

Charles County Government Department Standard Operating Procedure

Title:	Building Services Expectations and Protocols	SOP #: DP.DPW.02.002
Department:	Public Works	Effective Date: 03/12/2020
Division:	Buildings & Trades	Last Review Date:
Purpose:	To establish the expectations and protocols for Buildings & Trades (B&T), Building Services operations and activities.	
References:		
Attachments:		

Procedure:

1.0 Building Services Relationship with Charles County Government Employees and Visitors of Charles County Buildings

- 1.1 The Building Services staff promotes and supports healthy relationships and environments with the following principles.
 - 1.1.1 We believe all people should act with integrity, perform at exemplary levels, and should be accountable for results.
 - 1.1.2 We believe that all people should be treated with dignity and respect.
 - 1.1.3 We believe all people have value and worth; we embrace diversity and cultural difference as assets and strengths.
 - 1.1.4 We believe that with the right attitude, achievement is unlimited.

2.0 Safeguarding Property and Assets

- 2.1 Building Services staff are responsible for monitoring surroundings and implement measures to prevent unauthorized access and property damage or theft.
 - 2.1.1 Carry keys and identification badges in a manner that will prevent loss or theft.
 - 2.1.2 Do not loan keys and identification badges to anyone under any circumstances.
 - 2.1.3 Do not open doors for unauthorized persons.
 - 2.1.4 Do not duplicate keys under any circumstances.
 - 2.1.5 Report the loss or theft of keys immediately to your supervisor.

3.0 Alarm Activation and Deactivation

- 3.1 Building Services staff are responsible for activating and deactivating alarms at the start or end of work activities.
- 3.2 Alarm codes will only be given to those that are involved with the alarm operation procedures. No further detail will be provided in this standard operating procedure

due to the sensitivity of this process, but it is paramount that the codes remain confidential.

- 3.3 Any questions concerning alarm activity should be brought to the attention of your supervisor. In case of an accidental activation, employees should notify their supervisor to contact the on-call B&T Maintenance employee.

4.0 After Hours Emergencies

- 4.1 If a member of the Building Services team encounters an emergency necessitating police or fire department response, the employee will call 9-1-1 immediately and take the appropriate action to ensure the safety of the employee and others within the building. Once the employee is satisfied that they are safe, contact will be made with their supervisor to notify them of the situation.
- 4.2 If a member of the custodial staff encounters an emergency necessitating the response of a member of the maintenance staff, the employee will contact their supervisor to initiate this response.

5.0 Cleaning Procedures

- 5.1 Below are lists and descriptions of the day-to-day duties that a member of the Building Services staff may complete, but in no way encompasses all the responsibilities the staff will be accountable to perform.
- 5.2 The steps provided in this standard operating procedure are guidelines and not hard fast rules of operation. Each incident may require a unique approach and the staff has been given the leeway to make independent decisions based on the specific event.
- 5.3 If anyone requires specific cleaning measures, please contact the Custodial Superintendent at 301-932-3488. The Building Services staff will make every reasonable effort to accommodate the request.

Restroom Cleaning Procedures

Preparation:

1. Put on protective gear.
2. Make sure restroom is vacant before proceeding.
3. Prop door open.
4. Place closed restroom sign on door for easy view of building occupants.

Trash Removal & Pre-Spray:

1. Remove urinal screens and debris from urinals, toilets, and sanitary napkin receptacles.
2. Flush all urinals and toilets.
3. Using **Spectra 304 Disinfectant**: spray down all sinks, counters, dispensers, toilets, urinals and other high touch areas including the insides of sanitary napkin receptacles, doorknobs, and push plates. **Allow to dwell for at least 10 minutes.**
4. Empty all trash receptacles.
5. Sweep all trash to center of room and remove.
6. Replace trash can liners.

High to Low Dusting:

1. Using high duster tool: clean ceiling vents, tops of partitions, and walls.
2. Dust all dispensers.
3. Dust handrails, ledges, doorjambs, and lower vents.
4. Using **BLUE** microfiber cloth: wipe inside of towel and toilet paper dispensers.

Restroom Disinfecting/Cleaning:

Note: Rinse microfiber cloths frequently during use.

