

*Custodial Operations Department
Policy & Procedures Manual*

Revised: October 2018

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INTRODUCTION

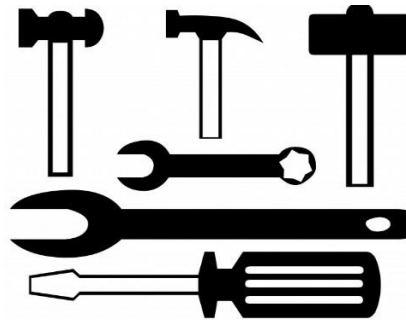
This Custodial training Policy and Procedures Manual was developed as a *reference guide* for HCISD Custodial Staff.

The Manual describes procedures and policy to be followed to help ensure a safe and clean living environment for the Hays School District. It is important that you use this manual as much as possible.

As you will see, our custodial staff has many responsibilities. Some of these require the use of medium to heavy power tools and machines.

When you are working, you will be doing different jobs where you will need to use different tools or machines. This manual will guide you as to which tools you will need to use for each job.

Manual will also let you know how to execute a certain job. For example, cleaning showers is pretty simple. The steps for cleaning a community bath are different than cleaning a private bath. This manual will explain those procedures for you.



You will be working with chemicals and tools that can cause an injury if they are not used right. This manual will also tell you about what you can do to keep yourself as safe as possible while you are working. This manual will also tell you about your rights when it comes to working with chemicals.



Custodial Operations and Services

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Head Custodial Extension Numbers & Email Links

Blanco Vista Elementary

2951 Blanco Vista Blvd
San Marcos, TX 78666
512-268-8506 ext. 42348
Bradley.Patterson@hayscisd.net

Buda Elementary School

500 West F.M. 967
Buda, Texas 78610
512-268-8439 ext. 46720
Josie.Garza@hayscisd.net

Camino Real Elementary

170 Las Brisas Blvd.
Neiderwald, TX 78640
512-268-8505 ext. 42448
Evangelia.Bermudez@hayscisd.net

Carpenter Hill Elementary

4410 RR 967
Buda, TX 78610
512-268-8509 ext. 42603
Armando.Martinez@hayscisd.net

Elm Grove Elementary School

801 F.M. 1626
Buda, Texas 78610
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Fuentes Elementary

901 Goforth Road
Kyle, Texas 78640
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Hemphill Elementary School

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Ralph Pfluger Elementary

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Buda, TX 78610
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Science Hall Elementary School

1510 Bebee Road
Kyle, Texas 78640
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Tobias Elementary School

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512-268-8437 ext. 47438
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Tom Green Elementary School

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.....
Armando Chapa Middle School

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Dahlstrom Middle School

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R.C. Barton Middle School

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Wallace Middle School
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Jack C. Hays High School
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Buda, Texas 78610
512-268-2911 ext. 6297
Sylvester.Diaz@hayscisd.net

Lehman High School
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512-268-8449 ext. 44725
Yesenia.Samora@hayscisd.net

Live Oak Academy
4820 Jack C. Hays Trail
Buda, Texas 78610
512-268-8462

Impact Center
4125 F.M. 967
Buda, Texas 78610
512-268-8473



Mission Statement

***The Custodial Services Department
Is here to provide a safe, clean,
and healthy environment***

Section I

General Procedures to Follow

Job expectations:

Employees are expected to perform their routine duties and additional duties assigned by their immediate supervisor, Principal and or the Director of Custodial Services. Employees are expected to work while on the job and not visit or socialize during working hours.

Lunch breaks:

A head custodian determines the most logical time for each staff to take their thirty minute lunch break... The schedule for the lunch break shall not conflict or reduce needed custodian support for educational activities. Considering staggered lunches will help reduce needed custodial support.

Break Time:

A head custodians will determine the most logical time to schedule break periods. The schedule for these breaks shall not reduce custodial support for educational activities. It is not a requirement or preferred for the entire staff to be on break at the same time.

Work hours:

Head Custodians: 7:00 a.m. till 3:30 p.m. or as assigned by Principals or Director

Custodians normally work:

1:00pm till 9:30pm @ Elementary

2:00pm till 10:30pm @ Middle Schools

3:00pm till 11:30 p.m. @ High Schools

On student/staff holidays (days where both teachers and students are absent from school), all custodial staff will work from **7:00 a.m. till 3:30 p.m.**

Identification Badges:

Employees are required to wear the school district identification badge while on duty. If the identification badges are damaged or become outdated or should an employee lose a badge, a \$ 5.00 charge will be made to replace the lost badge.

Identification badges must be returned to the Head Custodian should a person in the department discontinue their employment with the school district.

Fill out replacement form for New ID Badge and/or Proxy Card

www.hayscisd.net/BadgeReplacement

AFTER YOU CLICK ON THE SUBMIT BUTTON:

Click on your submission ID number to print a copy.

Attach either your payment or card pieces to it and turn it in to your campus representative.

Your replacement will arrive via pony within a few days.

Uniforms:

All Custodians are expected to wear an approved uniform on days when either students or teacher are scheduled for school. Head Custodians will be responsible to track uniform usage for their staff.

Communications:

As a rule, custodians do not converse with students or faculty except for: Emergencies, answering questions, and informing them of immediate needs. The Head Custodian or Lead Custodian has the responsibility to communicate with the Principal, to respond and coordinate the custodial efforts for the support of the educational program.

Absences:

Should circumstances arise that an employee is going to be absent from work, absentee personnel and substitutes must report to Head Custodian in ample time before their shift is to start, so a substitute can be arranged. If they cannot reach their immediate supervisor, then they are to report the condition to the Campus Secretary. All absences from work, including vacations must be reported. In the case that the Head Custodian is not available, you must notify the principal or campus secretary and the Director of Custodial Services.

Attendance Expectations:

Employees are expected to maintain a good attendance record.

Time Sheets:

Time sheet for employees will be prepared and maintained by their immediate supervisor on a daily basis.

All Head Custodians will monitor all Time Sheet entries are to be fact and be recorded at the beginning of a shift or when an employee reports for duty. An exception will be made to meet submittal deadlines. When that exception is required, the head Custodians may need to make adjustments to the submitted information the next work.

Time Sheet Forms:

All entries will be made in blue ink. Please fill out all information requested on that form.

Record that date for each day of the week, the time reported for work, the beginning and end of the lunch break, the time leaving work and the number of hours worked each day.

Reporting absences

Note the type of absence in the column to the right of the date, e.g. *Sick Leave, Personal Leave, Vacation or Comp Time*. Remember that planned absences must be approved or not approved prior to taking off by the head custodian or immediate supervisor.

Prior to submitting the time sheet, provide the total hours for the weeks and the payroll period. Also the employee and the immediate supervisor must sign at the bottom of the form and record the date.

NOTE: If extra duty was due to campus events, or facility use events, please make that notation on the extra duty time sheet form. Send that form with copy of regular week time sheet. This will assure that payroll can accurately calculate the extra duty hours and pay accordingly.

Corrections are to be made by drawing a straight line through the error, and then writing the correct figure above.

Assigned Area Expectations:

Employees are expected to be in their assigned workstation, ready to work, at the correct time each workday. Employees should remain at their assigned workstation performing duties until the scheduled departing time, but also maintain a team-player approach to assist other areas as directed by head custodian.

Building security:

Custodians are expected to protect (safeguard) School District buildings and their contents.

Head custodian and custodian are responsible for unlocking doors in the morning and locking doors in the evening. This includes assigning staff to close outside areas and restrooms.

Head Custodians are responsible for controlling the custodial staff keys.

Custodial staff is not to take or remove items or personal property that may belong to others. Valuables found in and around the school are to be turned in to the immediate Supervisor so that the supervisor can turn the item in to the Principal's office.

Custodial staff is not to open desk drawers or remove items from desktops.

Custodial staff is not to help themselves to leftover food items, not unless offered from administrator.

Custodial staff is not to remove district property from the school district without written authorization and must be reported to immediate supervisor

Visitors:

Custodial staff are not to have visitors in the school district buildings after school hours.

Smoking:

Smoking is prohibited on **all** School District property.

Profane Language:

The use of profanity language while on duty is 100% unacceptable.

Transfers:

Transfers within the department, or from one school to another, are subject to the needs of the department and the judgment of the campus. Actions resulting in transfer may be initiated by either the employee or a supervisor. The employee that is requesting a transfer needs to initiate the request. Request is to be sent to the Director of Custodial Services and Human Resources.

Complaints:

All problems should be resolved at the **lowest level possible**. If you cannot resolve a problem with your immediate supervisor, the next step is to set up your appointment to talk with The Director of Custodial Services. You must follow the chain of command.

