



**CIVIL SERVICE COMMISSION
CITY AND COUNTY OF SAN FRANCISCO**

**LONDON N. BREED
MAYOR**

Sent via Electronic Mail

December 7, 2023

NOTICE OF CIVIL SERVICE COMMISSION MEETING

Yao Ming Li

SUBJECT: REQUEST FOR A HEARING BY YAO MING LI, FORMER SCHOOL CUSTODIAN SUPERVISOR I (2727) SAN FRANCISCO UNIFIED SCHOOL DISTRICT ON THEIR FUTURE EMPLOYMENT RESTRICTION WITH THE CITY AND COUNTY OF SAN FRANCISCO.

Dear Yao Ming Li:

The above matter will be considered by the Civil Service Commission at a hybrid meeting (in-person and virtual) in Room 400, City Hall, 1 Dr. Goodlett Place, San Francisco, California 94102 and through Cisco WebEx to be held on **December 18, 2023, at 2:00 p.m.** You will receive a separate email invite from a Civil Service Commission staff member to join and participate in the meeting.

The agenda will be posted for your review on the Civil Service Commission's website at www.sf.gov/CivilService under "Meetings" no later than end of day on Wednesday, December 13, 2023. Please refer to the attached Notice for procedural and other information about Commission hearings. A copy of the department's staff report on your appeal is attached to this email.

In the event that you wish to submit any additional documents in support of your appeal, please submit **one hardcopy 3-hole punch, double-sided and numbered at the bottom of each page to the CSC Office at 25 Van Ness Ave., Suite 720 and email a PDF version to the Civil Service Commission's email at civilservice@sfgov.org by 5:00 p.m. on Tuesday, December 12, 2023**, please be sure to redact your submission for any confidential or sensitive information that is not relevant to your appeal (e.g., home addresses, home or cellular phone numbers, social security numbers, dates of birth, etc.), as it will be considered a public document.

Attendance by you or an authorized representative is recommended. Should you or a representative not attend, the Commission will rule on the information previously submitted and any testimony provided at its meeting. Where applicable, the Commission has the authority to uphold, increase, reduce, or modify any restrictions recommended by the department. All calendared items will be heard and resolved at this time unless good reasons are presented for a continuance.

You may contact me at (628) 652-1100 or at Sandra.Eng@sfgov.org if you have any questions.

CIVIL SERVICE COMMISSION

/s/

SANDRA ENG
Executive Officer

Attachment

Cc: Swen Ervin, SF Unified School District
Carol Isen, Department of Human Resources
Stephanie Bealby, SF Unified School District
Stephen Sommers, SEIU Local 1021
Commission File
Commissioners' Binder
Chron

NOTICE OF COMMISSION HEARING POLICIES AND PROCEDURES

A. Commission Office

The Civil Service Commission office is located at, 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102. The telephone number is (628) 652-1100. The fax number is (628) 652-1109. The email address is civilservice@sfgov.org and the web address is www.sfgov.org/civilservice/. Office hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday.

B. Policy Requiring Written Reports

It is the policy of the Civil Service Commission that except for appeals filed under Civil Service Commission Rule 111A Position-Based Testing, all items appearing on its agenda be supported by a written report prepared by Commission or departmental staff. All documents referred to in any Agenda Document are posted adjacent to the Agenda, or if more than one (1) page in length, available for public inspection and copying at the Civil Service Commission office. Reports from City and County personnel supporting agenda items are submitted in accordance with the procedures established by the Executive Officer. Reports not submitted according to procedures, in the format and quantity required, and by the deadline, will not be calendared.

C. Policy on Written Submissions by Appellants

All written material submitted by appellants to be considered by the Commission in support of an agenda item shall be submitted to the Commission office, no later than 5:00 p.m. on the fourth (4th) business day preceding the Commission meeting for which the item is calendared (ordinarily, on Tuesday). An original copy on 8 1/2-inch X 11 inch paper, three-hole punched on left margin, and page numbered in the bottom center margin, shall be provided. Written material submitted for the Commission's review becomes part of a public record and shall be open for public inspection.

D. Policy on Materials being Considered by the Commission

Copies of all staff reports and materials being considered by the Civil Service Commission are available for public view 72 hours prior to the Civil Service Commission meeting on the Civil Service Commission's website at <https://sf.gov/civilservice> and in its office located at 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102. If any materials related to an item on this agenda have been distributed to the Civil Service Commission after distribution of the agenda packet, those materials will be available for public inspection at the Civil Service Commission's during normal office hours (8:00 a.m. to 5:00 p.m. Monday through Friday).

E. Policy and Procedure for Hearings to be Scheduled after 5:00 p.m. and Requests for Postponement

A request to hear an item after 5:00 p.m. should be directed to the Executive Officer as soon as possible following the receipt of notification of an upcoming hearing. Requests may be made by telephone at (628) 652-1100 and confirmed in writing or by fax at (628) 652-1109.

A request for a postponement (continuance) to delay an item to another meeting may be directed to the Commission Executive Officer by telephone or in writing. Before acting, the Executive Officer may refer certain requests to another City official for recommendation. Telephone requests must be confirmed in writing prior to the meeting. Immediately following the "Announcement of Changes" portion of the agenda at the beginning of the meeting, the Commission will consider a request for a postponement that has been previously denied. Appeals filed under Civil Service Commission Rule 111A Position-Based Testing shall be considered on the date it is calendared for hearing except under extraordinary circumstances and upon mutual agreement between the appellant and the Department of Human Resources.

F. Policy and Procedure on Hearing Items Out of Order

Requests to hear items out of order are to be directed to the Commission President at the beginning of the agenda. The President will rule on each request. Such requests may be granted with mutual agreement among the affected parties.

G. Procedure for Commission Hearings

All Commission hearings on disputed matters shall conform to the following procedures: The Commission reserves the right to question each party during its presentation and, in its discretion, to modify any time allocations and requirements.

If a matter is severed from the *Consent Agenda* or the *Ratification Agenda*, presentation by the opponent will be for a maximum time limit of five (5) minutes and response by the departmental representative for a maximum time limit of five (5) minutes. Requests by the public to sever items from the [*Consent Agenda* or] *Ratification Agenda* must be provided with justification for the record.

For items on the *Regular Agenda*, presentation by the departmental representative for a maximum time of five (5) minutes and response by the opponent for a maximum time limit of five (5) minutes.

For items on the *Separations Agenda*, presentation by the department followed by the employee or employee's representative shall be for a maximum time limit of ten (10) minutes for each party unless extended by the Commission.

Each presentation shall conform to the following:

1. Opening summary of case (brief overview);
2. Discussion of evidence;
3. Corroborating witnesses, if necessary; and
4. Closing remarks.

The Commission may allocate five (5) minutes for each side to rebut evidence presented by the other side.

H. Policy on Audio Recording of Commission Meetings

As provided in the San Francisco Sunshine Ordinance, all Commission meetings are audio recorded in digital form. These audio recordings of open sessions are available starting on the day after the Commission meeting on the Civil Service Commission website at www.sfgov.org/civilservice/.

I. Speaking before the Civil Service Commission

Speaker cards are not required. The Commission will take in-person public comment on all items appearing on the agenda at the time the item is heard. The Commission will take public comment on matters not on the Agenda, but within the jurisdiction of the Commission during the "Requests to Speak" portion of the regular meeting. Maximum time will be three (3) minutes. A subsequent comment after the three (3) minute period is limited to one (1) minute. The timer shall be in operation during public comment. Upon any specific request by a Commissioner, time may be extended. People who have received an accommodation due to a disability (as described below) may provide their public comments remotely. The Commission will also allow public comment from members of the public who choose to participate remotely. It is possible that the Commission may experience technical challenges that interfere with the ability of members of the public to participate in the meeting remotely. If that happens, the Commission will attempt to correct the problem, but may continue the hearing so long as people attending in-person are able to observe and offer public comment.

J. Public Comment and Due Process

During general public comment, members of the public sometimes wish to address the Civil Service Commission regarding matters that may come before the Commission in its capacity as an adjudicative body. The Commission does not restrict this use of general public comment. To protect the due process rights of parties to its adjudicative proceedings, however, the Commission will not consider, in connection with any adjudicative proceeding, statements made during general public comment. If members of the public have information that they believe to be relevant to a matter that will come before the Commission in its adjudicative capacity, they may wish to address the Commission during the public comment portion of that adjudicative proceeding. The Commission will not consider public comment in connection with an adjudicative proceeding without providing the parties an opportunity to respond.

K. Policy on use of Cell Phones, Pagers and Similar Sound-Producing Electronic Devices at and During Public Meetings

The ringing and use of cell phones, pagers and similar sound-producing electronic devices are prohibited at this meeting. Please be advised that the Chair may order the removal from the meeting room of any person(s) responsible for the ringing or use of a cell phone, pager, or other similar sound-producing electronic devices.

Information on Disability Access

The Civil Service Commission normally meets in Room 400 (Fourth Floor) City Hall, 1 Dr. Carlton B. Goodlett Place. However, meetings not held in this room are conducted in the Civic Center area. City Hall is wheelchair accessible. The closest accessible BART station is the Civic Center, located 2 ½ blocks from City Hall. Accessible MUNI lines serving City Hall are 47 Van Ness Avenue, 9 San Bruno and 71 Haight/Noriega, as well as the METRO stations at Van Ness and Market and at Civic Center. For more information about MUNI accessible services, call (415) 923-6142. Accessible curbside parking has been designated at points in the vicinity of City Hall adjacent to Grove Street and Van Ness Avenue.

The following services are available on request 48 hours prior to the meeting; except for Monday meetings, for which the deadline shall be 4:00 p.m. of the last business day of the preceding week. For American Sign Language interpreters or the use of a reader during a meeting, a sound enhancement system, and/or alternative formats of the agenda and minutes, please contact the Commission office to make arrangements for the accommodation. Late requests will be honored, if possible.

Individuals with severe allergies, environmental illness, multiple chemical sensitivity or related disabilities should call our ADA coordinator at (628) 652-1100 or email civilservice@sfgov.org to discuss meeting accessibility. In order to assist the City's efforts to accommodate such people, attendees at public meetings are reminded that other attendees may be sensitive to various chemical-based products. Please help the City to accommodate these individuals.

Know your Rights under the Sunshine Ordinance (Chapter 67 of the San Francisco Administrative Code)

Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils, and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's review. For more information on your rights under the Sunshine Ordinance or to report a violation of the ordinance, or to obtain a free copy of the Sunshine Ordinance, contact Victor Young, Administrator of the Sunshine Ordinance Task Force, 1 Dr. Carlton B. Goodlett Place, Room 244, San Francisco, CA 94102-4689 at (415) 554-7724, by fax: (415) 554-7854, by e-mail: soft@sfgov.org, or on the City's website at www.sfgov.org/bdsupvrs/sunshine.

San Francisco Lobbyist Ordinance

Individuals and entities that influence or attempt to influence local legislative or administrative action may be required by the San Francisco Lobbyist Ordinance (San Francisco Campaign and Governmental Conduct Code Section 2.100) to register and report lobbying activity. For more information about the Lobbyist Ordinance, please contact the San Francisco Ethics Commission at 25 Van Ness Ave., Suite 220, San Francisco, CA 94102, telephone (415) 252-3100, fax (415) 252-3112 and web site <https://sfethics.org/>.

10. Receipt-stamp this form in the ACSC RECEIPT STAMP≅ box to the right using the time-stamp in the CSC Office.

Attachment

CSC-22 (11/97)

<p><u>CSC RECEIPT STAMP</u></p>
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NOTIFICATION LIST - CSC REGISTER NO. 0010-21-7, YAO MING "SIMON" LI

Yao Ming Li

Former 2727 School Custodial Supervisor I, USD



Stephen Sommers

Field Representative

SEIU Local 1021

350 Rhode Island, Suite 100

San Francisco, CA 94103

stephen.sommers@seiu1021.org

Carol Isen

Human Resources Director

Department of Human Resources

City and County of San Francisco

1 South Van Ness Avenue, 4th Floor

San Francisco, CA 94103

Swen Ervin

Acting Executive Director, EMPowerSF

Human Resources Department

San Francisco Unified School District

555 Franklin Street, 2nd Floor

San Francisco, CA 94102

Stephanie Bealby

Director, Employee Relations

San Francisco Unified School District

555 Franklin Street, 3rd Floor

San Francisco, CA 94102



Date: April 8, 2021

To: Honorable Civil Service Commission

Through: Carol Isen, Human Resources Director

From: Swen Ervin, Acting Executive Director, EMPowerSF, Human Resources,
San Francisco Unified School District

Stephanie Bealby, Director, Employee Relations, San Francisco Unified
School District

Subject: Yao Ming (Simon) Li, former 2727 School Custodian Supervisor I, appeal
of future employment restrictions with the City & County of San Francisco

Civil Service Register No.: 0010-21-7

I. AUTHORITY

Pursuant to Civil Service Commission Rule 122, Article I, persons who are terminated from employment with restrictions placed on their future employment may appeal those restrictions to the Civil Service Commission for review.

II. SUMMARY

Mr. Li was hired by the Unified School District (USD) as a temporary exempt (TEX) 2708 Custodian in July 2009 and was later hired in permanent Civil Service (PCS) status in the same classification in September 2009. On April 5, 2017, Mr. Li became a temporary provisional (TPV) 2716 Custodial Assistant Supervisor. On June 5, 2018, Mr. Li was promoted to his most recent position as a temporary provisional (TPV) 2727 School Custodian Supervisor I. In this role, he was responsible for 15 schools and supervised 11 custodians, ensuring direct reports followed District policies, maintained a safe work environment and reported work time appropriately.

On December 29, 2020, Mr. Li was released from employment after USD found that he had violated Board of Education policies regarding ethical and professional conduct, as well as those governing engaging in outside employment incompatible with District duties.



The District placed a permanent, Citywide future employment restriction on Mr. Li. Mr. Li is appealing the restriction.

III. COMPLAINT AGAINST MR. LI AND USD EMPLOYEE RELATIONS INVESTIGATION

On October 7, 2020, 2727 School Custodian Supervisor I [REDACTED] [REDACTED] was approached by one of the Balboa High School custodians who asked about the “overtime” for the coming weekend. Ms. [REDACTED] who is responsible for custodial work at Balboa High School, was not aware of any approved overtime for that site, and reported this matter to USD Custodial Services Director, Cadi Poile.

Ms. Poile’s investigation into this matter found that Mr. Li asked a group of SFUSD custodians to work “overtime” at Balboa High School to clean up after a contractor, Pionic Unit Construction. Furthermore, it was reported that Mr. Li had informed SFUSD custodians that they would be paid in cash and that he had asked at least one custodian to transport SFUSD equipment, including a power washer, from Bryant Elementary School to Balboa High School specifically for this weekend work. Ms. Poile was not aware of, nor had she approved, any overtime work at Balboa High School. Moreover, the District’s contract with Pionic specifically required that any custodial work related to the Pionic project be completed by an approved vendor, not by SFUSD custodial staff. (Attachment 1)

Four SFUSD custodians - who do not regularly report to Mr. Li - confirmed that he was the person who organized the weekend “overtime” project at Balboa and that he was the person who asked them if they were interested in working that weekend. He had approached the custodians weeks in advance, later confirming with them that the work would take place over the weekend of October 10th and 11th. The District confirmed that he met with Pionic staff at Balboa High School on October 7.

On October 8, 2020, Mr. Li was placed on paid administrative leave pending the outcome of the investigation. He was directed to attend a mandatory meeting on October 14, 2020 to provide a response to the allegations and evidence supporting them (Attachment 2). At this meeting, his SEIU representative, Stephen Sommers, refused to allow Director Bealby to proceed with an audio recording. Also present at the interview was a Chinese translator, at Mr. Li’s request, and after he declined to proceed with the interview, the interview was terminated.

On October 15, 2020, Director Bealby sent Mr. Li an email in an effort to reschedule the meeting (Attachment 3). In this correspondence, he was informed that the interview was an opportunity for him to participate in this investigation and provide a response to the claims against him. Mr.



Li was told that if he decided not to participate in the investigation, the District would have to complete the investigation and make conclusions based on the information available.

The rescheduled meeting took place on October 26, 2020. Again, his union representative, Stephen Sommers, refused to participate in a recorded interview. He was informed by the Chinese translator again that this was his final opportunity to participate in the investigation. Mr. Sommers advised that Mr. Li should not participate in the investigation and that he would have his opportunity to respond to the allegations during the Skelly hearing. Mr. Li stated that he understood and that he would follow his union representative's directives. The meeting was concluded without his participation.

On November 18, 2020, Mr. Li was provided a Notice of Proposed Termination by Director Bealby (Attachment 4). Mr. Li responded to the Notice on November 25, 2020 to request a Skelly hearing. The Skelly hearing took place on December 17, 2020. Mr. Li was present, as were representatives of SEIU, Local 1021, a translator and Mr. Li's son. Following the hearing, a Determination letter was issued on December 28, 2020 upholding the proposed termination and Notice of Termination was issued by Chief Human Resources Officer, Daniel Menezes, on December 29, 2020 (Attachment 5).

On January 5, 2021, Director Ervin sent Mr. Li the Separation Report and Notice of Future Employment Restrictions by email and via Certified Mail (Attachment 6).

IV. ISSUE ON APPEAL TO THE CIVIL SERVICE COMMISSION

The issue on appeal is whether the restriction on Mr. Li's future employment with the City, including USD, is appropriate.

Mr. Li, in his Appeal, also refutes the assertion that he was informed by Custodial Director, Cadi Poile, about unapproved overtime or "outside employment activities".

V. MR. LI'S FUTURE EMPLOYMENT RESTRICTION IS JUSTIFIED

The investigation led to the conclusion that Mr. Li coordinated an unapproved custodial project, and not for the first time. He organized SFUSD employees and asked them to use SFUSD equipment for a project that was not an appropriate, or approved, use of District resources. In addition, the unauthorized "overtime" work, and related wages, would not have been reported to payroll and would have resulted in SFUSD employees being paid improperly and in violation of state and federal guidelines. The custodians recruited were not aware that this project was improper or unapproved.



San Francisco Board of Education Policy 4019 provides that:

District employees shall maintain the highest ethical standards, exhibit professional behavior, follow District policies and regulations, abide by state and federal laws, and exercise good judgment when interacting with other members. Employee conduct should enhance the integrity of the District, advance the goals of the District's programs, and contribute to a positive climate. (Attachment 7)

In order to help maintain public trust in the integrity of District operations, the Board of Education expects all employees to give the responsibility of their positions precedence over any other outside employment. Board Policy 4036 states that a District employee may not engage in any outside employment, activity or enterprise which is inconsistent, incompatible, in conflict with, or inimical to his/her District duties. Board Policy 4036 defines an incompatible activity as "an outside activity shall be considered inconsistent, incompatible, or inimical to District employment when such activity:

1. Requires time periods that interfere with the proper, efficient discharge of the employee's duties.
2. Entails compensation from an outside source for activities which are part of the employee's regular duties.
3. Involves using the District's name, prestige, time, facilities, equipment, or supplies for private gain or advantage.
4. Involves service which will be wholly or in part subject to the approval or control of another District employee or Board member.
5. Results in employee's service to the District being less than satisfactory."

(Attachment 8)

Additionally, Custodial Director Poile confirmed that Mr. Li, and all Custodial Services employees received the Overtime Definition and Protocols document (Attachment 9) and the Custodial Services Department Handbook (Attachment 10) which layout procedures and guidelines for appropriate uses of overtime.

Not only were Board Policies violated in such a way that also violates federal and state guidelines, as well as the District's Collective Bargaining Agreement with SEIU, Local 1021 but, as a leader in his department and manager of others Mr. Li's actions undermined the trust placed in him by the District and by those he lead.

Because of the nature of Mr. Li's conduct, because it involved improper income through the use of District resources and employees, and because of his unwillingness to participate in the



investigation, the District believes the employment restriction imposed upon Mr. Li to be appropriate.

VI. RECOMMENDATION

For the reasons indicated above, USD respectfully requests that the Civil Service Commission uphold the District's decision to impose a permanent Citywide future employment restriction on Mr. Li.



SFUSD SAN FRANCISCO
PUBLIC SCHOOLS

SFUSD Human Resources

Classified Staffing Unit

555 Franklin Street, 2nd Floor

San Francisco, CA 94102

(415) 241-6101

EXHIBITS

APPENDIX B CLEANING AND MAINTENANCE REQUIREMENTS

PART 1 - GENERAL

1.1 WORK INCLUDED

- A. This summary outlines the cleaning services that must be completed by the end of a construction project at any of the San Francisco Unified School District school sites. Contractual arrangements for completion of this work must be made at schools where construction interrupts or does not allow typical district-provided general cleaning of the school facilities affected by the construction work.

PART 2 – PRODUCTS

2.1 MATERIALS

- A. Cleaning Agents: Only use cleaning materials and agents recommended by manufacturer or fabricator of the surface to be cleaned. Do not use cleaning agents that are potentially hazardous to health or property of that might damage finished surfaces. All cleaners shall be specifically designed for the purpose intended, safe for use on the intended object to be cleaned, and safe to students, staff and the public.
- B. Commercial floor wax stripper, Easterday Ammo-Strip or approved equal, capable of removing metal interlock water emulsion floor finish.
- C. Floor finish shall be minimum 20% solids content high-gloss wax. Acceptable products:
 - 1. Spartan Sunny-Side
 - 2. Spotlight (Burlin Company-800-776-7149)
 - 3. Champion Once-A-Year
- D. Graffiti Remover (non-toxic): SO-SAFE BY DX, Inc., or approved equal.
- E. Wood Floor Finish acceptable products:
 - 1. Front Court Gym Sealer – 2 coats
 - 2. MaGee Waterthane 701 Wood Floor Finish
 - 3. Waxie Company
- F. Germicidal Cleaner must be E.P.A. registered germicidal cleaner and deodorizer appropriate for use in public school buildings.