1. Using **ORANGE** microfiber cloth: wipe down bright work, urinals, and toilets.
2. Using bowl brush: clean inside of toilets and urinals.
3. Using **WHITE** microfiber cloth: wipe down all sinks, counters, dispensers, and other high touch areas including the insides of sanitary napkin receptacles, doorknobs, and push plates.
4. Place new brown bags in sanitary napkin receptacles.

Restroom Floors:

1. Use the **MOP w/ RED** handle.
2. Mop around the toilets and under the urinals with **Spectra 304 Disinfectant** solution.
3. Spray sides and floor around toilets and urinals with enzyme odor digester (**DX-50**). Allow to remain damp.
4. Finish mopping the rest of the floor with **Spectra 304 Disinfectant**.

Entryways

Entryways are the first line of defense against contaminants. Thus, special effort should be focused in these areas.

1. Begin by cleaning outside walkways leading into the facility with a large, high quality push broom. This is especially important during inclement weather. During snow and ice, procedures need to be put in place to first protect occupants and visitors from slips and falls.
2. Walk-off mats should be vacuumed daily making sure to vacuum in both directions. Walk-off mats must be cleaned frequently and don't forget to periodically clean underneath them as well.

Offices

Daily:

1. Empty wastebaskets.
2. Replace wastebasket liner if soiled or torn.
3. Dust horizontal surfaces.
4. Clean telephones with a gray towel dampened with **Spectra 304 Disinfectant**.
5. Clean reception and service counters.
6. Clean conference tables.
7. Spot clean doors, door frames, door glass, and light switch plates.
8. Sweep and mop tile area.
9. Vacuum carpet area.
10. Dust computer screens, keyboard, and mouse.

Weekly:

1. Dust window ledges.
2. Clean under rollaway and easily movable furniture.
3. Perform high dusting.

Periodically:

1. Vacuum upholstered chairs.
2. Buff floors.
3. Refinish floors and carpets.
4. Dust blinds.

Wastebaskets

Daily, empty all wastebaskets into your custodial trash can liner. Use caution and good lifting practices. Test the weight of the wastebaskets. The size of a wastebasket can be deceiving. The small receptacles can hold over 50 pounds of paper, books, or other material. Use your barrel to empty trash from all assigned areas. Check wastebasket liners for tears or soil and replace if in poor condition. Check wastebaskets for soil or liquid inside and out and wipe clean with a rag dampened with **Neutral Disinfectant #304**. Damaged wastebaskets should be replaced. If a liner is stuck, tilt the receptacle on its side, and the bag should slide out easily. Please exercise extreme caution when handling trash bags to protect yourself from accidental exposure to puncture, cuts, etc.

Wastebasket Liner Replacement:

Open a new liner and tie a knot on its top so the liner will fit snugly around the top of the waste basket. When placing the new liner in the wastebasket, allow air to escape so the liner forms to the sides and bottom of the wastebasket.

Emptying Large Trash Cans:

Daily, empty all trash cans using caution and good lifting practices. Test the weight of the large trash cans, which can hold 200 pounds of paper, books, or other materials, and get help, if necessary. Check trash can liners for tears or soil and replace if in poor condition. Liners used in cafeterias, outside lunch areas, or other areas where liquids are used must be changed daily. Liners full of trash can be pulled from trash cans and tied off by grasping opposing sections of the top edge of the liner and tying the sections together twice. Trash cans should be checked for soil or liquid inside and out and wiped clean with **Neutral Disinfectant #304** if excessive liner leakage has occurred and the inside of the can has been soiled. Damaged trash cans should be replaced. Please exercise extreme caution when handling trash bags to protect yourself from accidental exposure to puncture, cuts, etc.

Large Trash Can Liner Replacement:

Open the new liner and tie a knot at the top so the liner will fit snugly around the top of the trash can. When placing a new liner inside the trash can, allow air to escape so the liner forms to the sides and bottom of the trash can. Use a hose with a nozzle to clean excessive soil from the trash cans. When replacing a liner in an outdoor trash can, tear the bottom corner to allow rainwater to drain from the bag.

