

LAHH Trains on Hygeia for Bakers Dozen Lesson

By Guido Piccarolo
*President and CEO,
 Los Angeles Habilitation House Inc.*

We did not know exactly what to expect launching the Bakers Dozen at LAHH; the more I prepared for the class the better became my understanding. We have in our hands a big treasure; I only need to use it.

I train and work with people with and without special needs. What we did this morning in the Bakers Dozen for the month of January made everyone "special!" "Hygienists: one who is skilled in the science of health and its maintenance." This is us! This is our call, every time we step inside our buildings to do our work. We are grate-

ful that someone has taken the time, the energy, and invested time and resources to make us aware of the roots of our profession (Romans and Greeks), it makes us discover the dignity and responsibility in front of who we are and what we do every day. Thank you (OSi) and thank you ManageMen!



Left to right: LAHH Employees David, Bryan, (OSi) Trainer Guido and Jonathan.

Michigan State Certifies First (OSi) Cleaning Worker

Adam Normandin from Michigan State University has received his 2nd Certification in (OSi) on February 8, 2011. He has completed the Light Duty Specialist and Restroom Specialist Certification. He is the first employee at MSU to complete any of the Certifications. Adam states "there is lots of new, useful information to share."



Left to right: Supervisor Don O'Toole, Adam Normandin and (OSi) Trainer Mary Clark.

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Reminder: Baker's Dozen Inservice Lessons for 2011

March

(OS1) Science of Cleaning



K-12 Punishes Students By Making Them Work as Janitors

By **Jeff Hawkins**

(OS1) Trainer, Provo City School District

Often students at school that are in trouble for any number of reasons are brought to me to be "punished" for their bad deeds. Administrators ask if I can put them to work by doing janitorial tasks such as cleaning lunchroom tables, washing entry glass, cleaning lockers, picking up trash, etc. While I do think it is appropriate for a student who draws all over the walls to be given the task of cleaning it off, I am not sure if I see a correlation of having to clean lunchroom tables for being excessively tardy or picking up trash for being disrespectful to a teacher. It seems that more often than

not the administrators are unintentionally sending the message to misbehaving students that "if you get out of line we will give you the most awful punishment we can think of" ...janitorial work.

Ever since I have been introduced to (OS1) I am feeling conflicted that "punishing" students to do janitorial tasks goes against the entire JU Philosophy of Cleaning. If we are trying to send the message that the janitorial profession is a first class profession employing first class citizens, should administrators be "sentencing" students to perform cleaning tasks? Isn't that reinforcing the negative stereotypes that we are working so hard to reverse?



Jeff Hawkins explaining (OS1) Logistics to Dixon Middle School and (OS1) Pilot Principal Rosanna Ungerman

By **Terry Taylor**

Director of Facilities

Gresham Barlow School District

Educational Professional Leaders... Principal's and Assistant Principal's have not only assigned custodial work to students who need to be disciplined but they have also told the students to report to the Custodial Staff, usually the Head Custodial,

to do cleaning tasks as punishment. So here you have a student that is in trouble being assigned custodial work and assigned to someone that is not certified to supervise or manage the student.

This is an issue I have pushed back on for years and will not allow in my district if I know or hear about it.

KBM Nominates 2011 Outstanding Cleaning Worker of the Year

By Paul Condie
KBM Facility Solutions

KBM Facility Solutions, headquartered in San Diego, California announced today that Sergio Martinez-Morales has been selected as their Outstanding Cleaning Worker of the Year for 2010. Sergio is a member of the staff that provides services at Biogen IDEC's facility in San Diego, California. He began working with KBM in 2002 and has held several positions as he has grown with the company. He has been recognized on several previous occasions by both KBM and their customers for his outstanding dedication and professionalism.

"He is a great worker and team player", reported his manager Conrado Ortiz. "He always looks and acts professional and is very responsive to the needs of fellow employees and customers. One of the outstand-

ing things about Sergio is he is always wanting to learn more. He continually asks questions on how we can make things better. He is representative of what the cleaning industry should be."

Among the criteria for selection employees must display a commitment to professional pride and care; be self motivated and accountable; demonstrate a positive; conscientious and considerate attitude toward customers, fellow employees and others and provide continual outstanding performance of any kind within the performance of job duties.

Sergio has witnessed, first hand, the positive effects that running a solid (OS₁) program can have not just on building cleanliness, but on the lives of those that work and visit the facility each day and most importantly those workers that provide



Sergio Martinez-Morales
KBM Facilities Solutions 2010
Outstanding Cleaning Worker of the Year

services of a professional that Cleans for Health.

Sergio commented that he is most thankful for the recognition but feels that all of his teammates should be recognized as well for working hard every day to provide a clean safe environment.

