CUSTODIAL SUPERVISORS MEETING (School Start up)



DATE: August 4, 2017

LOCATION: North Star High School

TIME: 8:00A.M. – 11:00 AM.

THANK YOU NORTH STAR HIGH SCHOOL CUSTODIAL STAFF AND SCHOOL ADMINISTRATION FOR HOSTING OUR ANNUAL START UP MEETING



CUSTODIAL SUPERVISORY CHANGES

Belmont ACS- Leslie Kotrous



UPDATE CUSTODIAL SUPERVISORS AND ASST. CUSTODIAL SUPERVISORS CONTACT INFORMATION

- Please let the Operations office know immediately of any changes in emergency contact information for all staff
- CS and ACS should notify Susan Sullivan of any change in home or cell numbers
- It is out preference to have CS & ACS cell numbers as opposed to a land line number in the event we need to make contact after hours
- Lincoln Police Department is supplied with CS, ACS and Third shift phone numbers in the event they need to contact someone in the building after hours

BRITTNEY ALBIN- LPS SUSTAINABILITY COORDINATOR

Waste Station Process

(Silverware collection is first if applicable)

Step 1. Liquids Bucket

Milk cartons and other cartons are completely emptied into a liquids bucket

•May need to put a strainer on the top of the bucket to hold cartons while they drain

Step 2. Carton Recycling

Cartons are placed in the designated recycling container

- •All cartons must be completely emptied prior to being recycled
- Plastic bottles & aluminum cans will go in another bin, either in this same line up or placed nearby

Step 3. Landfill

Plastics, Styrofoam, foil, and other trash items are placed in the landfill container

Step 4. Compost

Food scraps, paper products, and other compostable dishes are placed in the compost container

Cafeteria Set Up—Recycle, Landfill, Compost



SILVERWARE LIQUIDS BUCKET VICKET

CARTON RECYCLING

MILK CARTONS COMPLETELY EMPTY **Milk Cartons** milk milk milk milk 2 00 00 milk milk milk milk 1 $\odot \odot$ 00

LANDFILL

LANDFILL Plastic Dishes Straws Plastic Cutlery Styrofoam Dishes Foil Wrappers Plastic Bags

COMPOST

COMPOST



CARTON RECYCLING INFORMATION

- Milk Cartons are to be collected in regular trash liners in barrels
- Those bags of cartons will be taken to 95 gallon carts outside
 - Carts provided by Uribe Refuse
 - Picked up 3 days a week

OTHER REMINDERS

• Refuse Logs

- All schools will receive a link to a refuse log
- Needs to be filled out by the 5th of the following month
 - Example: September refuse log must be completed by Oct. 5th

• Compost Logs

- All compost schools will have a log expect more information on that to come
- Recycling Container Ordering Form
 - <u>http://home.lps.org/recycling/container-request-form/</u>
- Recycling Light Bulbs
 - Box them up and send to DC, label "Please Recycle"

REFUSE LOG REMINDER

4. List name and position of person How to fill out the Refuse Log report: filling out the form. Ex. John Smith - Custodial Dawes Refuse Log 2014-15 ☆ 🖿 Supervisor File Edit View Insert Format Data Tools Add-ons Help Last edit was 31 minutes ago 高 🗠 🔿 🍞 💲 % 🧕 💩 123 + Arial 🚽 10 - B Z 중 <u>A</u> - 褬 - 田 - 🗷 - 三 - 上 - 누・ GO 🖬 🔟 ヤ - Σ fx С D Е Α в 1 Dawes Middle School 2 Refuse Log 3 Pick up schedule: TWHFS Containers: 2 X 2 yd containers AND 1 X 1 yd container 4 5 6 *All 3 containers full = 5 yards *All blue boxes are required 7 March 2015 Completed by: 8 9 Additional yards at time Comments (Indicate any container damages at time 10 Yards of waste of pickup (if applicable) Date of pick up, school closings, special events, etc.) Day Tuesday 3/3/2015 11 3/4/2015 Wednesday 12 3/5/2015 Thursday 13 3/6/2015 Friday 14 15 3/7/2015 Saturday 16 17 3/10/2015 Tuesday 18 3/11/2015 Wednesday 19 3/12/2015 Thursday 20 3/13/2015 Friday 21 3/14/2015 Saturday 22 March 2015 - April 2015 - May 2015 - June 2015 -2. If containers are 3. Provide comments 1. Indicate YARDS of waste at time of overflowing, indicate when appropriate pick up for each day that month additional YARDS of waste You can find each at time of pick up month by clicking on the appropriate tab at the bottom of

10

HAULER INFORMATION

- Recycling Enterprises
 - (402) 421-6655

• Uribe Refuse (milk carton recycling and some compost)

- (402) 467-1239
- Industrial Services (some compost)
 - (402) 467-3581
- Bid Red Worms (some compost)
 - (402) 570-3746

IPM – Integrated Pest Management



Some Timely Reminders

PEST SIGHTINGS LOG SHEET

Each and every-time a pest/insect sighting occurs within your facility staff are reminded to record the date and location on the pest sightings log sheet located in the Pest Control Service Book. This will serve as the primary guide for the Pest Control Professional when they come to inspect areas during their scheduled visit.

If you keep the service book in the custodial office then please make sure teachers and other staff have access to record events. This might mean moving the book to the main office or making copies of the sightings sheet available in the office or other locations¹³ within your school.

Arnold	9/18/2014
Beattie	9/18/2014
Belmont	9/18/2014
Bryan	9/18/2014
Calvert	9/18/2014
Campbell	9/18/2014
Cavett	9/18/2014
Clinton	9/18/2014
Eastridge	9/18/2014
Elliott	9/18/2014
Everett	9/18/2014
Fredstrom	9/18/2014
Kooser	9/18/2014
Lincoln East	9/18/2014
LPSDO	9/18/2014
Pound	9/18/2014
Schoo	9/18/2014
Scott	9/18/2014
Southwest	9/18/2014

Buildings scheduled to receive new custodial office computers this year.





Ash Fire & Safety should have completed annual inspections on all extinguishers in the district. If your building has not been completed yet please let us know so we can follow up with the vendor.

ASH FIRE AND SAFETY CONTINUED

- Inspections tags are being replaced with "Green Stickers".
- Fire extinguisher's should continue to be inspected monthly and documented on both the green sticker and the log sheets
- If service is needed, outside of the regular yearly service, extinguisher's should be tagged and placed by the school interdepartmental mail. DC courier will pick them up and deliver them to Ash Fire and Safety for service
- No TMA is needed for servicing

2017-18 CUSTODIAL SUPPLY Allotments and Balance Sheets



• Included in your packet is the new 2017-18 custodial supply and laundry allotments for your school. Please make copies of the balance sheet to keep track of expenditures. You can also create a spreadsheet for tracking on your computer! It is imperative that you strive not to over spend by the end of the year! The fiscal year is September through August! A template has been created in Excel to help you balance your supply budget

School Name Here

Number	Date	Description of Transaction		Debit (-)	Credit (+)	Balance
	8/19/09	2009-2010 Supplies Budget(enter budget amount in Credit + column)				



- Login- LPS email
- Password- Please do not change
- Favorites List
- Order Pad- Only order off the 54 items available for ordering
- Specialty orders are to go through John Salisbury or Scott Lanham for approval and ordering
- Online orders should be verified when Accounting sends email at the beginning of each month

UPDATE ON HAND SOAP BIDS

- Gojo Soap Bid- Industrial Soap will keep the current bid
- Lotion Soap- \$27.24 per case (3)
- Anti-Bacterial Soap- \$29.00 per case (3)
- Both are approximately \$5.00 per case less than previous years
- Purell Hand Sanitizer program will continue into the 2017-18 school year. Please encourage building staff to use this product as it is supplied to us free from Gojo





CUSTOMER ASSESSMENTS AND FACILITY INSPECTIONS

• Customer assessments will continue on an "every other year" basis as they have in the past. • Physical inspections of facilities will be done in the opposite year of the customer assessment.