Paper Towel Dispensers

Check paper towel dispensers every day to determine if there is enough paper for the next day's usage. Dispensers that display a yellow light will need to be replenished. If the dispenser requires refilling, remove the old roll, replace with a full roll, utilize the "paper feed" button to advance the paper, then close and lock the door. This will allow for continuous dispensing. If a red light is displayed, the batteries will need to be replaced. The dispenser requires three "D" batteries.

Hand Soap Dispensers

Inspect the soap dispensers daily and check to see if the yellow light is visible. If so, open the dispenser to replace the soap. The plastic dispenser opens by pushing down on the lock with a finger, pulling it, and opening the front.

Should the cartridge need replacement, pull out from the dispenser and install a new one. Twist the top of the new cartridge counterclockwise, place the cartridge in the dispenser and insert the nozzle holder. Activate the soap dispenser to make sure it is in working condition. If a red light is displayed, the batteries need to be replaced. The dispenser requires four "C" batteries.

Toilet Tissue Dispensers

Check toilet tissue dispensers every day to determine if there are enough tissue for the next day's usage. If the dispenser requires refilling, remove the old roll, replace with a full roll, advance the tissue, then close and lock the door. This will allow for continuous dispensing.

Vacuumping Carpets

Inspect your vacuum each day for safety and maintenance concerns. Check the cord for cuts or frays, and the plug for loose or missing prongs. If equipped, check the wand brush, filters, and bag for excessive wear. Replace parts as necessary. However, do not attempt to replace electrical parts, such as plugs, switches, or motors; these repairs are to be done by the B&T Maintenance staff. Do not allow the vacuum cleaner bag to become overly full. Overfilling the bag will decrease efficiency of the vacuum and fatigue the user. Empty vacuum bag into a trash liner. Tie off the liner and dispose of in a dumpster.

Vacuum thoroughly, pay special attention to high traffic areas, pathways, and under desks and tables. Commercial backpack, upright, and canister vacuums are designed to allow the operator to move at a moderate pace, covering large areas of carpet in a short period of time. If sand or damp grass is encountered, several motions over the same area with the vacuum cleaner may be necessary. **Do not vacuum over spills or wet carpet.**

When vacuuming obstructed areas of carpet, start at the corner of the room farthest from the door and work towards the door. To vacuum unobstructed carpeted areas, begin in the corner farthest from the door. Work toward the doorway with a back and forth motion, overlapping each stroke. Give special attention to the area by the doorway where dirt and debris build up. When all vacuuming is complete, empty the bag, unplug the cord and loosely roll up the cord. Wipe off the machine and store it in the custodial cart or in the custodial storage room.

Removing Stains and Spots from Carpet

Stains can be removed following the steps on the Carpet Spot Cleaning Chart.

Mopping Up Spills

Use caution when mopping up spills. All areas with spills must be posted with wet floor signs or blocked off to prevent people from walking through the spill. In the case of chemical spills, consult the Safety Data Sheet for the particular chemical. Safety Data Sheets can be found in the custodial closet. In the case of major blood or other fluid spill, adhere to certain precautions in accordance to the regulations concerning blood borne pathogens. Only trained personnel can clean up a regulated body fluid spill. This training is provided yearly through Safety Office.

A spill can be mopped up using a general-purpose mop and a solution of neutral floor cleaner and water in a mop bucket. Begin by encircling the outside edges of the spill with a mop. Wring out the mop and rinse the mop in the solution. Encircle the spill again, wring out, and rinse again. Do this until the entire spill has been picked up. Wring out the mop, rinse, and mop over the entire area again. Do not remove wet floor signs until the floor is completely dry. Clean and store the mop, mop bucket, and wringer.

Use and Care of Wet Mops

1. Select the proper color mop for the job to be done. Green handle – general purpose and red handle – restroom.
2. A mop stick has removable mop heads, which are more easily cleaned and dried. The removable mop head limits the entrapment of soil and other particles. The mop lies flatter on the floor, covers a larger area, and easily turned from side to side.