UNC Trains Cleaning Workers on Bakers Dozen Lesson "Protect Yourself"

By Jewel Golson-Roberts

I must admit, I have never had more fun cleaning up vomit and blood! February's Baker's Dozen activity has encouraged our cleaning workers to be extra careful when handling bloodborne pathogens and using the Bloodborne Pathogen kits. I got a chance to get a little creative in the kitchen, making breadcrumbs and soda become a replica to vomit and using ketchup and water as fake blood! The best part of it all was noticing how our cleaning workers paid very close attention to lab safety, because we do work in medical areas where we see all the signs that were on the keynote presentation. The keynote presentations we have received for 2011 really gave our meetings a boost! Hats off to ManageMen for giving trainers great tools to work with!



Johnson learning how to absorb BBP in Baker's Dozen Lesson.

Typical Components of Janitorial Contracts



BENSON PALMER & CORY PAXTON
Brigham Young University • June 3, 2010

Janitorial contracts are designed with a variety of different formats and contain a host of different elements. This paper reviews five contracts to find similarities and differences that exist in the typical janitorial contract and thorough analysis will ensure a better understanding of what actually goes into a janitorial cleaning contract.

To locate information on these contracts, three main sources were used. These include working with Novell, Management, and research through the internet to find what constitutes a typical janitorial contract. Each of these successful companies provided actual contractual documents as well as bringing many years of experience to this research. Keywords such as janitorial contract and agreement were used during our search. Going through these contracts provided a general idea of the typical contracts in circulation today.

Management, a cleaning consultation company, owns several files that encompass a broad scope of janitorial work. These Management file templates are used to form janitorial contracts. The first part of a typical janitorial contract is an introduction of the company and a summary of the service they provide. Following the introduction and summary, a section on general conditions is included, containing topics such as quality, personnel, training, rules,

supervision, and so forth. Also included is a section discussing the handling of bills. The main purpose of the general conditions section instills customer confidence in the product offered and allows the customer and service provider to reach a general understanding. Following the general conditions section, the contract goes into work specifications providing specific examples on specific services provided to accomplish the desired outcomes. This is divided into categories requiring various levels of cleaning. Two of these examples are campuses and financial centers. Different rooms within a facility require different degrees of attention, in regard to cleaning, usually based on the type of room and room usage. Every week there are certain tasks performed. Likewise, monthly, quarterly, semi-annually and yearly lists exist. The customer may review each of these and include other cleaning checks deemed necessary and omit those they feel unnecessary. In conclusion, regarding the forms Management provided, a typical janitorial contract includes these sections: janitorial service, general conditions, and work specifications.

The Kansas City chapter of the International Facility Management Association (IFMA) has a janitorial contract for review on their website (kcifma.com). IFMA, a well-established organization, specializes in

all aspects included in facility management. Their sample cleaning contract is more in depth than the previous contract discussed, as it is nineteen pages in length.

The first part of their contract, after the table of contents, is the bid specifications and general cleaning requirements section. This portion of the contract essentially specifies the contractor's responsibilities. This includes providing equipment and supplies, training highly proficient staff, as

Different rooms within a facility require different degrees of attention . . . , usually based on the type of room and room usage.

well as determining the frequency of cleaning (in this case 6 nights a week). It is not an all-inclusive list of general requirements, however, it gives an idea of the types of items that should be covered.

The second section addresses supervising. "A strong supervisory support group will be developed to assure that high quality standards are maintained at the ABC Company" (IFMA). To ensure this happens,

(Continued on next page)



the contractor provides a Site and Quality Control Supervisor. The training that takes place will be at the contractor's expense.

The next few sections briefly expound on the general requirement sections. It details what is expected of the employees. A paragraph reiterates contractor's responsibility for supplies, as well as any damage caused by the chemicals or supplies they use. If the customer requires the contractor to change products, they have the right to do so. This contract ends with the same topic found in every janitorial contract: the services provided. Like many other contracts, it is broken down into sections, which include the frequency of cleaning and areas cleaned. The main difference in this contract is the inclusion of detailed responsibilities of the contractor.

Through review of the contract supplied by Novell, more information was found to support the hypothesis. The document outlines several different sections of the building's cleaning process from elevators to office areas. The frequency of the task is noted in the columns next to the specific task. At the beginning of the contract it states, "It is the intent of this Agreement that the Project be kept neat and clean at all times in accordance with the standards of cleanliness found in other first-class office complexes in the Wasatch front area" (Woods). The contract identifies a standard, but it sounds more like vague guideline for the area. It is interesting to note the verbs used to describe a given task: "clean," "dust," "vacuum," etc. While this is accepted in the industry, it leaves room for personal interpretation.

