

CAREER OPPORTUNITY DEVELOPMENT, INC.  
JANITORIAL MAINTENANCE PROGRAM  
STANDARD OPERATING PROCEDURE

**Table of Contents**

CODI Organizational Overview.....	1
CODI Mission Statement .....	1
CODI Vision Statement.....	1
Janitorial Maintenance Program Overview.....	1
Maintenance Crew Member Staffing and Scheduling .....	1
Maintenance Procedures.....	2
Maintenance Supplies.....	2
Other Contract Specifications .....	3
Appendix 1 .....	4
Appendix 2 .....	5

## **CODI Organizational Overview**

Career Opportunity Development, Inc. founded in 1970 is a private, not for profit organization that provides comprehensive vocational and residential programming for individuals who are mentally, physically or economically disadvantaged. CODI provides a holistic program and treatment approach whereby individuals have a right to informed choice and are proactive in program planning.

## **CODI Mission Statement**

CODI is dedicated to motivating, inspiring, and supporting individuals with disabilities and disadvantages to optimize potential and maximize independence.

## **CODI Vision Statement**

Developing opportunities and partnerships for individuals with disabilities by providing diversified, comprehensive, professional, and quality services, which focus on turning disabilities into abilities.

## **Janitorial Maintenance Program Overview**

CODI's janitorial maintenance program delivers comprehensive janitorial services to over 50 publicly-owned buildings throughout Atlantic County (See Contracted Sites List). The program is part of CODI's Community Employment Services Division, and is overseen by the Vice President of Community Employment Services (VP-CES). Teams of part-time Maintenance Workers (MWs) conduct cleaning activities five days per week, 52 weeks per year under the supervision of Maintenance Supervisors (MSs). MW positions are designed to provide individuals with valuable on-the-job experience, and prepare them for sustainable, permanent jobs in the community.

## **Maintenance Crew Member Staffing and Scheduling**

Job openings for MS or MW positions will be posted by CODI Human Resources internally, and on the CODI website at <http://njcodi.org/employment/>. Individuals may apply for MW positions through the CODI website. Applicants are interviewed by the VP-CES and the Maintenance Manager (MM). Applicants are processed through standard CODI hiring procedures. Those applicants who are chosen for employment undergo a drug test, criminal background check, and a full-day CODI new hire orientation. At least seventy five (75) percent of the staff members hired into the janitorial maintenance program must be individuals with disabilities.

The MM and MSs meet once every two weeks to discuss maintenance schedules, and to assign MW work shifts. Each MW is assigned to work no more than 25 hours per week. The VP-CES, MM, and MSs meet once per month to discuss janitorial maintenance routes, MW progress, and any issues related to staffing or the janitorial maintenance program in general.

Individuals may also enter MW positions through CODI's Outsource Center. The Vice President of Operations, Organizational Employment Services (VP-OES) refers interested individuals from the Outsource Center to the VP-CES. These individuals enter the janitorial maintenance program on a trial period to assess whether they are appropriate for part-time employment. During the trial period, individuals continue to be paid through their Outsource Center compensation source (See Outsource Center SOPs). The trial period continues until individuals are deemed ready for part-time employment,

or it is decided that they are not appropriate for part-time employment. The MM and MSs will discuss individuals who are in trial periods during the biweekly staffing meetings, and assess their readiness for converting from the trial period to part-time employment as an MW.

Individuals who are assessed to be appropriate for part-time MW employment will be directed to follow standard application procedures for the position. The VP-CES will refer individuals who are found not to be appropriate back to the VP-OES. If the MM or MSs decide that any janitorial maintenance personnel are to be terminated, the VP-CES will generate Personnel Action Form (PAF) to initiate termination.

## **Maintenance Procedures**

Following the new hire orientation, MWs are assigned a two-week schedule based on the schedules created by the MM and MSs. MWs meet at the main CODI facility at 8:30 a.m. on their scheduled work days. Upon arrival, MWs assist their assigned MS with preparing and equipping maintenance vans for the daily janitorial maintenance route. CODI will provide daily lunches for MW and MS staff members. Lunches are obtained by the MS from the CODI kitchen each morning and stored in coolers to be loaded onto maintenance vans along with janitorial equipment.

Individuals who are assigned to work at secure locations (177<sup>th</sup> Fighter Wing, Atlantic County Courthouse) must undergo the separate security background clearance processes for those locations. Additionally, individuals assigned to secure locations report directly to work at these locations rather than first reporting to the main CODI facility on scheduled work days.

