

Custodial Services

January Newsletter



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Facilities Management Mission, Vision & Core Values

VISION

To be recognized for service excellence, sustainability and leadership in facilities management and for being an enriching place to work.

MISSION

To help ensure Saint Mary's University succeeds in its mission by proudly providing excellence in facilities services.

CORE VALUES

- ✓ Knowledge
- ✓ Communication
- ✓ Leadership
- ✓ Open Mindedness
- ✓ Engagement
- ✓ Integrity



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Quick Recap on December Newsletter

Quality Control Results

Training

Banner

Code of Conduct

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Safety stats

Safety Equipment

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Staff Program

Team Development Stages



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Quick Recap on December Newsletter

Importance of clean, non-slippery entrances

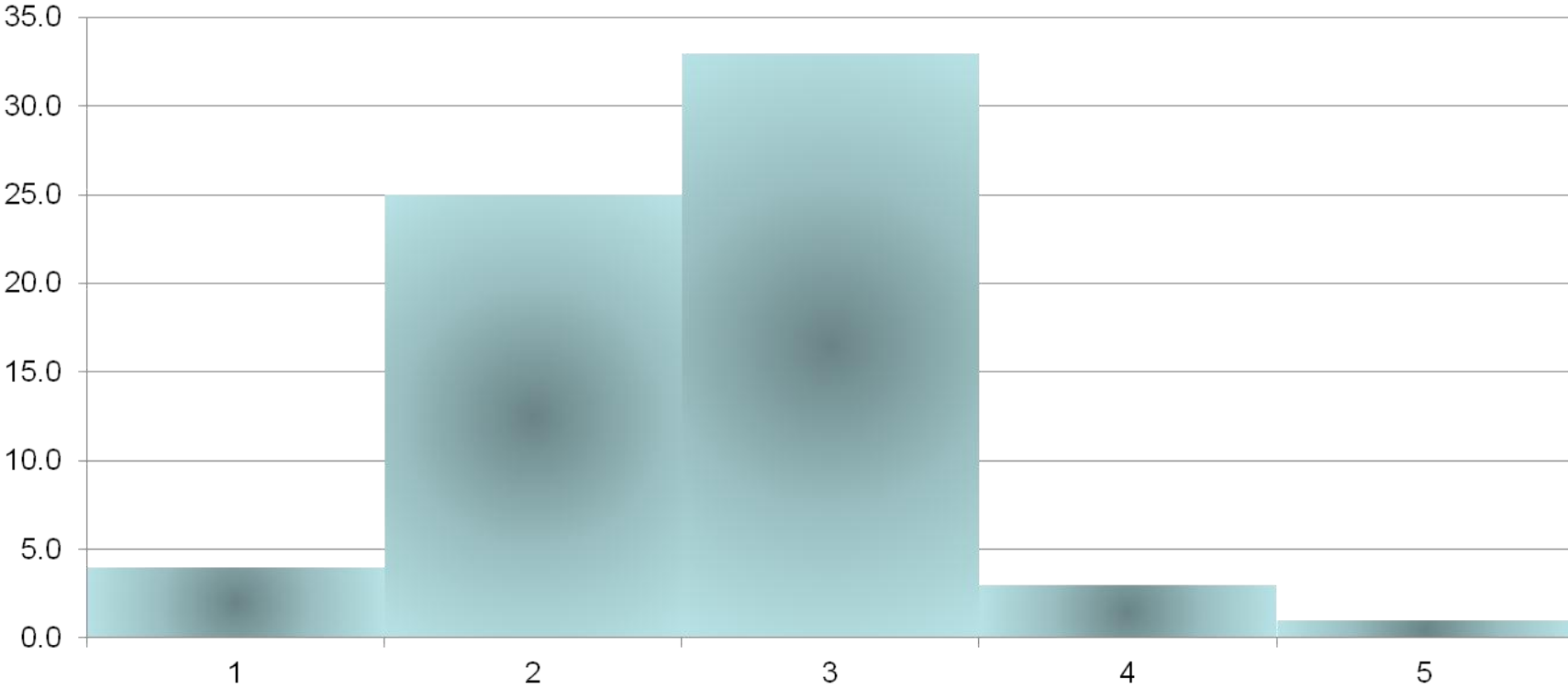
Department's common goal



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Quality Control



Training: *Banner*

Banner Self-Service is an internet-based tool used by the staff, faculty and students of Saint Mary's University to view or change a large variety of information, including:

- Contact information and emergency contacts
- Pay stubs
- View benefits and deductions enrollment
- Download/print tax forms (T4, etc)
- View your vacation/leave balance



Enter Secure Area
Class Schedule
Course Catalog
Open Public General Surveys

RELEASE: 8.3

Training: *Code of Conduct*

Here are only some of the topics listed in the Code of Conduct, review them all.