Another contract examined was written by the City of Redmond, Washington, which is provided on their website. First, the bidding process is explained and why they awarded it to a certain company. The contract states, "Overall feedback on contractor performance has been positive dur-

ing the past several years with the City experiencing the least amount of quality issues with this service provider than with any other contracted janitorial cleaning service provider the City has used" (Redmond). These statements show why the bid was awarded to a specific company. The majority of the agreement appears to be written from previous years, while amendments have been added to tweak the document to better fit its application.

"The contractor's failure to maintain overall cleaning performance at or above the required standards during any month of the probation may result in contract cancellation."

The next few sections outline the scope and completion of work, payment, changes, disputes, and termination. National holidays are listed in this specific agreement; government janitorial contracts list holidays, whereas private contracts do not. As required by OSHA, Material Safety Data Sheets (MSDS) are explained. It describes how to implement them and how they need to be presented in every language spoken by the employees. Many of the subsequent points in the agreement are required by most industries, as they address safety issues, background checks, and accountability. The following sections are almost identical to the other janitorial contracts as they outline the actual tasks to be completed along with a description of frequency. The final sections include important provisions and amendments related

to the agreement, since the first edition was written.

A contract for the Kansas Department of Administration was found through their online website. While overall content of this agreement is similar to the others referenced, all the changes were placed at the beginning of the document. Many adjustments have been made since the original contract was written in 1993. A Quality Assurance Form was referenced, requiring an inspection according to the form to ensure the expected quality. While the reference notes a copy of the form attached to the end of the agreement, it is not shown in this copy. A point not seen in other agreements is the addition of clinics and laboratories. This contract has an additional section on clinics and laboratories. It states basic cleaning of the clinic will be performed, but the laboratory is not part of the contract, as it will be dealt with by the lab technicians. This certain contract includes an interesting provision. It states, "The contractor's failure to maintain overall cleaning performance at or above the required standards during any month of the probation may result in contract cancellation" (Kansas Department of Administration). This describes the probationary period the company will have at the beginning of the contracted period which lasts for six months.

The janitorial contracts and the templates used to create the agreements are more detailed than previously anticipated. While the overall length of the contracts varies, each support the hypothesis, which is janitorial contracts are composed of similar components. Frequency was found to be a reoccurring topic as well as information pertaining to specific task instruction. However, interpretation of specific task details were often left up to the discretion of the supervisor or person performing the cleaning process to determine the standard of cleanliness.



Ask Maria

QUESTION:

Our floor care specialists ask me if they could dilute the CPC Cream with a little bit of water so when it gets sprayed on the floor it doesn't make as much residue while buffing. Not sure how to answer this question.

ANSWER:

I'm not sure what's happening with CPC cream on your floor. If you're using CPC cream on the floor you should be applying that directly to the floor in a bead that's about the length of your finger. It should



the floor care specialists may not be going forward over the floor the way we train in the session to open the pores and then going back over the floor a second time to close the pores.

QUESTION:

A leadworker asked me why the cloths have to stay on the top shelf of the restroom

not be sprayed. So I'm not sure what's happening there. If you're getting too much residue I'm also guessing that

cart? Why can't they put them on the middle shelf of the cart?

ANSWER:

There is no reason that the cloths have to stay on the top shelf of the RR cart. In fact, I think the top shelf of the restroom cart should be saved for distribution trays, spray bottles and other items. There is probably a bit of room for some of the cleaning cloths on the top shelf, but many (OSI) users have the second shelf carry fresh cloths and the bottom shelf hold the used cloths.

So there's no problem with having them put the cloths where they want them on the cart.

Upcoming Events

(OSI) Expert Trainer Course
Disney's Contemporary Hotel
Orlando, FL
April 28-29, 2011

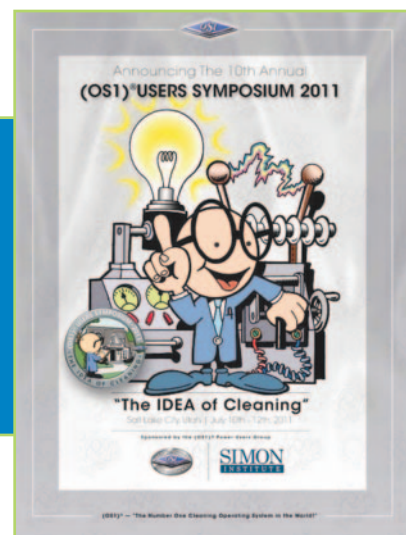
Janitor University - Class 63
Little America Hotel
Salt Lake City, UT
June 12-18, 2011

(OSI) User's Symposium
Little America Hotel
Salt Lake City, UT
July 10-12, 2011

(OSI) Coach Course
Disney's Grand Californian Hotel
Anaheim, CA
September 8-9, 2011

Janitor University - Class 64
Little America Hotel
Salt Lake City, UT
October 9-15, 2011

2011 Symposium



Super Secret Websites

Websites you should check regularly for professional updates include:

