Green Clean Schools Track at ISSA/INTERCLEAN

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HEALTHY SCHOOLS CAMPAIGN

ISSA
Advancing Clean. Driving Innovation.

ISSA INTERCLEAN NORTH AMERICA
SEPT. 11-14, 2017 | LAS VEGAS
Garnering Respect For Custodial Services

Mervin Brewer, Assistant Custodial Supervisor, Salt Lake City School District

Ricky Martinez, Assistant Custodial Supervisor, Salt Lake City School District
How can we get custodians treated like the first line of health defense?
Respect for Custodians

- Leadership
  - Internally
  - Externally
- Custodial Personnel
  - Customer Service
  - Building Relationships
Leadership
Internally

Treat employees with kindness, intelligence and humility, while still holding them accountable.

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Internally

Providing Resources:
- Trainings
- Advice
- Equipment
- Processes
- Opportunities

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Internally

As leaders we need to be authentic.
We need to be willing to battle together, and sometimes for, our employees.
We need to value employees’ input and abilities.

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Leadership Externally

Share your success! Tell stories about why you clean for health and what processes and technologies you use.

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Externally

Getting the word out:

- Newsletters
- Blogs
- Social Media

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Externally

Celebrate milestones and accomplishments.

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Externally

Participate on a School Community Councils.
Custodial Personnel

- Customer Service
- Building Relationships
Customer Service
Building Relationships

Make Connections

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Customer Service
Building Relationships

Be transparent, honest and trustworthy.

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Customer Service
Building Relationships

Listen to your customer (faculty, students and community).
Customer Service
Building Relationships

Be accountable for your actions and responsibilities.

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Customer Service Building Relationships

Do something/ follow up
Thank You!

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