Disciplinary action or termination:

1. Reporting to work under the influence of drugs or alcohol
2. The use of or possession of illegal drugs, or attempt to take part in the sale or handling of illegal drugs.
3. The theft / unauthorized removal of property belonging to the district or other employees, etc.
4. **Insubordination:** not carrying out reasonable requests of supervisory personnel
5. Violation of health and safety rules including fighting and horseplay.
6. Falsification of employment.
7. Use of school owned equipment and tools for personal use.
8. The use of school owned vehicles for personal use

Section II

Training Procedure

Orientation:

The orientation deals specifically with items unique to the custodial department. First: the operation procedures of the department will be explained and any questions about them will be answered. The second is an explanation and demonstration of all the chemicals used in our department. During this presentation not only the chemical properties and use of each chemical will be explained but the necessary safety procedures will be explained as well. Finally there will be a similar explanation of the equipment used here at Hays CISD, with the necessary safety information.

Training Procedure:

The training procedure for the custodial staff of the Hays CISD consists of several steps.

STEP 1: Orientation.

STEP 2: Formal training in each of the procedures we use.

STEP 3: Service practice, until speed and quality reach production levels.

At the end of the process each new employee will receive a certificate of completion signed by the Head Custodian and the Director of Custodial Operations. Each portion of the training process will be recorded as to time and place and signed by the instructor and the new employee for our records.

Training:

Each of the cleaning procedures we use in our department has been standardized, outlined and printed. The Head Custodian will present a formal explanation and demonstrate each of the procedures to each new employee. Training will also be done in groups of five or six employee at a time, as needed. At the end of each training session of the employee will be given a printed outline of the procedure for future referral and a signed record of the training will be sent to custodial permanent file. This process will continue until all new employees have been given training in each of our procedures.

Safety Training:

Each procedure, chemical and equipment training session will be presented so as to include proper safety procedures. These safety procedures will be presented along with the proper safety equipment during each presentation and will be included on every printed outline given to the employee. Safety procedures are to be considered as mandatory as directed by the Hays CISD safety office. As outlined in Safety Procedure Manual.

Custodial Procedures Checklist

Employee Name: _____ Hire Date: _____

PROCEDURES	DATE COMPLETED	HEAD CUSTODIAN
1. Orientation		
2. Safety Training		
3. Training Procedures		
4. Custodial Handbook		
5. Equipment Introduction		
6. Chemical Introduction		
7. Daily Cleaning		
8. Mopping		
9. Shampoo Carpets (extraction)		
10. Shampoo (bonnet)		
11. Stripping		
12. Waxing		
13. Classrooms		
14. Restrooms		
15. Offices		
16. Cafeteria		



Accidents

1. Each employee will immediately report all on the job accidents in which they may have been involved in to their immediate supervisor. The supervisor will first determine if medical attention is needed and communicate that need to the nurse on duty and to the principal's office.

- Injury should be reported within 24 hours of the injury. The Workers Compensations Commission requires all injuries to be reported within 30 days of the Injury.
- Direct the employee to Central Office to report to the Benefits Department Coordinator:

HR Employee Services: Director

Lisa.Thomas@hayscisd.net 512-268-2141 ext. 46013 or fax to (512) 268-5672.

Complete the required employee Injury Incident Report and receive the rights and responsibilities information for injured workers. If the employee wishes to seek Medical attention the billing information needed to see a Doctor would be given to them at that time.

- **Report an Injury:** Print form **D13-A**, complete it and scan to Human Resources Dept.
- **Document an Accident Investigation:** Supervisor print form **D13-B**, complete, print, sign and send to H.R.
- **Witness Statement:** Print form **D13-D**, have all adult witnesses complete the form and scan/fax H.R.

The D13-A, D13-B and D12-D forms can be found on the district website here: www.hayscisd.net/WorkersCompInfo or from the **Human Resources Department** section. Select **Employee Services**, continue to scroll down to **Workers' Compensation** section. Follow the directions and report the facts to appropriate personnel, at the earliest opportunity. The Head Custodian on duty will make a record of the accident and report the facts to the appropriate personnel, at the earliest opportunity.

2. The supervisor must investigate the accident, complete the accident report and send it to the Benefits Coordinator and The Director of Custodial Services, no later than the following workday.

A thorough investigation of each accident is to be made by the supervisor (Head Custodian), principal and Director of Custodial Services. The investigation will lay the groundwork for prevention of similar accidents. Every time an accident happens, it must be assumed that something has gone wrong. Was it due to the custodian? Was the proper method being used? Were the proper tools or equipment being used? The investigation will explain the basic cause of the accident. An effective accident report, along with proper follow – up, analysis, and counseling, will usually eliminate future accidents. Reporting, investigating and completing a report are required even if the employee is not hurt.

The Procedure for emergency medical treatment is:

In case of an on the job accident or medical emergency, the Head Custodian on duty should request help from the nurse in the building. The nurse will determine the immediate action to be taken. If a nurse is not available, the Head Custodian will contact another administrator for direction and assistance. Should the supervisor at the work location unable to contact the above personnel, please use own judgment and take action to ensure the safety and physical welfare of the injured employee.

Duties

The duties and responsibilities of custodians may vary according to the size and nature of the school. In general, the duties of the custodian shall include but not be limited to:

1. All housekeeping factions such as:
 - Sweeping
 - Mopping
 - Cleaning windows
 - Scrubbing and stripping floors
 - Dusting
 - Disinfecting
 - Waxing and buffing floors
 - Vacuuming
 - Shampooing Carpets
 - Emptying Containers
 - Trash Removal
2. Being punctual in arriving at work and in performing tasks in such a manner as to enable him/her to leave work on schedule
3. Making the Head Custodian or Dir. of Custodial Services aware of any unusual problems, such as improperly cleaned rooms.
4. Making continuous observations of the buildings and grounds for safety factors and reporting unsafe conditions to the Head Custodian or Dir. of Custodial Services.
5. Demonstrating an interest in the school and in the welfare of all school personnel by displaying a positive and cooperative attitude
6. Exercising responsibility to the supervisor for the performance of all duties assigned
7. Using acceptable conduct which will reflect favorable on the school district
8. Capable of performing emergency or special assignments, which are essential to the proper function of the school and the safety and welfare of entire school district
9. Protecting the building, school property and grounds, from any known or potential damage or loss
10. Performing minor preventive maintenance tasks
11. Continuing on the job training by engaging in in-service training
12. Assisting other custodians when necessary
13. Report to the Head Custodian when there is/are unauthorized person/s in or near the building

14. Protecting students at all times by cautioning them about, unsafe conditions or actions and making any unsafe conditions or actions known to the supervisor
15. Assist in performing unassigned work when other custodial personnel are absent
16. Making suggestions which will be helpful in the performance of custodial duties or which may be in the interest of the school
17. Performing any other duties which may be assigned
18. Working in cafeteria as assigned
19. Some duties are assigned to employees on a rotating basis. This is done to encourage the staff to be more involved in the daily operations of the job and to give everyone the opportunity to learn new things.

As a custodial employee, you have a responsibility to make sure that the area you work in is kept clean and safe.

All custodial staff will have those specific duties. These duties are listed on a schedule that lets you know what is done daily, weekly, monthly and yearly. There may be times when your hours may be changed to provide better custodial services to our campuses. For example, you may need to come in on weekends, come in early for special projects, holidays, etc. There are also times when the Head Custodians asks for volunteers to help with some duties. Duties such as:

1. Helping to pick up supplies
2. Carry the radio
3. Attend staff, training meetings
4. Be a member of a committee
5. Train a new employee and or participate in interviews



Teamwork

Even though you may be working in one particular area, it is important that you learn to work with all the staff on your campuses. You may be asked to help in a different area. Working together as a team helps to make sure that we meet our responsibility of providing a safe a clean place for the students and staff. It also makes this a better place to work.

Section III

Chemical Information

Chemical List

Please see attachment:

Remember to use the chemicals safely and properly. Use chemicals the way they are supposed to be used. READ THE LABEL OF THE CHEMICAL... If you are not sure if the chemical you are using is the right chemical ask your supervisor.

Safety Data Sheet Information

Safety Data Sheets (SDS) are supplied by the manufacturer of the products you use. The SDS for each chemical identifies how to safely use, handle and store the chemical.

The SDS is made up of sixteen separate sections. These sections include the following:

Section I. Chemical Identification – includes the name of the chemical as it appears on the label or any trade names, the name & address of the chemicals manufacturer, an emergency phone number, information telephone number and the date the MSDS was prepared.

Section II. Hazardous Ingredients/Identifying Information – lists the various hazardous components of the chemical. Next to each ingredient, the *permissible exposure limit* (PEL) or the *threshold limit value* (TLV) is listed. This is the safest chemical concentration that a person can be exposed to.

Section III. Composition/information on ingredients - includes information on chemical ingredients; trade secret claims.

Section IV. First-aid measures - includes important symptoms/effects, acute, delayed; required treatment.

Section V. Fire-fighting measures – lists suitable extinguishing techniques, equipment; chemical hazards from fire.

Section VI. Accidental release measures - lists emergency procedures; protective equipment; proper methods of containment and cleanup.

Section VII. Handling and storage - lists precautions for safe handling and storage, including incompatibilities.