PART 3 – EXECUTION

3.1 FINAL AND END-OF-PHASE CLEANING

- A. *General: Provide final cleaning as requested by the District project managers. Conduct cleaning and waste-removal operations to comply with local laws and ordinances and Federal and local environmental and antipollution regulations.*
- B. *Cleaning: Clean each surface or unit to condition expected in an average commercial building cleaning and maintenance program. Comply with manufacturer's written instructions for materials being cleaned. Provide list of cleaning products for review by SFUSD.*
- C. *Submit qualifications of proposed cleaning company for review by SFUSD or use the cleaning company from the District approved list in Part 5. The cleaning crews are required to submit an affidavit of conformance with the District standards.*
 - a. *Clean Project site, yard, and grounds in areas disturbed by construction activities including landscape development areas, of rubbish, waste material, litter, and other foreign substances.*
 - b. *Sweep paved areas and pressure wash. Remove petrochemical spills, stains, and other foreign deposits.*
 - c. *If school grounds or landscaped areas are disturbed during construction, rake grounds that are neither planted nor paved to a smooth, even-textured surface.*
 - d. *Clean exposed exterior and interior hard-surfaced finishes to a dirt-free condition, free of stains, films, and similar foreign substances. Avoid disturbing natural weathering of exterior surfaces. Restore reflective surfaces to their original condition.*
 - e. *Horizontal surfaces: All horizontal surfaces must be dusted and/or washed until free of dust and grime.*
 - f. *Remove tools, construction equipment, machinery, and surplus material from Project site.*
 - g. *Furnishings and equipment:*
 - 1) *Wash all furniture and equipment with a pH neutral cleaner. Use specialized cleaner appropriate for wood and/or excessively dirty surfaces. Remove all visible graffiti. Remove all gum and sticky substances from all surfaces.*
 - 2) *Dust all machinery and equipment located in any shop area.*
 - 3) *Clean all whiteboards and chalkboards by washing with water and/or board cleaner.*

- 4) *Clean exterior of all locked lockers, and interior and exterior of unlocked ones.*
- h. *Walls: Wash all wall surfaces with multi surface cleaner and water. Remove all graffiti. All restroom walls should be washed with a disinfectant cleaner.*
- i. *Doors: Wash all doors, frames and hardware.*
- j. *Floors:*
 - 1) *Resilient Floors (except linoleum flooring) – Clean and refinish flooring, using appropriate procedures and finishes/sealers. Strip existing wax from all existing resilient flooring (using appropriate safety measures as recommended by the E.P.A. for any tile containing asbestos) and re-wax as follows:*
 - a) *Classrooms, offices, and rooms - two coats of floor finish.*
 - b) *Corridors - Three coats of floor finish.*
 - c) *Newly installed resilient floors should have all surface mastic removed by contractor. New floors should be allowed to set for time recommended by manufacturer of mastic. These floors should be scrubbed with detergent -- not stripped. Seal as recommended by flooring manufacturer and re-wax as indicated above.*
 - 2) *Linoleum flooring – Scrub the floor by using a floor machine with a SPP Surface Preparation Pad and a neutral cleaner product (see exhibit B for list of products). Apply two coats of resilient floor finish (Example Care-Free resilient finish by Diversy)*

These floors should be scrubbed with an SPP (Surface Preparation Pad) – not stripped. Seal as recommended by flooring manufacturer and reseal as indicated above.

 - a) *Newly installed linoleum floors should be allowed to set for time recommended by manufacturer of mastic. Existing and new floors should be scrubbed with a neutral pH (7-8.5) detergent/cleaner – do not strip factory finish. Apply the cleaning solution with a mop and bucket; allow the solution to remain on the floor, then scrub with a rotary electric scrubber or automatic scrubber with a non-abrasive scrubbing pad. Do not over-saturate the floor. Rinse the entire floor surface with clean, cool water and allow the floor to dry thoroughly before allowing traffic. Apply two (2) coats of “Linobase” sealer, manufactured by Johnson Diversey or as recommended by manufacturer, followed by three (3) coats of “Carefree” finish, manufactured by Johnson Diversey or as recommended by the flooring manufacturer.*
 - 3) *Concrete Floors - Scrub using water and an all-purpose cleaner or a degreaser if is need it.*

- 4) *Ceramic Floors - Scrub using water and an all-purpose cleaner or a degreaser if is need it. Scrub using water and detergent.*
- 5) *Wood Floors – Auto scrub the floor with a wood cleaner product (PK cleaner by Betco.) Prepare the floor with a sanding screen disk 100 Grit and a second time with an SPP pad.) Apply two coats of the gym sealer using a T-Bar applicator, and Gym sealer approved by SFUSD Custodial.*
 - (1) *Recommended product: .EZ Plus Gym & Coat Sealer by Betco*
- 6) *Carpeted Floors and Rugs –*
 1. *Vacuum the carpets and rugs removing gum and stains*
 2. *shampoo by using a rotary machine, carpet extractor and preferable a hot water extractor. Rugs shall be taken off site to ensure proper drying.*
 3. *Recommended product: Waxie Green Fiber Can #2 Shampoo Solution by Waxie Company or any other green cleaner carpet solution.*
- 7) *Other Floors - Marble, terrazzo and rubber floors should be cleaned and refinished using appropriate procedures and finishes/sealers.*
- k. *STAIRS: All stairs to be scrubbed with multi surface cleaner. All walls, handrails and ledges must be dusted, washed, completely from bottom to top. Finish should not be applied to stairs unless necessary and approved in writing by the District (Custodial Services Department).*
- l. *RESTROOMS: Thoroughly clean and disinfect all surfaces, toilets and urinals, fixtures. Scrub the floors, remove all foreign objects from walls/ceilings and eliminate all graffiti. Specifications provided above for fixtures, walls and floors are applicable.*
 - 1) *Clean plumbing fixtures to a sanitary condition, free of stains, including stains resulting from water exposure.*
- m. *Sweep, clean and sealed concrete floors, broom clean in all unoccupied spaces.*
- n. *Clean transparent materials, including mirrors and glass in doors and windows. Remove glazing compounds and other noticeable, vision-obscuring materials. Polish mirrors and glass, taking care not to scratch surfaces.*
- o. *Touch up and otherwise repair and restore marred, exposed finishes and surfaces. Replace finishes and surfaces that cannot be satisfactorily repaired or restored or that already show evidence of repair or restoration.*

- 1) *Do not paint over "UL" and similar labels, including mechanical and electrical nameplates.*
 - p. *Wipe surfaces of mechanical and electrical equipment, elevator equipment, and similar equipment.*
 - q. *Replace disposable air filters and clean permanent air filters. Clean exposed surfaces of diffusers, registers, and grilles.*
 - r. *Clean all new and existing light fixtures, lamps, globes, and reflectors to function with full efficiency. Replace burned-out bulbs, and those noticeably dimmed by hours of use, and defective and noisy starters in fluorescent and mercury vapor fixtures to comply with requirements for new fixtures.*
 - s. *Clean ducts, blowers, and coils if units were operated without filters during construction.*
 - t. *If surface to be cleaned is unknown submit a written request for cleaning procedures from SFUSD Custodian Services.*
- D. *Final Inspection: Walk with the project team to review conditions. Any surface still exhibiting dirt, graffiti or dust shall be re-cleaned/re-stripped/refinished until free of dirt, graffiti or dust. Acceptance of final cleaning shall be performed by SFUSD Custodial Supervisor assigned to project site.*
- E. *Comply with safety standards for cleaning. Do not burn waste materials. Do not bury debris or excess materials on District's property. Do not discharge volatile, harmful, or dangerous materials into drainage systems. Remove materials from Project site and dispose of lawfully.*
- F. *Pest Control: Engage an experienced, licensed exterminator to make a final inspection and rid the Project of rodents, insects, and other pests. Prepare a report outlining steps taken to rid the site of rodents, insects, and other pests.*

PART 4 - CUSTODIAL SERVICES DEPARTMENT

Any further inquiries may be directed to:

SFUSD
Custodial Services Department
834 Toland Street
San Francisco, CA 94124
Phone: (415) 695-5535

PART 5 – DISTRICT APPROVED CLEANING COMPANIES

1. Summit Building Services, Inc.
1128 Willow Pass Court
Concord, CA 94520
(925) 827-9500
Matt Colchico, matt@summitbs.com

2. Consolidated Cleaning Services
410 Pendleton Way, Suite 12
Oakland, CA 94621
(510) 969-7416
Kevin Gonzalez, kevin@consolidated-cleaning.com

3. Universal Building Services
3120 Pierce Street
Richmond, CA 94804
(510) 527-1078
Dario DeVincenzi, Dario@ubsco.com

4. CA Commercial Cleaning
4809 Wellington Park Drive
San Jose, CA 95136
(408) 595-7540
Herman Vasquez, herman@cacocleaning.com

5. Aim to Please Janitorial Service
215 Randolph Street
San Francisco, CA 94124
(415) 826-0540
Chris Washington, LS@atpjanitorial.com

END OF SECTION



Bealby, Stephanie <bealbys@sfusd.edu>

Notice of Mandatory Meeting: Wednesday October 14 at 9:30

Bealby, Stephanie <bealbys@sfusd.edu>

Thu, Oct 8, 2020 at 3:11 PM

To: YaoMing Li <liy6@sfusd.edu>

Cc: Stephen.Sommers@seiu1021.org

Bcc: Nicole Silva <silvan@sfusd.edu>, Cadi Poile <poilec@sfusd.edu>

Good afternoon,

As you know, the District has placed you on administrative leave while it conducts an inquiry into allegations of unprofessional conduct against you. As part of that inquiry, the District is directing you to attend an interview on October 14, 2020 at 9:30 am. The interview will happen via Zoom. Details can be found below. **Your attendance at this interview is mandatory.** You may bring an attorney, union representative or other representative to the interview if you wish. The meeting will be electronically recorded (if you wish, we will provide you a copy of that recording).

District policy strictly forbids retaliation against any person who participates or assists in an investigation of alleged employee misconduct. Thus, I am cautioning you against any statements or actions which might be construed (or misconstrued) as retaliatory against anyone involved in this matter. Obviously, any violation of this no retaliation policy would provide separate grounds for discipline.

Should you have any questions about this matter, please feel free to contact me.

Sincerely,
Stephanie

Zoom Meeting Information<https://sfusd.zoom.us/j/83756627879?pwd=c0RHbjdMYm5zUXVyaG1RSnVnQURaQT09>

Meeting ID: 837 5662 7879

Passcode: 449229

--

Stephanie Bealby (she, her, hers)

Director, Employee Relations

555 Franklin Street, San Francisco, CA 94102



PLEASE NOTE: In light of the COVID-19 outbreak, all staff are working remotely. There is also limited access to the District Office. Therefore, we are not able to receive mail or fax in a timely manner. Please send all correspondence or other documents via email or voluminous materials through a document sharing app. Thank you for your understanding and professional courtesy.



Bealby, Stephanie <bealbys@sfusd.edu>

Rescheduled Interview 10/19 at 2:30

Bealby, Stephanie <bealbys@sfusd.edu>

Thu, Oct 15, 2020 at 2:20 PM

To: YaoMing Li <liy6@sfusd.edu>

Cc: Donny Aoieong <aoieongd@sfusd.edu>, Stephen.Sommers@seiu1021.org

Dear Mr. Li,

Thank you for showing up for yesterday's meeting. I informed you in my October 8, 2020 email notifying you of the meeting that the interview would be electronically recorded. Your union representative, Stephen Sommers, refused to allow me to proceed with an audio recording and, after you declined to proceed with the interview, the interview was cancelled.

As you know, you are currently on paid administrative leave pending the conclusion of an investigation into allegations of misconduct. This interview was an opportunity for you to participate in this investigation by meeting with me to discuss these matters and provide a response to the claims against you. If you decide that you do not want to participate in the investigation, I will have no choice but to complete the investigation and make my determinations based on the information available to me.

I have consulted with the District's Legal Department and confirmed that the District is entitled to record investigatory interviews. I would prefer to interview you and get your responses to the allegations but please be aware that any interview that is part of this investigation will be electronically recorded.

I have scheduled another meeting for us on Monday, October 19th at 2:30 p.m. Zoom details are below. I look forward to seeing you on Monday. If you decide that you do not want to attend this meeting, please let me know.

A translation of this email is attached.

Sincerely,
Stephanie

Join Zoom Meeting

<https://sfusd.zoom.us/j/83756627879?pwd=c0RHbjdMYm5zUXVyaG1RSnVnQURaQT09>

Meeting ID: 837 5662 7879

Passcode: 449229

--

Stephanie Bealby (she, her, hers)

Director, Employee Relations

555 Franklin Street, San Francisco, CA 94102



PLEASE NOTE: In light of the COVID-19 outbreak, all staff are working remotely. There is also limited access to the District Office. Therefore, we are not able to receive mail or fax in a timely manner. Please send all correspondence or other documents via email or voluminous materials through a document sharing app. Thank you for your understanding and professional courtesy.

 10-15-20 Translation.pdf
64K



Stephanie Bealby
Director
Employee Relations
bealbys@sfusd.edu

November 18, 2020

VIA ELECTRONIC AND FIRST CLASS MAIL

Yao Ming "Simon" Li



LiY6@sfusd.edu

Re: Notice of Proposed Termination

Dear Mr. Li:

I am writing to provide notice that the San Francisco Unified School District intends to dismiss you from your employment as a Class 2727 School Custodian Supervisor I. The grounds for your proposed termination are:

- (1) Willful or negligent violation of District policies, rules and regulations; and
- (2) Immoral and unprofessional conduct.

FACTUAL BACKGROUND

You were hired by the District as a 2708 Custodian in July of 2009. On April 5, 2017, you became a 2716 Custodial Assistant Supervisor. On June 5, 2018, you were promoted to your current position, a Class 2727 School Custodian Supervisor I. (See Attachment 1.) In your role, you are responsible for 15 schools. In this work, you supervise 11 custodians and are responsible for making sure your direct reports are following all District policies, including maintaining a safe work environment, and properly reporting their work time.

On October 7, 2020, School Custodian Supervisor [REDACTED] was approached by one of the Balboa High School custodians who asked about the "overtime" for the coming weekend. Ms. [REDACTED] who is responsible for custodial work at Balboa High School, was not aware of any approved overtime for that site, and reported this matter to Custodial Services Director, Cadi Poile.

Ms. Poile's investigation into this matter found that you asked a group of SFUSD custodians to work "overtime" at Balboa High School to clean up after a contractor, Pionic Unit Construction. Furthermore, it was reported that you had informed SFUSD custodians that they would be paid in cash and that you had asked at least one custodian to transport SFUSD

Yao Ming “Simon” Li
November 18, 2020
Page 2

Re: *Notice of Proposed Termination*

equipment, including a power washer, from Bryant Elementary School to Balboa High School specifically for this weekend work. Ms. Poile was not aware of, nor had she approved, any overtime work at Balboa High School and the District’s contract with Pionic specifically required that any custodial work related to the Pionic project be completed by an approved vendor, not by SFUSD custodial staff. (See Attachment 2.)

Four SFUSD custodians - who do not regularly report to you - confirmed that you were the person who organized the weekend “overtime” project at Balboa and that you were the person who asked them if they were interested in working that weekend. You approached the custodians weeks in advance, later confirming with them that the work would take place over the weekend of October 10th and 11th. The District has confirmed that you met with Pionic staff at Balboa High School on October 7. Despite the fact that you had no legitimate reason to be at Balboa High School, you were seen by both staff and security cameras meeting with the contractors at Balboa High School. (See Attachment 3.)

The investigation led to the conclusion that you coordinated an unapproved custodial project. You organized SFUSD employees and asked them to use SFUSD equipment for a project that was not an appropriate, or approved, use of District resources. In addition, the unauthorized “overtime” work, and related wages, would not have been reported to payroll and would have resulted in SFUSD employees being paid improperly, in violation of state and federal guidelines. The custodians you recruited were not aware that this project was improper or unapproved.

On October 8, 2020, you were placed on paid administrative leave pending the outcome of this investigation. You were directed to attend a mandatory meeting on October 14, 2020 to provide your response to the allegations and evidence supporting them. (See Attachment 4.) At this meeting your SEIU representative, Stephen Sommers, refused to allow me to proceed with an audio recording. Also present at the interview was a Chinese translator, at your request, and, after you declined to proceed with the interview, the interview was terminated.

On October 15, 2020, I sent you an email in an effort to reschedule the meeting. (See Attachment 5.) In this correspondence, you were informed that the interview was an opportunity for you to participate in this investigation and provide a response to the claims against you. You were told that if you decided that you did not want to participate in the investigation, the District would have to complete the investigation and make conclusions based on the information available.

The rescheduled meeting took place on October 26, 2020. Again, your union representative, Stephen Sommers, refused to participate in a recorded interview. You were informed by the Chinese translator again that this was your final opportunity to participate in the

investigation. Mr. Sommers advised you that you should not participate in the investigation and that you would have your opportunity to respond to the allegations during the *Skelly* hearing. You stated that you understood and that you were going to follow your union representative’s directives. The meeting was concluded without your participation.

INVESTIGATION FINDINGS

It is a fundamental value of the District that all employees will conduct themselves in an ethical, professional and trustworthy manner. Board Policy 4019 provides that:

District employees shall maintain the highest ethical standards, exhibit professional behavior, follow District policies and regulations, abide by state and federal laws, and exercise good judgment when interacting with other members. Employee conduct should enhance the integrity of the District, advance the goals of the District’s programs, and contribute to a positive climate.

See Attachment 6.

In order to help maintain public trust in the integrity of District operations, the Board of Education expects all employees to give the responsibility of their positions precedence over any other outside employment. Board Policy 4036 states that a District employee may not engage in any outside employment, activity or enterprise which is inconsistent, incompatible, in conflict with, or inimical to his/her District duties. Board Policy 4036 defines an incompatible activity as “an outside activity shall be considered inconsistent, incompatible, or inimical to District employment when such activity:

1. Requires time periods that interfere with the proper, efficient discharge of the employee's duties.
2. Entails compensation from an outside source for activities which are part of the employee's regular duties.
3. Involves using the District's name, prestige, time, facilities, equipment, or supplies for private gain or advantage.
4. Involves service which will be wholly or in part subject to the approval or control of another District employee or Board member.
5. Results in employee’s service to the District being less than satisfactory.”

See Attachment 7.

Yao Ming “Simon” Li
November 18, 2020
Page 4

Re: *Notice of Proposed Termination*

Your conduct in coordinating unapproved and improper “overtime” for SFUSD employees violates these policies, as well as the law. As a School Custodian Supervisor, your custodians look to you for guidance and support in following District guidelines. Ms. Poile has shared Department Expectations with you, including a specific directive that there should never be any instances of custodians being given cash for work performed at the District. This is also specifically covered by the Collective Bargaining Agreement. (See Attachment 8.)

Your actions seriously undermined the trust placed in you as a public employee, and were, to say the least, immoral and unprofessional. The investigation found that the evidence supported the claims against you and that you violated Board Policies 4019 and 4036, as well as your supervisor’s expectations.

DISMISSAL IS WARRANTED

The District has considered whether a sanction less than dismissal would be appropriate in the circumstances of your case. In light of the egregiousness of your recent conduct – the severity of which was compounded by your refusal to participate in the investigation – the District believes that any lesser sanction would not be likely to result in corrective action and that your conduct is so egregious as to justify immediate action.

Moreover, by the very nature of both your underlying conduct and your unwillingness to participate in the District’s investigation, you have so undermined the trust and confidence necessary to the satisfactory performance of your duties that it would be impossible at this point for you to adequately perform the duties of your position, thereby rendering a sanction less than termination inappropriate.

RIGHT TO A HEARING

Pursuant to the District’s collective bargaining agreement with SEIU, you have the right to a hearing in advance of your termination, and to be represented at that hearing by a representative of your choice. At the hearing, you will be entitled to present any additional information or evidence you wish the District to consider before acting on your proposed termination.

If you wish to request a hearing, you must send an email to Nicole Silva (SilvaN@sfusd.edu) no later than 5:00 p.m. on November 25, 2020, or your termination will become effective on November 26, 2020.

Yao Ming "Simon" Li
November 18, 2020
Page 5

Re: *Notice of Proposed Termination*

For your convenience, we have scheduled the virtual hearing -- if you choose to request one -- for November 30, 2020 at 3:00 pm. If you require a computer or internet connection to participate, please contact Nicole Silva immediately or ask your Union representative to do so.

Sincerely,



Stephanie Bealby

cc: Cadi Poile, Director, Custodial Services
Daniel Menezes, Chief Human Resources Officer
Stephen Sommers, SEIU
Personnel File



December 29, 2020

Via Email and US Mail

Yao Ming "Simon" Li



LiY6@sfusd.edu

Re: *Notice of Termination*

Dear Mr. Li:

On November 18, 2020, you received notice that the San Francisco Unified School District ("District") intends to dismiss you from your employment as a Class 2727 School Custodian Supervisor I.

You appeared for a *Skelly* Hearing on Thursday, December 17, 2020 to respond to the District's Notice of Proposed Termination. You were accompanied by your SEIU representatives, Rafael Picazo, Donny Aoieong, and Hari Subramanian.

I have reviewed and considered the District's Notice of Proposed Termination and supporting documentation along with the attached findings and recommendation of *Skelly* Officer Joan O'Neill.

Having considered this information, it is my conclusion that the conduct described in the Notice of Proposed Termination and supporting exhibits provides just and sufficient cause for the termination of your employment at a Class 2727 School Custodian Supervisor I. Therefore, I am accepting the *Skelly* recommendation and directing that your employment be terminated, effective at the close of business today, December 29, 2020.

Sincerely,

A handwritten signature in blue ink, appearing to read "DM", written over a light blue horizontal line.