Use:

1. The purpose of a wet mop is to transfer liquid to and from floors.
2. Soak a new mop in warm water for at least 20 minutes before using in order to remove excess oils and to expel entrapped air, which will provide better absorbency.
3. While mopping, change the mop water frequently to prevent the water from becoming overly dirty. Rinse the mop each time the water is changed. Dirty water will re-deposit soil onto the cleaned floor and will cause streaking.
4. When mopping, the mop should stay on the floor and should not be flung about.
5. The mop should be turned from side to side frequently while in use in order to expose clean, moist strands.
6. The use of a down-press wringer is recommended for more efficient removal of moisture from the mop.
7. Avoid using undiluted cleaning solutions while mopping; they may attack the mop strands and decrease the life of the mop.

Care:

1. Always rinse mop and squeeze it dry.
2. Store mops in a warm, dry area where air circulates freely.
3. To store mops, hang with yarn away from walls, strands down.
4. Do not allow mops to come in contact with each other, with equipment, or with walls.

5. Important: In addition to rinsing the mop whenever the mop water is changed, it should be carefully washed daily. The mops should be replaced with clean mops weekly. The clean mops are available at the Government Building.
6. Do not store mops submerged in liquid for any period of time. This breaks down the mop and shortens its lifespan.

Use of Floor Scrubber (Vinyl Composite Tile)

Materials Needed:

1. Wet floor signs and exterior door caution signage
2. Anti-skid boots, gloves, goggles, and appropriate clothing
3. Floor scrubber
4. Extension cords
5. White buffing pads

Preparation:

1. **Health and Safety First:** Read the manufacturer's directions. Remember you can be held responsible if anyone slips and falls.
2. Follow the manufacturer's procedures and instructions for dilutions and dwell times for best results. Always follow correct dilution guidelines.
3. Gather wet floor signs and place them blocking off all entrances surrounding the work area.
4. Gather all personal protective equipment, goggles, gloves, and anti-skid boots.
5. Use cold water.

Procedure:

1. Put on all personal protective equipment and place all caution signs on all exits of the area to be stripped.
2. Sweep floor thoroughly with dust mop or push broom.
3. Prepare solution using proper dilution ratio in the floor scrubber.
4. Complete final run and ensure the floor is free of water.
5. Allow floor to dry thoroughly.
6. Clean and store all equipment.
7. Remove wet floor signs.

Stripping Floors (Vinyl Composite Tile)

Materials Needed:

1. Wet floor signs and exterior door caution signage
2. Stripping anti-skid boots, gloves, goggles, and appropriate clothing
3. Floor machine
4. Wet vacuum
5. Extension cords
6. Black stripping pads
7. Dust mop, broom, and dustpan
8. 3 mop buckets with wringers and 3 mops

9. Special wet finish mop head
10. Scraper
11. Cardboard - to place wet equipment and supplies to prevent damage
12. Trash bags - to line mop buckets
13. Painters tape - to protect adjoining carpets
14. Stripping chemical
15. Neutralizer
16. Wax

Preparation:

1. **Health and Safety First:** Read the Safety Data Sheets and know what to do in case of an accident or spill. Remember you can be held responsible if anyone including the strip crew slips and falls.
2. Read the manufactures procedures and instructions for dilutions and dwell times for best results. Always follow correct dilution guidelines.
3. Gather wet floor signs and place them blocking off all entrances surrounding the work area.
4. Gather all personal protective equipment, goggles, gloves, and anti-skid boots.
5. Use cold water with stripping chemical to help prevent chemical fumes.

Procedure:

1. Put on all personal protective equipment and place all caution signs on all exits of the area to be stripped.
2. Sweep floor thoroughly with dust mop or push broom.
3. Mix stripping solution using proper dilution ratio.
4. Apply solution liberally to floor, but do not flood floor.
5. Allow solution to work for 10 minutes, keeping area wet, then scrub with the stripping machine using the black pad.
6. If baseboards have been previously waxed, scrub with the doodle bug pad, make sure baseboards are rinsed after scrubbing.
7. While scrubbing, scrape all corners with a putty knife or scraper.
8. With a putty knife or scraper, remove any gum or debris that is stuck on the floor. When the floor is completely stripped, it should be clean of debris and wax buildup. The floor should be evenly free of wax and swirl marks from the floor machine.
9. After scrubbing off old wax, and after all baseboards, corners, and edges have been cleaned, rinse the entire floor and pick up dirty solution with the wet vacuum.
10. After stripping the floor, rinse the floor using two mop buckets, starting with one and following behind with the other, until the floor is completely mopped twice. Always change water to insure there is no stripping solution left behind.
11. Complete final rinse with neutralizer.
12. Allow floor to dry thoroughly.
13. Clean and store all equipment.