Section VIII. Exposure controls/personal protection - lists OSHA's Permissible Exposure Limits (PELs); ACGIH Threshold Limit Values (TLVs); and any other exposure limit used or recommended by the chemical manufacturer, importer, or employer preparing the SDS where available as well as appropriate engineering controls; personal protective equipment (PPE).

Section IX. Physical and chemical properties - lists the chemical's characteristics.

Section X. Stability and reactivity - lists chemical stability and possibility of hazardous reactions.

Section XI. Toxicological information - includes routes of exposure; related symptoms, acute and chronic effects; numerical measures of toxicity.

Section XII. Ecological information*

Section XIII. Disposal considerations*

Section XIV. Transport information*

Section XV. Regulatory information*

Section XVI. Other information - includes the date of preparation or last revision.

*Note: Since other Agencies regulate this information, OSHA will not be enforcing Sections 12 through 15 (29 CFR 1910.1200(g)(2)).

Use these links to be informed of changes to SDS contents:

https://www.osha.gov/Publications/HazComm_QuickCard_SafetyData.html

<https://www.osha.gov/Publications/OSHA3514.html>

Dos & Don'ts in working with Chemicals

Material Safety Data Sheets should be readily available to every worker on duty. Anytime you are not sure of how to handle the chemical safely and properly, read the MSDS. Here are some other things to remember when working with chemicals:

- ✓ Use caution when using ANY chemicals
- ✓ Read the label & the MSDS
- ✓ Never smell chemicals
- ✓ **NEVER MIX CHEMICALS TOGETHER**
- ✓ Use protective equipment; check equipment for damage; make sure equipment fits properly
- ✓ Know first aid procedures
- ✓ When diluting chemical use water only
- ✓ Avoid wearing contact lenses

- ✓ Know where the nearest sink or bathroom is in case chemicals get in the eyes or on the skin
- ✓ When diluting or pouring used chemicals in the sink, pour slowly to avoid splashing
- ✓ Never put your hands in chemicals
- ✓ Always wash your hands after using chemicals
- ✓ Make sure the area you are working in, is well ventilated

Hazardous Communication The Right to Know

THE TEXAS HAZARD COMMUNICATION ACT: is a law that says your employer has to give you certain information and training about hazardous chemicals. This law gives you the right to know about hazardous chemicals that you may be working with or around. The School District provides you this information in different ways.

1. Safety Videos

2. Monthly Safety Meetings

3. Monthly safety inspections

Labels

It is important to remember that Hays CISD has many rules and regulations to follow. One is states that **ALL CHEMICALS MUST BE PROPERLY LABELED & STORED**. Main reason for this is your safety. If you worked with a chemical that is not labeled you may not know what the chemical is. You may have a severe reaction to the chemical or you may think you know what is and mix it with something that could cause someone to be seriously hurt. If you see bottles with liquid not labeled, the liquid in them **must** be thrown out and the bottle must be labeled. You have the right to refuse to work with bottled chemicals if they are not labeled with what chemical is in it.

Additional Information:

NEVER rely on the **color or smell** of a chemical to identify it.

If you find a container that contains an unknown chemical and is not labeled, you should:

- ✓ Throw out the chemical & triple rinse the bottle
- ✓ Re-label the bottle with chemical you are going to use.

If a chemical should splash into your eyes or on your skin, you should:

- ✓ Eyes – rinse with water from nose outward for 15 minutes
- ✓ Skin - wash with cool water
- ✓ Notify your supervisor immediately

When diluting chemicals:

- ✓ Use a 1-gallon container to dilute chemicals. Be sure to use a funnel
- ✓ Place the container in the sink, and fill with water (be sure to fill with water first)
- ✓ Add the proper amount of measured chemical using a measuring cup or pump
- ✓ Properly label the gallon container with the appropriate label

Slips and falls

Many accidents that happen in the workplace are because of slips, trips and falls. Many of these accidents can be prevented by following these guidelines;

- Make sure the area you are working in has good lighting
- Don't run in work areas especially when using stairs
- Use ladders or step stools; NEVER use tables, chairs or shelves as ladders
- Keep hallways and walkways free from tripping hazards (electrical cords, open file cabinets, trashcans, etc.)
- Clean up spills right ways (even if it's not your area)
- Never carry anything that will block your view walking
- Don't wear shoes that have slippery surfaces
- Wear shoes that are appropriate for the job you are doing
- Use handrails when using stairs
- Walk slowly when walking on slippery surfaces
- Report dangerous surfaces (broken steps on stairs, torn carpeting, loose floorboards, etc.)
- Use non-slip coating on surfaces that can become slippery when wet (like outside steps in front of buildings)

OTHER THINGS TO CONSIDER:

- Arrange office furniture in a way that allows you to move around without having to go through an obstacle course
- Check file cabinet drawers
- Use caution signs when the floor is wet or slippery
- Mark changes in floor elevation (use tape or signs to show there is a step)
- Avoid horseplay

Section IV

Description of equipment used by custodial staff

Auto Scrubbers - Used to scrub and strip hard floors. This machine has a squeegee that is used to pick up water. It also has a recovery tank and a solution tank. Please clean tank after each use.

Blower - Used to help wet surfaces dry faster after shampooing or from water leaks. Wipe down occasionally and watch for dust build up in the vents.

Bonnet - Used when shampooing carpets. Rinse out thoroughly after each use and let air dry. Please rinse after each used or wash in washing machine when dirty.

Bowl Brushes - Used when cleaning toilets. Make sure you rinse and disinfect the brush out thoroughly after each use. Always remember to use gloves when using this brush, and never use toilet brush on another surface after it has been used on or around a toilet or urinal.

Brooms - Used for sweeping small areas such as porches, stairs, landings, or for reaching cobwebs. Be sure to clean bottom of broom by removing dirt, dust and lint.

Caution signs - Used to warn people of wet slippery surfaces. Other signs that are used:

“Caution Wet Floor” or “Restroom Closed”

Dust Mop - After treating a clean dust mop, you should let it dry for about 24 hours before using. The dust mops are oily when they are treated. This can be dangerous since the mop may leave oil on the floors causing a slippery surface.

Extension Cords - Used when cord from equipment will not reach outlet or when you will be covering a large area. Be sure to check the cord for damage before using.

Also remember NOT to lay the cord in front of doorways, elevators or leave it unattended. Also remember to use the proper size cord for the equipment you are using.

Extractor - Used when shampooing carpets to pick up excess water. Also on hard floors to pick up water. There are different brands of this machine: e.g. Castex, Minute Man. Before using, be sure to check the jets and brushes for dirt & lint. Always empty the machine after each use, the machine must be emptied and rinsed out thoroughly. Be sure hair, lint and dirt are removed also.

Brushes/ Sponges - Used for scrubbing certain areas such as showers, toilets, sinks, etc. Spray brushes with a disinfectant and then rinse thoroughly after each use and allowed to air dry.

High Speed Buffer - Used to buff or burnish the wax on hard floors. A buffing pad is used with this machine.

Mops - After using your mop, it should be placed on the mop bracket so that it can dry. It should be hung with the handle pointing up. Mops are used for mopping hard floors or wet/damp mopping. Mop handles are color – coded for infection control.

Mop Head Cotton - Used as an all-purpose mop. This mop can be used for stairs, in kitchens, lobbies, landings, recreation rooms, class rooms etc.

Mop Head Rayon: Used for Waxing only

Mop Bucket with Wringer – Used when mopping wet or damp spots, scrubbing, or stripping floors. Make sure you empty the mop bucket of any water and rise the bucket out. Leaving water in a bucket could cause bacteria growth. Allow to air dry.

Pads - Used with buffer when stripping or polishing hard floors. There are different colored pads that are used for different reasons.

- **Black** – used for stripping floors
- **Green** – used for scrubbing floors
- **White**- used for general cleaning
- **Red** - used for spray buffing floors
- **Natural fibers (hog hair)** used for burnishing floors

Personal Protective Equipment (PPE) – Equipment such as gloves, goggles, dust masks respirators, and safety glasses.

Back Belts - Used to give support to the back when lifting heavy object. It is important to know that back belts only provide support. They do not prevent injuries. Send notice to Director of Custodial Services when you need new belts.

Dust Mask - Used to protect from dust and other allergens such as pollen. This type of mask is only used when dusting. It will not provide enough protection when working with chemicals.

Gloves - Used when working with chemicals to protect the hands. When using gloves make sure they fit properly and you should always check them for holes. Gloves that are used are as follows:

Disposable Gloves - Used when cleaning spills containing body fluids and when latex gloves are not available

Latex gloves - Used to protect hands when cleaning with chemicals

Rubber gloves - Hypoallergenic gloves that can be used instead of Latex gloves

Safety gloves - Used for trash removal

Goggles - Used to protect the eyes from chemical splashes. Be sure to always rinse goggles after each use.

Portable vacuum - Used to vacuum corners, blinds and etc.

Putty knife - Used to remove gum, tape, paint, staples, mud etc.

