT



Custodial Cleaning and Disinfecting Master Plan – MDUSD

Master Plan, Job Descriptions, Cleaning Procedures, SOP's\$55,000

Color-Coded Building Drawings.....\$8,500

- Includes all schools and approximately 150-165 custodians
- Includes printing of one complete set of the Master Plan documentation
- Core's service assignment sheets will include building(s), floor(s) and area types. Room number inclusion (if desired) to be completed by the district
- Price includes one site visit and includes travel expenses
- Price includes up to two rounds of assignment sheet corrections for each school, not to exceed 2 total hours of corrections and edits, per school
- Color-coded building drawings that the custodians use to understand their areas of responsibility (yellow highlight = Monday cleaning, red highlight = Tuesday cleaning, etc.). Price does not include printing costs. See Appendix C for sample drawings. Not to exceed 1 hour of drawing corrections and edits, per school, after initial draft delivery
- Core will facilitate and provide technical assistance through all phases of the project, but it is assumed that the district will take an active role and participate in the co-development effort at all levels of the organization

Appendix A: Sample #1 - Master Plan Service Assignment Sheets

 School District	CUSTODIAL TASK SHEET	ASSIGNMENT: BR-01																								
Map Link 	POSITION: Custodian REPORTS TO: Principal WORK DAYS: M - F HOURS: 6:00a – 2:30p BUILDING: Sample Please refer to map for service areas	Required Proficiencies: <table border="0"> <tr> <td>SOP 000's</td> <td>Job Safety Analyses</td> <td>SOP 204</td> <td>Board Cleaning</td> </tr> <tr> <td>SOP 100</td> <td>Service Assignment</td> <td>SOP 205</td> <td>Routine Carpet Care</td> </tr> <tr> <td>SOP 200</td> <td>Cleaning Basics</td> <td>SOP 206</td> <td>Routine Floor Care</td> </tr> <tr> <td>SOP 201</td> <td>Waste Collection</td> <td>SOP 207</td> <td>Routine Restroom</td> </tr> <tr> <td>SOP 202</td> <td>Horizontal Cleaning</td> <td>SOP 208</td> <td>Touchless Restroom</td> </tr> <tr> <td>SOP 203</td> <td>Vertical Cleaning</td> <td>SOP 220-222</td> <td>Interim Cleaning</td> </tr> </table>	SOP 000's	Job Safety Analyses	SOP 204	Board Cleaning	SOP 100	Service Assignment	SOP 205	Routine Carpet Care	SOP 200	Cleaning Basics	SOP 206	Routine Floor Care	SOP 201	Waste Collection	SOP 207	Routine Restroom	SOP 202	Horizontal Cleaning	SOP 208	Touchless Restroom	SOP 203	Vertical Cleaning	SOP 220-222	Interim Cleaning
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SOP 203	Vertical Cleaning	SOP 220-222	Interim Cleaning																							

Position Description/Notes: *This Custodial task sheet provides a full range of routine cleaning within a defined zone* and is subject to change per the needs of the building which may include: special projects; interior or exterior policing; or other activities as directed. This Custodial task sheet includes restocking of consumable supplies such as, but not limited to, hand sanitizer, hand soap and paper products. At the end of the shift equipment is to be returned to custodial closet. The custodial closet needs to be organized –equipment and chemicals maintained in the custodial closet in a secure, clean, and ready condition for use. Report to management all emergencies damages, fixture/furniture losses, maintenance needs, equipment repairs and safety issues. Complete other duties as assigned.