Daniel Menezes,
Chief Human Resources Officer
San Francisco Unified School District

Attachment -Skelly Determination

CC: Cadi Poile, Director, Custodial Services
Rafael Picazo and Hari Subramanian, SEIU
Swen Ervin, Director of Civil Service & Paraeducator Staffing
Stephanie Bealby, Director, Employee Relations
Personnel File



SEPARATION REPORT

INSTRUCTIONS: Please complete the Separation Report to:

1. Document internal departmental processes. Please do not send to DHR.
2. Document that the employee separation is not a complete separation from City service, Separation Report must be completed by the sending department and submitted to the receiving department to be attached to the AP ESR.
3. To process a layoff. Please send to the DHR layoff coordinator.
4. To administer a settlement agreement involving the separation of the employee-submit documentation to your Client Services Representative. (Reference TER_RZA)*

Date of Request: _____

Department Contact: _____ Email: _____ Phone: _____

SECTION I: PERSONAL AND JOB INFORMATION

Name (Last, First, M.I.): _____ Employee I.D.: _____

Job Code: _____ Job Title: _____

Position Number: _____ Hourly Rate: _____ Step: _____ Effective Date: _____

Empl. Class: _____ Work Schedule: _____

Is the employee serving a probationary period at the time of the separation? Yes No

Is this a complete separation from City and County Service? Yes No

If no, continuing in:

Department Code: _____ Status: _____ Job Code: _____ Effective Date: _____

Is employee granted leave pursuant to Civil Service Rule 120.31? Yes No

If no, is employee a transfer? No Yes, type of Transfer: _____

SECTION II: SEPARATION INFORMATION

Resignation

Satisfactory Services (TER_RSS)

Unsatisfactory Services (TER_RUS)
(Form DHR 1-13 must be on file)

By the appointee: I hereby freely and voluntarily resign from the above position. I request approval of this resignation as of the effective date with the full understanding that once approved, I may acquire another position in this class only as provided in the rules of the Civil Service Commission (see employee copy and CSC Rules 114&119).

Employee Signature

Date

Lay-off

Involuntary Leave (PCS_LIL)

Elective Involuntary Leave (PCS_EIL)

Involuntary Lay-off (PCS_LIO)

Voluntary Lay-off (PCS_LVO)

(PV & EX Only):

Reason for lay-off:

Employee acknowledges receipt of the DHR information leaflet.

Employee Signature

Date

SEPARATION REPORT

DEPARTMENT USE ONLY

Termination

Settlement Agreement (TER_RZA)
*(Separation Report and Settlement Agreement must be forwarded to Client Services Rep.)

Release from appointment:

Release from probation:

Dismissal:

Terminated for cause (TFC) (TPV,NCS, & Exempts only)

Automatic Resignation (ARS)

Never Reported to Work (DSH)

Death of an employee (DEA)

Other (Specify): _____

Retirement:

DEPARTMENT CERTIFICATION

The Appointing Officer/Authorized Designee named below hereby certifies that the information provided on this Separation Report is accurate, complete, and in compliance with applicable CCSF rules and policies.



Appointing Officer/Authorized Designee Signature

Telephone

Name/Title: _____

Department Number: _____ Department Name: _____

Personnel File Forwarded? Yes No

Forwarded to:

Department: _____ Contact: _____

DHR USE ONLY

Action Pending? Yes No

Analyst Name

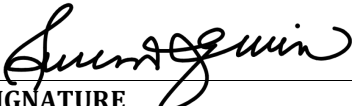
Telephone

SR Ref Number: _____ Holdover Canvass: _____

Reference Number used for layoff actions: _____

You may request a hearing before the Civil Service Commission on your future employability with the City and County of San Francisco. The Civil Service Commission has the authority to remove restrictions or impose additional restrictions on your future employability. You may request a hearing for review of any restrictions on your future employability with the Civil Service Commission within _____ calendar days of the mailing date of this notice or from the date of separation, whichever is later. The request must be submitted in writing to the Executive Officer, Civil Service Commission, 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102 by _____. Requests received after this date will not be considered and your right to a hearing will be forfeited. If you do not request a hearing or file an appeal, the Human Resources Director will take final administrative action to confirm the restriction(s) in effect on the date of separation (Note: Future Employment Restriction(s) effective immediately).

If this matter is subject to the Code of Civil Procedures (CCP) Section 1094.5, the time by which judicial review must be sought is set forth in CCP Section 1094.6. (SEE BELOW)

List #: _____	Rank #: _____	<input type="checkbox"/> Pending	<input type="checkbox"/> Final	Status of Action
DSW: ██████████		 _____ SIGNATURE		
Emp Organization: _____				
METHOD OF SERVICE:		_____		
<input type="checkbox"/> Hand Delivered		NAME		
<input type="checkbox"/> Certified Mail		_____		
		TITLE		

INFORMATION FOR FORMER EMPLOYEE FOLLOWING SEPARATION

1. This document serves as an official notice of future employment restrictions imposed with the Notice of Automatic Resignation from Employment to the former employee or with a Separation Action that is subject to the provisions of a collective bargaining agreement, to the Civil Service Commission, and the Department of Human Resources.
2. A separated employee may request a hearing before the Civil Service Commission only for review of any restrictions on their future employability with the City and County of San Francisco.
3. Such appeals or requests for hearing must be in writing and received from the employee or the employee’s representative by the date specified on this notice, or within twenty (20) calendar days from the mailing date of this notice, or the effective date of the separation, whichever is later. The request must be submitted to the Executive Officer, Civil Service Commission, 25 Van Ness Avenue, Suite 720, San Francisco, CA 94102.
4. An employee who requests a hearing within the time limits is entitled to:
 - a. Representation by an attorney or authorized representative of the employee's own choice.
 - b. Notification of date, time, and place of hearing at a reasonable time in advance.
 - c. Inspection by the employee’s attorney or authorized representative of those records and materials on file with the Civil Service Commission which relate to the restrictions on future employability.
5. Any interested party may request that the hearing be continued or postponed.
6. The decision of the Civil Service Commission is final and not subject to reconsideration.
7. In the absence of a timely request for a hearing as provided above, no later request for a hearing will be considered.

DEPARTMENT INSTRUCTIONS FOR COMPLETING FORM DHR 1-13E

- Refer to related provisions of appropriate collective bargaining agreements
- Refer to CSC Rule 122, Article VI: Absence From Duty Without Leave (Misc)
- Refer to CSC Rule 222, Article IV: Absence From Duty Without Leave (UPPD)
- Refer to CSC Rule 322, Article VI: Absence From Duty Without Leave (UPFD)

Use this form when:

The appointing officer or Human Resources Director has taken action of automatic resignation on an employee on the basis of abandonment of position, regardless of employment status; and/or the separation action is subject to the provisions of the collective bargaining agreement.

Complete the information on the top section of the form: Name, Address, City, State, Zip, Mailing Date, Department/Division, Type of Appointment, Type of Separation.

In the first paragraph of the notice, enter the Class Number, Title and effective date of the separation.

If there are no restrictions imposed with the separation, the box “*no restrictions on future employability*,” must be checked to indicate this action, and attach applicable documents, e.g., a settlement agreement.

Indicate the restrictions on future employability by checking the appropriate boxes. If the restrictions are conditional, you must complete the section on the requirements needed to lift the restrictions, including the level of measurement (entry, journey, etc.) and values (length of time in months, years, etc.) of the requirements.

If Future Employment Restrictions are included, complete that section including details on the requirements needed to lift the restrictions. Attach a copy of all separation-related letters and supporting documentation. Documentation must provide justification and the rationale for the imposed restrictions.

The separated employee may request a hearing for review of any restrictions on future employability. Indicate the date by which the appeal must be filed in the space provided. Consistent with the separation action, count twenty (20), or thirty (30), calendar days from the mailing date of the notice or the effective date of release, whichever is applicable. When counting the days, count the day after the mailing date as the first day.

Complete the information on the bottom section of the form: Rank, List#, DSW#, and Employee Organization. Check the method of service used and tracking # if applicable.

Indicate status of action:

- Select “Pending” if Notice of Future Employment Restrictions is subject to the provisions of a collective bargaining agreement
- Select “Final” if the status is not subject to the provisions of a collective bargaining agreement, or to update a previously reported “Pending” action.

Type in the name and title of the appointing officer. The appointing officer must sign the form.

Send the *original* Notice of Future Employment Restrictions along with the *original* Notice of Automatic Resignation from Employment (DHR 1-48a) to the employee. Make two sets of copies of the notices; send one set of *copy* to DHR - Client Services along with the *original* Separation Report (DHR Form 1-67); and retain the other set of *copy* in the Official Employee Personnel Folder.

Reminder: Imposed restrictions on future employability are effective immediately, and must be reported to DHR – Client Services concurrent with the departmental notice to separate the employee. This will enable timely and appropriate updates to DHR systems and other dependent programs, such as exams, adoptions of eligible lists, citywide recruitments, and certifications/referrals.



Book	Board of Education Policies
Section	4000 Personnel
Title	All Personnel - Professional Standards
Code	4019
Status	Active
Adopted	April 10, 2018
Last Revised	May 9, 2017

San Francisco Unified School District and County Office of Education

Board Policy 4019

All Personnel - Professional Standards

This Board Policy applies to the San Francisco Unified School District and the County Office of Education.

The Governing Board expects District employees to maintain the highest ethical standards, exhibit professional behavior, follow District policies and regulations, abide by state and federal laws, and exercise good judgment when interacting with students and other members of the school community. Employee conduct should enhance the integrity of the District, advance the goals of the District's educational programs, and contribute to a positive school climate.

(cf. 0200 - Goals for the School District)
 (cf. 4119.1/4219.1/4319.1 - Civil and Legal Rights)
 (cf. 5131 - Conduct)
 (cf. 5137 - Positive School Climate)

Employees shall conduct themselves in a courteous, respectful and helpful manner. It is the expectation of the Board that employees will treat all people equally and respectfully.

The Board incorporates by reference encourages District employees to accept as guiding principles the professional standards and codes of ethics adopted by educational or professional associations to which they may belong.

(cf. 2111 - Superintendent Governance Standards)
 (cf. 9005 - Governance Standards)

Each employee should make a commitment to acquire the knowledge and skills necessary to fulfill his/her responsibilities and should focus on his/her contribution to the learning and achievement of District students. All employees shall fulfill the responsibilities designated in the job description for the position they hold. It is the responsibility of the employee to keep valid, current and registered with the District any credentials, certificates, permits, licenses, health verifications, or other authorizations required of the position.

(cf. 4112.2 - Certification)

(cf. 4131 - Staff Development)
 (cf. 4231 - Staff Development)
 (cf. 4331 - Staff Development)

Inappropriate employee conduct includes, but is not limited to:

1. Engaging in any conduct that endangers students, staff, or others, including, but not limited to, physical violence, threats of violence, or possession of a firearm or other weapon;

(cf. 0450 - Comprehensive Safety Plan)
 (cf. 4158/4258/4358 - Employee Security)

2. Engaging in harassing or discriminatory behavior towards students, parents/guardians, staff, or community members, or failing or refusing to intervene when an act of discrimination, harassment, intimidation, or bullying against a student is observed;

(cf. 0410 - Nondiscrimination in District Programs and Activities)
 (cf. 4119.11/4219.11/4319.11 - Sexual Harassment)
 (cf. 5131.2 - Bullying)
 (cf. 5145.3 - Nondiscrimination/Harassment)
 (cf. 5145.7 - Sexual Harassment)

3. Physically abusing, sexually abusing, neglecting, or otherwise willfully harming or injuring a child;
4. Failing to monitor or supervise students as required by the employee's position;
5. Engaging in inappropriate socialization or fraternization with a student or soliciting, encouraging, or maintaining an inappropriate written, verbal, or physical relationship with a student;
6. Possessing, viewing accessing or sharing any pornography during work hours, on school grounds or utilizing District technology, or possessing or viewing child pornography or other imagery portraying children in a sexualized manner at any time;
7. Using profane, obscene, or abusive language against students, parents/guardians, staff, or community members;
8. Willfully disrupting District or school operations by loud or unreasonable noise or other action;
9. Using tobacco while in the workplace or at a school-sponsored activity;

(cf. 3513.3 - Tobacco-Free Schools)

10. Using, possessing or being under the influence of alcohol, or an illegal or unauthorized substance, or possessing or distributing any controlled substance, while in the workplace or at a school-sponsored activity;

(cf. 4020 - Drug and Alcohol Free Workplace)
 (cf. 4112.41/4212.41/4312.41 - Employee Drug Testing)
 (cf. 4112.42/4212.42/4312.42 - Drug and Alcohol Testing for School Bus Drivers)

11. Dishonesty with students, parents/guardians, staff, or members of the public, including, but not limited to, falsification of information in employment records or other school records;
12. Divulging confidential information about students, District employees, or District operations to persons not authorized to receive the information;

(cf. 3580 - District Records)

(cf. 4119.23/4219.23/4319.23 - Unauthorized Release of Confidential/Privileged Information)

(cf. 5125 - Student Records)

(cf. 5125.1 - Release of Directory Information)

13. Using District equipment or other District resources for the employee's own commercial purposes or for political activities;

(cf. 4119.25/4219.25/4319.25 - Political Activities of Employees)

14. Using District equipment or communications devices for personal purposes while on duty, except in an emergency, during scheduled work breaks, or for personal necessity;
15. Using on duty time for personal activities; requesting another District employee to perform services of personal benefit to them or others on District time; or performing services of personal benefit to another on District time;
16. Employees shall be notified that computer files and all electronic communications, including, but not limited to, email and voice mail, are not private. To ensure proper use, the Superintendent or designee may monitor employee usage of District technological resources at any time without the employee's consent;

(cf. 4040 - Employee Use of Technology)

17. Causing damage to or engaging in theft of property belonging to students, staff, or the District; or
18. Wearing inappropriate attire.

(cf. 4119.22/4219.22/4319.22 - Dress and Grooming)

An employee who observes or has evidence of another employee's inappropriate conduct shall immediately report such conduct to the principal or Superintendent or designee. An employee who has knowledge of or suspects child abuse or neglect shall file a report pursuant to the District's child abuse reporting procedures as detailed in AR 5141.4 - Child Abuse Prevention and Reporting.

(cf. 1312.1 - Complaints Concerning District Employees)

(cf. 5141.4 - Child Abuse Prevention and Reporting)

Any reports of employee misconduct shall be promptly investigated. Any employee who is found to have engaged in inappropriate conduct in violation of law or Board policy shall be subject to disciplinary action and, in the case of a certificated employee, may be subject to a report to the Commission on Teacher Credentialing. The Superintendent or designee shall notify local law enforcement as appropriate.

(cf. 4117.7/4317.7 - Employment Status Reports)

(cf. 4118 - Dismissal/Suspension/Disciplinary Action)

(cf. 4218 - Dismissal/Suspension/Disciplinary Action)

An employee who has knowledge of but fails to report inappropriate employee conduct may also be subject to discipline.

The District prohibits retaliation against anyone who files a complaint against an employee or reports an employee's inappropriate conduct. Any employee who retaliates against any such complainant, reporter, or other participant in the District's complaint process shall be subject to discipline.

The section(s) of the district's employee code of conduct addressing interactions with students shall be provided to parents/guardians at the beginning of each school year and shall be posted on school and/or district web sites. (Education Code 44050)

(cf. [1113](#) - District and School Web Sites)

(cf. [5145.6](#) - Parental Notifications)

Legal Reference:

EDUCATION CODE

200-262.4 Prohibition of discrimination

44242.5 Reports and review of alleged misconduct

PENAL CODE

11164-11174.4 Child Abuse and Neglect Reporting Act

CODE OF REGULATIONS, TITLE 5

80303 Reports of dismissal, resignation and other terminations for alleged misconduct

80331-80338 Rules of conduct for professional educators

Management Resources:

COMMISSION ON TEACHER CREDENTIALING PUBLICATIONS

California Standards for the Teaching Profession, 2009

California Professional Standards for Educational Leaders, February 2014

COUNCIL OF CHIEF STATE SCHOOL OFFICERS PUBLICATIONS

Educational Leadership Policy Standards: ISLLC 2008, 2008

NATIONAL EDUCATION ASSOCIATION PUBLICATIONS

Code of Ethics of the Education Profession, 1975

WESTED PUBLICATIONS

Moving Leadership Standards into Everyday Work: Descriptions of Practice, 2003

WEB SITES

CSBA: <http://www.csba.org>

Association of California School Administrators: <http://www.acsa.org>

California Department of Education: <http://www.cde.ca.gov>

California Federation of Teachers: <http://www.cft.org>

California School Employees Association: <http://www.csea.com>

California Teachers Association: <http://www.cta.org>

Commission on Teacher Credentialing: <http://www.ctc.ca.gov>

Council of Chief State School Officers: <http://www.ccsso.org>

WestEd: <http://www.wested.org>

Please note that compare references, or "cf", refer to CSBA model policies and do not necessarily indicate that the San Francisco Unified School District has adopted the referenced policy.

Cross References Second Reading: April 10, 2018
 Rules Committee: April 2, 2018
 First Reading: March 13, 2018

[School Employee Code of Conduct with Students.pdf \(107 KB\)](#)



Book	Board of Education Policies
Section	4000 Personnel
Title	All Personnel - Nonschool Employment and Incompatible Activities
Code	4036
Status	Active
Adopted	September 27, 2016

San Francisco Unified School District and County Office of Education

Board Policy 4136, 4236, 4336

Nonschool Employment and Incompatible Activities

This Board Policy applies to the San Francisco Unified School District and the County Office of Education.

In order to help maintain public trust in the integrity of District operations, the Board of Education expects all employees to give the responsibility of their positions precedence over any other outside employment. A District employee may not engage in any outside employment, activity or enterprise which is inconsistent, incompatible, in conflict with, or inimical to his/her District duties.

(cf. 4119.21/4219.21/4319.21 - Professional Standards)

(cf. 4119.23/4219.23/4319.23 - Unauthorized Release of Confidential/Privileged Information)

(cf. 9270 - Conflict of Interest)

Incompatible Activities

An outside activity shall be considered inconsistent, incompatible, or inimical to District employment when such activity: (Government Code 1126)

1. Requires time periods that interfere with the proper, efficient discharge of the employee's duties.
2. Entails compensation from an outside source for activities which are part of the employee's regular duties.
3. Involves using the District's name, prestige, time, facilities, equipment, or supplies for private gain or advantage.
4. Involves service which will be wholly or in part subject to the approval or control of another District employee or Board member.
5. Results in employee's service to the District being less than satisfactory.

(cf. 1321 - Solicitation of Funds from and by Students)

(cf. 3300 - Expenditures and Purchases)

(cf. 4040 - Employee Use of Technology)
 (cf. 4132/4232/4332 - Publication or Creation of Materials)
 (cf. 4135/4235/4335 - Soliciting and Selling)
 (cf. 6161.1 - Selection and Evaluation of Instructional Materials)

Advance Written Determination

An employee wishing to accept outside employment that may be inconsistent, incompatible, in conflict with, or inimical to the employee's duties shall file a written request with his/her immediate supervisor describing the nature of the employment and the time required. The supervisor shall evaluate each request based on the employee's specific duties within the District and determine whether to grant authorization for such employment.

(cf. 4112.9/4212.9/4312.9 - Employee Notifications)

The supervisor shall inform the employee in writing whether the outside employment is prohibited. The employee may appeal a supervisor's denial of authorization to the Superintendent or designee. An employee who continues to pursue a prohibited activity may be subject to disciplinary action.

(cf. 4118 - Suspension/Disciplinary Action)
 (cf. 4119.1/4219.1/4319.1 - Civil and Legal Rights)
 (cf. 4144/4244/4344 - Complaints)
 (cf. 4218 - Dismissal/Suspension/Disciplinary Action)

Use of Prestige of Position

No employee may use his/her District title or designation in any communication for any private gain or advantage. District business cards, letterhead, email or any other District resource shall not be used for any communication or purpose that may lead the recipient of the communication to think that the employee is acting in an official capacity when the employee is not.

No employee may hold him/herself out as a representative of the District, or as an agent acting on behalf of the District, unless authorized to do so.

Service in After-School or Summer Programs

Employment with Community Based Organizations (“CBOs”) to provide services to students in after-school and summer programs shall not be considered an incompatible activity provided:

1. The employee providing the service is neither an administrator nor a member of management;
2. The service does not interfere with the proper, efficient discharge of the employee's District duties, does not occur during the employee's contractual day, and does not result in the employee's service to the District being less than satisfactory.
3. The service does not include compensation for activities which the employee is obligated to provide as an employee of the District.
4. In performing the services, the employee does not hold him/herself out as a representative of the District, or as an agent acting on behalf of the District.

If an employee wishes to accept employment with a CBO but believes the employment may not meet the criteria listed above, the employee shall seek an advance written determination from his/her immediate supervisor in accordance with the procedure described above.

Administrative and Management Employees may not accept compensation from CBOs that are doing business with the District or from any other District contractor. Such activity is determined to be incompatible with District employment and a violation of this Board Policy.

Tutoring

Employees shall not accept any compensation or other benefit for tutoring or providing private lessons to a student who is enrolled in the school or class to which the employee is assigned to work. An employee who wishes to tutor or provide services to another District student shall first request authorization from his/her supervisor in accordance with this Board policy. If authorization is granted, the employee shall not use District facilities, equipment, or supplies when providing the tutoring service.

This prohibition shall not preclude an employee from providing services to students while employed by a CBO in accordance with the provisions set forth above.

Gifts

District employees are subject to the limitations and restrictions set forth in state law. (*See* Govt. Code Section.) This Board Policy imposes additional limits by prohibiting employees from accepting any gift that is given in exchange for doing the employee's District job.

Employees may not receive or accept gifts from anyone other than the District for the performance of a specific service or act the employee would be expected to render or perform in the regular course of his/her District duties.

As used in this Board Policy, the term gift has the same meaning as under the Political Reform Act, including the Act's exceptions to the gift limit. (*See* Govt. Code Sections 82028, 89503; 2 Cal. Code Regs. Sections 18940-18950.4).