Logged in as Bill E. McCov Custodial Services Assessment Survey Item 2 of 7 I receive adequate notice of changes in cleaning schedules or of special cleaning to take place in my area. Choose 1 from the following... Strongly Agree Agree Disagree Strongly Disagree Don't Know select not to vote on this question Save - Go to next item

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Lincoln Public Schools District Office

Calvert Elementary School



Morley Elementary School

Recycling Environmental and Weight Reports

Staff

J

Parents

- Calendar
- Cleaning and Service Guidelines
- Custodial on-line vendor ordering
 Custodial Supervisors Guide
- Custodial Supervisors Guide
 Book
 E
- Custodial Services Cleaning Guidebook JL
- Forms
- Infection Control Manual
- Insect and Pest Information UNL Extension
- Intergrated Pest Management
- International Executive Housekeepers Association
- LPS Bed Bug guidelines
- Material Safety Data Sheets for products used by LPS (Disclaimer -Not all products are listed)
- Spartan Chemical Company -Material Safety Data Sheets

Custodial Meeting Agenda's

Click here to view and or download previous meeting agendas or information items

Previous meeting agenda's are archived in docushare which is linked to the LPS Custodial Website. Just one click and you're there!!

Southeast Community College Custodial Course Schedule 2015-2016 Prepared for Lincoln Public Schools July 24, 2015

2015 Fall Quarter (Light blue registration sheets)

Course #	Date	Course - Sessions	Tuition	Instructor
CUST-6068-CEFA	11/14/15	Supervisory Training - 1	\$31.00	Mike Milburn
	11/21/15	Supervisory Training – 2		-
CUST-6069-CEFA	12/5/15	Human Relations - 1	\$31.00	Mike Milburn
	12/12/15	Human Relations – 2		•

2016 Winter Quarter (Goldenrod registration sheets)

Course #	Date	Course - Sessions	Tuition	Instructor	
CUST-6065-CEWA	1/9/16	Housekeeping I-III – 1	\$89.00	Mike Milburn	
	1/16/16	Housekeeping I-III – 2		•	
	1/23/16	Housekeeping I-III – 3			
	1/30/16	Housekeeping I-III – 4			
	2/6/16	Housekeeping I-III – 5			
	2/13/16	Housekeeping I-III – 6			
CUST-6067-CEWA	2/27/16	Tool & Equip. Care - 1	\$31.00	Rod Diedrichsen	
	3/5/16	Tool & Equip. Care – 2			
CUST-6066-CEWA	3/19/16	Custodial Safety – 1	\$31.00	Jeff Beck	
	3/26/16	Custodial Safety - 2			

2016 Spring Quarter (Pink registration sheets)

Course #	Date	Course – Sessions	Tuition	Instructor
CUST-6073-CESA	4/2/16	Fire Prevention – 1	\$31.00	Rick Campos
	4/9/16	Fire Prevention – 2		

All classes meet Saturday mornings, 8:00 a.m. – Noon Southeast Community College Jack J. Huck Continuing Education Center 301 South 68th St. Place Lincoln, NE 68510. Rooms to be announced.

2017-18 SECC

ALL CLASSES MEET SATURDAY MORNINGS, 8:00 A.M. – NOON SOUTHEAST COMMUNITY COLLEGE JACK J. HUCK CONTINUING EDUCATION CENTER 301 SOUTH 68TH ST. PLACE LINCOLN, NE 68510. ROOMS TO BE ANNOUNCED.

Registration forms available – Please only register for one quarter at a time.

CUSTODIAL STAFFING UPDATE



•Much ground has been gained in the past several weeks in filling our remaining vacant custodial positons.

CONSTRUCTION UPDATE

• Many construction projects are wrapping up across the School District. I am providing an overview of progress and where our biggest challenges still remain.



Quadrant List is included in your packets – Please use this list of the need arises to borrow help from another school.

QUADRANT 1	QUADRANT 2	QUADRANT 3	QUADRANT 4	QUADRANT 5	QUADRANT 6
North Star High	Southwest High	Lincoln High	Southeast High	Northeast High	East High
1305	1306	1301	1304	1303	1302
Clinton	Scott	Park	Zeman	Mickle	Pyrtle
1132	1218	1212	1169	1216	1162
Belmont	Cavett	Everett	Pound	Huntington	Eastridge
1124	1131	1159	1217	1144	1135
Campbell	Humann	Prescott	Rousseau	Norwood Park	Morley
1129	1145	1161	1165	1155	1154
Goodrich	Hill	McPhee	Calvert	Pershing	Lux
1213	1142	1150	1130	1160	1220
Fredstrom	Roper	Sheridan	Saratoga	Riley	Maxey
1140	1170	1167	1166	1164	1153
Arnold	Yankee Hill	Randolph	Irving	Bryan @ Hawthorne	Lefler
1120	1927	1163	1214	1308	1215
West Lincoln	Beattie	Elliott	Neurenberger	Dawes	Holmes
1168	1123	1136	1924	1211	1143
Hartley	Adams	Lakeview	LPSDO	Brownell	Culler
1139	1121	1149	1613	1127	1210
Schoo	Kloefkorn	CTS/DC	Moore	Kahoa	Meadow Lane
1222	1148	1072	1225	1147	1151
Kooser 1146	Wysong 1185			$\begin{array}{c} \text{DDSEC} \\ 1156 \end{array}$	

As part of the 2015-16 Budget 2 additional four (4 hour) itinerants were approved for hire. Once all hired this will bring our total itinerant staff to 6 persons. These persons will primarily be used in instances where long term vacancies may occur.



Every Monday: All employees are to review their time sheet in TAS for the prior 7 day work period. They should check to see if they have the required number of hours worked per day. The employee is to click the "Submit for Approval" button to verify that their time sheet is correct and ready for review by supervisor. If the employee does not agree with their time sheet they should not submit it at that time but rather, notify their supervisor to either correct it at the building level, or notify the District Custodial office to ask for help in correcting it. Once the correction has been made the employee must submit it.



Every Tuesday: The supervisor is to review the time sheet for each of their employees (from the previous week). If the employee's name does not appear as showing they submitted it then the supervisor must follow up with the employee to inquire why and to reinforce approval. To aid in this process the supervisor has at their disposal a report they can run in TAS for "Unsubmitted" time to show if any employees have not submitted their time for a specified period of time.



Every Wednesday: The District Custodial Office will review previously submitted time sheets from the prior week from each school. Presuming that all employees have properly submitted their time as required the District Custodial office will make any final changes, if necessary, prior to them being approved by the Supervisor for Custodial Services.



Freeze Dates: Choose "Previous Pay Period" and run the "Unsubmitted" report for all staff for the whole pay period and see if anyone needs to go back and submit again. If you have anyone in your building that is unable to submit at the freeze date, please send an email with their name and employee number and the reason they are unable to submit their time. This would include people who are ill or on vacation, on bereavement or gone for any reason on the freeze week.



• <u>All</u> employees are required to physically log in at the beginning of their shift and log out at the end of their shift



HOURS WORKED OVER 40 HOURS – LUNCH TIME

- Full-time employees have an unpaid lunch break of 30 minutes. Employees may be entitled to paid breaks within the day, dependent upon the employee agreement. Classified employees may not forego breaks to reduce the hours assigned in a workday.
- <u>If submitting overtime hours in the amount</u> of 8 hours or greater the employee should allow for a 30 minute lunch period. This would not be paid time however, if the employee was interrupted during their lunch time they then may be entitled to be paid for that time.

CUSTODIAL WORK HOURS



• Supervisors are reminded of the expectation that employees adhere to 30 minute lunch times and 15 minutes for each break. Minimal time should be spent in the custodial office prior to and at the conclusion of the work day. Supervisors are particularly reminded not to allow employees to sit for long periods waiting to go to work at the beginning of their work shift!

BREAKS CONTINUED!

• Employee's are not authorized to reduce the length of their work shift by working through their breaks and lunch time. <u>Start and finish times should be</u> adhered to at all times!