Scraper - As the same uses as a putty knife. Replace the blade as needed

Scrubber - Used to strip hard floors or for shampooing carpets.

Vacuum - Used to vacuum carpets. Make sure you check the vacuum cleaner bags on a regular basis. When disposable bag is full, remove it carefully and throw away. Permanent bags are emptied and washed on Fridays. Be sure to check the bottom of the vacuum cleaner where the rollers are and clean, as needed.

Shop Vacuum - Used to remove excess water from carpets or hard floors. Make sure you empty all the water out and rinse the machine out thoroughly. Do not leave any water in the machine.

Section V

Equipment Maintenance

Be sure to always clean out the equipment after using, especially equipment such as Shop-Vac, High Speed buffers, Extractor, etc. Be sure to check vacuum cleaner bags, they need to be emptied or changed when full.

When equipment is not working properly you can try the following:

- ✓ Check the hoses to see if they are clogged
- ✓ Check the filters
- ✓ Check the brushes to see if they have too much hair, dirt or lint on them
- ✓ Check the “reset” button: check the “on/off” switch, check the cord for damage and report findings
- ✓ Check to see that it is plugged in or try using another outlet

The extractor machine has “jets” on the bottom; Check the jets to see if they are clogged or if they need cleaning.

You should also contact your Head Custodian so that he/she can check the equipment with you. If the problem is the motor or electrical part of the equipment - **DO NOT** try to repair it yourself.

Contact your Head Custodian so that it can be sent for repairs. Machines need to be serviced as quickly as possible, so your workload will not be so great. Work smarter, not harder.

Section VI

Common Areas

Public & Common Areas

The first procedure in High and Low dusting:

Dust high and low all door ledges/frames, glass tops or glass cases, walls/brick walls and windowsills, and vents. Use a clean dust wand for dusting or you can use a treated dust cloth for heavy dust buildup.

Take the floor mats and shake the excess dirt from them then vacuum the mats. Sweep the backside of the mat with a broom and then a damp mop. Bring the mat back inside the building and place it in its proper area. Make sure that mat is completely dry. Mats may need periodic washing with a hose or high pressure washer.

Clean the floor inside the building where the mat will be placed. Sweep with a dust mop then a damp floor mop. This is done daily. Some hard floors in entranceways may need periodic scrubbing to remove old wax or buffing to give the floor a shine.

Sweep 8 to 10 feet from the outside of the building, or as far as directed by your supervisor or Head Custodian.

Elevators

First, dust high and low inside the elevator. This should include lights, ceiling, wall, emergency telephone (you should also use a disinfectant on the phone), and handrails. You will also need to sweep & mop hard floors or vacuum the carpet. **This is done daily.**

There are eight steps in applying stainless steel cleaner:

1. Put on your rubber gloves
2. Hold cloth over trash can
3. Shake the can of the cleaner (stainless steel cleaner)
4. Spray on the cloth (make sure it is over trash can to avoid cleaner falling the floor)
5. Starting at the top and going down to the bottom, apply the polish
6. Overlap and continue until the surface is covered
7. Apply with the grain
8. Buff in a continuous motion until dry

Use a disinfectant on the handrails and then follow through with a stainless steel cleaner.

To clean elevator tracks at the bottom of the elevator, you may use a portable vacuum with crevice attachment, toothbrush wrapped in a rag, or putty knife to scrape out the dirt. Then wipe the tracks with a damp mop.

Stairways

For stairways that have hard floors make sure put out the “Caution Wet Floor” sign Before you begin. A sign should be placed at the top and bottom of the stairs. Sweep Stairs first then damp mop. Some floors may need scrubbing periodically. Stairs are Swept and mopped from top to bottom.

Use a disinfectant then clean the metal handrails with stainless steel cleaner that has Been placed on a damp cloth. Use furniture polish on wooden handrails.

For stairways that have carpeting use a portable vacuum cleaner or broom to sweep. Carpeted stairways may need occasional cleaning with the carpet cleaner.

Lobby Areas

You will be given specific instructions from your supervisor for lobby areas. This is because there are many different types of lobby areas and some are treated differently.

Glass Doors/Windows/Mirrors

There are a variety of cleaners that can be used on glass surfaces. You may use:

- ✓ Distilled Vinegar
- ✓ Isopropyl/Rubbing Alcohol
- ✓ Glass Cleaner (as provided by warehouse)

You can use micro fiber towel or a squeegee for general cleaning. For detail cleaning you will need:

- ✓ Ladder for high areas or outside areas
- ✓ Pail with water and window cleaning solution
- ✓ Squeegee with extension

You can apply the cleaning solution using the extension of the squeegee or by using a wedge mop head. Then wipe excess solution using the squeegee, then wipe off with a microfiber towel (yellow).

Section VII

Other Areas of Cleaning

Restrooms

First put your rubber gloves on then get your mop bucket. Fill the bucket with 3 gallons of water and a disinfectant. This is used throughout the mopping of the restroom.

When you get to the work area, put out the “WET FLOOR” or RESTROOM CLOSED” Sign. Then knock and ask if anyone is in the restroom. If so, wait to enter. Get your dust wand or treated cloth and dust high and low. Start high and work low, dusting over doors, around fixtures, vents, pipes, and windows – anywhere dust collects. Then follow these instructions for the other areas of the restroom.

- ✓ Sweep the floor, making sure to get in the corners. Make sure you get the hair off the floors because it will get into you mop.
- ✓ **Commodes** - Flush the commodes and urinals. Apply disinfectant on all commodes and urinals, on top and under them. You should apply lime deposit remover once a week. Take the toilet bowl scrubber, work it all around the inside of the commode, underneath the rim and down in the bottom. Clean the seat, top and bottom and underneath the commode. Flush the commode. Then follow with a disinfectant. Disinfectants must have a 10 minute contact time on hard surfaces before wiping down.
- ✓ **Trash** - Empty trash cans including sanitary and stainless steel receptacles. Wipe them out daily with a disinfectant.
- ✓ **Dispensers** – Fill the soap, toilet tissue, and paper towel dispensers if needed. Wipe them out daily with a disinfectant. Be sure to also wipe down the sanitary napkin disposal. Then follow through with a stainless steel cleaner.
- ✓ **Sinks** – Clean the sinks daily with a detergent/degreaser and follow with a disinfectant. If needed you may use lime deposit remover to remove lime buildup in sinks. You can use stainless steel cleaner for the fixtures. It may be necessary to leave the chemical on the surface if buildup is heavy. Rinse surface thoroughly with clear water. If build-up is still there, contact your supervisor or try cleaning again.
- ✓ **Mirrors** – Clean the mirrors with appropriate glass cleaner and a microfiber towel (yellow).
- ✓ **Walls** – Use a broom to wipe down the cobwebs that may be on the walls. If stains are on the walls use a disinfectant to clean them
- ✓ **Vents** – Use a damp cloth or sponge to wipe off vents. Be sure to get any built up lint or dirt. You may need to use a detergent to remove rust.

Floors

When you are ready to mop the floor, your mop water should already be prepared. The solution should be a disinfectant in 3 gallons of water. Make sure you are using the right mop. Follow these steps when mopping restroom floors:

- Make sure you sweep the floor to get all the dirt, lint and hair off the floor. Make sure you sweep the corners of the floor.
- Make sure you have put out the “Caution Wet Floor” Sign.
- Use walk behind scrubber for all large areas with solution already premixed in tank.

For smaller areas use these steps listed below

- Soak the mop in the solution; wring out the mop then begin mopping.
- If the mop becomes too dry, soak it in the solution again.
- Be sure to change out the cleaning solution if you need to. (If the water in the bucket gets to dark, pour it out & add clean water and solution)
- You can throw out the cleaning solution when you are finished with the entire floor.

- To rinse off the floor, use clean water from a bucket. DO NOT USE A WATER HOSE TO RINSE OFF THE FLOOR.
- Let the floor air-dry. Remove “Wet Floor” signs when floor is completely dry.

Polished Concrete

Caring for polished concrete floors is an environmentally safe and friendly cleaning procedure.

Items needed for the cleaning procedure are a walk-behind scrubber, a pH neutral cleaner, and a diamond Twister pad. Since the pH neutral cleaner does not have any harmful side effects to the ecosystem, and we do not use harmful waxes or caustic stripping agents, the polishing of the concrete floors is not harmful to the environment.

Step one: Dust mop the floors to remove any trash that may be on the floor.

Step two: Mix the correct amount of neutral pH cleaner with water into the tank of the walk-behind scrubber, and placing a white pad on the machine.

Step three: Use the walk-behind scrubber with the cleaner and pad to clean the floor.
Let dry.

Step four: Place a white diamond Twister pad on a propane buffer. Buff floors that have been cleaned with the Ph. solution and walk-behind scrubber. For the first year, use a white diamond Twister pad. After the first year, use the yellow diamond Twister pad. The Twister pads are only used for 50,000 square feet of floor. Once the pad has been used for the recommended square feet, then the pad is then thrown away and the custodian is to start with a new pad.