Floors - Refinishing

When properly finished, floors should appear clean and shiny with no visible yellowing or wax buildup, and edges and corners should be clean, as well.

Materials and Equipment Needed:

1. Wet floor signage and exterior door hangers
2. Personal protective equipment
3. Dust mop
4. Bucket and wringer (for waxing use only) (trash bag liners for bucket)
5. Finish wax mop head
6. Enough wax to complete the job (maximum 4 coats)
7. Floor fan (if needed)

Procedure:

1. Dust mop entire floor to be waxed with a new dust mop head. Ensure all corners and edges have been scraped and cleaned, and there is **no** residue of old wax left behind.
2. After the floor has been rinsed properly and dried, pour wax into the wax bucket liner, approximately one gallon to 800 square feet of flooring to be waxed. This may vary depending on the porosity of the tile being waxed.
3. Dip the finish mop head into the wax to saturate it. Dip it a few times to ensure the mop is completely full of wax.
4. Wring out wax in mop head using medium force, as to allow enough wax in the head to evenly cover the area to be waxed.
5. Starting in one corner (at least 3" away from any edge or structure); begin applying wax in an even side-to-side motion, covering as much area as the finish will allow. Do not try to overwork the mop or finish by applying over an area that is too large. Once you have applied the finish, continue along next to the area just finished and overlap the area to ensure no part of the floor is missed. Best results occur when overlapping is done prior to the finish becoming too dry.
6. Allow finish to dry at least 20 to 30 minutes before applying each coat of finish.
7. Using floor fan, allow last coat to dry a full 30 minutes before entering the area.
8. Do not buff floor for at least 24 hours after the floor has been refinished.
9. Clean equipment and store in a safe place.
10. Put all furnishings back in order.

Floors - Spray Buffing

The spray buffing technique may be utilized for combining light duty cleaning, refinishing, and polishing floors, for entire areas or for problem spots. Regular use of this technique provides a surface that improves in appearance and durability with each application, while considerably extending the period of time between each buffing. However, it is not successful on a floor that is heavily soiled, uneven, congested, or that does not have a protective finish.

Materials and Equipment Needed:

1. High speed buff-spray with spray nozzle
2. High speed buffer
3. Thick buffing pad (white, red)

Procedure:

1. Put on personal protective equipment: dust mask and goggles.
2. Place caution signs on all exits of area to be buffed.
3. Select the proper type of pad for this work and secure it tightly to the block. Although a standard nylon buffing pad can be used, the best results are obtained using a special open-weave spray-buffing pad. The greatest success is usually achieved using thicker pads. From 1" to 1 ¼" thickness.
4. Working forward, spray a small quantity of the solution onto the floor in front of the machine. This may be done from a standing position while the machine is in motion. The spray should lightly wet a small area in front of the machine. Avoid excessive spraying, since too much time will be required for buffing the surface dry. Buff until dry, and a gloss appears. When the pad becomes soiled or worn, it should be turned over or replaced with a fresh pad. Dust mop after spray-buffing.
5. When finished, the machine should be cleaned from top to bottom and all equipment put away. Pads can be cleaned after use by brushing out with a piece of buffing-pad and washing with cold water. Soak in stripping solution when absolutely necessary.

Scrubbing and Refinishing Floors (Vinyl Composite Tile)

When finished, the floor should appear clean of all marks, smudges, clear, free of yellowing or wax buildup, including edges and corners.