The following gifts are considered de minimis and therefore exempt from the restrictions on gifts imposed by this Board Policy:

- a. Gifts, other than cash, with an aggregate value of \$25 or less per occasion; and
- b. Gifts such as food and drink, without regard to value, to be shared in the office among officers or employees.

Nothing in this policy shall be construed to preclude an employee's receipt of a bona fide award, or free admission to a dinner or similar event, to recognize exceptional service by the employee, and which is not provided in return for the rendering of service in a particular matter. Such awards are subject to the limitation on gifts imposed by the Political Reform Act and local law, if applicable to the employee.

This policy supersedes any prior board policy on this subject matter.

Legal Reference:

EDUCATION CODE

35160 Authority of governing boards

35160.1 Broad authority of school Districts

51520 Prohibited solicitation on school premises

GOVERNMENT CODE

1126 Incompatible activities of employees

1127 Incompatible activities; off duty work

1128 Incompatible activities, attorney

CODE OF REGULATIONS, TITLE 5

80334 Unauthorized private gain or advantage

ATTORNEY GENERAL OPINIONS
70 Ops.Cal.Atty.Gen. 157 (1987)

Management Resources:

WEB SITES

CSBA: <http://www.csba.org>

Fair Political Practices Commission: <http://www.fppc.ca.gov>

Please note that compare references, or “cf”, refer to CSBA model policies and do not necessarily indicate that the San Francisco Unified School District has adopted the referenced policy.

Cross References Second Reading: September 27, 2016
 Rules Committee: September 19, 2016
 First Reading: August 23, 2016



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Overtime Definition and Protocols

Overtime is defined as any time worked in excess of 8 hours per day or 40 hours per week.

Overtime shall be distributed on a voluntary, rotational basis, except in emergency situations. The rotation shall begin with the most senior qualified employee in the classification within each work unit and/or work location and continue down through the seniority list until the list is exhausted at which point eligibility returns to the top of the list. If an employee cannot be reached or if an employee declines an offer to work an overtime assignment, the rotation wheel will advance to the next employee on the seniority list. The rotation wheel will be posted at the work site in view of employees.

Site specific overtime, due to permit or substitution, will be rotated through site custodial staff. In the event site staff decline the offer of overtime, the rotation will begin with the most senior eligible employee in the work unit. The work unit will be defined by service sectors as approved by the Director of Custodial Services.

Employees with documented poor attendance or unsatisfactory work performance shall be deemed unqualified and shall be removed from the overtime wheel until such time as their attendance/work performance is documented as improved. Requests to be placed back on the rotation schedule shall not be denied in an arbitrary or capricious manner. For purposes of this section, documented means the employee has been provided a written notice describing poor attendance or unsatisfactory work performance by management and signed by the Director of Custodial Services.

There shall be no eligibility for overtime assignment if there has been sick pay, sick leave or disciplinary time off on any work days within the same pay period as the overtime.

All overtime must be requested prior to the start of the assignment and be approved by the employee's direct supervisor and the Director of Custodial Services.

San Francisco Unified School District Custodial Services Department Handbook



July 2015

ACKNOWLEDGEMENTS

This Department gratefully acknowledges the contributions of the many individuals who made this handbook possible, including administrators, custodians and other staff. They provided us with valuable suggestions.

A number of other works have been reviewed in compiling this manual. Portions of them were included with the permission of their authors. Portions of this handbook have also previously appeared in other School District publications. We thank all who contributed.

This handbook will serve as a resource for custodial staff and administrators alike. It will also demonstrate the complexity of the work and importance of the school custodian. A custodian is entrusted with the school building and its grounds. More importantly, a custodian is responsible for the health and safety of students, staff and all others that use our buildings.

A clean school provides an environment that is conducive to learning. Our custodians take pride in their work and, by their hard work, are good role models for our students.

Willie Green
Director of Custodial Services

July 2015

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I. INTRODUCTION

The goal of the San Francisco Unified School District is to provide a pleasant educational environment for all of the City's students. This manual highlights those areas in which the custodian can contribute by providing a sanitary, clean, and safe learning environment as well as providing numerous other services to staff and administrators. Although guidelines are provided, most questions should be resolved through a spirit of cooperation with the welfare of the students as a primary concern.

For the custodian, this manual should provide basic work rules, a set of guidelines for determining effective performance, an informational source for reviewing custodial procedures and a reference for various support services available. For the custodial supervisor it provides a fair and equitable means of evaluating custodial performance.

This edition of the District's manual is specifically revised to be used by administrators to whom the custodial staff must report. This manual will describe cleaning requirements as well as provide the time limitations faced by custodians. Administrators, as well as the Department of Custodial Services, are required to make decisions allocating the limited amount of custodial hours.

With the assumption of increased responsibility for custodial performance, it is vital that administrators understand the rules governing appropriate custodial conduct. Custodians and supervisors should also review their understanding of these rules. This manual provides informational support in that effort.

Supervisors and administrators are prepared to assist the custodian by intervening in the event that non-productive work habits appear. Everyone should be familiar with the rules for disciplinary procedures in the event that discipline is necessary. The Department of Custodial Services will lend its support to administrators and custodial supervisors alike, but the majority of problems should be handled on the spot in a spirit of mutual cooperation and respect.

The San Francisco Unified School District is proud of the performance of its custodial staff. School administrators rely upon school custodians in this District for the efficient daily operation of the school plant and they are, most often, the first individuals to come in contact with the general public. The school custodian is called upon by the staff more than any other school employee. Where a close spirit of cooperation exists at an individual school, the custodian is a valuable source of information regarding maintenance, safety and the care toward the school plant exhibited by students and the

public. A spirit of close cooperation often exists between teachers and their assigned custodians.

It is our hope that a mutual understanding, supported by the information contained herein, can help foster the cohesiveness between school staff and custodians that personnel cuts and insufficient funding have failed to erode. The custodian is a professional -- a person responsible for building security, safety of students & staff and the cleanliness of the physical environment. The nature of the work requires an individual who is diligent, courteous, concerned and hard working. The School District custodian deserves the respect and gratitude of administrators, students and staff alike.

Any suggestions to improve upon the guidelines or procedures contained in future editions of this handbook will be welcomed. The information contained herein is the result of the suggestions and efforts of administrators and employees alike. Our goal is a friendly working environment that is conducive to the educational needs of the students in our San Francisco Public School System. All departmental policies and procedures should reflect this goal.

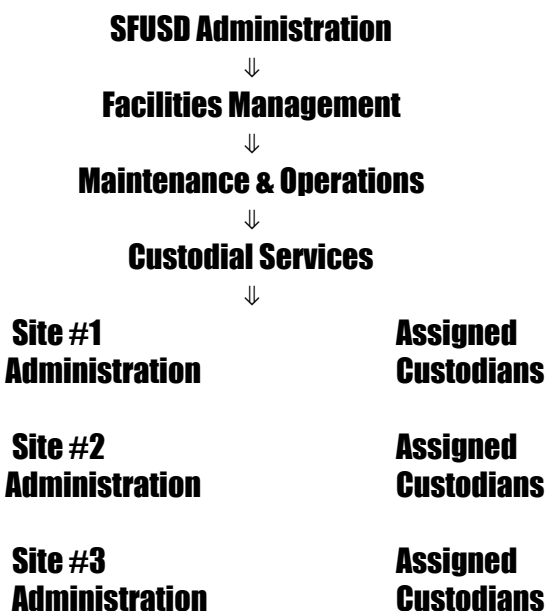
II. CHAIN OF COMMAND

Custodians must be responsive to the unique needs of each school site. Varying school schedules, diverse school plants and differing needs of the student populations require flexible custodial scheduling and a rapid response time to change. Each site must also contend with allocating limited custodial manpower and resources. The San Francisco Unified School District, therefore, makes custodians responsible both to the school principal and to the Custodial Services Department.

Respective Roles of Principals & Custodial Services

The custodian, once assigned to a school site, answers to the principal either directly or through a custodial supervisor. The principal can modify an individual's schedule or assign duties within the guidelines set by the Department of Custodial Services and by Civil Service rules and regulations. The principal also has the right to evaluate a custodian's performance and to initiate corrective intervention or discipline.

The Custodial Services Department defines the duties of all School District custodians. Custodial Services' supervisors determine how work assignments are to be accomplished and where custodians are assigned. The Custodial Services Department is also charged with the supervision of all custodians in the District. The Department provides assistance to principals, assists in the disciplinary function and provides a number of ancillary services both to principals and custodians.



Departmental Organization

The Department of Custodial Services is managed by its Director. Each school is placed into one of three sections. One section is managed by the General Services Manager, one by the Manager of Parks and Squares and the other by the School Custodial Services Supervisor I. These three individuals report to the Director and are responsible for supervising all the school sites in their assigned area.

Each section has several custodial supervisors (class 2716 or 2727). These individuals provide communication within the Department, emergency backup and on-site supervision. They also assist in the training of individuals, recommend disciplinary action and are a valuable resource to principals and custodians alike.

The custodial employee often is confronted with questions regarding his or her work. If the situation is one that is not resolved by the site administrator, the custodian should follow the appropriate steps in the Department's chain of command whenever possible.

- STEP 1 Custodial Supervisor (2716 or 2727)
- STEP 2 Section Supervisors (4992, 3464 and 2730)
- STEP 3 Director (4993)

The one exception is when requesting routine school custodial supplies. Such requests should be called in or faxed directly to the Custodial Services Office secretary at 695-5535.

The principal, too, must often seek assistance which his\her custodial supervisor that site custodians cannot provide. The administrator should become familiar with the section supervisor and contact him/her for assistance. Section supervisors are close to the work situation and should promptly respond to any inquiries.

Director
Custodial Services
Department

III. DEPARTMENTAL POLICIES, RULES & PROCEDURES

To assure that work is distributed equally among employees, that all employees work in a safe environment and that no employee disrupts the school environment, a uniform set of rules is applied to all department employees. These rules and regulations have been derived from pertinent City, Civil Service and School District policies. These should be familiar to all custodial employees and administrators since they describe the rights and duties of custodial personnel.

Rules and Regulations

The policies, rules and procedures set forth in this handbook may be modified by the Custodial Services Department at any time as determined to be in the best interests of the School District, its staff, its students and its employees. Such changes, modifications or additions will be distributed to all employees and should be physically attached to this handbook.

1. Address and Emergency Data

All employees must provide the Custodial Services Department and their school site with a current home address and phone number. Emergency data forms must also be completed. In the event this information changes, the custodial employee should immediately make any necessary corrections at both the work site and at Custodial Services. This information will solely be used to communicate with the employee or in the event of an emergency. In addition, it is the responsibility of the individual to notify the Payroll Operations Department at 135 Van Ness Avenue, 3rd Floor, in person, of any changes to such information.

Employees that are on Civil Service lists or who have applications on file with them must notify the City and County of San Francisco Human Resources Certification Unit or the appropriate examination unit located **at 1 South Van Ness Avenue** regarding changes of address.

2. Working Hours

The following shift requirements apply to School District custodians:

All day custodians should cover a 9 hour spread, with 1 hour off for lunch (e.g., 7:00 AM to 4:00 PM).

Evening custodians should cover a 9 hour spread with 1 hour off for lunch (e.g. 2:30 PM to 11:30 PM).

The Director of Custodial Services must approve any exceptions to the above in writing.

All full time custodians are entitled to two 15-minute breaks which may not be combined with a lunch or dinner break and which may not be skipped to gain an early departure.

School District custodians are currently paid a shift differential of 8% more than the base rate for any full hour worked between 5:00 PM and 7:00 AM. This differential is subject to the rates and provisions of the City and County of San Francisco and/or union MOUs.

3. **Custodial Sign-In Procedure**

Custodians will sign in upon their arrival and sign out at the end of their shift. If they leave the premises for lunch, they are to sign out upon their departure and sign in upon their return. The time book should be kept in or adjacent to the main office. Actual times of arrival and departure should be indicated regardless of whether this coincides with the scheduled work shift.

4. **Punctuality**

Although infrequent tardiness for good cause is not occasion for discipline, excessive tardiness cannot be condoned. More than one tardiness per pay period and any over thirty minutes may be considered excessive. The employee must contact the school site as soon as possible upon becoming aware that he/she will be tardy. The employee must also contact Custodial Services in the event any tardiness will exceed thirty minutes. Appropriate deductions in pay will result.

If any employee is habitually tardy, the school site should inform Custodial Services and commence disciplinary action. Employees shall not be paid for any time not worked.

5. **Sick Leave Policy**

Sick leave with pay is a privilege that must be requested by the employee and is granted only in cases of absence due to illness that incapacitates the employee from the performance of duties, or in such other

cases as defined by Civil Service rules. SFUSD full-time custodians currently accrue sick leave at the rate of four hours per pay period or thirteen days per year. Maximum accrual is 1040 hours of sick pay. Sick leave calculation:

- 26 pay period X 4 hours per pay period = 104 hours
- 104 hours divided by 8 hours = 13 sick days

An employee reporting off sick must contact both his work site(s) and the Custodial Services office as early as possible prior to the time of his absence.

The employee must state the reason for the absence and the expected duration of the leave. If the leave will exceed the estimated date of return, the employee must inform both the school site(s) and Custodial Services of the new return date. If an estimated time cannot be ascertained, daily calls are required. This procedure allows both the school site and Custodial Services to plan for the employee's absence. The employee shall notify the Custodial Services Office of the actual return date, prior to reporting back to work. The supervisor should confirm that this has occurred.

Any leave for sickness in excess of five consecutive working days requires the employee to submit a Civil Service leave of absence form stating the duration of the illness. This form must be signed by the employee's doctor and submitted to Custodial Services.

6. **Abuse of Sick Leave**

Abuse of the sick leave privilege places a tremendous burden on the limited resources available. It can result in lack of custodial coverage or a lapse in School District security. It may also result in a deterioration of morale and increased responsibility placed on the shoulders of fellow custodians. Abuse of sick leave, therefore, must be immediately recognized and controlled.

The following may indicate an abuse of the sick leave privilege:

- a. Absences at a rate of more than thirteen sick days per year;

-OR-

- b. The habitual use of sick days in conjunction with weekends, holidays or paydays.

Individuals displaying such patterns may be requested to submit a physician's certificate for any absence due to illness, and continued abuse could result in disciplinary action.

7. **Employee Leave Benefits**

Refer to the Classified Employee Handbook with regard to specifics.

8. **Absence without Leave**

Absence without notification to Custodial Services and the school site creates a scheduling nightmare. Such absences are prohibited. School security is imperiled and the cleanliness of the building is often sacrificed. It is imperative that the custodial employee be dependable and that all absences from the work site are reported. Any absence without leave (AWOL) may be considered excessive and inexcusable.

The school site must immediately notify Custodial Services if any employee fails to appear and has not previously notified of his/her absence. In such instances, it might be necessary for disciplinary action to be immediately initiated.

9. **Vacations**

Vacations may currently be taken during the summer, winter or spring break. Vacations are subject to the approval of Custodial Services and must be coordinated in such a manner that a work site will have adequate coverage at all times. Site seniority among workers will determine priority among conflicting requests. Custodial Services will inform all employees of the deadline for submitting requests. As-Needed employees are not eligible for vacation credits.

"Most Senior" custodians in the top half of the District seniority list are eligible to apply for in-year vacations, subject to the provisions as specified in the MOU with Local 1021 and the SFUSD.

All vacations shall normally be scheduled to start on a Monday and end on a Friday unless an intervening holiday extends that period. Vacations may be scheduled differently to resolve conflicts among employees. Any hours scheduled by an employee that exceed that employee's accrued vacation balance will not be paid.

All or any portion of current vacation time can be carried over into the next year provided it does not exceed the maximum accrual. Accumulated vacation time from prior years, however, will only be granted at the discretion of the Director or his designee and only if it does not conflict with building needs or the current year requests by fellow site custodians.

10. **Floating Holidays**

Each custodial employee who has completed six months of service is currently allowed three floating holidays. Unless otherwise designated by

the School District, floating holidays are days chosen by the employee. As-Needed employees are not eligible for floating holidays.

Floating holidays must be approved by the site administrator and custodial supervisor at least one week prior to the requested date. Requested floating holiday dates will be approved when they do not conflict with the needs or convenience of the school and/or the Custodial Services Department. The Department will give due consideration to the needs and preference of the custodial employee.

11. Transfer Policy

Twice a year, a list of open custodial positions will be published. This list is posted in the Weekly Administrator's Directive (WAD) and shall be made available to all custodial employees. Custodial employees will be given a minimum of two weeks from the date of publication to make a written request for a transfer. Only permanent non-probationary employees with at least a competent and effective rating on the most current Performance Evaluation may apply for a transfer.

The principal shall be given the opportunity to interview candidates for vacancies. In making a transfer under this procedure, all other things being equal, preference shall be given to an employee who has the longest service as a permanent employee in the School District. The transfer shall be made effective at the proper time unless disapproved for cause by both the principal and the Director of Custodial Services.

Any transferee shall not be entitled to more than one transfer in any school year except upon special permission of the Director of Custodial Services.

12. Changes to Work Assignment/Shift

As a condition of appointment, all Custodial Services employees agree to accept any work site or work hours assigned by the Custodial Services Department. All new employees enter into service in an unassigned status. The daily work assignment and work shift of such custodians is determined by Custodial Services on a day-to-day basis. As the needs of the School District dictate or pursuant to the above transfer policy, such custodians will become permanently assigned to a work site.

The Director of Custodial Services may, if required, make transfers for the good of the Department or for disciplinary reasons, with or without the consent of the principal or employee concerned. Temporary or permanent changes may be made to work site assignment or shift assignment. Such transfers or changes shall not be subject to any waiting period limitations.

During both the winter and summer breaks, all custodians, unless otherwise approved by the Director, shall work a day shift at their assigned work sites from the hours of 7:30 AM to 4:30 PM. The Director may make changes to this policy as dictated by the needs of the District. Furthermore, changes may be required by new laws, ordinances, policies and rules.

13. Alcohol Related Prohibitions

The use of alcohol or being under its influence while on duty is strictly prohibited. A school custodian is entrusted with District property and the safety of the District's children. The custodial employee must be prepared to communicate with administrators, supervisors and co-workers. He or she must be able to carry out physical duties safely and work in the presence of children. Any use of alcohol will reduce the custodian's ability to handle these tasks and the appearance of being under the influence reduces the School District's credibility and the custodian's ability to interact with others.

Alcohol on the school premises is illegal whether it be beer, wine or in any other form. Containers of alcoholic beverages (whether empty or not) should not be stored in any area of the school. The drinking of alcoholic beverages at a school site, or intoxication at such a site, is cause for immediate disciplinary action. Habitual intemperance is cause for dismissal.

Any of the following acts by a custodial employee are cause for discipline and should be immediately reported to Custodial Services:

- a. Consumption of alcohol on School District property
- b. Intoxication on School District property
- c. The odor of alcohol on a custodian's person/breath

Any employee found intoxicated on school premises should be immediately suspended and requested to call home for a ride or to take public transportation. The employee should be discouraged from operating any motor vehicle.

Any employee either taking medication which causes an alcoholic odor or suffering from a condition which may resemble a state of intoxication should report these facts to a site supervisor or school administrator prior to the commencement of the work shift. A determination should be made as to the ability of the employee to safely perform assigned duties.

14. Drug-Free Workplace Policy

It is unlawful to manufacture, distribute, dispense, possess, or use a controlled substance in the workplace. The workplace includes all facilities

under the control and use of the District.

Any violation of this prohibition by an employee of the District may result in disciplinary action up to and including termination. Any employee allowed to continue working, will be required to participate satisfactorily in a drug abuse assistance or rehabilitation program.

Any individual whose work could be impaired by any prescription or over the counter drug should report this fact to the site administrator or supervisor prior to the commencement of the work shift. If the use of said drugs poses a danger to the employee or others, the employee is prohibited from reporting to work.

15. Conduct toward Administrators & Supervisors

Principals and/or supervisors have the authority to temporarily or permanently modify schedules and assign different duties to custodians as necessary to maintain a safe and clean school environment. Any work assignments given by a principal or supervisor should be regarded carefully and carried out.

Refusing an assignment, unless conditions of safety are at issue, can constitute insubordination. Upon refusing a reasonable request, a custodian may be relieved of duty and sent home without pay. Appropriate disciplinary action should be initiated, based on the reason for refusal.

When a custodial employee believes an assignment to be unjust, the administrator or supervisor should be informed that the assignment will be performed under protest. The custodial employee should then, at the earliest opportunity, attempt to resolve the matter by reporting the incident to the next supervisor in the chain of command. Successive steps in the chain can be taken if the problem is not initially resolved.

16. Conduct toward Students

Custodians are neither required nor qualified to supervise students. The custodian should display good manners toward students and avoid, if possible, physical contact or altercations with any student. Fraternizing with students is prohibited. Vandalism or dangerous conduct by students that is witnessed by the custodian should immediately be reported to the administrator or faculty member in charge.

17. Conduct toward Faculty & Staff

Custodians should not interrupt, interfere with, or criticize teachers or staff. The relationship between the custodian and teachers or staff should be one of mutual respect and cooperation. However, teachers and staff cannot give orders to a custodian. Requests by teachers other than for

emergencies should be directed through the principal or supervisor.

The custodian is obliged to promptly respond to any request by teacher or staff in the event of emergencies. In such cases (e.g. student illness or hazardous conditions), the first custodian available should take the necessary steps to protect pupils, teachers and the public.

Problems encountered by custodians and requests by teachers or staff should normally be directed to the supervisor or site administrator in writing. It is ultimately the duty of the principal to make such decisions as are equitable both to the custodian and to the teacher or staff member. The custodian should accept the principal's authority in such matters.