This procedure will bring the polished concrete floors to a glossy, brightly polished floor, while saving time and money with no pastes, no slurry and no dust. This procedure is Green friendly.

Showers

Make sure you are wearing your rubber gloves; you might also need your goggles to protect yourself from chemicals that could splash into your eyes.

- Rinse entire shower area to remove hair, suds, trash, and lint in the drain.
 - Apply diluted soap remover.
 - Using a hand held sponge or baseboard scrubbing kit pad with course pad, start scrubbing shower wall from top to bottom. You can use more soap scum remover if soap scum is still visible.
 - When you have scrubbed the entire shower wall rinse the wall thoroughly.
- After rinsing the area you need to clean the stainless steel fixtures. Apply lime deposit remover and scrub the fixtures.
- Be sure to wash your hands after cleaning the restrooms, even though you used gloves.

Vacuuming

Vacuuming the carpets is part of the daily cleaning. Vacuuming is also done before you shampoo or deep clean any carpets. Follow the instructions below when vacuuming:

- Check the bag. If it is full, change or empty the bag
- Use a broom to sweep dust the dirt away from the edges and corners
- Use an extension cord for large areas
- Walk with the vacuum cleaner as you vacuum.

Don't push and pull on the vacuum cleaner

- Move furniture to vacuum the entire area. Get help if you need to move heavy pieces of furniture
- When you are finished make sure you walk to the outlet to unplug the cord.

NEVER jerk the cord from the outlet

- Check the bag again to see if it needs to be change or emptied



Bonnet Shampooing

Bonnet shampooing is done to clean the top surface of the carpet. Listed below are the supplies you will need.

1. Vacuum cleaner
2. Caution sign
3. Rubber gloves
4. Cleaning cloth
5. Carpet shampoo
6. 20" bonnet
7. 20" floor machine buffer with pad holder
8. Mop bucket with wringer
9. Water
10. Spray bottle
11. Measuring cup

Here are the steps you need to follow when you shampoo a carpet using a bonnet and floor machine.

- Prepare the work area
 - a) Carefully move all furniture out of the work area
 - b) Turn air on for ventilation
- Vacuum the carpet, be sure to get all the loose dirt
- Set up caution signs

- Put on rubber gloves
- Soak bonnet in mop bucket with clean water
- Pour diluted carpet shampoo into spray bottle
- Using the spray bottle spray the carpet with the diluted shampoo, spray an area that is about 16'-20' square feet

- Wring out the bonnet

1. Spray the bonnet with the diluted shampoo

- Place the bonnet on the carpet area that has been sprayed

- To operate the floor machine

1. Place the pad holder on the floor machine

- To operate the floor machine with the bonnet
- Place the floor machine so the pad holder is right over the bonnet, be sure the pad holder and machine are centered directly on the bonnet.
- Operate the floor machine by turning on the machine; keep your hands on the handles when you turn the machine on.
- Adjust the handle to be at a comfortable arm level
- Move the machine from side to side across the area that has been sprayed with the diluted shampoo
- To Move the machine to the right lift up on the handles
- To move to the left push down on the handles
- Be careful not to move too far to the right or left, this might strain your back and arms
- Be careful not to hit the walls or doors
- When the bonnet gets dirty or dry, flip the bonnet over on to its other side, when the other side get dirty or dry, place the bonnet back in the mop bucket with water to soak it and to rinse off some of the dirt.
- Wring out the bonnet before you place it back on the floor
- Be sure to check the water in the bucket, sometimes the water gets dirty. If you cannot see the bottom of the bucket, it is time to change the water.
- Follow these steps to get the entire area Clean

Carpet Extraction Cleaning - Please see your Standard Operational Procedures Manual

Extraction cleaning is done when the carpet needs a deeper clean. There are different kinds of extraction machines. Some extractors have attachments like hoses. Some machines have different ways of releasing the shampoo solution from the solution tank and different ways of picking up the water from the carpet. You will be trained on how to use the different kinds of machines. Even though the machines may be different, the steps for the procedure are the same.

Here is a list of supplies you will need for the procedure:

- Extraction Shampooer – a self-contained tank with power head
- Vacuum cleaner
- Carpet shampoo

- Measuring cup
- Cleaning cloth
- Broom
- Rubber gloves
- Caution sign
- Deck brush

Here are the steps to follow when using an extraction machine:

Gather all supplies and equipment

- Prepare the equipment and solution
 - a. Put on rubber gloves
 - b. Follow instructions on the label of carpet shampoo for diluting the shampoo
 - c. Fill the solution tank with shampoo

- Prepare the work area
 - a. Remove as much furniture as possible
 - b. Pick up trash and other items from the floor

- Vacuum the carpet
 - a. Use a broom to sweep along the walls and corners
 - b. Vacuum the area well, to pick up all the loose dirt

- Remove stains
 - a. Check the carpet for stains
 - b. Remove the stains using spot removal, you can get gum off the carpets by using gum remover
- Shampoo Carpet
 - a. Put up caution signs
 - b. Turn on the machine
 - c. Use the trigger release to let the solution out of the tank and on to the carpet
 - d. As you release the solution, slowly walk forward, be careful not to release too much shampoo solution
 - e. Keep the machine in the same area, pull the water & shampoo from the carpet by walking backwards with the machine or pulling the hose attachment back. You will keep doing this until you cover the entire carpet. Try to cover about 20 sq. feet at a time. You can scrub the corners and along walls with a broom.
 - F. Be careful not to bump into walls or doors with the machine
 - G. Be sure to check the water level in the tanks. If the water is too low you need to add more water. You may also need to add more of the shampoo solution
 - h. If the water recovery tank gets too full you will need to empty the tank. The recovery tank is the tank that water goes into when you pick it up from the carpet.

- When you have finished the entire carpet area allow the carpet to dry
 - a. Make sure the doors are closed and AC is set at 74°
 - b. Set up the air blowers
 - c. Set up Dehumidifiers

- Clean the equipment

a. Empty the recovery tank	b. Run water to rinse out the solution tank
c. Clean the brush to remove hair, lint, etc.	d. Clean the filter

- Return the equipment to the storage area it is kept in.

Section VIII

Libraries & Computer Labs

Libraries

Buildings with Libraries & Study Areas

In these areas a basic general cleaning is usually done. You can start cleaning by using a dust wand or wedge head to remove dust and cobwebs from the vents, walls and blinds.

For the library tables you can use an all-purpose cleaner or a detergent and disinfectant. Be sure to wipe down the tables thoroughly. This means you should also wipe down the legs or base of the table. For wooden tables you can use furniture polish to clean them. Be sure to check underneath the tables for gum that might be stuck to the bottom. If there is gum, you can use gum remover and a putty knife to get the gum off.

Libraries with carpet, you should vacuum as usual. There may be times when you will need to do a spot cleaning or shampoo the carpet.

Libraries with hard floors; be sure to sweep the area well with a broom or dust mop. Be sure that you sweep in the corners and along the baseboards. If needed, mop the floor with a disinfectant.

Be sure to also clean the following areas:

- Walls – for walls that have stains you can use an all-purpose cleaner or detergent and disinfectant
- Light Fixtures – be sure to wipe down light fixture covers, switch plates, etc.
- Be sure to clean any glass cases, pictures, bulletin boards and vents; use glass cleaner or glass surfaces and furniture polish on wooden surfaces.
- If the libraries have windows be sure to clean the outside and inside of the windows

Computer Labs

Computer rooms - Basic general cleaning is usually done. You can start cleaning by Using a dust wand or wedge head to remove dust and cobwebs from the computers. Or use a Micro fiber cloth.

Do not spray any chemical on any part of a computer or near a computer

Spraying chemicals on or near a computer could cause damage to the computer. Instead of spraying the chemical on the table the computer is on it would be better if You spray in the chemical on the sponge or cloth you are using to wipe the tables and computers.

Dusting - Dusting on and around workstations with a duster, also, computers must be dusted as part of our daily routine. The buildup of dust and lint could cause problems to the computer.

Moving equipment - Please do not remove any computers, printers, phones, etc. from the classrooms; you must notify the Technology Department if for some reason equipment needs to be moved. The Technology Department can be reached @ 268-2141 ext. 6122.

Computer – Guidelines for using the Clean power (orange) outlets and surge protectors that have computer plugged into them.

- It is very important that equipment, vacuum cleaners, extractors and water vacuum, ext. are not plugged into these clean power outlets in the computer rooms.
- By not following the Computer Labs procedures could cause serious damage to computers, printer, etc.



Whiteboard

Cleaning Instructions:

The initial cleaning of the White Marker board must be performed. Clean with any liquid ammonia – added cleaner (glass cleaner) and rinse with water.

Best results may be obtained by washing this board like a window with a sponge and squeegee.

- This should be done periodically.
- Daily cleaning use mild dishwashing soap and water

To remove crayon, scotch tape, etc., use a mild solvent or a paste made with suds and water.

Use only dry erase makers which are designed for use on Whiteboard.