CUSTODIAL OVERTIME ASSIGNMENT

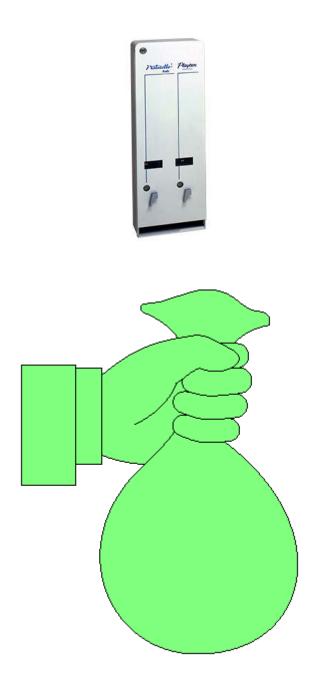
- Custodial Supervisors are directed to assign overtime on a rotational basis so that all employees have an opportunity to take part in the process.
- While some events may require the presence of the supervisor we do not expect they will be the sole recipient of all overtime hours worked.
- Overtime hours continue to be monitored and as such, it is critical that the supervisor have a good organizational plan in place.

POLICY 4790 - HUMAN RESOURCES -NOTIFICATION OF ARREST, CRIMINAL CHARGES, LICENSURE, CHILD ABUSE COMPLAINTS, ETC.

- Employees shall notify the Associate Superintendent for Human Resources or designee by the next business day after the employee is (a) arrested; (b) ticketed; or (c) issued any form of criminal charge for committing an offense, crime or infraction.
- Employees must also promptly report to Human Resources whenever the employee has been sentenced to be incarcerated for any period of time, even if the offense is not otherwise reportable.
- Employees must give full disclosure of the existence and nature of the above proceedings and shall also immediately notify Human Resources of the disposition of any such case or matter.

PLEASE REFER TO ACTUAL POLICY FOR MORE DETAILS

Failure to notify Human Resources as required under this policy may subject the employee to disciplinary action, up to and including termination.

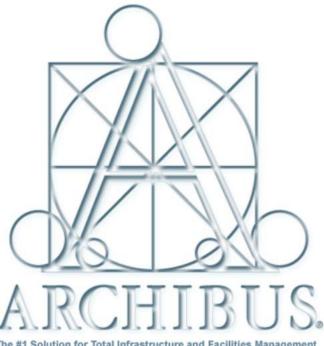


Monies collected from these machines must be turned into the main office at your school. Under no circumstance is the money to be used for personal reasons, i.e, coffee fund, donuts, pizza parties, etc.

FACILITIES AND MAINTENANCE UPDATES

ARCHIBUS

- Check Daily Reports of **Building Use**
- Additional Reservations, Changes in Times and Resources, and Cancellations
- Custodial Coverage for events
- Web Central
- Questions



The #1 Solution for Total Infrastructure and Facilities Management

ARCHIBUS – REMINDERS CONT.

- Bounce Houses Group has to provide generator, school power source not available to them.
- Custodians not authorized to approve, be in communication with office approvers if needing to have building spaces on for carpet cleaning, refinishing floors so they are aware and can approve.
- If someone wants in a room they haven't reserved, you don't have authority to let them use the space. The reservation is the contract for use, so no reservation, no use.
- Really important to keep track of which groups for OVT are outside groups so Susan Sullivan has accurate information for billing.
- Jodi Cale will be communicating to outside and LPS groups. If there are specifics you would like addressed, email her at jcale@lps.org and she will see what we can do to make things work best for everyone. 41

OPERATIONS UPDATES – TMA WORK REQUESTS

- Please use a one or two word description of type of work being requested
- This assists in processing work requests. Examples:
- Door:
- Door Lock:
- Faucet
- Heat pump:
- Radio
- Toilet Leaks:
- Window:
- Service Center "Equipment" Report
- Please use Equipment Report to find your equipment tag numbers before submitting your request. Most times numbers can be found on this list.
- Standard Phrase to use when work has already been completed by FM Techs
- "Work completed by John Doe on 08/01/14 repair light fixture"

EMPLOYEE ID BADGE REMINDERS

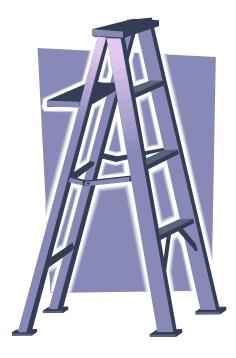
•Please notify the Operations Department immediately of any lost ID cards •HR handles all LPS ID Card Processes (Employees) •OPS handles all Non-LPS ID Card Processes (Vendors)

NOVA WEB PAGE DIRECTIONS

- There is a small glitch with computers that use Internet Explore Version 9 that will not allow access to Web Client schedules. If after you log into Web Client and try to open a schedule and get this error message:
- "There was an error trying to create the .NET control for this page",
- Then complete the following steps to access Web Client:
- Go to **Start** button
- Select **Programs**
- Select Accessories
- Select **Remote Desktop Connection**, you will get Remote Desktop Connection pop-up box
- In Computer field, type **NOVA**
- Click **Connect** button, you will get WindowsServer 2003 R2 pop-up box
- User name: type your LPS user name
- Password: type your LPS password
- Log on to: type LPS ADMIN
- You then get to the Andover Web Client login page, where you can login using your LPS User Name and Password.

Please make certain that the ladder being used is strong enough to support you and the load that may be carried without fear of tipping over.

Use the following checklist as a guide, first for inspecting a ladder and second for ensuring that safety precautions are taken when using the ladder.



Are all the rungs, cleats, or steps in good condition?
Are the side rails intact without any cracks, bends, or breaks?

- Do the rungs, cleats, or steps fit snuggly into the side rails?Is the ladder free of corrosion?
- •Are the side rails and steps free of oil or grease?
- •Are the ladder's hardware and fittings secure and undamaged?
- •Are the ropes on extension ladders intact without fraying or excessive wear?
- •All damaged ladders should be removed from service and clearly marked "Do not use"?

Are you using the ladder for its intended purpose?

- •Don't use a ladder as a brace, skid, lever, gangway, platform, scaffold, plank, or material hoist.
- •Don't tie ladders together to make them longer. Don't use a stepladder as a straight ladder.
- Did you set up the ladder on a firm, solid surface?
- •Don't place a ladder on boxes or blocks to make it taller.
- Don't set up a ladder on a scaffold to gain extra height.
- Don't set up a ladder on a slippery or icy surface.

•Are you securing or barricading the ladder to protect it from being bumped when you have to work in doorways, passageways, or driveways?

- •Is the area around the top and bottom of the ladder clear?
- •Is your stepladder fully opened with the spreaders locked to keep the ladder stable?

•Have you set up your straight ladder using the 4 to 1 rule? (1 foot from the wall for each 4 feet of ladder length.

Are you using your extension ladder so the upper section overlaps the lower section, and the overlap is on the climbing side with the rungs locked in place?
Do you face the ladder when ascending or descending?
Do you use both hands to grip the side rails whenever possible? Always use at least one hand to grasp the ladder when climbing, and don't carry any object or load that could cause you to lose balance.

•Do you stay off of the top 2 steps of a stepladder?

•Is only one person allowed on the ladder at a time?

Kitchen Hood Filters



Filters in kitchen hoods should be removed and cleaned monthly. Please coordinate with your kitchen manager for the most convenient time to perform this task

Cleaning and Maintaining Grease Traps

Grease Traps vary in size and design. Procedures for treatment and cleaning of these units are located in the Custodial Supervisors Guidebook. It is recommended that the grease trap be cleaned once during winter break and once during summer break



WATER SOFTENER SALT ORDERING PROCEDURES

- Please submit a TMA when softener salt is running low. Also include the number of bags needed
- Custodial staff are responsible for checking and filling the softener regularly
- Please submit a TMA work order if the unit is in need of repairs





Minimize toilet clogs by ensuring there are adequate numbers of disposal units in women's restrooms.

TMA – IMPORTANT REMINDERS

- <u>Ceiling Tile Replacement, Roof</u> <u>inspections, gutter cleanout, etc.</u> – The Facilities and Maintenance Department creates work orders for these tasks and then expects our office to follow up with schools to ensure they are completed.
- It is imperative that when you receive an e-mail from me requesting completion of this work that you do so in a timely manner. There are a number of schools with outstanding work requests that have not responded to my original e-mails. If you fall in to this category please clear up these discrepancies this week.



Check your E-mail

Please check your LPS e-mail account daily as well as remind your employees to do the same.