18. Conduct toward Parents & the General Public

Custodians in schools are continually dealing with parents, P.T.A. members, civic groups and other outside agencies. It is imperative that custodians be aware of the effect of their appearance and conversation upon those they meet. Custodians therefore shall maintain a neat personal appearance. They should always be courteous to parents and the public as well as to school personnel. Custodians should maintain the high standards required of all School District representatives.

19. Conduct toward Other Custodial Employees

Custodians should treat co-workers with dignity and respect. Custodians are not to engage in arguments or physical altercations with fellow employees. Harassment of other employees is prohibited. Should differences of opinion arise, they should be resolved in a spirit of cooperation. If differences cannot be resolved by the employees, the appropriate supervisor should be contacted to decide the issue.

20. Use of School District Property

School supplies and equipment are for educational and official use. No personal use is allowed. Custodians shall not permit the removal of any school property or supplies from the school premises except upon authorization from the site administrator, Custodial Services, or an authorized School District representative. Theft of School District property by any employee is cause for dismissal.

The unauthorized entry or presence at a school site by a custodial employee is also prohibited. Entry into a school site building on weekends, holidays or during non-work hours must be approved by the site administrator or the Custodial Services Department.

21. Observance of Safety Regulations

All safety equipment distributed to employees must be used in the

appropriate work situations. Custodial employees should follow safe work practices in their daily work routines. All safety literature distributed to employees including Material Safety Data Sheets should be read and kept available for future reference. Custodial supplies should not be used without referring to and following all safety instructions.

The custodial employee should avoid contact with hazardous materials unless appropriate safety gear is used and the employee is knowledgeable and qualified to handle or dispose of same. All direct contact with asbestos containing materials in the work place is prohibited. All local, state and federal regulations regarding the handling and disposal of such materials must be followed.

22. Unacceptable Work Behavior

Inattention to duty is cause for disciplinary action. Other than those acts previously specified, inattention to duty refers to the failure of a custodial employee to apply sufficient effort to perform the job in an acceptable manner. The guidelines set forth in this manual as well as reasonable standard of workmanship are used to evaluate performance.

Civil Service Rules also allow disciplinary action for incompetence, immoral conduct, insubordination, discourteous treatment of the public, dishonesty and habitual intemperance. Among other prohibited work behaviors are sleeping on duty and the failure to be in an assigned work area during work hours.

23. Conflicting Employment or Obligations

Outside employment by full time permanent employees requires written approval of the Civil Service Commission and the Appointing Officer and should not exceed twenty hours a week or three hours a day. Such permission will be denied if the additional employment conflicts with the obligations of the School District custodian. However, consideration will be given to the employee's needs and opportunities if determined to be a reasonable request.

Although the Custodial Services Department will attempt to accommodate the employee's needs and preferences with regard to scheduling of work hours, the needs of the School District must take precedence. The employee is ultimately responsible for managing any obligations which conflict with work hours.

24. Building Security

The custodian should not engage in any acts that compromise building security. Custodians should not allow unauthorized individuals in the school building at any time. When left in charge of a school site, a custodian must take every precaution to secure the building and insure the safety of the

building and its contents.

25. **Maintenance of Custodial Records**

The site custodians should keep and maintain adequate records to insure the safety of the school and its occupants. The custodian should have access to all of the following applicable documents:

- a. emergency information cards for custodians
- b. work schedules and contingency work schedules
- c. copies of injury reports
- d. current notices from Custodial Services
- e. applicable WAD notices
- f. custodial time book
- g. copies of any incident reports
- h. copy of school emergency plan
- i. notices regarding safety hazards, fire hazards or hazardous substances
- j. location of sprinkler/water turnoff valve, gas turnoff valve, phone locations, alarms and main electrical circuits
- k. material Safety Data Sheets for all cleaning chemicals
- l. a copy of this handbook
- m. a copy of all current building use permits
- n. a phone directory of emergency and security personnel
- o. emergency procedures manual
- p. restroom cleaning log

26. **School District Keys**

Master keys will be given only to principals, assistant principals, custodians and other authorized personnel who will keep them on their person at all times. No other person is authorized to possess master keys without special authorization. In no case are they to be left hanging in their quarters. Keys are not to be duplicated without authorization from the school site administrator, and are not to be given to any individual outside the custodial staff without authorization. Loss of School District keys is a serious offense which may result in disciplinary action.

27. **Work Schedules**

All permanent employees who are assigned to a site shall have a written work schedule. Schedules are normally prepared by custodian supervisors and/or principals. Such schedule will indicate those duties which are to be performed on a regular basis by that employee. Work schedules, however, can be modified by supervisors or site administrators as they deem necessary and reasonable.

28. **Identification Badges**

Photo identification badges are provided for all custodians. These badges should be worn at all times while on duty. Anyone needing one may contact the Custodial Services Office for an appointment.

29. **Probationary Employees**

Newly assigned permanent employees will be on probation for a period of six months. During this period, employees will be evaluated by their immediate supervisor and/or site administrator after the third and fifth month of employment. The new employee must demonstrate all of the qualifications and skills necessary to be a custodian for the San Francisco Unified School District including work performance, attendance and punctuality. Probationary employees off work ten days or more will be subject to failing probation.

Enforcement of Department Policy

It is primarily the obligation of the site administrator to commence disciplinary action. Disciplinary action may also be initiated by the custodial supervisor, the section supervisor or the Director of Custodial Services. Consultation between the site administrator and Custodial Services management should take place prior to the commencement of disciplinary proceedings.

To insure the fair treatment of all employees, the majority of corrective disciplinary actions should follow several steps that allow the employee to recognize his breach of Departmental policy and to make appropriate adjustment. Prior to taking any action, it must be ascertained that the employee is familiar with the appropriate policy and that the employee has been counseled with regard to the appropriate action. In some cases, these progressive steps in the disciplinary process must be bypassed due to the seriousness of the infraction.

The normal steps in the disciplinary process are as follows:

- a. Warning by site administrator or Custodial Services supervisor either orally or in writing
- b. Written Reprimand by the site administrator or supervisor
- c. Suspension(s)
- d. Dismissal

These steps are not appropriate in every instance but serve as valuable guides to insure that discipline from school site to school site is

equal. In cases where danger to the public, students and staff may occur, immediate suspension and/or discharge might be appropriate. This is also true in the case of immoral conduct and/or theft.

The discipline recommended by the Custodial Services Department would depend upon the circumstances of the offense(s). The Custodial Services Department can, on its own authority, reprimand or warn an employee regarding his or her behavior. For infractions requiring more severe action, the Department will make recommendations regarding the appropriate discipline to the SFUSD Human Resources Department. The following chart reflects some of the most common disciplinary offenses:

Disciplinary Offenses

ABSENCE WITHOUT LEAVE

EXCESSIVE ABSENTEEISM

EXCESSIVE TARDINESS

FIGHTING

RUDE & INTEMPERATE LANGUAGE

DRINKING AND/OR DRUG USE ON DUTY

ALCOHOLIC BREATH

SLEEPING ON DUTY

INATTENTION TO DUTY

INSUBORDINATION

ABANDONMENT OF POST

ILLEGAL OR UNETHICAL ACTS

IMMORAL CONDUCT

SEXUAL HARASSMENT

STEALING - DISHONESTY

CONSISTENTLY POOR WORK PERFORMANCE

Disciplinary Offenses - Continued

BREACH OF SECURITY

DISREGARD OF SAFETY PRACTICES

ALLOWING UNAUTHORIZED INDIVIDUALS ON SITE

ACTS THAT VIOLATE DISTRICT OR CIVIL SERVICE RULES

Employee Assistance Programs

Your health care provider is a vital resource to employees whose problems affect job performance. Employees, administrators and supervisors should be aware of and refer employees that may require confidential counseling. Among the types of problems which may require this type of program are: alcohol and drug abuse, marital and family problems, stress, legal problems, financial problems, employee conflicts, job transitions, grief, loss, death, accidents, assaults and eating disorders. In most situations this service is covered by your health care plan.

It is the goal of this Department to help the employee achieve the standards of performance necessary to have a clean and safe school environment. The problems affecting performance should be resolved in a compassionate and helpful manner whenever possible. Employee assistance programs can refer staff to psychologists, a rehabilitation counselor and other skilled professionals who can provide valuable intervention and make a difference in the employee's work performance. Employees with personal problems are urged to voluntarily seek the confidential assistance provided.

Other resources are available for referral. You may contact your Union representative or the Custodial Services Office for further information.

IV. SCOPE OF DUTIES

School District Custodian 2708 Classification

A full description of duties is set forth in the classification descriptions published by the Civil Service Commission. Whether employed by the School District or by any other City department, duties assigned to custodial employees should conform to the scope of their classification description. To assist custodial employees, supervisors and administrators to recognize the skills demanded of a School District custodian, a list of custodial duties as they pertain to the school site custodian follows. In the course of daily assignments, a custodian is not required to perform each of these functions, but all custodians hired by the District should be prepared to perform any of these custodial duties as necessary.

The following examples are duties of a school custodian:

- sweeps, dust mops, wet mops, scrubs, strips and waxes floors in classrooms, offices, hallways, lobbies, cafeterias, and all other work site areas where appropriate
- vacuums and cleans carpets and School District rugs
- empties and cleans waste receptacles, ash trays/urns and pencil sharpeners in all work site areas
- cleans, dusts and polishes cabinets, furniture and woodwork; cleans chalk trays and chalkboards
- sweeps, cleans and mops stairways
- cleans, dusts and washes walls and ceilings
- cleans window shades, light fixtures and Venetian blinds
- cleans and disinfects restrooms and restroom fixtures and replenishes supplies
- may perform minor emergency repairs as unplugging sinks and toilets, boarding up broken windows, securing broken doors, and any repairs necessary to maintain the security of the school and safety of the students and staff
- provides emergency custodial services in the event of student sickness, damage from the elements, etc.
- removes graffiti when practical and possible
- assists in minor moves and arranges furniture and equipment as directed by site administrators and supervisors
- secures buildings, classrooms and exterior gates; turns off lights, locks doors and windows

- replaces incandescent and fluorescent lights that can be safely reached from a 12 foot ladder and cleans fixtures

- cleans, dust mops and seals (or waxes as appropriate) auditoriums, gymnasiums, club houses and locker rooms
- sweeps, washes down and maintains outside grounds, sidewalks, and play areas
- assists gardeners in keeping planted areas free of hazards
- cleans interior glass partitions and interior or exterior glass which can easily be reached from the ground floor
- raises and lowers outside flags
- operates heating and ventilating equipment when authorized by the appropriate personnel and is responsible for maintaining emergency batteries
- Reports evidence of vandalism; faulty plumbing, repair needs such as broken windows, doors, and locks; and all physical hazards on the work site.
- operates scrubbers, buffers, vacuums and related electrical appliances and equipment
- receives and signs for supplies, equipment and services when delivered into the building after checking as to quantity and condition of the shipment and places in storerooms, when necessary
- allows site access to civic groups and authorized individuals with permits issued from the Property Management Office
- performs emergency school errands when instructed by the site administrator
- reports to the appropriate authority the presence of any unauthorized individuals loitering on School District property
- performs water running protocol on drinking fountains
- performs numerous other services which are only limited by the scope of the Civil Service classification description

The following tasks are **NOT AUTHORIZED** and should not be requested of school custodians, except in emergencies:

- supervision of students
- personal services (e.g., making coffee, personal errands, etc.)
- delivery of school supplies to classrooms
- cleaning personal carpets
- out of classification work (e.g., electrical, plumbing repairs)
- large scale moves of furniture to different floors
- moving of any large piece of furniture (e.g. pianos) which should be performed by furniture movers
- hall guard duties

Custodial Supervisors

2716 Classification & 2727 Classification

As in the case of custodians, the scope of duties for a custodian supervisor is defined by the Civil Service classification for their position. In the San Francisco Unified School District, the above-referenced classifications are different in assignments. The 2716 supervises custodians in a small group of schools while the 2727 supervisory responsibilities include a large number of schools. The primary responsibility of any supervisor is to ensure the cleanliness of District sites.

Included in the wide range of duties performed by these supervisors are the following:

- all duties performed by School District custodians
- instructs, trains and assists in evaluation of custodians
- assists in preparation and review of regular work schedules and contingency schedules (used in event of manpower shortage)
- inspects and evaluates work at all District sites
- assists in disciplinary functions
- orders supplies and equipment & facilitates the acquisition of supplies and equipment to work sites
- acts as department liaison with administrators, teachers, staff and the public & handles complaints if necessary
- prepares and maintains necessary custodial records, reports and requisitions
- Makes recommendations regarding cleaning procedures, equipment, etc.
- performs numerous other supervisory duties within the scope of the Civil Service Classification

School District Section Supervisor

2730 Classification

This section supervisor is responsible for one of three sections in the School District. He/she inspects the buildings and supervises the custodial employees in their section as well as assist in supervision of all other sections. He/she reviews schedules and assign custodians as necessary. He/she assists in the hiring and training of all custodians as well as assisting the Director in all facets of Department management.

The 2730 Classification is also responsible for the installation, maintenance and the 24/7 operation of the physical security for all SFUSD properties. Under general direction, he/she administers the budget and contract for contracted security services.

3464 Manager, Landscaping Department

This section supervisor is responsible for one of three sections in the School District. He/she inspects the buildings and supervises the custodial employees in their section as well as assist in supervision of all other sections. He/she reviews schedules and assign custodians as necessary. He/she assists in the hiring and training of all custodians as well as assists the Director in all facets of Department management.

Manager II

4992 Classification

The Manager II is responsible for one of three sections in the School District. He/she inspects the buildings and supervises the custodial employees in their section as well as assist in supervision of all other sections. He/she reviews schedules and assign custodians as necessary. He/she assists in the hiring and training of all custodians as well as assisting the Director in all facets of Department management.

The Manager II is also responsible for the installation, maintenance and the 24/7 operation of the physical security for all SFUSD properties. Under general direction, he/she administers the budget and contract for contracted security services.

Director of Custodial Services

4993 Classification

The Director manages all facets of the Custodial Services Department including, but not limited to, departmental planning, directing department staff, evaluating and training department personnel, budgeting, coordinating department activities, and the hiring and assignment of new employees.

V. RESPONSIBILITY OF WORK SITE ADMINISTRATORS

The site administrator and custodial staff must work hand in hand to assure a safe and clean school site. The custodian must rely on the site administrator's ability to implement his/her role. In turn, site administrators must be able to depend on their custodians. Only through a mutual understanding of these reciprocal expectations can a successful cleaning program be established and maintained.

In this effort, administrators can assist the custodians in several respects:

Building Maintenance

The custodian is dependent on a sound policy of building maintenance by the site administrator. A urinal that does not run properly, a defective bathroom ventilation system or non-operational toilets are all maintenance problems that create an unsanitary environment. These problems create bathroom odors that are extremely difficult to eliminate. Hallway walls with holes punched in the plaster will certainly lead to a corridor strewn with broken plaster. The custodian will have to cope with this on a daily basis until the problem is corrected.

Repairs must be made promptly and it is the responsibility of the site administrator to assure that the physical plant is in sound condition. The custodian will inform the administrator of such problems, but the custodian does not have the authority to expedite repairs. Poor building maintenance places a tremendous additional burden on the custodian. This will impact the amount of time he/she can spend on classrooms or other scheduled assignments.

The site administrator's ability to manage building maintenance demands will be reflected in the attitude of the custodial staff. Thus, steps should be taken to keep pigeons out of the building or the custodian will be wasting valuable time on a daily basis eliminating pigeon droppings. Leaking drinking fountains located in corridors should be promptly repaired and areas susceptible to rain intrusion must be immediately reported. The administrator's prompt attention to these matters has a direct bearing on the workload of the custodian.

Site Security

Graffiti and vandalism is a plague on most school facilities. Although

the custodian attempts to eliminate graffiti as practical, a sound program of building security is vital to help eliminate the problem and make the custodian's task manageable. The custodian is able to remove small amounts of graffiti, but a vandal can, in five minutes time, create three hours work for the custodian. In extreme cases, the problem must be referred to painters.

Lack of supervision during passing periods or lunchtime, students in the hallways during class time and unauthorized persons on the premises must be controlled. Pupils should also be encouraged to leave the building promptly upon dismissal and should not be permitted to roam through the building unsupervised. Such appropriate supervision will eliminate soda spills and other litter in hallways and on staircases.

Teacher Cooperation

Teachers can lend a tremendous boost to the custodial effort. Administrators should inform teachers how they can assist the custodians. Teachers in rooms that have student desks with detached chairs should ask their students to set the chairs on top of their desk so that the custodian can thoroughly clean classroom floors. Also, students are often asked to pick up debris or scrap of paper and remove their school books off the floor during the last school period. Furniture should be left in order and free from books or pencils. This facilitates the custodian's job and allows custodians to spend more time on other assigned tasks.

Cooperative teachers limit food or drinks in the classroom to rainy days or special celebrations. They insist that students clean out book holders on the side and under desks which are filled with litter. Student monitors are also asked to assist in the closing of windows at the end of the school day.

Teachers should make their rooms available to the custodian as soon after dismissal as possible so that it will be unnecessary for the custodian to move from one end of the building to the other in search of unoccupied rooms.

Student Participation

School yards littered with debris and spilled milk after lunch and recess breaks create an undue hardship upon the custodians. A large school yard cluttered with uneaten sandwiches, soda cans, and potato chip wrappers can take one custodian hours to clean. The administrator can encourage student participation in the effort to maintain a clean school and save hours of custodial time. Students should not be allowed to leave a school yard until large scraps of litter are cleared.

Some school sites have gone one step farther and have taught students an appreciation of the ecology. All cans and bottles are recycled and students have formed committees to help clean the campus. Such efforts teach the students a sense of responsibility and are encouraged by the custodial staff. Administrators will be assisted in their efforts by the Custodial Services Department whenever practical.

A student body that curtails its use of sodas, gum and sunflower seeds in hallways and classrooms will also facilitate the cleaning process. A considerable amount of cleaning can be lost in removing spills, scraping gum and cleaning in and around leaking waste paper receptacles.

Permits for Use of School Property

It is the responsibility of the administrator to notify custodians of any permits for evening, Saturday, Sunday or other holiday events requiring the custodian's presence. Such notice must be given sufficiently in advance of such events to permit the custodians to arrange their personal affairs to accommodate these events. The custodian(s) should also be assigned custodial tasks that can be accomplished during this period if the permit is not during regular working hours. In the event any custodian in the school is unable to be on duty for any such affair, the administrator should contact the Custodial Services Office for a replacement. Custodial Services should be notified several days in advance. Last minute requests are often extremely difficult to fill.

Communication with the Custodial Services Department

Once schedules and expectations have been reviewed with the custodial staff, administrators should immediately inform the appropriate custodial supervisor if reasonable expectations are not met. The problem might merely be one of needed repairs or equipment, which can easily be resolved. However, whatever the nature of the problem, prompt attention to the cause will avoid unnecessary magnification of the problem.

Employees not meeting expectations should immediately be informed of the nature of the problem. Custodial Services will assist in the disciplinary process if required.

Attendance and Tardiness

Custodial Services must be informed of the absence of any employee by the school site administrator or the custodial supervisor. In the case of unassigned employees, this is especially critical since Custodial Services maintains the payroll records for such employees. Assistance will be

provided when manpower resources permit.

Chronic tardiness should also be reported. Custodial employees will not be paid for time not worked. Furthermore, discipline in such cases must be commenced as soon as possible.

Performance Appraisals

Administrators must prepare performance appraisals for their staff. Input and assistance from the custodial supervisor is available. Evaluations must be prepared yearly (January 1st through December 31st) for all employees and at more frequent intervals for probationary employees. All supervisors are authorized to do supplemental performance appraisals at any time.

Out of Classification Work

Administrators are cautioned against assigning out of classification work. Such assignments violate Civil Service rules and union contracts. Custodial Services will be happy to assist in the event any questions arise.

Work Schedules and Keys

Substitutes, when available, must be supplied with a current written work schedule and necessary keys. It is the responsibility of the site administrator to have these items available. On numerous occasions, keys are also needed for permit activities and emergency situations. The failure of a site to have the appropriate keys creates an undue burden on District personnel and should be corrected by the site administrator.

Support of Custodial Staff

A custodian may be hesitant to impose on an administrator's busy schedule; yet, he/she possesses valuable information. Administrators are encouraged to communicate with the custodial staff and support their efforts.

The custodian can advise the administrator which rooms are abused, restrooms frequently vandalized staircases where students congregate and areas susceptible to graffiti. The custodian can also suggest possible solutions to maintenance problems. Based on such information, administrators are often able to take steps that will dramatically improve their school environment.

Although listed last, support of the custodial staff is the most crucial component of a successful maintenance program. Through cooperation and respect, improved techniques for maintenance can be instituted and custodians are motivated to provide the best possible school environment. The Custodial Services Department is proud of the fact that P.T.A.'s and various faculties have honored its custodians at various school locations. Support of the custodial staff fosters a strong bond between custodians and the school that works to the benefit of students and school staff.

VI. CLEANING ASSIGNMENTS

Manpower Assignment and Substitute Policy

Custodians are assigned to school sites based on the budget and a formula that takes into account several factors. The main factors are building square footage and the total budget allocation. Provisions are made for the health and safety of the student body and for necessary emergency services. This requires that all school sites are allocated custodial time during the day. In sites where the day custodian cannot clean the classrooms during his shift, custodial time is also scheduled at night. Whenever less than a full time night custodian is required, manpower is assigned accordingly.

The San Francisco Unified School District presently has seventy elementary schools that, as a group, account for the greatest number of custodians. Middle and high schools, however, have a far greater allotment per site, due to the size of the physical plant. After staffing elementary sites, the remaining manpower is thus allotted equitably among the middle and high schools.

The time allocated per square foot in our schools is far below the national average. However, each school should have adequate custodial coverage to assure health and safety needs of staff and students alike. Frequent reviews of manpower staffing are used to confirm that the manpower assignment is able to meet District goals.