Daily Tasks		Defined Service Areas & Duties
(A) CLEANING ACTIVITIES: Perform (A) daily	Building Information	<p>The following areas are to be cleaned daily and periodically, other areas may be assigned to be serviced by request or for demand maintenance issues.</p> <p>Gate Schedule 7:00 AM Open 8:15 AM Lock 2:00 PM Open</p> <p>Disable alarm in Front Office and Gym Raise flag</p>
<p>Process Note: Clean and police assigned areas. Clean common areas with the least amount of disruption to normal building use and operations.</p> <p>Daily Tasks (A) Group:</p> <ul style="list-style-type: none"> ➤ Empty general and recyclable trash, replacing liners when soiled or torn. ➤ Spot clean and disinfect surfaces and follow proper dwell times. Clean prior to disinfecting to remove soils. ➤ Clean & disinfect all fixtures, sinks, mirrors, walls, and floors in restrooms. ➤ Clean drinking fountains and hydration stations, including vent. ➤ Dust mop floor to remove dust and debris. ➤ Spot vacuum carpets to remove obvious soil, dust, and debris. ➤ Clean sink and counter area in lounge and break rooms. Refill dispensers. ➤ Inspect exterior to remove litter and debris. ➤ Clean & disinfect kitchen & cafeteria including staff restrooms 	<p>Sub Key is located in the Main Office</p> <p>Sub comes in the little side gate left from the office behind P8</p> <p>Gas Main is located at front of school</p> <p>Water Main is located at front of school</p> <p>Check Calendar of Events posted in custodian room</p> <p>Pick up CB radio in B-Wing storage and carry while on duty</p>	
(B) CLEANING ACTIVITIES: Perform (B) daily, unless instructed to omit (B) tasks by Supervisor		High Touch Points
<p>Daily Tasks (B) Group:</p> <ul style="list-style-type: none"> ➤ Dust furniture and spot clean all horizontal and vertical surfaces. ➤ Spot clean carpet using approved carpet spotting equipment and supplies resulting in a spot free uniform appearance. ➤ Clean custodial room sinks and floors to remove debris and soil. Organize shelves and inspect equipment. ➤ Using a blower remove debris from exterior hardscape walkways daily to complete all exteriors weekly ➤ Inspect exterior to remove litter and debris. ➤ Relamping as needed 		<ul style="list-style-type: none"> <input type="checkbox"/> Door handles / push plates <input type="checkbox"/> Handrails <input type="checkbox"/> Common area furniture <input type="checkbox"/> Restroom fixtures and dispensers <input type="checkbox"/> Light Switches

Version: V7 3/28/2022 Active

[Return to Assignment List](#)

Active

Appendix A: Sample #2 - Master Plan Service Assignment Sheets



CUSTODIAL TASK SHEET

No: BR-01

(C) CLEANING ACTIVITIES: Perform Detail Cycle (C) tasks weekly, unless instructed to omit (C) tasks by Supervisor				
Monday	Tuesday	Wednesday	Thursday	Friday
All Areas Library	M-Wing Copy Room	Cafeteria	Exterior East Please refer to floor plan	Exterior West Please refer to floor plan
<ul style="list-style-type: none"> ➤ Fully vacuum wall to wall including edges & corners ➤ Damp mop floors & scrub edges & corners ➤ Dust all horizontal and vertical surfaces including furniture ➤ Wet clean chalk & dry erase boards ➤ Empty pencil sharpeners and reassemble ➤ Sanitize touch points 	<ul style="list-style-type: none"> ➤ Fully vacuum wall to wall including edges & corners ➤ Damp mop floors & scrub edges & corners ➤ Dust all horizontal and vertical surfaces including furniture ➤ Wet clean chalk & dry erase boards ➤ Empty pencil sharpeners and reassemble ➤ Sanitize touch points 	<ul style="list-style-type: none"> ➤ Sanitize contact surfaces ➤ Damp mop or auto-scrub floors & scrub edges & corners ➤ Dust all horizontal and vertical surfaces including furniture ➤ Clean using approved spray cleaner. Tabletop surfaces should be soil, fingerprint, dust and streak free. 	<ul style="list-style-type: none"> ➤ Spot clean and disinfect touch points ➤ Inspect and clean exteriors for debris and soil. ➤ Empty and wipe down all exterior trash containers. ➤ Inspect and clean all playgrounds and exterior common areas for debris and soil. ➤ Clean all exterior entrances, disinfecting any touchpoints and removing any soil or debris. 	<ul style="list-style-type: none"> ➤ Spot clean and disinfect touch points ➤ Inspect and clean exteriors for debris and soil. ➤ Empty and wipe down all exterior trash containers. ➤ Inspect and clean all playgrounds and exterior common areas for debris and soil. ➤ Clean all exterior entrances, disinfecting any touchpoints and removing any soil or debris.




(D) CLEANING ACTIVITIES: Annual Detail Cycle Cleaning													
Tasks	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	
Dust or vacuum air vents to remove loose dust, soil, and cobwebs.	X			X			X			X			
High/low dusting above shoulder level and below knee level – for all areas not listed above.	X	X	X	X	X	X	X	X	X	X	X	X	
Sweep under bleachers to remove paper, dust and debris.	X	X	X	X	X	X	X	X	X	X	X	X	
Shampoo fabric furniture to remove soil and spots.					X								
Dust light fixture exteriors to remove dust, soil, cobwebs, and buildup.						X							
Wash trash containers to remove soil and buildup & clean perimeter exterior/interior glass							X						
Summer/Winter (Cleaning / Floor restoration) – Work as directed.	X						X	X	X	X	X		
Machine scrub restroom floors	X	X	X	X	X	X		X	X	X	X	X	

Appendix B: Sample Cleaning Procedure Sheets

SOP 201 Waste Collection

Overview: Basic trash and recyclable handling represents a critical component of every successful custodial program. Trash collection service providers cover a very large area. Efficient use of time and equipment is essential to the process. When providing trash collection services, safety is of primary concern. Trash is heavy and is full of unpredictable items. Therefore, the service provider must be mindful of proper lifting techniques as well as safety concerns associated with handling the trash and recyclables.