This should be done on a regular basis – also to delete and/or file old e-mails after reading.



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Custodial ordering – Review of process for verifying web orders from SupplyWorks

SECONDARY CHEMICAL LABELS

- Please be sure that all of the secondary chemical containers used by custodial staff are properly marked with a manufactures label. These labels are available at all custodial supervisors meetings and can be requested from John Salisbury's office via a TMA request!
- We are working with our current vendor to make the secondary labels available on the SupplyWorks order pad. We will keep you updated as this unfolds





Make sure you fully understand how the lift works before attempting to use it. Please call if you are unsure.

VANDALISM / BREAK IN REMINDERS

- Contact the appropriate authorities right away.
- Notify your building administrator.
- Order of contacts: Joe Wright, John Salisbury or Scott Wieskamp or Tim Loseke.
- Complete Damage Loss Theft/TMA report as soon as possible.

WORK SCHEDULES

Daily Cleaning Schedule

- At the beginning of each school year we ask Custodial supervisors to send any updated work schedules to our office.
- If you've made revisions in schedules since last school year please scan as e-mail attachment and send to John Salisbury or Scott Lanham by August 31, 2017.

WEARING APPAREL GUIDELINES

All custodial employees working for the Lincoln Public Schools are requested to be dressed appropriately while at work. Conveying a professional image to students, staff and public are important factors to our success. Please refer to the guidelines below.

GUIDELINES FOR PROPER DRESS

Acceptable wearing apparel:

- Clean jeans, slacks, (or knee length shorts when authorized by Custodial Supervisor).
- 2. Closed toed/heel shoes. Tennis shoes are acceptable.

Non acceptable wearing apparel:

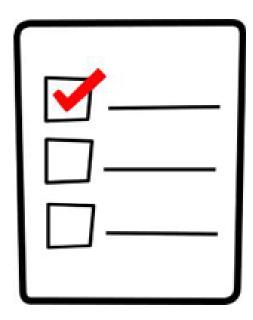
- 1. Dirty jeans, slacks, or shorts.
- 2. Open toed shoes, sandals, etc.
- 3. Torn or ripped clothing. (Torn and/or ripped uniforms are to be tagged and sent to vendor for repair.)
- 4. Printed clothing with suggestive or inappropriate language.
- 5. Clothing with advertisements/pictures of tobacco or alcoholic related content.
- 6. Sun glasses while in building.
- 7. Sweat pants.
- 8. Hats and caps while in building.
- In the interest of safety, radio headphones are not to be worn during actual work periods. (Other radios should be kept at a sound level so as to not distract other building occupants.)
- 10. Photo ID and/or name badges must be worn at all times..

Wearing Apparel Guidelines:

Please reinforce with your staff the "Wearing Apparel Guidelines" which are including in each new employee orientation packet. Employees who fail to comply with the guidelines should be counseled.

PLAY GROUND INSPECTIONS

• Grounds personnel will conduct a monthly inspection of playground equipment and adjacent areas. Custodial staff will continue to perform and document weekly inspections. Custodial supervisors are to continue to send a monthly summary inspection reports to John Salisbury's office. (Template is in Excel)



DISPOSAL OF 4 FOOT FLUORESCENT LIGHT TUBES (GREEN TIPS)

- All used tubes should be sent to DC for recycling. All tubes still must be sealed in their original container. All other fluorescent, halogen, and mercury vapor lights still must be sent to the distribution center for disposal as hazardous waste.
- Please do not put in trash as we recycle all bulbs at DC



Sani-Tyze® @(Product No. 3195)

PH level: 7.0

Dilution: Straight



Sani-Tyze, Food Contact Surface Sanitizer, is a Ready to Use quaternary based cleaner, sanitizer and deodorizer. It is formulated and packaged for maximum economy and convenience wherever food is processed, prepared, served or eaten. Sani-Tyze will not negatively alter or compromise an efficient food service sanitation program. The formula is clear and will not stain surfaces. Sani-Tyze leaves no grit or soap scum. The Sani-Tyze formula is a quat-alcohol blend, which provides light cleaning in addition to its ability to sanitize food contact surfaces. Sani-Tyze can be used as a light duty cleaner on any multi-touch surface such as refrigerators, drinking fountains, ice machines, and cash registers. Sani-Tyze is also an effective deodorizer because it stops the growth of bacteria that can cause odors.

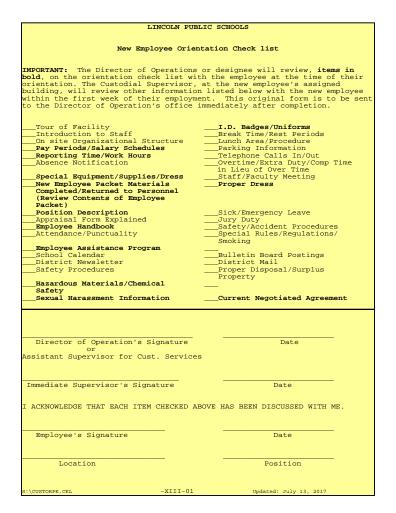
Sani-Tyze is a safe ready to use product used by the Lincoln Public Schools Custodial Department. It is approved for general purpose use. Use of personal cleaning products or store bought chemicals is discouraged as we do not have SDS information for those items. IAQ Building Liaisons issued directions to teachers not to use cleaning products brought from home or store.

Sani-Tyze is available for all staff to order in the General Stores catalog.

Item Number 203871 \$1.67 per qt.

EMPLOYEE ORIENTATION CHECKLIST

• Remember to complete the "New Employee Orientation Checklist" within the first two weeks a new employee has been assigned to your building. Please send the original back to John Salisbury's office and keep a copy for your file at the building!



Employee Social Security Number Location Position Date of Review CONCERNS: Check appropriate item(s) Knowledge and performance of job Failure to follow policies Attendance Ability to work cooperatively with others Punctuality Failure to collow policies Attendance Ability to work cooperatively with others Punctuality Failure to shibit appropriate judgment and tac Neglect of duty Other Description of Incident including date(s) of occurrence: Exerciption of Incident including date(s) of occurrence: Recommendations for Improvement: Date Supervisor Date	Classified Employee Notice of Performance Concerns					
Date of Review CONCERNS: Check appropriate item(s) Attendance Ability to work cooperatively with others Punctuality Penctuality Neglect of duty Coher	Employee	Social Security Number				
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Description of Incident including date(s) of occurrence:						
Recommendations for Improvement:	Neglect of duty	Other				
Supervisor Date						
·						
	Supervisor	Date				

which may include termination

Please remember to document the more serious performance concerns involving employees on the "Classified **Employee Notice of** Performance Concerns" form.

HR Personnel Reminders Employee Paperwork – **Disciplinary and** Performance

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 Printable Student Calendars Student Calendar Printable Teacher Calendars Elementary Teacher Secondary Teacher Secondary Teacher Printable Special Events Cal Special Events Calendar Printable Staff Calendars 180 Day Custodial 183 Day Para 200 Day 201 Day Custodial 210 Day 220 Day 280 Day 280 Day 	November • 24: PLC Day—Early Dismissal • 25–27: Schools not in session • 30: Students in elementary schools NOT in attendance December • 15: PLC Day—Early Dismissal • 23: First day of LPS Winter Break January • 5: Classes resume • 18: Schools not in session • 26: PLC Day—Early Dismissal February • 15: Students in elementary schools NOT in attendance • 23: PLC Day—Early Dismissal March	 23: First day of LPS Winter Break January 4: Classes resume 16: Schools not in session February 20: Schools not in session March 13-17: Schools not in session April 14: Schools not in session 17: Schools not in session May 24: Last day of class for students 	

Many calendars are available via the LPS website

LincolnNE Meet the newest Password Username GO Records K-12 Personnel Records Coming this summer! LEARN MORE Please use Internet Explorer 7.0 or Higher, Firefox or Safari with JavaScript enabled. EMPLOYEE FILES 1010 Get the help you need: This Computer System, Including All Related Equipment, JANICE JOHNSON : Onboarding/Orientation Process Networks, And Network Devices (Specifically Including Contract Renewal NANCY BENTLEY ·E-Forms & E-Signatures Internet Access), Are Provided Only For Authorized Use. NEIL EVANS PAUL MADDEN ·And much more... Use Of This Computer System, Authorized Or TIM SCHELIPER Unauthorized, Constitutes Consent To Monitoring Of This We're seeking DU 1 TI IDMED early adopters. CARL HEGARTH System. Unauthorized Use May Subject You To Criminal DEBBIE SCURLOCK Prosecution. Evidence Of Unauthorized Use Collected LEARN MORE During Monitoring May Be Used For Administrative, Criminal Or Other Adverse Action. Copyright © 2010-2013 Netchemia, LLC Master Subscription Agreement

EMPLOYEE APPRAISALS



• Please remember to stay current with employee appraisals.