Section IX

Hard Floors Sweeping & Dust Mopping

The first step in the daily cleaning of hard floors is to remove the dirt and dust by sweeping or dust mopping. When sweeping or dust mopping, be sure to get the dirt and dust build-up in the corners and along the baseboard. It is easier to use a broom to get the dirt and dust from the corners and baseboards.

Follow the steps listed below when you are dust mopping:

- ✓ If you need to, move furniture out of the way
- ✓ Start at one end of the area you are dust mopping
- ✓ With the dust mop in front of you, walk forward in a straight line pushing the mop in front of you as you go.
- ✓ When you get to the end of the area, turn around to walk back in the direction you came from. As you walk back you will be pushing the mop in a “figure 8” motion.
- ✓ Shake the dust mop when you get back to the starting point
- ✓ Keep walking back and forth until the entire floor is clean. If you are cleaning a large area, you can work in small sections at a time
- ✓ Be sure to use a broom and a dust pan to get the dirt off the floor when you are finished

Remember, when walking FROM the starting point, you are pushing the dust mop in front of you. When you are walking BACK TO the starting point, you are using the figure 8 methods. Dust mops are pre-treated by Prudential prior to delivery of each campus. When a dust mop gets too dirty, please wash it or change it out.

There are three different methods of mopping the floors. They are:

✓ **Spot Mopping**

✓ **Damp Mopping**

✓ **Wet Mopping**

Spot Mopping & Damp Mopping

Spot mopping is done when cleaning areas of the floor that have a lot of people coming through, sticky spots or stains, and for cleaning up spills.

Damp mopping is done when you need to give the entire floor area a more detailed cleaning. With damp mopping you are using a cleaning solution with water in a mop bucket. You are using the cleaning solution to mop the entire floor.

Here are the steps to follow when you are spot mopping or damp mopping:

- ✓ Gather the equipment you will need – you will need a mop, mop bucket with wringer, and disinfectant.
- ✓ Be sure to dust mop the entire area before damp mopping
- ✓ Set out “Caution” Signs
- ✓ Soak mop in cleaning solution & wring out water from the mop
- ✓ Using the “figure 8” method, mop the area and continue to mop until the entire floor has been mopped
- ✓ If the mop gets too dry as you are mopping, soak it in the mop bucket as often as you need to. Be sure you wring out the water before you start mopping again
- ✓ When you are finished, empty the mop bucket of water and rinse out the bucket, place the bucket back in the closet
- ✓ After rinsing out the mop, hang it with the mop head pointed to the floor

Walk Behind and Ride-On Floor Scrubbers

Walk Behind and Ride-On Floor Scrubbers are a very important part of our floor care program. Both styles of machines are battery operated. The walk behind machine should have a battery life of 3-4 hours between charges. And our Ride-On machines should have a 4-6 hours life between charges.

These machines are a very important step in our floor care program. They save time, money, labor in maintaining our floors, and reduce time and effort needed to clean the floors.

The solution tanks are filled with the amount of floor care products that is necessary to do the project at hand. The proper color Pad for the job is attached to the scrubber and the cleaning process begins.

The walk behind machine can clean approximate 18,800 sq. ft., of floor space, and our ride-on machines can clean approx. 35, 000 sq. ft. of floor space. Each machine has an easy fill solution tank and an easy to drain recovery tank.

After the completion of the project, the scrubbing Pad should be removed and rinsed, and the recovery tank should be emptied and rinsed out. The machine should then be plugged up to the battery charger to insure a full charge for the next day.

Top Scrubbing

Top scrubbing is the intermediate process prior to the 3 year strip and wax. When you are doing this procedure, you will be using heavy equipment. You will need the following equipment:

- ✓ Shop Vacuum (wet/dry vac.)
- ✓ Floor machine buffer
- ✓ Bristle pad holder
- ✓ Scrub pad (GREEN)

- ✓ 2 mop buckets
- ✓ 2 mops
- ✓ Broom and dustpan
- ✓ Rubber boots (if needed)
- ✓ Caution Signs
- ✓ SD 20 solution, or scrubbing solution

Here are the steps to follow when using this procedure:

- ✓ Using the broom, sweep the entire areas that will be scrubbed then use the dustpan to pick up the dirt
- ✓ Set out the “Caution Wet Floor” signs
- ✓ Pour into one of the mop buckets 2-4 ounces SD 20 solution to each gallon of water
- ✓ Put on rubber boots then spread the cleaning solution on the floor using one of the mops. Soak the mop in the cleaning solution but do not wring out the mop: the mop should be soaked with cleaning solution
- ✓ Spread the cleaning solution on the entire area you will be working on
- ✓ When you have spread the solution on the floor, place the scrubbing pad on the floor
- ✓ Place the floor machine on the pad (just like you did when shampooing carpets), make sure the floor machine is centered over the scrubbing pad
- ✓ To scrub the floor, move the machine from side to side. To move to the right lift the handles up; to move to the left push down on the handles
- ✓ After you have scrubbed the entire area, use the Shop Vacuum (wet/dry vac.) to pick up water & cleaning solution
- ✓ After you pick up all the water, fill the other mop bucket with clean water then mop the floor one more time
- ✓ When you are finished be sure to clean out all the equipment: empty the water from the shop vacuum, rinse out the mop buckets and both mops
- ✓ Place the equipment back in its storage area

Stripping the Floor Finish

Floor stripping is done every 3 years. To strip the floors you will need the following:

- ✓ Wet/Dry Vac.
- ✓ Floor machine with pad holder
- ✓ Stripping pad
- ✓ 4 mop buckets with wringers
- ✓ 4 mops
- ✓ Putty knife or scraper
- ✓ Caution Signs

- ✓ Cleaning cloth
- ✓ Rubber gloves
- ✓ Floor stripper
- ✓ Floor neutralizer or vinegar

Follow the steps below when stripping floors:

- Check equipment to make sure it is working properly
- Set up the equipment
- Attach hoses to Shop-Vac.
- Place pad holder on floor machine
- Place stripping pad on pad holder
- Put on personal protective equipment
- Put on gloves
- Put on rubber boots with overshoe slippers
- Prepare equipment and solution
- Pour diluted stripper solution with water in mop bucket #1
- Pour water in 2nd bucket to rinse
- Pour water in 3rd bucket
- Pour neutralizer in 4th bucket
- Place a mop in each of the buckets
- Prepare the work area
- Remove as much furniture as possible, this includes trash cans
- Dust mop the floor to pick up dirt, dust and other trash from the floor
- Inspect the floor for gum, tape, etc. Remove anything stuck to the floor with the putty knife
- Set out "Caution" signs
- Move equipment to work area
- Move mop bucket with stripper solution carefully; try not to spill the solution on the floor
- Move the floor machine to the work area
- Move the mop buckets with a mop in each bucket
- Take the baseboard scrubbing kit
- Scrub the baseboards
- Drain off excess stripper solution and apply the solution to the baseboard. Repeat the process for the entire baseboard area
- Do not splash stripper solution on the wall
- Using scraper or putty knife, go along the edges of the floor next to the baseboards scraping the old finish off
- Be careful not to cut yourself or cut into the floor
- Apply the stripper solution to the floor
- Using the mop that has been soaking in the mop bucket with the stripper solution, apply the stripper solution to an area about 20 sq. feet
- Allow the solution to set for about 10 minutes
- Do not let the floor dry. If it starts to dry, reapply the solution
- Repeat the procedure until the entire floor is done
- You might need to apply a second layer of stripper solution if there is still floor finish on the floor
- Use the floor machine to remove the floor finish

- Scrub along the baseboards
- Move the machine from side to side to scrub the entire floor
- Make sure you keep both hands on the handle of the machine
- Do not splash stripper solution on the walls, furniture, etc.
- Do not allow the floor to dry
- Pick up stripper solution
- Use the Shop-Vac. to pick up the stripping solution from the floor
- Be sure to get all the stripper off the floor
- Rinse floor and baseboards
- Using clean water from mop
- Be sure to rinse and wring out the mop bucket #2, supply water to entire floor including the baseboards
- Be sure to rinse and wring out the mop often when doing this
- If the water gets dirty, throw out the dirty water and add clean water to the mop bucket
- Using the mop that has been soaking in the mop bucket with the neutralizer or vinegar, apply a second rinse to the entire floor
- Let the floor air dry and check the floor
- A properly stripped floor should not have any shiny areas of old finish. It should have a dull look, almost a white look and smooth feel
- Using your hands, wipe the stripped floor, if there is a white residue on your hand you need to mop again
- The floor is now ready for seal and floor finish
- Clean and store equipment
- Rinse all mops and mop buckets
- Wipe the floor machine and electrical cord with cleaning cloth and detergent
- Rinse stripper pad and hang it to let it dry
- Rinse out inside of Water-Vacuum, dry the inside and outside with a cleaning cloth
- Run water through the vacuum hose and wand
- When that is dry, replace vacuum hose on to the tank
- Return all equipment to the proper storage area. Make sure the door is locked

Floor Finish

Here are the steps to follow when applying the floor finish:

- To the thoroughly stripped or scrubbed and dried floor apply a neutralizer or vinegar solution with a string mop as a last rinse. (If the mop is new it must be soaked in water overnight and used the next day) Let the floor dry for about 5- 10minutes.
- When the floor has dried, apply the floor sealer with a clean string mop. Let the floor air-dry
- When the floor has dried apply a thin coat of wax, with a mop. Allow the wax to dry
- When the floor has dried apply a 2nd coat of wax using the same mop
- If the floor is in a high traffic area you may need to apply more wax after the 2nd coat has dried. Make sure the floor is dry between applications.
- If needed, the floor can be buffed with a high-speed buffer AFTER 24 hours
- **REMEMBER do not use a new mop unless it has been soaked in water overnight. You will need to code that mop with a strip of white tape.** This will let others know that particular mop is only used for applying floor finish.