Materials Needed:

1. Wet floor signs and exterior door caution signage
2. Stripping anti-skid boots, gloves, goggles, and appropriate clothing
3. Floor machine
4. Wet vacuum
5. Extension cords
6. Red or blue pads (or appropriate pads as provided)
7. Dust mop, broom, and dustpan
8. 2 mop buckets with wringers and 2 mops
9. Special wet finish mop head
10. Scraper
11. Cardboard - to place wet equipment and supplies to prevent damage.
12. Garbage bags - to line mop buckets
13. Painters tape - to protect adjoining carpets
14. All-purpose cleaner
15. Neutralizer
16. Wax

Preparation:

1. **Health and Safety First:** Read the Safety Data Sheets and know what to do in case of an accident or spill. Remember you can be held responsible if anyone including the strip crew slips and falls.
2. Read the manufactures procedures and instructions for dilutions and dwell times for best results. Always follow correct dilution guidelines.
3. Gather wet floor signs and place them blocking off all entrances surrounding the work area.
4. Gather all personal protective equipment, goggles, gloves, and anti-skid boots.
5. Use cold water with all-purpose chemical to help prevent chemical fumes.

Procedure:

1. Put on all personal protective equipment and place all caution signs on all exits of the area to be stripped.
2. Sweep floor thoroughly with dust mop or push broom.
3. Mix all-purpose solution using proper dilution ratio.
4. Apply solution liberally to floor, but do not flood floor.
5. Allow solution to work for 2 to 3 minutes, keeping area wet, then scrub with the floor machine using the appropriate pad.
6. If baseboards have been previously waxed, scrub with the doodle bug pad, make sure baseboards are rinsed after scrubbing.
7. While scrubbing, scrape all corners with a putty knife or scraper.
8. With a putty knife or scraper, remove any gum or debris that is stuck on the floor. When the floor is completely scrubbed, it should be clean of debris and wax buildup. The floor should be evenly free of wax and swirl marks from the floor machine.
9. After scrubbing off old wax, and after all baseboards, corners, and edges have been cleaned, rinse the entire floor and pick up dirty solution with the wet vacuum.
10. After scrubbing the floor, rinse the floor using two mop buckets, starting with one and following behind with the other, until the floor is completely mopped twice. Always change water to insure there is no cleaning solution left behind.
11. Complete final rinse with neutralizer.
12. Allow floor to dry thoroughly.
13. Apply 2 coats of wax or finish.
14. Clean and store all equipment.

Carpet Shampooing

Materials and Equipment Needed:

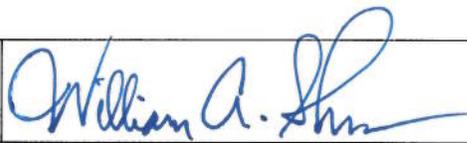
1. Wet floor signage
2. Carpet sprayer
3. Carpet extractor (with wand and hoses)
4. Carpet chemicals
5. Hand scrubbing brush

Procedure:

1. Set wet floor signs at the door entrances.
2. Thoroughly clean street shoes before starting. Sneakers or other rubber-soled shoes, which can be easily wiped clean, can be worn.
3. Remove furniture and vacuum carpets thoroughly.
4. Remove all spots or stains with **DX-50** carpet spot remover.
5. Be sure the drain plug is closed before filling the tank.
6. Fill tank with warm water and the minimum amount of solution specified for the size of the tank. **DO NOT USE TOO MUCH SOLUTION.** Do not overfill tank.
7. Pre-spray carpet and allow 3 to 4 minutes for the chemical to loosen up the soil.
8. Begin cleaning the carpet. Work at a slow but steady space.
9. Once the entire floor has been cleaned, clean and store the equipment.
10. Make absolutely certain to rinse and extract until rinse water is free of residual shampoo/soap. Failure to completely rinse out all shampoo/soap will result in a "sticky carpet that will trap and hold soil. Think of this method as being the same as removing all shampoo from your hair when bathing. Failure to rinse the shampoo will not yield good results. Note: a de-foamer may be required in the extraction tank to allow all foaming to dissipate.

6.0 Exceptions

6.1 Any and all exceptions to this procedure must be approved in advance by the Director of Public Works.

Authorized:		Date: 3/12/2020
--------------------	---	------------------------

Revision Dates:				