FLOW CHART FOR COMPLETION OF APPRAISALS IN TALENT-ED

• <u>CUSTODIAL SUPERVISORS</u>

- Director (or designee) will begin work on the appraisal and then save progress
- Director contacts Building Principal (via e-mail) prompting them to review the appraisal (Principal and Director Comments will be denoted in the comment section). After review Principal saves progress and then notifies Director (via e-mail)
- Director and Principal then schedule a time to review appraisal on-line with Custodial Supervisor @ building
- Custodial Supervisor will be directed to log in to system before conclusion of meeting to electronically sign appraisal

FLOW CHART FOR COMPLETION OF APPRAISALS IN TALENT-ED

• ASSISTANT CUSTODIAL SUPERVISORS

- CS routinely checks appraisal schedule within Talent Ed Perform and completes appraisal by date indicated
- CS will begin work on appraisal then save progress. CS notifies Principal (via e-mail) to review appraisal. (Principal and CS comments will be denoted in the comment section). After review Principal saves progress.
- CS & Principal notify Director(or designee) via email that appraisal is ready for review with employee.
- Director (or designee) will review and advise CS & Principal (via e-mail) that appraisal is ready for final review with employee.
- CS and Principal then schedule a time to review appraisal on-line with ACS
- ACS will be directed to log in to system before conclusion of meeting to electronically sign appraisal

NON – AUTHORIZED USE OF EQUIPMENT / COMPUTER USE!



• All custodial staff are authorized to use the custodial office, or designated computers for TAS login/out and checking LPS email only. Use of the internet must be for purposes relating to work. All inappropriate use of the internet is prohibited! Failure to comply with these expectations may result in disciplinary action to include termination!

USE OF INTERNET/E-MAIL

• Employees are to refrain from any use of inappropriate websites or using e-mail to send or receive inappropriate materials. Supervisors are expected to model these expectations at all times. They are also expected to take immediate action if employee infractions occur under their supervision

ENTRANCE MAT REQUESTS

• All requests for entrance mats must be submitted via TMA request to John Salisbury's office no later than August 31, 2017. Any requests received after this date will not be considered. Please specify size, color and thickness if applicable. Requests will only be considered for replacing worn mats or purchase of new mats in locations that warrant the need for new matting!



USE OF CREDIT CARD

• From time to time it may become necessary for you to purchase an item from outside of the Distribution Center. Examples: Gas for snow blowers, specialized cleaning tool, etc. In these cases it is permissible to utilize the credit card assigned to your schools main office. Please follow all criteria required by the main office for use of this card. You will need to provide them with your supply account number. No items over \$25.00 are authorized for purchase with the card unless prior approval is given by John Salisbury's office!



SIGNING FOR DELIVERIES

• Past problems have been experienced with outside deliveries of merchandise disappearing from buildings. Make sure your staff knows what the procedures are if requested to sign for a delivery from a company. They should be directed to the main office or to the supervisor in charge. The person signing will need to verify what is being received and make sure that it is immediately delivered to the recipient! Do not leave packages unattended and or unsecured!

EMPLOYEE FILES

• Upon resignation or transfer of an employee from your facility, immediately send all employee records to John Salisbury's office in a confidential envelope. This information will then be forwarded to the Human Resources office at LPSDO. Please do not delay this process! Thanks for your cooperation!!!

SECURING BUILDING KEYS IN KEY BOXES



- Never leave building keys unsecured in open key boxes, on tops of desks, or in cabinets, etc. Only Custodial Supervisors, Assistant Supervisors, and authorized custodial staff are permitted to take building keys home. All other keys must be secured in a lock box at the end of the employees work shift.
- Custodial offices should be kept locked at all times while not occupied

DO NOT LEAVE KEY BOX UNLOCKED WHEN NOT PRESENT

PHOTO ID BADGES

Employees must wear their photo ID badges at all times they are at work. This will be checked during building inspections.



USE OF KITCHEN WASHING MACHINES PROHIBITED FOR CUSTODIAL USE

• Custodial staff are not authorized to use kitchen washing machines to launder custodial items such as rags or dust mops. Disposable paper towels should be used in lieu of cotton rags which are discouraged for use. Dirty dust mops are not to be laundered on-site but rather sent to distribution. Clean dust mops can be ordered from distribution.



SEXUAL HARASSMENT OR WORKPLACE HARASSMENT OF ANY KIND!

• As a supervisor, it is your responsibility to ensure that your work environment is free from anything that would promote or permit sexual harassment or harassment of any kind. When concerns are brought to your attention, it is imperative you contact John Salisbury's office to discuss a process for addressing and resolving any issues!

KEEPING US INFORMED / TAKING ACTION ON PERSONNEL MATTERS

oIt is very important that you keep us informed of any serious altercations/conflicts arising between your employees. By involving our office and taking immediate action, you may help to prevent more serious problems.



Rubber flooring



Initially rubber flooring will require stripping to remove the residual chemical used in the manufacturing process. Use only approved pads (Do not use black pads as they are to harsh and will damage the rubber). This is important as it can void the warranty as well

Do Not use bleach in Auto Scrubbers



When treating rubber floors please do not use bleach in auto scrubbers. Bleach should only be applied to rubber floor using a 10% solution applied to the floor with a wet mop and then allowed to air dry.

Bleach can eat paint, foam gaskets, squeegees and can be corrosive to metal parts

BLEACH – DO'S AND DON'TS

- Bleach IS ONLY AUTHORIZED FOR: treating RCA Rubber Flooring or as an agent to help whiten wet mop heads.
- Bleach IS NOT TO be used to clean restrooms or substituted as a means of disinfecting for other products that are more effective in the presence of soils.

BLEACH

• Bleach attack's and damage's the chrome fittings and piping in a restroom. It also dissolves the black seals in flush valves on toilets and urinals.







Pre-spraying of carpets during cleaning process

Carpet cleaning chemicals work most effectively if given ample time to dwell on the carpet fibers. For this reason we require pre-spraying the carpet, allowing proper contact time, then extracting with clear water.

Garden pump up type sprayers can be provided via TMA request

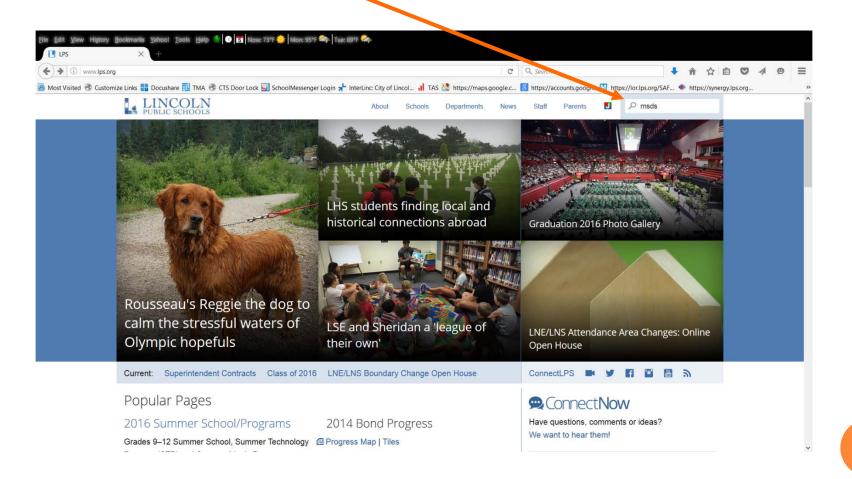


Bio-Hazard box for pour-able blood items



Please make sure there is one box in the Health office. If not, let your health technician know so they can order one.