Section X

Trash Removal

Trash removal is done a regular basis. It is very important to take the trash out as scheduled. There may be food in the trashcan, which can attract ants and roaches, also, the trash may begin to smell if food is left in the in the trashcan. If the trash is not full but there are ants or roaches or the trash smells, you need to empty that trash can.

Here is a list of equipment you will need to use to empty the trash cans:

- 1 pair of Safety Gloves
- Safety Belt
- 1 pair of Rubber/Latex Gloves
- Plastic trash Bags/Liners

Be sure to check the gloves for holes before you put them on. Also, if you are allergic to the latex gloves, let Your supervisor know. There are gloves made of different materials that you can use.

When you are wearing your safety belt remember that this only gives your back support.

YOU STILL NEED TO USE PROPER LIFTING TECHNIQUES

Emptying Trashcans

Here are the steps to follow when emptying trash cans:

- Put on safety gloves and safety belt
- Before taking the trash out of the container, tilt or shake the trash can to see how heavy the trash is. You should make sure you are not lifting more than 50 pounds. Lifting too much could cause an injury or it could tear the bag liner.
- Bags/liners should not be overfilled. If the trash is too full, take out some of the trash and put in another bag/liner
- There should be enough room in the bag/liner to tie off the bag
- After tying the bag/liner, lift the bag directly under the knot you have tied. Be sure to lift properly
- For “Brute” cans (large gray trash cans), lay the trash can on the floor and pull the bag/liner out instead of lifting up.
- To avoid getting cut by broken glass or being stuck with a needle, don’t grab the trash bag/liner from the bottom or the sides.
- Replace the plastic bag/liner using the following guidelines
- If dry trash can be dumped into a larger container, the bag/liner can be reused
- If the bag/liner is dirty, ripped or torn, or over ½ filled, and smells, replace the bag/liner with a clean one.

Cleaning Trash Cans

Trash cans should be cleaned and disinfected on a regular basis or when they have stains on them or when they smell. The following are steps to follow when cleaning the trash cans.

- Use rubber/latex gloves when cleaning and disinfecting trash cans and other waste receptacle

- All trash cans and waste receptacles will be washed and disinfected, inside and outside, on a monthly basis or more often as needed because of spills, stains, dirty, smell, etc.
- When you are cleaning the trash cans you may also need to clean the immediate area around the trash can (such as the floor, wall etc.)
- Be sure to use a disinfectant on the immediate area around the trash can when you are cleaning
- Let your supervisor know if trash cans or waste receptacles are broken, cracked, or torn
- Also let your supervisor know if trash cans are missing

Section XI

Storage & Custodial Closets

Storage and custodial closet are used to store supplies such as:

- Equipment
- Chemicals
- Supplies that are kept in stock, such as paper towels, toilet paper, trash bags, etc.

Some of the storage closets or custodial closets have sinks in them that are used to fill mop buckets, shampoo machines, cleaning out equipment, etc.

- All Closets must be closed and locked at all times. This is to prevent theft, vandalism, etc.
- All closets must be kept clean, neat and organized at all times. The equipment, chemicals and other supplies need to be stored in a safe manner. Here are some guidelines to follow:
 - Keep chemicals away from heat sources and lids should be tightly closed
 - Store equipment so that it is easy to get to and put back
 - Don't place heavy items on weak shelves
 - Don't store heavy items or chemicals on shelves that are too high
 - Keep sharp objects like putty knives away from things that can be cut or punctured easily
 - Keep sharp objects stored with the blade closed or in a container with all the blades facing the same way, so that you don't cut yourself.
 - Keep in mind that the closets are not all the same size. Some are smaller than others. Never put too many things in one closet. If it doesn't fit, don't force it.

If possible, the following items should be in the custodial closets:

- Disinfectants, all-purpose cleaners, mildew remover, deodorizer, lime remover
- Safety gloves, goggles, respirator (if needed), rubber boots, dust mask
- Paper towels, toilet paper, trash bags, micro-fiber towels
- Broom, dustpan, wall brush, dust mop, mops, mop buckets

You can keep personal things in the custodial closet but don't have so many personal items that you don't have room for your supplies or equipment, also don't keep personal items that are hazard to other employees in that closet.

Section XII

Safety Issues

This section will cover safety issues and will tell you what you can do to keep yourself as safe as possible while working. In this section there will be information about the following safety issues:

- Back Safety/Lifting
- Blood Borne Pathogens
- Fire Safety
- Electrical Safety
- Falls
- Heat Stress
- Personal protective equipment

Back Safety & Lifting

The most common type of injury that happens at the workplace is back injury. All employees should use proper lifting techniques when lifting ANY object even if the object is not heavy. Here are some steps you should follow before you lift an object:

- Get help if you cannot carry or lift the load by yourself
- Think before you act. How far will you need to carry the load? Is there anything that might block your way such as doors, cords, gates, people, etc.?
- Is there someone who can help you?
- How big is the load? Will you be able to see once you pick up the load?
- Is there a pushcart or dolly that you can use?

Here are steps you need to follow when you are actually lifting an object:

- Test the weight of the load to make sure you can lift it
- Stand with your feet shoulder width apart. You can stand with your feet side by side or with one foot forward
- Squat down by bending at the knees. DO NOT BEND AT THE WAIST
- Get a good grip of the object, grip the bottom of the object or by the handles/straps that are on the object
- You can use gloves to help with your grip
- Use your legs to lift the load
- Use your feet to turn your body; NEVER twist at the waist
- Keep the object close to your body, DO NOT hold the object away from your body
- When putting the object down, bend at the knees not the waist

Lifts

With the growth we are experiencing in the district, the new facilities being built are two stories to accommodate student enrollment. Due to the two story buildings, the custodial staff will be operating a variety of lifts ranging from 25'

– 34'. Each lift has its own specialized training. Custodians who will be operating the lifts are required to train prior to operating any lift.

Electrical Safety

Whenever you are around electricity, you need to be very careful. Electrical accidents can cause fires, can damage equipment, and can cause serious injuries.

Some electrical accidents can even cause deaths. Because electricity is used all the time, it is important to use safety precautions. Here are some things to remember when using electricity:

- Be familiar with the electrical hazards in your workplace
- Unplug equipment before cleaning
- If a prong from the cord breaks off in the outlet it is plugged into DO NOT remove it yourself; call your supervisor and call the Maintenance Dept.
- Report all electrical problems (tripped breakers, flickering lights, broken switches, outlets that spark when you plug a cord)
- Don't use any equipment that sparks, smokes, or gets too hot
- When using portable electrical heaters make sure they are placed where no one can trip over them and kept away from clothing and chemicals
- Do not leave portable heaters unattended and make sure they are unplugged when not in use.

You should also:

- Keep electrical equipment away from water, unless the equipment is designed to, e.g. water vac.
- Be sure of overhead wires when working on a ladder
- DO NOT alter prongs of a cord to fit into an outlet
- If an electrical cord is damaged have it repaired or replaced.
- Use extension cords properly
- Don't overload outlets
- Never unplug the equipment by pulling or yanking on the cord; walk to the outlet and unplug the cord.

Blood Borne Pathogens

When we say "blood borne pathogens" we mean the germs, bacteria and viruses that are found in human blood. The two most common and dangerous blood borne diseases are Hepatitis B Virus (HBV) and HIV, which is the virus that causes AIDS. The viruses that cause these diseases are found in:

- Human blood
- Please make sure that you wear your gloves at all time

EXCERPT:

STAPHYLOCOCCUSAUREUS

With the growing number of reported "Staph" Infections around the U.S, we have decided to announce our plan of action used here at Hays CISD. *Staphylococcus aureus*, more commonly known as "Staph"— is most likely on our skin right now. An infection occurs when a sufficient quantity of the bacteria enters the body through a cut or break in the skin. Staph is spread during physical contact, not through ingestion or breathing.