Substitutes, when available (e.g., temporarily unassigned or overtime workers) are normally assigned on the basis of health and safety needs. First, day custodial needs are given attention and then night custodians are assigned as available. Priority is based on the number and length of absenteeism at each school.

Schools with their sole night custodian absent are more likely to be provided with a night substitute. A four-hour custodian will be assigned where practical to handle basic cleaning needs. Schools sites with custodial crews may sometimes absorb short- term absences. The crew members in such instances cover a larger area.

Role of Time Standards and Scheduling

Although time standards are vital to developing schedules for custodial use, *flexible scheduling* is the only workable solution. In schools with a high square footage per custodian, every custodial assignment on a schedule cannot be cleaned to the high standards desired on a daily basis. All school

site schedules, nonetheless, are prepared by dividing all tasks equitably among custodians.

In a flexible schedule, custodians, together with the custodial supervisor and the site administrator, determine how to carry out the tasks as thoroughly as possible. Flexible schedules must also take into consideration the time needed to handle emergency repairs and special requests. The custodian must always give priority to health and safety needs. Other tasks are rotated as practical to provide the best service possible. If necessary, tasks determined to be unessential are eliminated.

The time standards provided in this handbook, therefore, should equal or exceed the time available. The standards indicate time that will be needed to provide OPTIMUM cleanliness. There must always be enough custodial time, however, to complete all essential tasks.

Time standards will be averages only. They can be used in conjunction with expert advice to determine OPTIMUM cleaning times. In some small elementary sites, OPTIMUM cleaning on a daily basis might be possible. In larger high and middle schools, flexible scheduling is necessary. Unessential tasks must be rotated or eliminated as practical.

Time standards therefore must be viewed in light of the above limitations. Standards are based on completion of an optimum job in a reasonably well kept facility. Standards must be adjusted to account for the condition of the site. Scheduled tasks must also be rotated in a flexible manner when time standards indicate such a need.

Scheduling with Time Standards

Knowledge of current time standards alone is not sufficient to prepare good schedules. Schedules should be prepared only when an in depth knowledge of all components of a custodian's assignment at a given work site is known. However, for the benefit of both custodial employees and administrators, the basic concepts of scheduling are reviewed.

1. Fundamentals

The actual working hours for a school custodian is seven and one-half hours due to breaks. The one-hour lunch break is on the individual's time. Within that period, there are many tasks that are often not apparent at first

glance. Each activity must be reviewed in order to prepare accurate schedules. Among overlooked tasks are the following examples:

- open building & set alarm
- set-up work equipment
- raise flag
- open building at night for individuals with a building permit and set up premises as required
- minor repairs as requested
- graffiti removal and cleaning hallway walls
- transporting trash to dumpsters
- receiving supplies & storing them
- helping craftsmen gain building access & assisting them

Any task done on a daily basis should be listed on the custodial schedule when feasible. Those tasks which are periodically needed should also be listed on the schedule. Custodians should be informed of the need and time-line to accomplish these tasks. Administrators should also be aware that whenever a custodian takes on a task that is not listed on a schedule, time will be taken away from other tasks. This will necessarily reduce the quality of other assigned tasks. In such instances, flexible scheduling should be employed.

2. **Non-Standardized Tasks**

Many custodial tasks are not easily prone to standardization. Thus, the time for opening a high school (e.g., 20 min.) might differ from the time to open a small elementary (e.g., 10 min.). In one District school, the custodian must work on six different levels, using six different janitor rooms and setting up and cleaning his/her equipment six different times. In other schools, this can be accomplished once, in a fraction of the time.

Some tasks simply must be timed or estimated. In some schools it takes fifteen minutes to dispose of trash; whereas, in others, it simply requires a three minute walk. Graffiti in some schools could take hours to remove while taking negligible time at other sites.

Standards cannot be supplied for such tasks. When such tasks are included in a schedule, a reasonable estimate must be made. If not included in a schedule, all parties should recognize that such non-scheduled duties will affect the time actually spent on listed tasks.

3. **Scheduling with Standards: Examples**

Time standards can be of great assistance in setting up schedules and evaluating performance as reflected in the following examples:

Cleaning Classroom

(750 sq. ft room - uncluttered classroom - reasonably clean tile floor - cooperative teachers and students)		
AVERAGE TIME: 15 minutes		
Calculated as follows:		
	dust mopping (10 min for 1000 sq. ft. in obstructed room)	7.50 min
	empty trash (estimate per room)	1.00 min
	empty pencil sharpener (if nec.)	.50 min
	chalk tray (if necessary)	.75 min
	arrange desks/move obstacles (if nec.)	.75 min
	unlock\lock door, check windows	1.00 min
	turn lights on/off (as necessary)	.25 min
	optional time	3.50 - 5.50 min
Optional time use:		
	de-gumming & spot mopping	5.00 min
	dusting	3.25 min
	chalkboards (if desired)	2.00 min
	clean marks off walls	3.25 min
	line trash basket	.50 min
	set shades (if desired)	.50 min
	service towel/soap dispensers	1.50 min
	clean sink	2.00 min
	change lights	5.00 - 10.00 min
	defer time for other uses	---

Vacuum Classroom

(750 sq. ft room - uncluttered classroom - reasonably clean carpeted floor - cooperative teachers and students)

AVERAGE TIME: 22 minutes		
Calculated as follows:		
	vacuuming (19 min for 1000 sq. ft. in obstructed room)	14.25 min
	empty trash	1.00 min
	arrange desks/move obstacles (if nec.)	.75 min
	empty pencil sharpener (if nec.)	.50 min
	chalk tray (if necessary)	.75 min
	unlock\lock door, check windows turn lights on\off (as nec.)	1.00 min
	optional time	3.75 - 5.75 min
Optional time use:		
	spotting carpet	10.00 - 15.00 min
	other (see above)	

Clean Kindergarten

(750 sq. ft. room - uncluttered classroom - reasonably clean tile floor - cooperative teachers and students)		
AVERAGE TIME: 20 minutes		
Calculated as follows:		
	Same as tile classroom except	
	daily spot mop	4.00 min
	refill dispensers/clean sinks	2.00 min
	optional time	2.50 - 4.50 min

Clean Restroom

(3 sinks - 3 commodes - 3 urinals - towel & soap dispensers reasonably clean and not abused)		
AVERAGE TIME: 27 minutes		
Calculated as follows:		
	Clean & disinfect fixtures	
	empty trash	
	wipe mirrors	
	replace supplies	
	mop floors	
	(Bathroom work estimated at 3 minutes per fixture, but includes all tasks)	

Clean Cafeteria

(2000 sq. ft. - students assist picking up - daily wet mopping)		
AVERAGE TIME: 80 minutes		

Calculated as follows:		
	Empty trash cans	10.00 min
	Sweep floor (9 min for 1000 sq. ft. slightly obstructed sweeping)	18.00 min
	Damp mopping	46.00 min
	Preparation time	6.00 min

Clean Locker Room

(1500 sq. ft. - bathroom with seven fixtures - soda machine) AVERAGE TIME: 80 minutes		
Calculated as follows:		
	Bathroom (3 min/fixture)	21.00 min
	Sweep (7 Min/1000 ft. unobstructed sweeping)	10.50 min
	Damp Mopping (18 min/1000 ft. unobstructed damp mopping)	24.00 min
	Empty garbage cans	10.00 min
	Equipment preparation	5.00 min
	Optional time (e.g., dusting, graffiti removal, remove gum, clean closets, wax, etc.)	9.50 min

4. Custodial Operational Time Standards for S.F.U.S.D.

Time tables are valuable as guides in setting schedules. These tables however are approximations only. Equipment available, building construction, skill of the custodian, distance to janitorial closet, and vandalism will affect cleaning times. Even conditions such as wet weather and amount of soil tracked into the building will affect time standards.

The following operational time standards have been adopted by the Custodial Services Department for use in preparation of schedules:

INTERIOR SWEEPING

PER 1000 SQ. FT.

DUST MOPPING

PER 1000 SQ. FT.

	IN MINUTES
UNOBSTRUCTED	7
SLIGHTLY OBSTRUCTED	9
OBSTRUCTED	10
HEAVILY OBSTRUCTED	14

	IN MINUTES
UNOBSTRUCTED	7
SLIGHTLY OBSTRUCTED	9
OBSTRUCTED	10
HEAVILY OBSTRUCTED	14

VACUUM

PER 1000 SQ. FT.

	IN MINUTES
UNOBSTRUCTED	14
SLIGHTLY OBSTRUCTED	17
OBSTRUCTED	19
HEAVILY OBSTRUCTED	23

RESTROOM

PER FIXTURE

OPTIMUM CLEANING

3 MINUTES

DUSTING FURNITURE

PER 150 SQ. FT.

(CLEAR SPACE)

2 MINUTES

WINDOWS

PER 100 SQ. FT.

11.50 MINUTES

DAMP MOPPING

PER 1000 SQ. FT.

	IN MINUTES
UNOBSTRUCTED	16
SLIGHTLY OBSTRUCTED	23
OBSTRUCTED	27
HEAVILY OBSTRUCTED	32

INTERIOR STAIRCASE

PER FLIGHT

(EXCLUDES SPOT MOPPING)

5 MINUTES

EMPTY CLASSROOM TRASH

PER 2 CANS

1 MINUTE

WALL WASHING

(MANUAL)/ 120 SQ. FT.

PER 2 CANS

36 MINUTES

**DUST WINDOW LEDGES AND
RADIATORS**

(PER CLASSROOM)

2-3 MINUTES

CHALK TRAYS

(AVERAGE CLASSROOM)

45 SECONDS

**EXTERIOR SWEEPING
(WALKWAY AND STEPS)**

11 MIN. /1000 SQ. FT.

5. Sample Assignments

Given the variations in allotted custodial time, scheduled assignments must take into consideration available time. Thus, a high school custodian will typically spend a shorter amount of time in each room-- sacrificing a number of optional tasks. In some elementary schools, many optional tasks can be performed on a frequent basis.

The actual schedules prepared by Custodial Services supervisors fall into two categories. Time Specific Schedules will give beginning and ending times for each small series of tasks. General Assignment Schedules group many tasks together. Under the latter method, the custodian is encouraged to use available time in a manner that best benefits the entire school plant.

Since resourcefulness is encouraged, General Assignment Schedules are in common use. Time Specific Schedules are used when a novice or substitute custodian requires a comprehensive guide. Both types of scheduling are acceptable.

The following are sample assignments that might be acceptable under the appropriate set of circumstances:

Generic Elementary

Night Schedule

2:00 PM - 11:00 PM

2:00 - 2:15	Sign in; Prepare equipment, Report to office
2:15 - 4:15	Rooms 1 through 7 (15 min.)
4:15 - 4:30	Break
4:30 - 6:30	Rooms 8 through 15 (15 min.)
6:30 - 7:30	Lunch
7:30 - 7:50	2 Staircases
7:50 - 8:10	Sweep hallways & empty accumulated trash
8:10 - 8:25	Break
8:25 - 9:50	6 Bathrooms
9:50 - 10:45	Community Room
10:45 - 11:00	Clean Equipment, Secure Building, Set Alarm

Generic High School
2nd floor - Night Schedule
2:30 PM - 11:30 PM

2:30 - 2:45	Sign in; Prepare equipment
2:45 - 4:45	Rooms: 201 through 212 (10 min. ea.)
4:45 - 5:00	Break
5:00 - 6:30	Rooms 213 through 221
6:30 - 7:30	Lunch
7:30 - 8:10	Rooms 222 through 225
8:10 - 8:25	South Stairs
8:25 - 8:40	Hallway
8:40 - 9:00	Boys Restroom
9:00 - 9:15	Break
9:15 - 9:55	Girls & Faculty Restrooms
9:55 - 10:05	Empty Trash
10:05 - 11:15	Boys Locker Room
11:15 - 11:30	Clean Equipment, Help Secure Building, Sign Out

VII. CLEANING REQUIREMENTS

Custodians, as well as site administrators and supervisors, must be aware of the custodial work product desired. There must be objective standards against which administrators, supervisors and custodians can measure performance. In this effort certain guidelines have been prepared for Department use.

School Session Cleaning Standards

It is difficult to gauge competent performance during the school term. Competent performance by a school employee depends upon making efficient use of available custodial time. Since work times vary from site to site, competent performance must be measured against the time standards provided.

However, unsatisfactory performance during the school year is easy to pinpoint. Under no circumstances should any school site evidence characteristics of unsatisfactory cleaning. Assigned tasks should never be performed in an unsatisfactory manner. Unsatisfactory performance should immediately be dealt with and reported to the Custodial Services Office. Continued unsatisfactory performance will lead to disciplinary action.

Optimum cleanliness is also easy to pinpoint. All custodians should strive for optimum cleanliness; and when sufficient time is available, a custodian should strive to meet optimum cleaning standards. Custodial Services will assist both custodians and administrators in this effort. Time restrictions may limit the ability of custodians to achieve the optimum in all areas.

The following standards are in effect for all custodial staff:

1. Standards for Restrooms

Unsatisfactory:

- any odors attributable to custodial neglect, [OR]
- consistently littered and soiled floors, [OR]
- heavily soiled walls and partitions, [OR]
- consistently dirty mirrors, [OR]
- dirty toilets with either scum lines, deposits in inside lip/bowl or dirty seat, [OR]
- streaked urinals with water deposits or build up inside lips, [OR]
- sinks with heavy build up and scum in bowl or on ledges, [OR]
- consistently dirty or empty dispensers, [OR]
- waste receptacles which are stained and/or not emptied, [OR]

- ledges with accumulated dirt and/or litter.

Optimum:

- Fresh scented and clean appearance; spotless floors; walls free of soil and any removable markings; mirrors with a bright shine; bathroom fixtures which have been disinfected with a bright shine inside and out; shiny chrome; clean and filled dispensers; clean and empty trash receptacles; operational lighting; ceilings free of paper wads and stains.

2. **Standards for Classrooms, Offices and Hallways**

Unsatisfactory:

- tiled and carpeted areas littered after cleaning or containing accumulated
- gum, spots, and marks, [OR]
- heavily soiled walls and doors, [OR]
- heavily soiled and dusty ledges, window sills, furniture or counters, [OR]
- glass with highly impaired visibility due to continual lack of cleaning, [OR]
- unemptied waste baskets, [OR]
- fountains stained or filled with litter after scheduled cleaning [OR]
- Burned out lights left not replaced.

Optimum:

- Clean floors which are free of dust, litter, and removable spots; walls free of all soil or markings; chalk rails free of dust and empty pencil sharpeners; empty and clean waste baskets; excellent glass visibility; shiny and dust free furniture, counters and window sills; clean and lustrous fountains and sinks; clean and filled dispensers; operational lights with clean diffusers or coverings.

3. **Standards for Stairs**

Unsatisfactory:

- stairs filled with litter after cleaning, [OR]
- stairs consistently sandy or dusty, [OR]
- stairs stained by liquids, gum or other substances not removed after
- custodial maintenance, [OR]
- dust filled ledges on staircase, [OR]
- constantly soiled or marked staircase walls due to custodial neglect.

Optimum:

- Clean, mopped staircases with washed, dust free and unmarked walls and ledges.

4. **Standards for Cafeterias and Lunchrooms**

Unsatisfactory:

- littered floors, [OR]
- sticky, stained or dirty floors, [OR]
- residual food stains on walls and/or heavily soiled walls, [OR]
- Dirty, trash-filled garbage cans.

Optimum:

- Freshly mopped, sanitary and clean floors; lined, cleaned and empty garbage containers; clean, stain free walls.

5. **Standards for Exterior Grounds**

Unsatisfactory:

- hazards present at any time of school day due to custodial neglect, [OR]
- littered and dirty exterior due to custodial inattention, [OR]
- filled trash containers left standing in yards overnight due to custodial neglect, [OR]
- sandy areas left un-swept, [OR]
- un-sanitary areas that are not washed as needed.

Optimum:

- Safe, clean and washed exterior grounds with minimal litter and constantly emptied trash containers.
- All fountains cleaned on a daily basis.
- All graffiti which cannot be easily removed is promptly reported.
- All vandalism and hazards as cracked cement or leaking water pipes are also promptly reported to site administrators.

Spring and Winter Recess

Short holiday recesses allow optimum cleaning in all interior and exterior areas at the site. Other major maintenance tasks are carried out as time permits. Stairs should be thoroughly mopped. Problem areas at the site such as locker rooms should be scoured. Hallways and office areas waxed.

When manpower permits, classroom floors/carpets can be waxed or

shampooed. Necessary custodial projects such as re-lamping difficult areas or floor maintenance of selected areas can be tackled. Special requests by administrators can be accomplished.

Summer Recess

Summer allows a complete program of building maintenance. Walls are washed and markings removed. Furniture has all resident gum detached and is then washed for use in the future year. Ceilings are dusted and stains removed. Lights are replaced as necessary and interior glass is cleaned. Ledges, window sills and difficult-to-reach areas are dusted or washed as necessary. Chalkboards and chalk trays are cleaned.

Floors are completely refinished. This consists of stripping old wax, removing buildup, and applying protective shiny coatings. In carpeted areas, a program of shampooing and periodic extraction helps prolong carpet life and enriches the look of the carpet. All furniture is removed from areas to be serviced and then replaced after maintenance is complete.

In locker rooms and restrooms, a program of in depth maintenance takes place. Restroom floors are scrubbed and sanitized after carefully washing walls and thoroughly sanitizing sinks, urinals and toilets. Lockers are cleaned and locker room floors are sanitized. Any shower stalls are scrubbed and disinfected. Floors are sealed as appropriate.

In gymnasiums, the surrounding walls are dusted or washed as appropriate and bleachers are completely swept, dusted and washed down. Gym floors are cleaned, screened and then protected by application of gym finish.

A number of special projects are also undertaken which can include the removal of wax buildup on floors or baseboards, the elimination of difficult graffiti, and the disposal of unnecessary items as requested by administrators.

A complete inventory of needed supplies and necessary repairs can also be made and reported to the site administrator. Recommendations for future custodial improvements can be reviewed at this time and discussed with crew members and supervisors.

VIII. MAINTENANCE OF CUSTODIAL AREAS

Although it may initially seem inappropriate to have policies regarding custodial supply rooms and custodial hopper rooms, the maintenance of these areas is important to custodial operations. Efficient custodians are dependent upon the systematic storage of custodial supplies and equipment. Substitutes also depend on orderly custodial rooms and closets in order to find supplies and equipment quickly.

The proper storage of supplies also saves this Department and the school site from needless expense, wasted time, and unnecessary hazards. Supplies stocked in a well-ordered supply room are not ordered at the last minute because they are replenished prior to being depleted. Safety also dictates that supplies be stored in a safe and non-hazardous manner. An inspection of custodial closets, therefore, provides a simple way to assess whether proper custodial procedures are being employed.

Setting Up a Custodial Room/Closet

Set up a custodial room/closet using the following guidelines:

1. Organize the room/closet in a neat and clean manner taking into account the items used most often, the manner chemicals will be dispensed and the best way to utilize shelf space.
2. Allow storage for a sufficient amount of heavy use items and determine appropriate reorder point.
3. Use deep shelves for paper products.
4. Chemicals must be easily read and stored in such a way that a leak will not create a potential hazard.
5. Chemicals should be stored in a manner to protect them from accidentally falling.
6. Heavy items should be stored on lower shelves.
7. Sink areas must be kept clean and clear. Mops should be thoroughly rinsed, and equipment should be clean. No source of odors should exist.
8. A space should be set up in which to do minor repairs when necessary.
9. Carts and vacuums should be positioned so that they do not block access to supplies which are needed daily. Electrical outlets should not be hidden from view.
10. All paper work should be filed in a neat and orderly manner.
11. All schedules and other necessary documents must be prominently displayed for all interested parties.
12. Limit the amount of personal equipment you have on site.

Personal possessions should be secured and the District assumes no liability for lost or stolen personal items. Televisions are not allowed in the custodial room.

13. Do not store possessions of non-custodial staff in the custodian's room.
14. Custodial rooms/closets should always be locked when not in use and students should never have access to these rooms/closets.

Safety in the Custodial Room

A number of safety practices should be observed in custodial areas:

- Ladders should be stored so they will not topple. They should be tied down or chained when practical.
- All material should be stored on shelves whenever possible.
- Oily rags or mops should be stored in closed metal containers and all flammables should be stored in proper containers.
- Trash should be put in dumpsters or exterior trash cans and not stored in the custodial room overnight.
- Mops, brooms and other tools should be secured so they do not pose a hazard to individuals in the custodial room.
- Check all equipment for frayed cords.
- Bleach and ammonia should not be stored next to each other. In fact, bleach should not be in the building.
- All chemicals must be properly labeled. This includes spray bottles.
- Lights, especially fluorescent, should be properly stored. Used fluorescent lamps should be put back into the original box and a call made for pick up and proper disposal.
- The storage of hazardous chemicals, the labeling of containers and closets containing hazardous chemicals, and the availability of Material Safety Data Sheets for these materials must conform to California law.

IX. EMERGENCY AND SAFETY PROCEDURES

Job Related Injuries

All injuries should be documented in writing, regardless of how small or insignificant they may seem to the injured person. The (DWC 1) form for this type of notification should be found at all sites. All cuts, serious scratches, mild strains, puncture wounds, etc. must be reported to your supervisor or the Custodial Services Department on the day of injury at (telephone 415-695-5535). A First Aid Kit is provided at each site for the specific use of the custodians. Its location should be accessible to all who may need it.

Regardless to what day or time an injury takes place, contact the nurse hotline. The number is 415-241-6392. Normal hours are from 8am to 5pm Monday – Friday; leave a message on the recorder for afterhours and weekends. The call will be returned the next business day. For on the job injuries requiring medical assistance, report to Kaiser Occupation Clinic at 601 Van Ness, suite 208 San Francisco, 94102, (Telephone: 415-674-7000) or St. Francis Occupation Clinic at 1199 Bush Street, suite 160, San Francisco 94109, (Telephone 415-353-6305) In the event that you are the only person at the site, call the 24-hour Emergency Security Hotline at (415) 695-5665. They will assist you. If your injury requires immediate attention, dial 911 and ask for an ambulance.

