

BCTC Housekeeping Action Plan

Mission Statement

The housekeeping department of Bluegrass Community and Technical College will provide support services for the purpose of maintaining a clean and safe facility that is conducive to a quality learning environment for all who come in contact with the college. The housekeeping department will conduct all its business in a manner that is integral to the overall mission of the community college and provide assistance to all who require the services of the housekeeping department.

Goals

- Professionally maintain all BCTC facilities.
- Maintain a high rate of employee retention through team based organization.
- Continuing employee education through site based training.
- Maintain public areas as a showcase standard.
- Adhere to the highest standards of safety.

Housekeeping Staff

- The housekeeping department will be staffed by 20 full time Custodial Workers, three (3) Facilities Team Leaders, and one (1) Director of Housekeeping.
- The 20 custodial workers will be distributed among BCTC's 6 campuses as needed. Newtown, Cooper, and Leestown campuses will each have one Facility Team Leader to supervise custodians. Extended campus custodians will be supervised by the campus directors.

Custodial I Responsibilities

- Maintain cleanliness and supplies of all public restrooms.
- Maintain cleanliness of lobby areas.
- Maintain cleanliness of all entrances to the buildings.
- Responsible for policing the exterior public areas around the campus facilities.
- Responsible for completing any special projects assigned by the supervisor.
- Responsible for cleaning offices, classrooms, hallways, stairwells, and public areas.
- Responsible for assisting with floor work in their areas.

Custodial II Responsibilities

- Responsible for refinishing and appearance of all waxed floors.
- Responsible for all spot cleaning and shampooing of all carpets.
- Serves as an assistant supervisor when the Facility Team Leader is off.
- Responsible for the completion of all special projects assigned by the supervisor.

Facility Team Leader Responsibilities

- Responsible for all aspects of housekeeping operations at their assigned BCTC campus.
- Acts as a member of the floor crew.
- Completes any and all projects assigned by the Director of Housekeeping.

- Inventory management and cost control.
- Responsible for supervising, scheduling, and performance review of all housekeeping staff under their supervision.

Housekeeping Supervisor Responsibilities

- Coordinates the overall management of facilities regarding housekeeping for multiple campuses.
- Plans, schedules, and manages any major cleaning projects.
- Responsible for the completion of all special projects assigned by the Vice President of Finance and Operations and the Dean of Operations.
- Completes annual PPE's for the housekeeping staff.
- Performs safety inspections as needed and quickly responds to any safety issues.
- Performs routine building inspections for housekeeping issues.
- Maintains the housekeeping budgets.
- Responsible for completing any housekeeping related paperwork.
- Inspects work of employees, handles disciplinary issues, and coordinates training of employees under their supervision.

Housekeeping Employee Schedules

- Housekeeping services are provided on 2 shifts depending on the campus and needs. Normal working hours for these shifts are as follows:

Day shift 6:00 AM to 2:00 PM

Evening shift 2:00 PM to 10:00 PM but varies according to class schedules

- All employees are subject to shift changes as needed.
- Area custodians and supervisors will work Monday thru Friday.

Cleaning Schedules

Daily

- Sweep, mop, and vacuum all floors.
- Clean and stock all restrooms at least 3 times per day.
- Clean all building exits, glass, door frames, and mats.
- Police up all outside areas twice per day.
- Clean all classrooms, dust, vacuum, empty trash, clean boards as needed, straighten up student desks, and scrub and buff tiled floors as needed.
- Clean all stairways, dust, sweep, and mop.
- Clean office suites, sweep, mop, dust, and empty trash. Scrub and buff tiled floors every other month.
- Clean lobby areas and hallways, sweep, mop, dust, and empty trash. Scrub and buff tiled floors twice per week.

Bi-weekly

- Scrub all bathroom floors.
- High dust all areas.
- Clean TV's and tops of vending machines in all lobby areas.
- Inspect upholstery in all areas, clean as needed.

Semi-annually

- Wash out all trash cans.
- Clean all window blinds.
- Clean light fixtures.
- Clean all desk tops.
- Dust all air vents.
- Pressure wash all building entrances and sidewalks.

Annually

- Clean the flags hanging in the OB and AT lobbies.
- Clean all walls and inside of windows.
- Strip and refinish all tiled floors.

Note: Any housekeeping request outside of the normal scheduled work may be requested via the M&O work order process.