Follow these procedures to help reduce the chance of a staph infection:

- 1) When we are informed of a “Staph” outbreak at one of our facilities, we change our regular cleaning schedule. We start by contacting the Campus Head Custodian to inform them of the outbreak.
- 2) The Head Custodian directs a number of custodians to the effected department, where they begin wiping everything down with a very strong disinfectant that has worked very well for us in the past. It is a Spartan product by the name of, #10 Super HDQ.L10. They are instructed to wipe down all lockers, all benches, floors, walls within reach, restrooms, weight rooms and weights, showers, and also the trainers areas to include the trainers benches. They have been instructed to wipe, mop, or spray this product onto the surfaces and let stand for 10 to 15 minutes to give the disinfectant time to kill germs before they wipe it off.
- 3) They then come back within a day or two, and disinfect everything a second time. This time they use a bleach and water solution. The showers and locker rooms are to be left with the bleach solution on the surface to help insure that the left-over bacteria are killed.
- 4) We also make available to the students a disinfectant spray by the brand name of Steriphene II. This is made available for the players to spray on their equipment, helmets and pads.
- 5) **Personal Hygiene** is very important. (The more they wash the better).

It is impossible to totally eliminate Staph. Hospitals battle it every day, and it is still present. Our goal here at Hays CISD is to reduce it in our facilities to a minimum and help keep it from spreading.

SHIGELLA

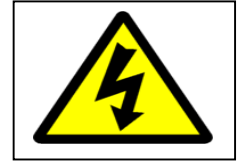
Shigella is a type of bacteria that infects the intestinal tract of the person that becomes infected. It is also very contagious. People who are infected with Shigella pass the bacteria in their stool. It can cause abdominal cramps, high fever, and loss of appetite, nausea, vomiting, and diarrhea. Others may become infected if they come in contact with anything contaminated by an infected person. Our plan of action here at Hays CISD is disinfect as much as possible. When we receive a call about Shigella we follow these steps.

1. When we are informed of a Shigella outbreak at one of our facilities, we change our regular cleaning schedule. We start by contacting the Campus Head Custodian to inform them of the outbreak.
2. We then send out several cases of Steriphenell Disinfectant. The custodial staff has been instructed to spray every door knob and handle in the school, to include inside and outside of every class room and doorway. They are also instructed to spray all table and desk tops. Even the handles inside the toilet stalls and the pull down handles on the paper towel dispensers. The floors in the restrooms and the counter tops are to be cleaned with our Spartan product, #10 Super HDQ.L10 disinfectant. We also disinfect the toilet seats top and bottom.

3. This procedure is to be followed until the outbreak has subsided.
4. These bacteria can be passed along by touching surfaces that an infected person has been in contact with, so **Personal Hygiene** is very important. Washing hands frequently with soap and water is recommended.

Electrical Emergencies

Here are some guidelines to follow when handling electrical emergencies:



ELECTRICAL SHOCK –

- When someone suffers an electrical shock the person may be unconscious.
- Call 911
- DO NOT TOUCH THE PERSON. This person may still be in contact with the electrical current.
- If the power source cannot be cut off, try to separate the person from the electrical current by using something that is nonconductive (wooden broom handle, 2X4 etc.)
- Check to see if the person is breathing – inhaling and exhaling
- Then call for help

ELECTRICAL FIRE –

- If an electrical fire starts, try to disconnect the source of power (TV, Radio, computer, etc) ONLY DO THIS IF SAFE. Make sure the fire alarm has been activated and get out of the building.
- You can try to put the fire out with a fire extinguisher but be sure to remember the following:
- Activate the alarm or call 911
- People are out of the building
- The fire is small enough for an extinguisher
- You know how to use an extinguisher
- You have the right type of extinguisher for the fire

IMPORTANT INFORMATION:

- Never use water or water based fire extinguisher on an electrical fire. This could cause serious damage and injury.
- Look for extinguishers that have the letters ABC, which is a multipurpose extinguisher or you can use an extinguisher that is marked with the letters BC or just C. These extinguishers will also have a picture of an outlet on them.

POWER LINES –

- Stay away from power lines that are hanging down. You should also stay away from power lines that have fallen and are “live” (they still have electricity flowing through them).
- For a hanging power line. Call your supervisor. For a power line that has fallen and is “live” call 911 “DO NOT GO NEAR THE LINES.”

Fire Safety

Fire safety is the responsibility of everyone. There are three main issues when it comes to fire safety. Those issues are fire prevention, emergency evacuation and fire suppression (putting out the fire.)

Fire Prevention – Prevention is the best protection against property damage or loss. It also the best protection against injuries from fires.

To prevent fires, follow these guidelines:

- Store and use chemicals safety. For example, don't store chemicals near heat sources and only use chemicals for what they are made for.
- Use flammable chemicals in areas that have good ventilation
- Properly dispose of oily rags or rags with other chemicals on them.
- Keep equipment in good condition. Have wiring and electrical equipment checked
- Do not overload circuits
- Do not smoke on School District Property
- Keep hallways clear of anything that may block any exits, like doors & Windows
- Keep hallways clear of any obstructions
- Report all gas leaks immediately and get out of the building
- Report any open flames that the students may have: e.g., open flames like candles, incense, gas burners
- Report smoke detectors that are not working
- Report any students that tamper with smoke detectors, fire alarms or automatic door closure.

Emergency Evacuation

During a fire, timing and acting quickly are important in saving lives and property. It is important that you know what to do in case of fire. To remember what you need to do, just remember **RACE**:

R - Rescue: get yourself and others to safety

A - Alarm: make sure the alarm has been pulled or 911 have been called

C - Contain, Control, or confine the fire; close all doors and windows as you exit 113

E- Evacuate the building or extinguish the fire by using the fire extinguisher here are a few more things to remember when getting out of the building:

- Know which exit to use; you should also know where a different exit is in case the first exit is blocked
- Know where you need to go to when you are getting out. Each building has an assigned or Designated area where all staff are supposed to go
- Use stairs instead or elevators
- **Never go back into a burning building**

Fire Extinguishers

If it is at all possible, you should try to put out the fire using a fire extinguisher. However, there are some things to keep in mind when using a fire extinguisher. You should only use a fire extinguisher under the following conditions:

- The fire is small enough
- You know how to use the fire extinguisher
- You have the right type of fire extinguisher for the fire
- The building has been evacuated



To remember how to use a fire extinguisher, just remember the word **PASS:**

P - Pull the Pin

A - Aim at the base of the Fire

S - Squeeze the handle to release the chemical

S - Sweep from Side to Side

Heat Stress

People usually suffer from heat stress during hot, humid conditions. Heat exhaustion can also happen during physical activity while outside (jogging, sports, etc.) The two most common forms of heat stress are heat exhaustion and heat stroke

Heat Exhaustion

Heat exhaustion happens when the body has lost large amounts of fluids and sodium (salt) while sweating. Symptoms of Heat Exhaustion are:

- Headache or lightheaded
- Thirsty
- Tired, fainting or loss of consciousness
- Cool, moist skin
- Pale color
- Fast or weak breathing
- Heavy sweating
- Dizziness or loss of coordination
- Nausea
- Weak or fast pulse
- Cramps in stomach or legs

First Aide for Heat Exhaustion

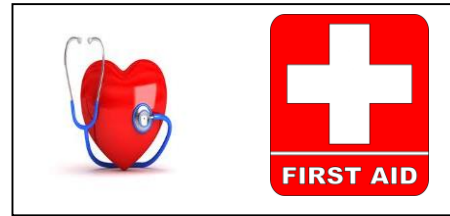
- Have the person stop what they are doing
- Move to a cooler place
- Have the person lie down and elevate their feet
- Have the person drink fluids (do not give ice cold water, this could cause vomiting and the person will lose more fluids)

- If giving fluids have the person slowly drink water or other drinks such as Gatorade. DO NOT give them drinks with caffeine (Sodas, tea, etc.) or alcohol
- You can apply wet, cool cloth to the body
- If the person is unconscious or is conscious but not getting better, call 911

Heat Stroke

Heat stroke can be a life threatening situation if the person is not treated immediately. Heat stroke happens when the person's body is no longer able to produce sweat to keep the body cool. When this happens, the person's body gets hotter and hotter. The body temperature can get as high as 105 degrees. The symptoms of Heat Stroke are:

- High body temperature
- Fast pulse
- Unconsciousness
- Unusual behavior
- Very tired or weakness
- Fast or weak pulse
- Hot, red skin that can either be dry or moist
- Fast or shallow breathing



First Aid for Heat Stroke

- CALL 911 immediately
- Move the person to a cooler place right away
- Cool the body off right away (wrap wet sheets around the body and use a fan, place the person in a cool bath or under cool running water, ice packs, you may also need to remove some of the person's clothing)
- If the person is conscious, try to give them sips of water or sports drinks such as Gatorade. Do not give them drinks with caffeine or alcohol.

Preventive measures for heat exhaustion and heat stroke

Here are a few things you can do to prevent Heat Exhaustion and Heat Stroke:

- Drink plenty of fluids
- Try to stay away from hot, confined spaces
- Wear a hat or cap to keep cool when you are outside
- Wear lightweight & light colored clothes
- Take breaks when you are getting too hot