School Site Security

The full complement of custodial staff assigned to each site is responsible for securing it so that it is safe and secure.

Night Shift Security

The evening custodian(s), usually the last to leave the site, must ensure the following areas are secured before departure:

- Windows - All windows safely fastened and shut. Do this as you clean each room individually during the course of the night.
- Doors - All doors securely closed and locked.
- Electrical appliances - All electrical appliances not designated to stay on overnight, should be checked and turned off.
- Plumbing - All taps/spigots, urinals, bowls etc. must be checked to ensure that all are securely turned off.
- Lights - All lights, other than security lighting, are to be turned off.

- Gates - Make sure that all gates are closed and securely locked unless otherwise instructed.
- Yard - Remove anything that may be dangerous or unsafe to normal pedestrian traffic after hours.
- Alarm - At sites where an alarm must be turned on, make sure that you get a clear signal indicating the system is set up before you leave. Familiarize yourself with the zones protected by your system, (e.g., doors, windows with contacts, etc.). Make sure all these areas are secure before attempting to set the alarm. Notify the appropriate Alarm Company should there be any closing problems related to the alarm. The emergency number to call in the event the School District system will not set up correctly is 695-5665. You must also notify your Alarm Company/District Security if it is necessary to leave earlier than usual, or when entering at a non-scheduled time or day.
- Emergencies - Any time you have a security or other emergency, during or after your shift, call 695-5665 for assistance.

Day Shift Security

The day custodians must check their sites first thing in the morning for the following areas of concern:

- Yard - Make sure that it is clean and free of glass, feces or anything else that may be harmful to students.
- Building - Scan for evidence of damage/vandalism/burglary as you clean the yard. You must minimize the danger from any damage and then notify Buildings and Grounds at 695-5665 of the nature and extent of the damage.
- Hazards - Secure any hazardous area so that students will not be harmed.
- Gates/doors - Make sure all are unlocked before faculty or students enter the site.

In the event that the day custodian is the last custodian on site at the end of each day, secure the site in the same manner as previously designated for the night custodian.

Earthquake and Fire

Each site has fire and earthquake assignments. If you are assigned to that site, you must review them periodically. Be fully aware of your role in these circumstances.

If you are assigned to a site that is new to you, familiarize yourself upon arrival, of the earthquake and fire safety procedures for that site.

The following should always apply:

EARTHQUAKE - If you are indoors stay there.

- Stay away from glass or windows.
- Locate a sturdy desk or doorway and stand under it.
- If you are outside, stay there.
- Get into the open.
- Stay away from buildings and power lines.
- Assist the site administrator in its aftermath.

Areas that all custodians should be aware of:

- The location of the main gas shut-off valve.
- The location of the main water shut-off valve.
- The location of the main electrical power switch.

FIRE - Don't Panic!

- If there is nothing that you can do to assist in the situation leave by the nearest exit in a calm and orderly manner to your designated rendezvous point. Assist there as necessary.

Important things that all custodians should be aware of:

- Fire drill procedures and your role in them.
- How to use a fire extinguisher.
- The three types of extinguishers available.
- Which type of extinguisher to use on which type of fire.

Communicable Disease - Prevention

All custodians should practice basic hygiene measures as listed below in order to protect themselves and others from infection:

- Maintain optimum health through good nutrition, adequate rest, exercise and appropriate medical supervision.
- Keep fingernails clean and bathe regularly.
- Avoid touching eyes, nose or mouth.
- Avoid sharing personal items such as combs, gloves, boots, dust masks, etc.
- Wash hands frequently. **Proper hand-washing is the single**

most important technique for preventing the spread of disease.

- Ensure that all equipment you use is cleaned and sanitized at the end of the day, e.g., mops, toilet brushes, etc.

Contact with Body Fluids

Caring for children can involve a substantial amount of contact with body fluids including blood, stool, urine and vomit. Contact with body fluids is especially common in preschools and in classes for disabled children. It is therefore necessary to anticipate contact and take the following precautions:

- wear latex or vinyl gloves
- clean soiled surfaces
- disinfect contaminated surface
- dispose of contaminated items
- wash gloves in disinfectant
- wash hands thoroughly

The above procedure should also be followed when cleaning hand-washing and lavatory areas.

Hand-washing Procedure

- Remove all jewelry.
- Wet hands with running water.
- Apply soap and lather well. Wash for 15 to 30 seconds. Wash front and back, between fingers and around and under fingernails. Use a circular motion and friction.
- Rinse hands well under running water. Running water is necessary to carry away dirt and debris. Water should drain from fingertips.
- Dry hands well with paper towels. Broken skin permits germs to enter. Dry gently. Avoid chapped skin breaks. Apply lotion as needed. Turn water faucet off with towel and discard towel.

Use of Hazardous Materials

In order to reduce the number of avoidable job accidents, CAL/OSHA mandates that all employers who use or store hazardous substances obtain specific information relating to those substances. These regulations are also

known as the hazardous communication program or "right to know" law and are set forth in California State General Industrial Safety Order- G.I.S.O. 5194. The law states that hazardous substances must be evaluated and that information concerning their hazards be transmitted to all affected employers and employees. It also requires the transmittal of information to be accomplished through container labeling, secondary container labeling, pipe labeling, material safety data sheets, and employee training.

There are two types of hazards: health hazards and physical hazards. The former are substances which are carcinogenic, toxic, reproductive toxins, irritants, corrosives, sensitizers, hepatotoxins, nephrotoxins, neurotoxins, and agents which act on the hematopoietic system. The latter are substances which are combustible, flammable, explosive, organic peroxides, pyrophoric, unstable (reactive), water reactive or compressed gases.

Material Safety Data Sheets are available for all custodial cleaners to alert individuals of the hazardous substances to which they may be exposed in each work place. Special attention should be given to carcinogens, explosives, and highly toxic substances.

The Material Safety Data Sheet (M.S.D.S.) is a written presentation of safety and health information that can help the reader minimize the possibility of suffering an occupational disease or physical injury due to the inappropriate handling and use of a specific product.

As a part of its Hazard Communication Program (HCP), this office checks that label information about chemical hazards and other hazardous substances is on containers used by custodians. This goal will be achieved by not allowing the release of certain chemicals until the following label information is met:

- Container is clearly labeled as to the contents.
- Appropriate hazard warnings.
- The name and address of the manufacturer.

The Custodial Services Department, in conjunction with trained District personnel, will provide training sessions and periodic workshops for its employees with regard to hazardous substances and correspondent regulations. Such training will inform employees how to identify health hazards and how to deal with hazardous materials. In addition, workshops will provide updated information about the law and current safety data.

X. BUILDING REPAIRS

An effective custodian is aware of building maintenance needs. A building lagging in maintenance will make the custodian's task difficult and endanger the health and safety of students. The custodian's role, however, in obtaining necessary repairs of bathroom fixtures, leaking roofs, and dilapidated walls is advisory in nature. Minor emergency repairs are within the scope of custodial duties, but the custodian can only report major maintenance problems to the proper administrator.

Emergency and Minor Repairs

The school custodian is limited by both availability of tools and the scope of the Civil Service classification in making building repairs. The custodian will board broken windows and eliminate dangerous broken glass. He or she might temporarily fix peeling linoleum or a broken door when appropriate tools are available. Stoppages of bathroom fixtures that can be repaired by use of a plunger or other simple tools are within the custodial job scope.

Custodians can often carry out simple repairs accomplished by use of a hammer or a screwdriver. Pencil sharpener repair, correctly hanging wall maps or picture screens and tightening door hinges are all simple tasks by which the custodian can assist the school administrators. All major tasks, however, are not part of a custodian's duties and should be referred to the School District Work Control Center.

Major Building Maintenance Problems

In the case of major maintenance problems, the school custodian's role is to advise the appropriate administrator, check that repairs are made and follow up in the event that no action is taken. A school custodian is often the first person to discover major maintenance problems. Unless these problems are reported immediately, they can cause serious damage to the school plant and/or injury to students and staff.

Since the administrator's schedule is quite hectic, it is imperative that the custodian follow up on his initial report. If necessary repairs have not been completed within a reasonable time, administrators should be reminded. Where the repairs affect custodial operations, the custodian might contact the Custodial Services Department for further advice.

During vacation periods, custodians are responsible for reporting needed repairs to the Work Control Center at 695-5525.

Miscellaneous

A number of other miscellaneous duties also fall on the shoulders of the custodian. Custodians may move or arrange furniture from room to room on the same floor or within a room. Custodians also must replace burned out lights and lamps. They will check storage batteries and maintain the proper water level for these batteries.

As a part of their routine work, custodians may be responsible for the efficient operation of the heating plant in schools having no operating engineers. Custodians will receive and carry out instructions from the Supervisor of Heating and Ventilation, or his designee, regarding the operation of heating, ventilating and fire protection equipment.

XI. BUILDING USE PERMITS

The use of school premises is primarily for public school activities. Any other use of the building is restricted unless it is pre-approved. Noneducational activities are not to be allowed after normal school hours without an approved permit.

The Office of Property Management is the department responsible for approving permits and allowing the scheduled use or rental of school property by non-school groups. The Office of Property Management also verifies that prospective renters have secured a proper insurance certificate, that they have agreed to comply with District policies, and that they have submitted any required fees. The administrator has the responsibility for the management of the school site, and his or her consent is usually sought for permit approval.

The custodian on duty is an agent of the District and therefore is responsible for monitoring compliance with all established rules and regulations regarding Building Use Permits. The custodian must be aware of all such regulations and must be informed regarding his or her duties in protecting the interests of the District. The assigned custodian must be ready to take immediate action in the event of emergencies, vandalism or any improper use of the premises.

Non-school personnel are not allowed on school grounds after normal school hours without a permit. If a night custodian is suddenly confronted by an unfamiliar group, the custodian should ask to see a copy of the permit. If it is claimed a permit exists but cannot be located, the custodian should contact Property Management, the assigned night supervisor or the Security Desk in order to verify approval.

The site administrator is charged with notifying the custodian regarding the issuance of a permit and of the dates his or her services will be needed. Any special safety or security precautions should be explained. Should there be any problem in assigning site custodian(s) to cover an expected activity; the Custodial Services Department can be contacted for assistance in obtaining a replacement. This should be done at the earliest possible time so that prompt placement can be arranged.

One custodian can normally cover more than one program in the same time frame. However, additional custodians can be requested through the Property Management Office if a need exists. When such permit activities do not occur during regular working hours, a custodian is allowed to start the work shift one-half hour before the activity and to end the work shift one-half hour after the time indicated on the permit. Such time is usually

adequate to set up the premises and secure the building; however, if additional time is needed, approval must be obtained from the Property Management Office.

During the permit activity, an assigned custodian has the responsibility of checking that permittees do not occupy areas other than those designated in the permit. Permittees are not allowed to move or set up furniture without prior approval. Permittees are not allowed to smoke or drink alcoholic beverages on the premises. Permittees may consume food on the school premises with prior approval from the Property Management Office. In the event a permittee violates any conditions for use or if property damage is found, the Property Management Office should be notified on the next business day.

If custodial coverage of permit activities does not occur during a regular shift, the custodian is expected to perform periodic cleaning tasks for the site (e.g., wall washing, floor cleaning, etc.) when possible. The principal or custodial supervisor should assign a reasonable amount of work for the custodian during permit hours. Although the custodian is expected to clean portions of the site used by the permittees and to assist such individuals, any extraordinary requests (e.g., setting up a large number of chairs) must be approved by Property Management unless it is school related.

Some permit activities are covered by custodians working approved overtime hours. In such cases, a Custodial Overtime Report form should be submitted to the Custodial Services Office by the end of the pay period. This will allow prompt overtime payment. Accurate information must be given on the overtime form so processing is expedited. In the "reason for overtime" column, for example, a custodian should enter "custodial coverage for [name of activity]", instead of a non-informational phrase as "opening and closing". Should you have questions regarding the overtime forms, contact Custodial Services prior to submitting them.

The custodian must be certain that all permits are current and that the correct permit number is recorded on overtime forms. Normally, Building Use Permits expire on June 30th of each year. Permit holders are also limited to use of the premises during the assigned hours only, and any deviation must be immediately reported to Property Management.

XII. CUSTODIAL SUPPLIES AND EQUIPMENT

Ordering Supplies

Janitorial supplies include paper products, hand soap, cleaning chemicals and cleaning tools (brooms, dust pans, brushes, etc.). These items can be obtained by submitting a supply requisition by fax or, in the event supplies are depleted, by phoning the Custodial Services Office.

Custodians, assisted by custodial supervisors, will complete requisition forms. These forms shall be filled in and submitted according to instructions. When ordering supplies, consideration should be given to the accuracy of the estimated amounts. Often, janitorial supplies are overstocked in storerooms. This is wasteful and burdensome since the funds can be used for more urgent needs.

The Custodial Services Office orders most items and stocks them in the warehouse for emergency purposes. Should a site need supplemental supplies, the principal or custodians may fax or call to order needed items. However, it is unrealistic to keep all items available at all times. The supplies can be in the process of reordering, back ordered, delayed in delivery, or subject to other uncontrollable conditions. Under such circumstances, this office is aware of the inconvenience to the site, but must rely upon your patience until such supplies can be delivered.

Occasionally there may be jobs requiring special tools and supplies which normally are not provided. The Custodial Services Department will assist in obtaining these needed items. Please feel free to contact this office for assistance in obtaining the correct tools or supplies.

Principals, secretaries, or custodians may phone the Custodial Services Office for supplies. Unless the secretary at the Custodial Services office is not available or technical assistance is needed, direct phone contact with supervisors is not required. Contacting supervisors will not generate faster delivery. Orders phoned in are prioritized, and given to the delivery person who then schedules them according to priorities and routes. Usually, same day delivery is not possible.

When ordering lamps, the caller should state the exact type of lamp that is needed. There are many types in use, and exact descriptions will result in more efficient service. Specificity in ordering most supplies will facilitate processing.

Custodial Equipment and Equipment Repairs

The Custodial Services Office is now able to facilitate some cleaning tasks with technologically advanced equipment, which can improve worker morale and effectiveness. Among equipment placed into service are 44-gallon rubber barrels with wheels, janitor carts, mop buckets with casters, new wringers, floor machines, carpet extractors, yard sweeping machines, automatic scrubbers, and new vacuum cleaners. Equipment which is infrequently used is transported from school site to school site as needed.

The Custodial Services Office is computerizing its equipment inventory system. The Department is able to rapidly access equipment when needed. Should any equipment be in need of repair, a phone call stating the nature of the problem and location of the equipment is all that is needed.

To provide the District with a cleaner environment, it is necessary to start with proper work equipment. With a funded equipment budget, the custodial staff is in a better posture to provide school sites with a pleasant and safe environment. Suggestions about equipment and improved work procedures from custodial employees are always appreciated.

Tool and Equipment Care

Custodians must take care of their work equipment. A custodian may have trouble completing assignments if tools or machines malfunction due lack of maintenance. Tools that are cared for will be easier to use when needed and will assist the custodian in doing a better job. Proper care will prolong the useful life of the equipment and establish credibility when requesting more equipment in the future.

The proper maintenance of tools and equipment is a sign of professionalism. A list of methods used in caring for equipment is therefore provided to guide the custodial staff in proper maintenance:

1. Corn broom

- Never stand a broom on the straws when storing.
- Store broom where there is free circulation of air.
- Wash broom as required, using a warm neutral solution,
- Rinse in clear water and hang to dry.
- Never use a broom for scrubbing or when it is wet.
- Rotate the broom when using it so that it will wear evenly.

2. Counter brush:

- When brush becomes soiled, wash in warm neutral cleaner and rinse in

clear water. Shake out excess water and hang up where air circulation is good so brush will dry.

3. **Brush, deck scrubbing:**

- Rinse brush in clean water after each day's use and shake dry of excess water.
- Store for drying in a position so that the bristles do not bear the weight of the brush.
- Avoid knocking the brush against objects as such actions tend to split the brush block. It is not a hammer.

4. **Hard and soft bristle push brooms:**

- Clean brooms as needed by combing bristles.
- Wash oily and very dirty brooms, as necessary, in a warm neutral detergent solution and rinse in clear water. Shake out excess water and hang to dry in such a manner that the bristles don't bear the weight of the brush.
- To increase broom life, reverse the broom weekly by placing the handle in the opposite hole on the block.

5. **Water hose:**

- Drain the hose of any excess water and wipe the outside free of dirt and excess moisture.
- Coil and properly store the hose in its assigned location.

6. **Putty knife:**

- Wipe the knife free of dirt and moisture after each day's use.
- Store in a clean dry place.
- Use only for the purpose specified. It is not a screwdriver or hammer.

7. **Microfiber Wet Tube Mopping System:**

The microfiber wet tube mop is a wheeled plastic bucket and wringer system; these tools should only be used to clean large spills, and other areas where the wet microfiber flat mop is not fit for wet mopping and laundry before ending of each shift.

8. **Squeegee:**

- Rinse the squeegee blade in clean water after each use.
- Wipe dry and store in a clean dry location.

9. **Microfiber dust mop:**

- Microfiber mops are used as a replacement for the traditional treated dust mops; they must be washed daily in the laundry room or the custodial closet.

- Microfiber mops need to be washed with cold water only, with the all-purpose (green cleaning product).
- The 60" and 36" microfiber dust mops are used to clean large areas: hallways, gymnasiums and cafeteria/multi-purpose rooms.
- The 24" microfiber dust mop is recommended for classroom cleaning they're smaller and lighter.
- Broken or missing tools and equipment should be reported immediately to your immediate supervisor or the custodial office for replacement. Do not throw away any of these broken items because of the life time replacement warranty.

10. Microfiber Flat Mopping System:

- Proper training and use of the microfiber system would eliminate cross contamination.
- The microfiber system requires that the flat mops be changed after each room and laundry after the end of each shift.

11. Upright/Back-Pack Vacuum cleaner:

- Always pick up metal, rubber, or plastic objects before vacuuming because they can damage the machine.
- Make sure the electric cable connector is plugged all the way into the electric outlet. When removing from an outlet, remove by the plug--not by the cable!
- Before operating the machine, make sure the cord is not split and there is a ground plug.
- Upon any signs of smoke or unusual odor, stop machine immediately and notify your supervisor.
- Coil vacuum cord after each use onto the upper and lower hooks.
- Make sure that the bag is not full, the brush is clean and hose is clear of foreign objects.
- The back-pack vacuum can be for cleaning areas that cannot be reached with an upright vacuum.

12. Other power operated equipment, General rules of thumb:

- Do not attempt to operate a machine that makes unusual noise, is physically broken, and does not run as usual.
- Do not try to turn on power unless you fully understand instructions for use.
- Do not leave machine unattended.
- Clean machine thoroughly after use by following directions for cleaning;
- Clearly describe the problem when sending equipment in for repairs.

XIII. MISCELLANEOUS SERVICES

The Custodial Services Department also offers a number of other services to its school sites. Both administrators and custodial staff should be aware of them. It is our intent to provide the best service possible within budgetary limitations.

Solid Waste Removal Services

This Department acts as liaison with the refuse disposal companies for the District schools and administrative sites. Requests for service changes must be approved by the Director of Custodial Services. Schools may call the responsible company directly to resolve problems regarding regular service.

Recology/Sunset Scavenger Co. 330-1300

Golden Gate Disposal Co. 626-4000

Recycling and Composting Services

Mixed paper, cardboard and co-mingled recycling is available to all School District sites as well as composting. We work closely with our contracted waste hauler as well as the City and County of San Francisco Department of the Environment to establish these programs. The DOE will make a school-wide presentation prior to the start of a composting program. According to the union MOU with the District, "Custodians in the normal course of their duties will handle material already set aside for recycling; however, recycling programs at District sites shall not be the work/responsibility of the custodian(s)." You may call the Custodial Services Department for clarification or assistance on the above.

Pest Control Services

All District sites are scheduled to receive regular servicing twice per month. The site custodian should accompany the service person to insure that all areas needing it are serviced. The custodian should sign the service slip at that time. Should any problems occur between calls, the pest control company may be contacted directly. Complaints which cannot be resolved directly regarding service should be noted and forwarded to the Custodial Services Office.

**Applied Pest Management:
Contact person-Carolyn 1-800-244-1176**

Window Cleaning

The total interior and exterior cleaning of windows is ongoing and done on a rotational basis. The District currently has four window cleaners on staff. It currently takes about 3½ years to complete the cycle. The interior glass is cleaned during inclement weather. The exterior is completed when weather permits. Special needs are addressed, as staffing and schedules permit, by calling the Custodial Services Office at 695-5535.

Landscape Department

The Landscape Department is responsible for all the planted areas around SFUSD schools and office buildings. We are also responsible for non-planted or back areas that may become fire hazards. We maintain approximately twenty five hundred trees, some over eighty feet tall. The Landscape Department has 14 gardeners, 1 truck driver and a manager. Most gardeners are assigned to a school or a group of schools to maintain. They are also required to report to the Landscape Shop at the Toland St. warehouse two days every other week to work at schools that have no assigned gardener. Their duties include mowing, weeding, pruning, watering and all other gardening tasks. Their most important duties are reporting or alleviating any safety concerns such as broken branches in trees or ruts and holes in athletic fields.

We have four gardeners not assigned to a particular school or group of schools. Two of them go to schools with lawns and cut and edge from the "grass truck". One gardener drives the watering truck and waters lawns and newly planted trees. We have one lead gardener who does light repair on our power equipment, helps prioritize gardening assignments, takes the place of the manager when the manager is off work and picks up the workload as needs arise.