SDS (SAFETY DATA SHEETS) WHERE TO FIND THEM



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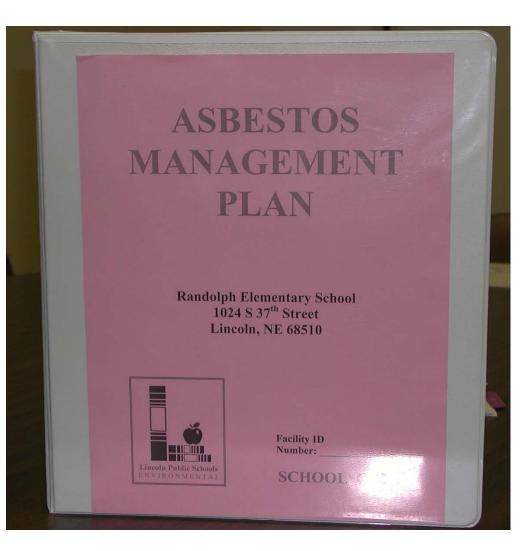
AFTER TYPING SDS IN TO SEARCH KEY WORD BOX YOU'LL BE ABLE TO SEARCH FOR THE SDS YOU'RE LOOKING FOR

Elle Edit View Higtory Bookmarks Yahool Tools Help 🏶 🖉 🖬 Now: 73*F 🌞 Mon: 95*F 🗫 Tue: 89*F 🍫		
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LPS (Chem Info	
G Filter items		
0		
0_Inventory Updated (0_Inventory Updated)		0
(i)		
1,6-Hexanediamine (1.6-Hexanediamine)		0
1-Butanol (1-Butanol)		Ø
1-Nitroso-2-Naphthol (1-Nitroso-2-Naphthol)		0
1-Propanol (1-Propanol)		Ø
102 DID D-D Disinfectant Spray (102 DID D-D Disinfectant Spray)		0
13-0-0 turf fertilizer with Barricade 0.2% (13-0-0 turf fertilizer with Barricade 0.2%)		0
14K Metallic Ink Markers (14K Metallic Ink Markers)		0
19000GNS Genesis Black (19000GNS Genesis Black)		0
1AR Form-A-Gasket #1- Permatex (1AR Form-A-Gasket #1- Permatex)		0
1BR Form-A-Gasket #1 - Permatex (1BR Form-A-Gasket #1 - Permatex)		0
2		
2,6-Di-tertButyl 4 Methylphenol (2,6-Di-tertButyl 4 Methylphenol)		0.



LPS policy does not permit smoking or use of tobacco products (including Vapors) in buildings or on school 91 grounds.

ASBESTOS MANAGEMENT PLAN BOOKS

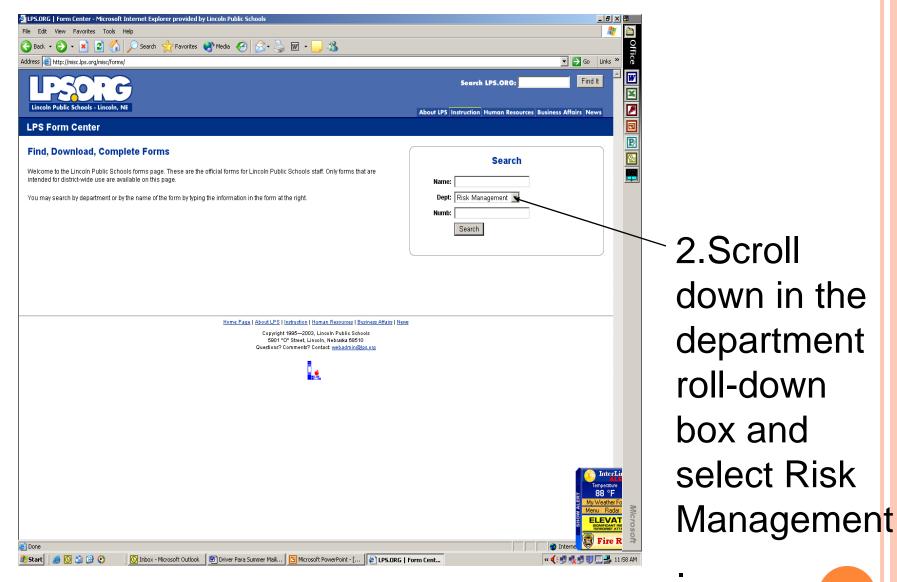


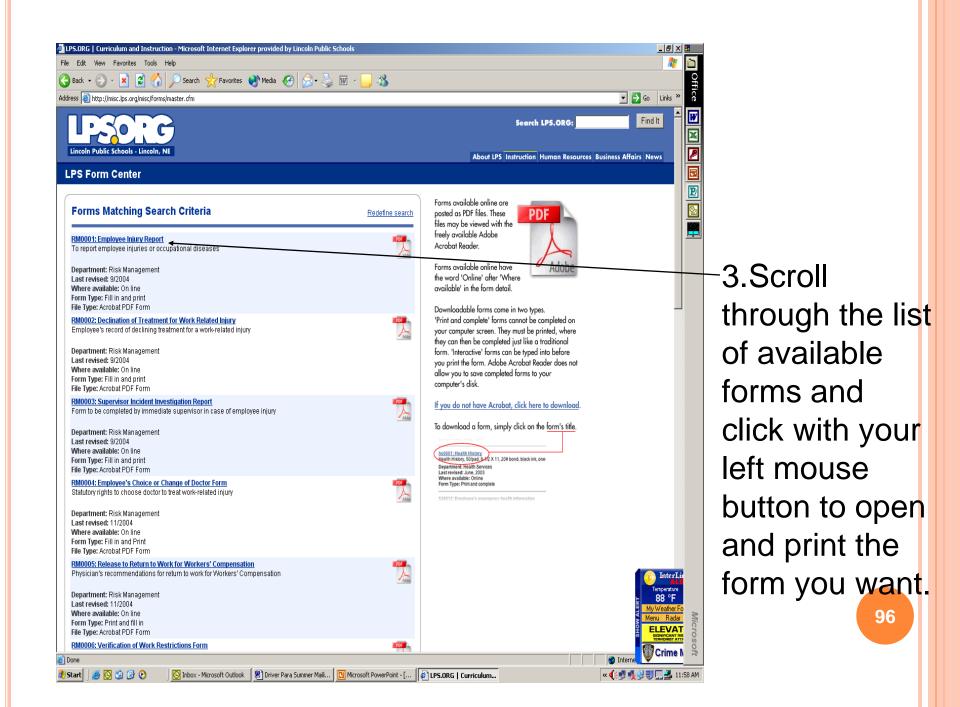
These books are to be located in your schools main office. **Please make** sure your employees know how to find them! 92





1.Start by typing the word "Forms" into the Search/Keyword box on the LPS homepage





LINCOLN PUBLIC SCHOOLS







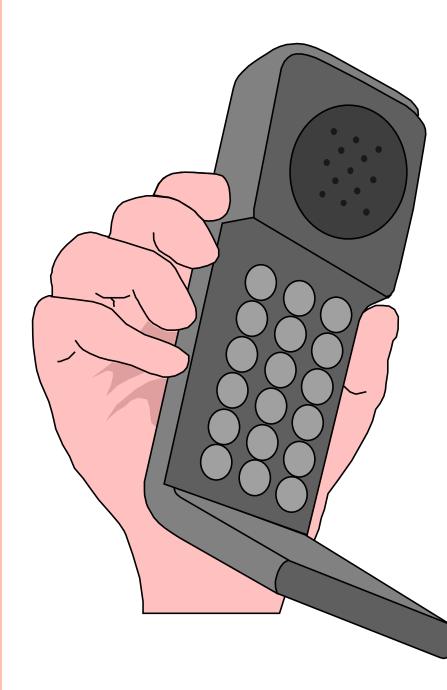


LPS Custodians are committed to providing clean, sanitary, environmentally maintenance free facilities that contribute to a quality educational program. August 2011 Tuesday July 19, 2011 - 88" and fair in Lin The Lincoln Public Schools website is back up and running after the fire, but you will find disruptions in many phone numbers, documents and links. Please be patient as we continue to bring systems online YOU ARE HERE > Custodial Services LPS ORG Recycling Environmental and Weight Reports Rusiness Affairs Custodial and Transportation Servic TOPICS » nternational Executive Housekeepers Associat Custodial Services Cleaning and Service Guidelines Transportation Services AMSAN Nogg Custodial Ordering Stock Items Located at LPS Distribution (Genera statement is committed to providing clean, sanitary, environmental Stores Catalog) Ju SUBSCRIBE > maintenance free facilities, that contribute to a quality educational program. Infection Control Hanbook 2008 🔎 Email (provide address John Salisbury Spartan Chemical Company - Material Safety Data Assistant Supervisor for Custodia Sheets submit Services Material Safety Data Sheets General Search 436-1073 jsalis@/ps.org Custodial Supervisors Guide Book 🔎 Custodial Services Cleaning Guidebook of Operations by helping to coordinate day-to-day activities within the custodial department. Questions concerning custodial services can be Insect and Pest Information - UNL Extension directed to John Salisburry or Bill McCoy **Custodial Meeting Agenda's and Inservice**