Supplies and Equipment

	Trash collection receptacles	<ul style="list-style-type: none"> • Two 44-gallon trash collection containers • Two dollies for trash collection containers
	Trash liner replacement	<ul style="list-style-type: none"> • Approved can liners
	Trash hauling to central area	<ul style="list-style-type: none"> • Two 1-yard tilt trucks
Safety equipment		<ul style="list-style-type: none"> • Appropriate PPE for trash collection process



Safety Precautions

General Precautions	<ul style="list-style-type: none"> • At the beginning of your shift, inspect equipment and report observed safety hazards at once. • Never reach into a trash container. There may be sharp protruding objects. • At the end of your shift, inspect and clean your equipment. Report safety hazards to your Supervisor. 	
Proper Lifting Techniques	<ul style="list-style-type: none"> • Plan ahead before you lift • Lift close to your body • Keep your feet shoulder width apart • Bend knees and keep your back straight 	<ul style="list-style-type: none"> • Keep your stomach muscles tight • Lift with your legs • If you are straining, ask for assistance

SOP 206 *Floor Care - Routine*

Overview: Basic (hard surface) floor care represents a critical component of every successful custodial program. Most interior soil is introduced by foot traffic from the outside. Clean, well maintained floors keep the overall indoor soil levels to a minimum, which allows for effective cleaning throughout the remainder of the building. When providing floor care, cleaning for safety is of primary concern. Basic floor care includes wet processes which can create hazardous slip and fall conditions for the service provider and unsuspecting customers. This SOP addresses the routine cleaning associated with hard surface floor care. Interim and restorative care procedures such as buffing and floor stripping are covered in subsequent SOPs.

Supplies and Equipment

	Cleaning Items	<ul style="list-style-type: none"> • Putty knife • Microfiber dust mop and handle • Microfiber wet mops and handle • Microfiber changing bucket • Brush and dustpan • Trash receptacle • Approved cleaning solution 		
	Safety equipment	<ul style="list-style-type: none"> • Appropriate PPE for floor care process • Proper footwear • Wet floor signs 		

Safety Precautions

General Precautions



- At the beginning of your shift, inspect your equipment and report observed safety hazards at once.
- Always use “wet floor caution” signage while performing wet work.
- Wear proper footwear
- Never reach into a trash container. There may be sharp protruding objects
- Never mix chemicals and never bring unauthorized chemicals to the job site
- Make sure you always have proper ventilation while using cleaning chemicals
- At the end of your shift, inspect and clean your equipment and report safety hazards to your Supervisor.

Access Control Procedure: Hard surface floor cleaning includes procedures, supplies and equipment that might pose danger to an unsuspecting building occupant. For this reason, it is required that service providers place “wet floor” signs in key traffic areas before they begin work. Keep signage in place until all procedures are complete and all floors are dry.

Appendix C: Sample Color-Coded Building Drawing

Floor Plan Description/Notes: This Custodial Task Sheet Floor Plan defines areas within a building to be cycle cleaned and is subject to change per the needs of the building which may include: special projects; interior or exterior policing; snow removal or other activities as directed. This Custodial Task Floor Plans are to be used in conjunction with the Custodial Task Sheet.

DRAFT



TOTAL SQUARE FOOTAGE
112,822 SQ.FT.

SQUARE FOOTAGES

2010	- 102,928 SQ.FT.
1992	
2011	- 9,894 SQ.FT.
2005	

Process Note	
All shaded areas to include Daily Cleaning Activities in addition to M-F tasks. See Custodial Task Sheet.	
AREAS DEFINED	
Monday Detail Clean	
Tuesday Detail Clean	
Wednesday Detail Clean	
Thursday Detail Clean	
Friday Detail Clean	



UPPER LEVEL FLOOR PLAN
60,188 SQ.FT.

FLINT HILL ELEMENTARY SCHOOL
 MAIN LEVEL SQUARE FOOTAGE 93,499 SQ.FT.
 UPPER LEVEL SQUARE FOOTAGE 60,188 SQ.FT.
 TOTAL SQUARE FOOTAGE 153,687 SQ.FT.

Process Note	
All shaded areas to include Daily Cleaning Activities in addition to M-F tasks. See <i>Specialist Taskbook</i> .	
AREAS DEFINED	
■	Monday Detail Clean
■	Tuesday Detail Clean
■	Wednesday Detail Clean
■	Thursday Detail Clean
■	Friday Detail Clean