The truck driver cuts all athletic fields and drives our dump truck. The driver picks up cuttings that the gardeners generate from pruning and weeding and takes them to the transfer station. The driver also operates the rest of our heavy equipment such as the tractor and the large chipper.

The Landscape Department tries to provide as much service as possible with the resources allocated. Two weeks prior to the fall opening of schools, all schools receive service by our gardeners or a contracted service provider.

Anyone with questions or service requests may submit a work order to Work Control or contact the Landscape Department directly at 695-5499.

Sweeper Truck

The Custodial Services Department has a state of the art motorized sweeper truck similar to those that clean our streets. The thorough cleaning of yards and parking lots is performed on a rotational basis at District locations that are accessible. A gas blower is used to clear under benches and any other protrusions prior to the sweeping by the truck. It currently takes 2½ to 3 months to complete a rotation.

Anyone with questions or service requests (limited to emergencies) may contact the Custodial Services Department directly at 695-5535.

After-hours Security

The Custodial Services Department is responsible for maintaining the security for all District sites from 4:00PM to 8:00AM and 24 hours on the weekend and holidays. Security pass codes should be updated each year upon the beginning of school. Administrators may contact daytime security at 415-695-5535. After hours security protocol for District staff and Visitors while on District Property are listed below.

- **Authorized personnel are responsible for turning off the alarm system and notifying the District Security Center at (415)695-5665 upon entering the site.**
- **Authorized personnel are responsible for reporting all emergencies and security issues to District Security Dispatch Center at (415)695-5665. Life and Safety emergencies should first be reported to the SFPD (911) followed by notifying the District Security Dispatch at (415)695-5665.**
- **Visitors should have a copy of their permit available to provide to the SFPD or District Security Dispatch upon request.**
- **Authorized personnel are responsible for securing the site, notifying District Security Dispatch Center and resetting the alarm system before leaving the site.**

XIV. TRAINING AND ADVANCEMENT

The Custodial Services Department is dedicated to providing all its employees with training in current custodial methods and with the opportunity for advancement in custodial and related fields. Although budgetary constraints have limited past efforts, this department has currently renewed its commitment to these important career areas.

Custodial Training

The Custodial Services Department presently provides the following opportunities for custodial training:

Newly Appointed Custodial Staff

All new employees are trained at the site of their first assignment. It is the responsibility of the Supervisor to meet each new employee and, along with other existing site employees, familiarize and train a new custodian to accomplish work assignments in an efficient and responsible manner. The progress of new hires is continually monitored by the Field and Section Supervisors.

The *team training* technique is encouraged. A new custodian often works together with a supervisor or experienced co-worker during his first days on the job. The two individuals work side by side completing the assignment of the first employee and then proceeding to complete the assignment of the second employee. In this manner, a new employee has a solid basis for learning the techniques used by custodians in the San Francisco Unified School District.

Although team training is not possible at all sites, the Department is aware of the work history of new custodial employees and will attempt, whenever possible, to make placement of employees based upon their training needs.

On-Site Job Training

Employee development must not end with a brief introductory training session. Even experienced veterans should review their skills and learn modern custodial methods. In that effort, supervisors are required to take the initiative. Supported by materials and instruction from their section supervisors, each supervisor is required to continue the training process during their site visits.

The newest custodial equipment, modern cleaning procedures and

School District standards are reviewed with the staff at each school site. The supervisor inspects to insure compliance with uniform standards of hygiene. Deficiencies are discussed and then corrected.

The summer cleanup at each school site provides further opportunity for training. Hands-on review of new techniques and demonstration are possible. Novice custodians are given the opportunity to work alongside the experienced veterans.

Training Materials and Classes

This handbook is part of a continuing effort to provide the custodian with training materials. Other such materials regarding cleaning procedures and safety measures will be developed. Attendance at classes in asbestos awareness, lead clean-ups, sexual harassment and violence in the workplace are also required of all custodians.

Additionally, supervisors attend a number of other custodial courses. Subjects include the evaluation process, sexual harassment, disciplinary actions and drug abuse. The information from such courses is used in the course of their duties and is passed on to custodians in the field.

Performance Evaluations

The City & County of San Francisco Performance Appraisal System has been implemented by the SFUSD. Like most similar systems, it aims to clarify duties and responsibilities, measure performance against objective criteria, identify training needs, establish individual work plans and generally enhance effectiveness.

Appraisals are conducted once a year; and, depending on the custodian's status, a supplemental evaluation may be required more often. Rating factors include quality and quantity of work, work habits, attendance and punctuality, dependability and the ability to get along with others.

During this process the custodian can discuss the report with his administrator or supervisor, request a conference with a reviewer or submit a written rebuttal. "Competent and effective" ratings or better may allow an employee bonus points when applying for promotional examinations.

Advancement and Promotion

The Custodial Services Department provides the opportunity for

advancement and promotion to all its employees. Although exemplary employees are encouraged to advance within this Department, a number of other opportunities exist with other City departments and in private industry.

Notification of Opportunities

Notification of promotional or lateral job related opportunities are normally announced by Custodial Services. Publication of these notices can also be found in the Weekly Administrators' Directive. Employees interested in promotions or other job opportunities can check availability on-line at ***sfgov.org*** for all City Civil Service positions or ***edjoin.org*** for any statewide school district opportunities.

Supervisory Skills Seminars

When interest is expressed by a number of custodial employees, this Department will provide in-service training on supervisory practices. Such seminars will familiarize all custodians interested in advancement with the skills that will be required.

City College of San Francisco offers tuition free classes in supervisory principles and practices. These classes are offered both day and evening so that all employees may attend, regardless of the work shift. For further information, you may pick up a schedule at any City College Center or call 239-3000.

XV. EMPLOYEE BENEFITS AND SERVICES

Every custodial employee, as well as supervisors and administrators, should be familiar with the benefits and services available to the custodial employee. Sources to obtain further information or modify benefits are equally important. The Classified Employee Handbook is the authoritative guide for such issues. The Custodial Services Office will also assist employees whenever possible.

Custodial Employee Benefits

Retirement

The City Retirement Plan provides benefits for all permanent custodial employees. The Classified Employee Handbook contains a concise explanation of the plan.

Retirement staff can provide further details and answer specific questions. The San Francisco City Employees' Retirement System is located at 30 Van Ness Avenue, Suite 3000, telephone 487-7000.

Health Service

The Health Service System provides health insurance coverage for permanent employees and their dependents. Temporary employees may join after completing six months of continuous service (and are employed a minimum of 20 hours per week).

You may refer to the Classified Employee Handbook for more detailed information. Health Service Offices are located at 1145 Market Street, 3rd Floor, telephone 554-1750.

Dental Insurance

All permanent employees are eligible to become members of the District Dental Plan. This plan covers the employee and all eligible dependents. Temporary employees, upon completing six months of continuous service, may elect to subscribe to a group dental plan. The cost of such policy depends on the number of dependents to be covered and the plan selected.

For information regarding coverage and deductibles, contact the Benefits Office, telephone 241-6101.

Other Employee Services

Union - Agency Shop

All custodial classifications are part of an Agency Shop agreement. These classifications are represented by Service Employees International Union Local 1021. An employee shall, as a condition of continued employment, transfer or promotion within the District execute a payroll deduction form, and thereby become a member in good standing in the Union, or execute a payroll deduction form, and thereby pay to the Union a bi-weekly service fee equal to the regular bi-weekly dues; or, in the case of an employee who certifies he/she cannot join or support an employee organization because of religious convictions or personal beliefs, shall execute a payroll deduction authorization form, and thereby pay sums equal to Union dues to one of the following:

- Hospitality House
- San Francisco School Volunteers
- American Cancer Society
- American Heart Association
- Local 1021 San Francisco Unified School District Scholarship Fund

There is a \$50.00 initiation fee required for all new hires. Such fee is normally deducted from the first paycheck.

The Union offices are located at 350 Rhode Island Street, Suite 100 South, in San Francisco. For further information you may contact the Union office, telephone 575-1740.

Credit Union

As a District custodial employee, you are eligible to join the San Francisco Federal Credit Union located at 770 Golden Gate Avenue. Loans and saving are available through payroll deduction. A number of different investments are available. For further information regarding rates or benefits of membership contact the Credit Union, telephone 775-5377.

Payroll Information

Pay Days

Custodial Employees are paid bi-weekly, every other Wednesday. Information regarding shortages on an employee's paycheck can be obtained from the payroll clerk at the assigned site or from the Payroll Office, telephone 241-6114.

Payroll Deductions

The payroll deductions for permanent employees include Withholding, Social Security, Retirement, Health Services, Union Dues and Disability.

Temporary employees with no prior permanent status have similar deductions except for Retirement and Health Service. (Temporary employees do not contribute to the Social Security System, but are required to contribute toward Medicare.) In most cases, these employees, excluding As-Needed employees, are eligible for Health Service after 6 months of continuous service.

Most employees (regardless of status) are covered by State Disability Insurance and have contributions deducted from their paychecks. A number of other voluntary deductions (e.g., Credit Union, increased withholding, etc.) may be authorized by the employee.

A more comprehensive explanation regarding payroll deductions may be obtained from the Classified Employee Handbook or by contacting the Benefits Office, telephone 241-6101.

Collective bargaining agreement, require that all Local 1021 member's shall have access to the District computer and printer during non-duty time within normal business hours at the work site or alternative District locations for the purpose of verifying salary deposits, viewing itemized wage statements ("pay stub") and printing hard copies thereof.

Overtime/Holiday Pay

Overtime work or holiday work is paid at 1-1/2 times the basic hourly salary for every hour worked. This means that an employee that is authorized to work on a paid holiday receives the normal daily salary PLUS one and a half time the normal salary that is equivalent to double time and a half.

Premium Pay

Employees shall be paid 8% more than the base rate, with a minimum

of one hour, worked between 5:00 PM and 7:00 AM. Premium pay will not be paid for time not worked, i.e., sick leave, vacation and holidays.

XVI. AFFIRMATIVE ACTION

Affirmative Action Policy

The policy of the San Francisco Unified School District prohibits discrimination of any applicant or current employee seeking employment or promotional opportunities. The selection of employees will be made based on the examination and ability to perform the duties of the job. The School District will also provide continuing programs to afford equal opportunities to women, minorities and other employees to achieve meaningful employment at all levels.

Policy Regarding the Use of Slurs

It is the policy of the City and County of San Francisco and the School District, and each of its officials, employees and agents acting in their official capacity, to treat all persons equally and respectfully, and to refrain from the willful or negligent use of slurs against any person on the basis of race, color, creed, national origin, ancestry, age, sex, sexual orientation or disability. A slur, as used in this policy, is a word or combination of words that by its very utterance inflicts injury, offers little opportunity for response, appeals not to rational faculties, or is an unessential or gratuitous part of any exposition of fact or opinion.

All persons are entitled by law to the right of equal treatment and respect. Slurs deprive members of the protected groups of this right by holding them up to public contempt, ridicule, shame, and disgrace and cause them to be shunned, avoided or injured in their occupation. By promoting ill will and rancor, slurs diminish peace and order.

Policy Prohibiting Sexual Harassment

Sexual harassment of School District employees is prohibited by the San Francisco Administrative Code. Sexual harassment is unwanted and unsolicited sexual overtures and advances. Behavior which constitutes sexual harassment includes, but is not limited to:

1. Verbal harassment, e.g., epithets, derogatory comments or slurs;
2. Physical harassment, e.g., assault, impeding or blocking movement, gestures or any physical interference with normal

- work or movements;
3. Visual forms of harassment, e.g., derogatory posters, letters, poems, graffiti, cartoons or drawings; or
 4. Requests for sexual favors or unwanted sexual advances.

Sexual harassment occurs when this behavior unreasonably interferes with work performance, creates an intimidating, hostile or offensive working environment, influences or affects the career, salary, working conditions, job, or other aspects of career development of an employee or prospective employee, or is an explicit or implicit term or condition of employment.

The following behavior by School District officials and supervisory employees constitutes sexual harassment:

1. Failing to take corrective action when officials or supervisory employees know, or reasonably should know, that an employee in the line of supervision is being subjected to sexual harassment.
2. Retaliation against an employee or applicant for employment because of a complaint that an employee or applicant was subjected to sexual harassment.

The Civil Service Commission's Discrimination Complaint procedure is available for review and resolution of allegations of sexual harassment. School District officials or employees who are found to engage in sexual harassment are subject to disciplinary action.

Also, the offices of the Human Rights Commission and the Commission on the Status of Women are available to provide assistance to any employee or applicant for employment.

XVII. ASBESTOS AWARENESS

Your school building may have materials which contain asbestos and may release fibers into the air. Breathing asbestos fibers is dangerous. This fact sheet tells how to reduce exposure to asbestos fibers. Please read it carefully.

Uses

Asbestos was used as an insulating or strengthening material for many years. As such, asbestos is present in many materials found in School District buildings. Some of the more common applications are:

1. Steam or hot water pipe insulation
2. Thermal block insulation on the outside of some boilers, boiler flues and hot water tanks
3. C. Sprayed-on or trowelled-on asbestos surface insulation on ceilings, beams and sometimes walls
4. Transite wallboard
5. Floor tile and mastic
6. Asbestos-containing fire doors
7. Asbestos fire curtains in auditoriums
8. Asbestos roofing materials

Exposure

Asbestos is safe when in good condition. When it becomes damaged, fibers may be released. If loose asbestos dust is disturbed, i.e., by sweeping up damaged insulation, fibers may become airborne and be inhaled, contaminate clothing and even spread to other areas.

Health Effects

There is no known safe level of asbestos exposure; however, those at greatest risk of developing asbestos-related disease are those who have had the most exposure for the longer periods of time.

Asbestos Related Diseases

1. Asbestosis - A severe scarring of the lungs, causing shortness of breath. Death may result from heart failure. This is usually the result of heavy exposure for many years.
2. Lung cancer - Cancers may result many years after first exposure, i.e., 20 to 30 years later. Smoking, along with asbestos exposure,

causes the risk of lung cancer to be multiplied to a much greater level than that of asbestos exposure alone.

3. Mesothelioma - Cancer of the lining of the lungs or intestines. This form of cancer is only attributable to asbestos exposure and is totally incurable.
4. Other cancers - i.e., digestive system, throat, etc.

Regulated Areas

Areas where asbestos is damaged, or where a removal is taking place, are posted with:

**"DANGER
ASBESTOS
CANCER AND LUNG
DISEASE HAZARD
AUTHORIZED PERSONNEL ONLY**

**RESPIRATORS AND PROTECTIVE
CLOTHING ARE REQUIRED IN THIS AREA"**

No one is allowed into these areas without full protection (proper respirator and clothing) and specific training. Call the Asbestos Control Program (ACP) to report any infractions of this rule.

Labeling

Warning labels are to be posted adjacent to routine maintenance areas which contain asbestos. These labels state:

**"CAUTION
ASBESTOS HAZARD
DO NOT DISTURB WITHOUT
PROPER TRAINING AND EQUIPMENT"**

Emergency Notification

If asbestos is suspected to be damaged, immediately notify the site administrator, the Environmental Health Office and your supervisor. Stay out of the area! Prevent others from entering the area until help arrives.

Environmental Health Office 241-6226
Custodial Services 695-5535

XVIII. LEAD AWARENESS

Pathways of Exposure

People can be exposed by breathing, eating, or drinking lead contaminants (inhalation and ingestion). Lead is distributed by the bloodstream inside the body to soft tissue (like muscles), and stored in bones. Lead is eliminated very slowly by the kidneys. People working in the custodial field may be poisoned during cleaning, eating or smoking if their hands are dirty with lead dust. The emptier the stomach, the faster is the absorption of lead into a child's system. Wash your hands frequently, especially before eating!

Health Effects and Detection

Very small doses can eventually increase to toxic levels because the effects are accumulative. Children absorb lead much faster than adults. Children under 7 year's old and pregnant women are at risk. A blood test is required to detect lead poisoning. Lead poisoning affects children and adults alike. Good nutrition is important.

Lead poison affects brain functions. Severe poisoning can cause convulsions (shaking and tremors) and coma. Lead poisoning can slow a child's development and cause learning and behavioral problems. Lead adversely affects the cardiovascular system (the heart and blood vessels), and kidneys. Lead is difficult to remove from the body. Lead is stored in the bones and is very difficult to remove.

Household Products

□ Imported Canned Goods

Imported canned goods are sometime soldered with lead. They are hazardous and can be identified by their gray seams.

□ Home Medicines

The following home medicines are hazardous and should not be used: Azarcon, Greta (Azarcon is a bright orange powder and Greta is a yellow powder. Both are given for stomach problems in Latino communities.), Pay-loofah (red powder used for rash or fever - Hmongs), Ghazard (brown "digestive powder"), Bala Goli and Kandou (black bean dissolved in "gripes water," and a red powder used to treat stomach aches; used in the Indian community), Kohi/Alkohol (a powder used as a cosmetic and to treat infections & the navel of a newborn - Arab communities).

□ **Dishware**

Avoid using dishes decorated with lead glaze and leaded crystal. Avoid using pewter-ware containing 50% lead. Exposure is compounded when dishes contact highly acidic foods like tomatoes, lemon, vinegar, etc.

□ **Hobbies**

Avoid pursuing hobbies that involve lead usage such as: making stained glass, stripping antique furniture, soldering or reloading gun shells.

Sources of Lead inside the House

Before 1978, lead was commonly used in paint. Lead dust can be created by lead paint peeling, chipping or rubbed off through contact. These pieces break down and eventually become lead dust. The dust contaminates clothing, toys, carpeting, curtains, mini blinds, soil, etc. Dust may be tracked into the home. Children ingest lead dust by sucking on their fingers, chewing on toys, or playing with pets that have brushed up against dusty surfaces or rolled in contaminated soil and brought it inside.

Paint failure can occur on surfaces painted with lead-based paint, such as window sills, wooden railings, crib sides or bed headboards and high chairs. Water can get contaminated when lead has dissolved into the water supply through old systems, from pipes soldered with lead or from old pipes and fittings made of brass.

Sources of Lead outside the House

Lead paint chips peel off and break down into dust. Lead dust contaminates the soil where children might play. Lead dust residuals remain from burned leaded gasoline. People and pets can track this dust into the home and onto furniture, floors and rugs. Lead dust can be brought in on soiled clothing.

Play areas should be inspected for lead exposure, such as chipped or peeling paint from buildings and from play structures. Particular attention should be given areas where lead has been removed by scraping, sanding, blasting, grinding or stripping.

Renovation

Fixing, repairing or maintaining any "at risk" unit or house can be hazardous, especially to pregnant women and children under 7 years old. Dry scraping, burning and sanding lead paint are dangerous. Belt-sanding even one board containing lead can contaminate a whole house and easily poison a child. Construction demolition in a house painted with lead paint is particularly dangerous. Children should not be near or in a space where dust may be created. Such contaminated area must be completely sealed and cleaned before allowing anyone to reenter the area. Never work with children in the area or let them back in before completing clean up and dust testing.

Causes of Paint Failure

- Water damage - any source of water can cause paint to peel
- Moisture and steam from cooking and washing can also cause paint to peel and flake
- Mechanical forces: abrasion, bumping, pinching compression
- Plumbing leaks
- Condensation in ceilings and walls
- Water splashed in kitchen and bath
- Sliding and friction against walls or trim
- Compression against surfaces of closing doors
- Banging the backs of chairs against walls or trim
- Roof and roof flashing leaks
- Paint applied to glossy or greasy surfaces
- Wallpaper separation
- Rotting or termite damaged wood
- Incompatible paint on paint

Where to Look for Potential Lead Related Hazards

Lead dust accumulates inside the house on:

- Window sills and inside ledges
- Floors under the windows
- Window curtains
- Mini blinds
- Common walking areas
- Floor of the entrance hall
- Rugs, especially wall-to wall carpets
- Surfaces of furniture and appliances

Lead dust accumulates outside the house on:

- ☐ Outside porches
- ☐ Outside stairs
- ☐ Soil surrounding outside painted walls

Check for paint failure:

- ☐ In the kitchen and bathroom
- ☐ Anywhere there is water damage, e.g., from a leaky roof
- ☐ On trim and porch areas by the stairs, gutters, down spouts
- ☐ Openings/frames around windows and doors that are not well sealed

Cleaning Equipment

- ☐ HEPA (HIGH EFFICIENCY PARTICULATE AIR) VACUUM - a powerful vacuum cleaner with a specialized filter that filters out small dust particles such as lead dust - a regular shop vacuum will not filter out the lead dust, will just blow the lead dust back into the room. An appropriate respirator must be worn when changing out the HEPA filter
- ☐ Waterproof gloves, eye protection and disposable work suit
- ☐ Disposable rags and paper towels
- ☐ When using sponges, always dispose of them after use
- ☐ Three buckets, string mops, painter's spatula and plastic spray water bottle
- ☐ Use LeadSolv™ or any household detergent or cleaner containing phosphate (TSP)
- ☐ Discard all contaminated disposable clothing and cleaning materials in a plastic bag sealed with duct tape
- ☐ Store discards in a trash can with a tight fitting lid out of the reach of children
- ☐ Do not mix contaminated clothing with other clothing in the washing machine - use a full measure of detergent with full water capacity to dilute and remove lead
- ☐ Vacuum and other equipment should be wiped down with disposable wipes
- ☐ Wear gloves when cleaning all other equipment with household detergent

Procedure for Cleaning Contaminated Areas

- ☐ Wear disposable protective clothing, waterproof gloves and eye protection
- ☐ Lightly mist area with water to keep dust levels down

- Move slowly
- HEPA vacuum all surfaces
- Start at the end farthest from the main entrance/exit
- Begin at the top of each room and work down
- Use a detergent or phosphate based cleaning solution and wipe down the area in the same order you HEPA vacuumed it

Specific procedures for dusting, rotary carpet shampooing, gym floor care, wall washing and stripping floors are available from Custodial Services.

Whenever in doubt, consult your Supervisor or the Asbestos Control Program.