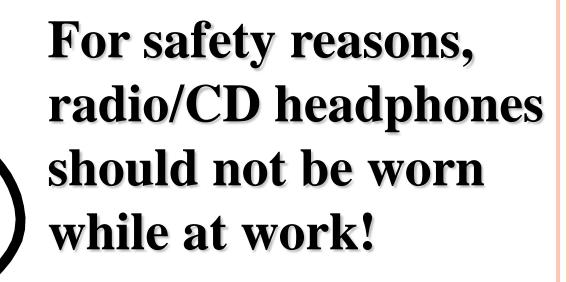
The Custodial Services Cleaning Guidebook is available to Custodial Supervisors via the LPS Custodial page on the website. New employees will receive a copy of this book at time of orientation. Also available on the LPS custodial page is a link to a training guide entitled "Custodial Equipment use and Maintenance" Please use this document as a training guide when working with new employees and providing important reminders to existing staff

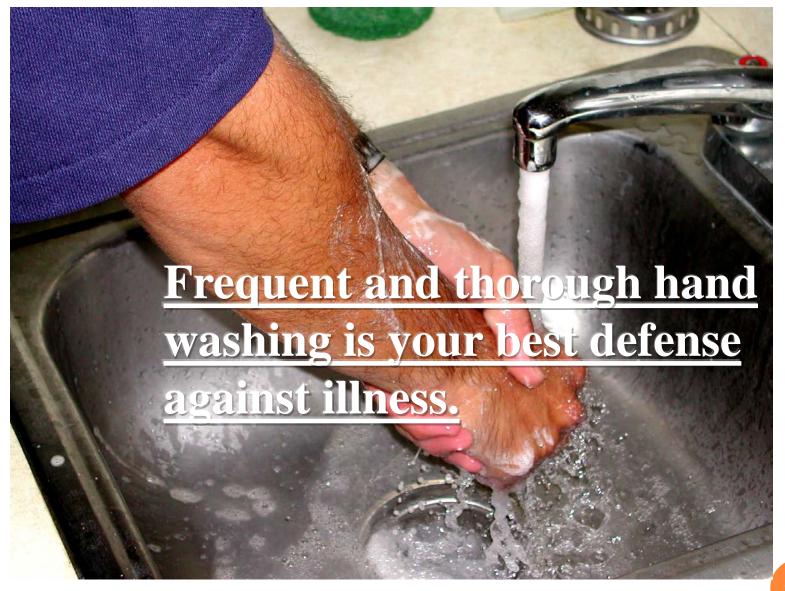


Getting the most out of your equipment



Use of cellular phones is discouraged during work hours. **Employees should** seek approval from supervisor if family reasons require them to carry one during work time. 99

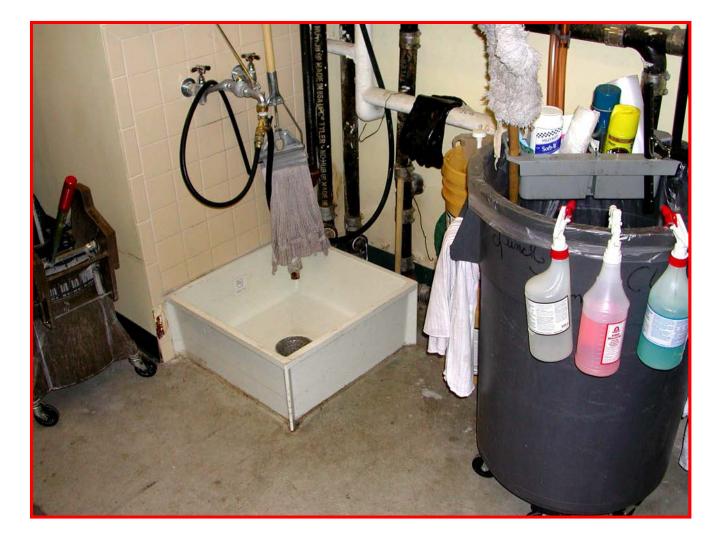




A good first impression is what facility users tend to remember most. Take pride in your hallways as they often leave a lasting impression!





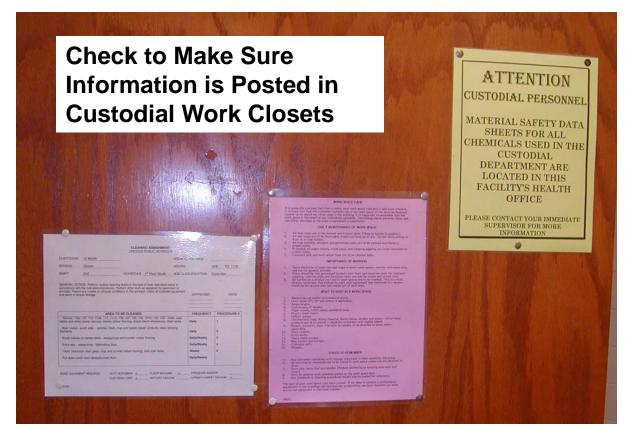


A clean and neat workspace reflects professionalism!



Restrooms require your utmost attention to ensure a clean and healthy environment for use by children, staff, and public!





Make sure important information such as custodial work assignments, cleaning expectations, SDS location notifications are located on each custodial work closet door.

ANNUAL CUSTODIAL MEETING

- The Annual Custodial Meeting is scheduled for August 7, 2017, at North Star High School. The meeting starts at 4PM and ends at 7PM. (Dinner is provided) All staff are required to attend!
- Due to time constraints and our need to start on time there will not be a sheet for employees to sign in. Please direct employees to enter the auditorium as soon as it opens.

NEXT CUSTODIAL SUPERVISORS MEETING

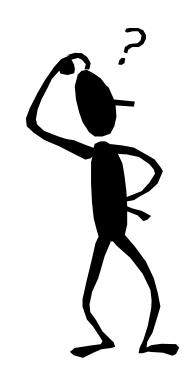
• Is scheduled for the month of October 16, 2017 from 8:00AM to 12:00PM At Moore Middle School 8700 Yankee Woods Dr. This meeting is mandatory for all Supervisor and Asst. Supervisors.

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FUTURE CUSTODIAL SUPERVISOR MEETINGS

•The 2017-18 meeting schedule for Custodial Supervisors will be distributed in the near future. Your attendance to all Supervisor meetings is mandatory!

Questions





Leah Umberger



John Salisbury



Susan Sullivan





TBA



John Reinhardt

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Your CTS Team is Here to Serve You – Have a Great Year

Custodial Supervisor's Pledge

•WE PLEDGE EACH DAY TO SERVE AS POSITIVE EXAMPLES FOR CHILDREN, STAFF, AND OUR EMPLOYEES.

•WE ENDEAVOR TO MAXIMIZE THE LEARNING ENVIRONMENT FOR ALL CHILDREN AND TEACHERS OF LINCOLN PUBLIC SCHOOLS.