- Appropriate Communication/Inappropriate Communication
- Conflict Resolution
- Team Skills
- Dwelling on the past and never forgiving for mistakes
- Be a part of the solution
- Cutting corners
- Sleeping on the job
- Working through breaks and taking long breaks

2013 Focus

Quality Initiatives

- Supervisor, Lead Hand and Staff Daily and Weekly Reports.
- *All staff will be required to complete the reports on a daily or weekly basis. The information is to be tracked and reported on monthly.*
- *Inventory is being tracked on a weekly basis by a new Financial employee who comes from the auditing world and is helping us to manage our financial areas of risk.*

Team Work

- *Fair distribution of work*
- *Fair treatment of employees*
- *Working together within the Custodial division and within the department and as members of the university community*

Service Excellence

- *Service excellence begins with a mind set that we are all responsible for coming to work to fulfill our job duties. When we do this the university will succeed. If you are here to serve the university community, you will be a successful member of the team. Without the collaborative effort.*
- *If you are not behaving or performing in a manner that contributes to the success of the team. Management's focus is to provide feedback through the various forms of communication necessary to assure the success of the team. A team is not an individual. Our focus is for the continuous improvement of the team.*



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Staff Program: *Team Development Stages*

Forming: when the team members meet for the first time or when an individual joins a team for the first time a new team is formed. It is important that the team members get to know each other and begin to build a working relationship.

Storming: when the team members meet their first challenges and differences. This stage is very important to the growth of the team. It can be challenging, unpleasant and even painful to members of the team who do not like conflict. The key to successfully getting through the storming phase is tolerance. Each team member must have tolerance for each other's differences. Without tolerance and patience the team will fail.

Norming: The team manages to develop standards on how to interact and processes on how to work together. A successful process is not one sided.

Performing: Teams can become high-performing. Teams are able to function as a unit as they find ways to get the job done smoothly and effectively without inappropriate conflict or the need for external supervision. Team members have become dependent on each other. They are motivated and knowledgeable. They understand each other's strengths and are now competent, self-governing and able to handle the decision-making process with minimal supervision.



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Policy: *Stocking Custodial Closets*

Custodial Services staff are responsible to ensure the custodial closets in their area of responsibility are stocked with all supplies used within their area of responsibility.

Procedures:

- Closets are to be kept stocked with supplies including but not limited to toilet paper, paper towel, sanitary napkin bags, cleaning supplies, mop, bucket, wringer, etc.
- Closets are to be stocked at all times. All buildings are policed during the days, evenings, nights and weekends, and you must have enough supplies in your closets for the staff policing during these times.
- When Custodial Services staff pick up chemical supplies from the storage and supply rooms, they shall take full, sealed containers of chemicals.
- Do not replace opened bottles or used cans of chemicals in the storage or supplies room. This is a safety issue. If opened bottles are left on the shelves, staff may remove it and accidentally get chemicals in their eyes.

* Review the full version of the [policy](#) on the T Drive or at MS009



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Policy: *Stocking Custodial Closets* *Cont...*

Procedures: *(cont...)*

- If a bottle or container of chemical is opened and you no longer require it in your area, return the partially used bottle or container to your supervisor or lead hand. They will safely distribute it to someone who requires it in their area.
- If a Custodial Services staff person regularly uses manually dispensed chemical, they shall place the opened chemical bottles in their custodial closets. The containers shall be stored on shelves at chest height or lower.
- When Custodial Services staff pick up paper products from the storage and supply rooms, they shall take full boxes of paper towel to their custodial closets for use in their area. If you require a partial box of paper towel or toilet tissue, take the paper products from the shelf marked for open boxes of paper products.
- Do not open boxes of paper products in the supply room unless you are restocking the shelf for open boxes.



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"Only after the last tree has been cut down. Only after the last river has been poisoned. Only after the last fish has been caught. Only then will you find that money cannot be eaten."

Cree Indian Prophecy



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