LPS CUSTODIANS CARE

- **C**ustodians
- **o U**tilizing
- old Skills
- o To
- Obtain
- \circ **D**ependable
- Immeasurable
- o And
- Notable
- Service

- Children
- Are
- Receiving
- Education

COPIES OF MEETING MINUTES DISTRIBUTED TO:

Principals
Liz STANDISH
Kevin JOHNSTON
Marjorie THEEL
Steve SWARTZ
Clark LIESVELD

Steve DEGARMO
John BURBACH
Scott WIESKAMP
Kim MILLER
Edith ZUMWALT
Brittney ALBIN



OUR MISSION:

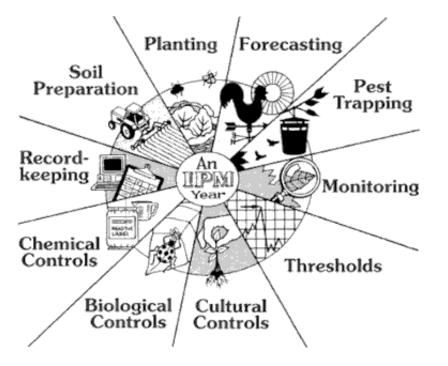
The LPS Custodial Department is committed to providing clean, sanitary, environmentally maintenance free facilities, that contribute to a quality educational program. Please take time to visit a new section of our website entitled, HALLWAYS OF FAME. This site will be continually updated with various pictures detailing points of pride within the custodial department.

What is Integrated Pest Management (IPM)?

IPM is an approach to solving pest problems by applying our knowledge about pests to prevent them from damaging crops, harming animals, infesting buildings or otherwise interfering with our livelihood or enjoyment of life. IPM means responding to pest problems with the most effective, least-risk option.

Under IPM, actions are taken to control pests only when their numbers are likely to exceed acceptable levels. Any action taken is designed to target the troublesome pest, and limit the impact on other organisms and the environment.

Applying pesticides to crops, animals, buildings or landscapes on a routine basis, regardless of need, is not IPM. Applications of pesticides are always the last resort in an IPM program.



"IPM Year" graphic and text courtesy of Cornell University.

Continue Focus on IPM:

As caretakers of our facilities it is important that we keep IPM at the forefront with our customers. Please take the time to remind teachers and staff of tips to avoid pest infestation. The following web link provides a lot of help as well:

http://www.epa.gov/pesticides/ipm/

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IPM – REMINDERS YOU CAN PASS ALONG TO TEACHERS AND STAFF

• Food or beverage items should not be brought into the classroom, except in sealed containers (i.e. lunch boxes). It is very important to continually remind children that food and snacks are to be eaten in the cafeteria, not the classroom. Even the tiniest of crumbs is a full meal for rodents, cockroaches or ants. If food incentives are used in the classroom, they should be stored in plastic, sealable containers. If items are small, freezer bags are recommended because they are made of a thicker material that is more pest resistant than the cheaper baggies.

IPM – REMINDERS YOU CAN PASS ALONG TO TEACHERS AND STAFF

• If your school has a "grab-and -go" type of meal, assign a daily "clean team" to sweep crumbs and remove food trash from the classroom once the meal is over. Also, remember that recyclable goods kept indoors provide, food and harborage for many pests. These items should be thoroughly cleaned and rinsed before storage.

IPM – REMINDERS YOU CAN PASS ALONG TO TEACHERS AND STAFF

• Sanitation, not pesticides, makes the biggest impact on pest populations. Cleaning up after any pets in the classroom and after parties is an absolute must. Empty soda cans, used paper plates, food wrappings, etc. should be placed in the trash can and then hauled to an outside dumpster before the end of the day. Trash cans full of this type of debris left overnight in the classroom are often sources of pest problems.

IPM – GET TO KNOW YOUR SERVICE TECH!

• It is very important for teachers/school staff to communicate with the pest control technicians about the kind of pest problems that exist. Specifics such as where the pests are (i.e. near the sink in the rear of the classroom), what kind of pests exist (i.e. cockroaches, ants, wasps, rodents), and when they are a problem (i.e. only in the morning or all the time) is valuable information to the pest control technician. The technician will be better prepared to treat the pest problem with this sort of information. A great way to communicate pest problems to the pest control technician is by using a <u>Pest</u> Sighting Log.

PEST SIGHTINGS LOG SHEET

• Pest Sighting Logs are used by school employees to communicate pest problems to the pest control technician. The log is a record of when the pests were seen, by whom, where, and what kind of pests were present. The pest control technician checks the log and then uses the information provided to treat the problem. The pest control technician also records what action was taken to treat the pest problem on the <u>Pest Sighting Log</u>. Information such as what pests were identified, what the cause of the pest problem was, and what action was taken (including exclusion, sanitation, or pesticides, if any) is important to record.

Pest Sightings Log Sheet

• The pest control technician also makes recommendations to building maintenance staff on the Pest Sighting Log about what changes in maintenance might help prevent future pest problems (installation of proper door sweeps, turning off unnecessary lights at night, installing proper window screening). A Pest Sighting Log should be kept in an accessible area such as the main office, cafeteria manager's office, or teacher's lounge area.

Pesticide Containers

• We encourage schools to eliminate use of all pesticides available for order from Distribution/on-line ordering. If pesticides are used do not store in individual custodial closets but rather under lock and key in the main custodial supply room of the building. Usage of these products should be carefully monitored by the custodial supervisor.

HUMAN RESOURCES POLICY REMINDERS

- The Human Resources section of the LPS website includes a copy of the Classified Employee handbook containing Policies:
- 1. 4750 Civility of Employees
- 2. 4770 Standards for Classified Employees
- 3. 4880 4880.1 Anti-Discrimination and Harassment / Harassment Reporting Process
- <u>Why are these policies important to</u> you and others in the workplace?

DISINFECTION AND GERM CONTROL

- All-purpose cleaners can remove most germs, good for most situations
- Sanitizing is often sufficient for higher risk areas. Sanitizers – "reduce, but not necessarily eliminate microorganisms . . . to levels considered safe as determined by public health codes or regulations" *(99.9%)
- **Disinfecting** should be used only where required by regulation or in the highest risk areas
- **Disinfectants** "destroy or irreversibly inactivate all forms of microbial life but not necessarily their spores" *(99.99%)

Sani-Tyze® @(Product No. 3195)

PH level: 7.0

Dilution: Straight



Sani-Tyze, Food Contact Surface Sanitizer, is a Ready to Use quaternary based cleaner, sanitizer and deodorizer. It is formulated and packaged for maximum economy and convenience wherever food is processed, prepared, served or eaten. Sani-Tyze will not negatively alter or compromise an efficient food service sanitation program. The formula is clear and will not stain surfaces. Sani-Tyze leaves no grit or soap scum. The Sani-Tyze formula is a quat-alcohol blend, which provides light cleaning in addition to its ability to sanitize food contact surfaces. Sani-Tyze can be used as a light duty cleaner on any multi-touch surface such as refrigerators, drinking fountains, ice machines, and cash registers. Sani-Tyze is also an effective deodorizer because it stops the growth of bacteria that can cause odors.

Sani-Tyze is a safe ready to use product used by the Lincoln Public Schools Custodial Department. It is approved for general purpose use. Use of personal cleaning products or store bought chemicals is discouraged as we do not have MSDS information for those items. IAQ Building Liaisons issued directions to teachers not to use cleaning products brought from home or store.

LPS Custodial staff are instructed to make Sani-Tyze available for their use to clean in classrooms.

Clean by Peroxy® Clean by Peroxw® Clean by Peroxw® Clean by Peroxw® Clean by Per





PH level: 2.0-3.0 Dilution: 1-12 oz./gal.

Clean by Peroxy is a proprietary surfactant blend combined with hydrogen peroxide. This all-purpose cleaner is environmentally compatible and formulated using environmentally conscious raw materials to quickly remove everyday soils, including greasy residues.

View MSDS for CLEAN BY PEROXY View Informative Bulletin for CLEAN BY PEROXY ALL PURPOSE CLEANER View Informative Bulletin for CLEAN BY PEROXY GREEN SEAL CERTIFICATE



This product was put in to primary use a couple of years ago and replaced several other products. This product is best designed for use with automated dispensing systems which precisely measure the amount of chemical to water ratio (Remember: A little more is not necessarily better)