The MSs provide new MWs on-the-job training at assigned janitorial maintenance facilities. The MM will conduct a 2-hour janitorial training session once per month at the CODI main facility for any Outsource Center consumers who are interested in joining the janitorial maintenance program on a trial basis. At times MWs will not be directly supervised by MSs during janitorial maintenance shifts. All MWs must submit a signed copy of the Janitorial Maintenance Crew Acknowledgement to the MM prior to performing any janitorial work (See Appendix 1).

All MSs and MWs must adhere to established customer service standards when performing janitorial maintenance duties, and must submit a signed copy of the Janitorial Crew Procedures and Responsibilities to the MM prior to performing any janitorial work (See Appendix 2).

All MSs and MWs must adhere to CODI's Personnel Practices Code and Universal Policies (See Personnel Practices Code and Universal Policies).

## **Maintenance Supplies**

CODI will provide all MSs and MWs with work uniforms upon hiring into the janitorial maintenance program.

Each MS will be responsible for keeping track of janitorial supply levels, and will submit supply order forms to the MM at the end of each week. When not in use, janitorial equipment and supplies will be kept in a secured, locked location. Only the VP-CES, the MM, and the MSs will have access to the secured supply location.

All Atlantic County facilities provide paper and plastic bags and soap to the CODI janitorial maintenance crew. The 177<sup>th</sup> Fighter Wing provides all necessary cleaning products to the CODI janitorial maintenance crew for cleaning the 177<sup>th</sup> Fighter Wing facilities.

## **Other Contract Specifications**

See individual cleaning contracts for any other specifications regarding maintenance procedures or staffing which may be inconsistent with CODI SOPs. In such cases, contract specifications will supersede CODI SOPs, and janitorial maintenance personnel should abide by contract-specific procedures or directions.

Appendix 1



CAREER OPPORTUNITY DEVELOPMENT, INC.

901 Atlantic Avenue  
Egg Harbor City, New Jersey 08215-1801  
Phone (609) 965-6871 / Fax (609) 965-3099

LINDA L. CARNEY  
PRESIDENT/CEO

Janitorial Maintenance Crew Acknowledgement

I \_\_\_\_\_ understand there may be times either before, after, or during work in the community when I will not be supervised by CODI staff.

If CODI is closed, I understand I am required to wait outside the premises without supervision of CODI staff. At no time do I expect CODI to alter times of operation due to my transportation schedule to and from work.

I understand, CODI's Supported Employment program is designed to foster independence throughout community worksites. I understand there may be times during my shift and possibly my entire shift where I may be unsupervised and working independently. I know how to contact my supervisor in the event of an emergency or to relay pertinent information regarding my daily tasks and worksite.

Additionally, CODI will provide all consumers with transportation from CODI to the worksite each day. *There will be no special accommodations of pick-up or drop off locations with the exception of the Hamilton Mall Bus Stop.*

I understand if I choose to drive another employee to and from the worksite, I do this of my own free will and at no time is it a requirement of my employment with CODI. At no time is CODI responsible for reimbursement of miles, insurance claims or automotive repair bills as a result of driving to and from the worksite or providing other consumers with transportation to and from the worksite.

Receipt of Acknowledgement Form:

Consumer Name (Print) \_\_\_\_\_

Consumer or Guardian Signature \_\_\_\_\_

Date: \_\_\_\_\_

## Appendix 2

### **Janitorial Maintenance Crew Procedures and Responsibilities**

Consumers have the privilege to participate in supported employment opportunities in the community. Presently, CODI provides opportunities in food service, janitorial and auto detailing.

#### Procedures:

1. Participants must be properly trained prior to participating in an enclave.
2. Consumers are paid hourly wages when participating in enclaves.
3. Participants must wear appropriate attire to participate in enclaves. This includes no clothing displaying inappropriate words or images, jeans with holes...wear comfortable shoes, etc.
4. Consumers will be supervised by CODI staff when participating, however at times supervisor may be in another area of facility. Consumers must be willing to work hard without constant supervision and direction.
5. It is recommended that all participants use CODI bathroom facilities before leaving CODI so as to not have to use customers' facilities that are being cleaned. There are times when crew will be traveling from one site to another and, when necessary, can stop to use restroom facilities at a public stop. Of course, when absolutely necessary, it is permitted to use customer bathroom, but be sure it is clean before leaving.
6. Professional behavior is expected while representing CODI. Respect of coworkers and staff is expected. No foul language is to be used. Friendliness to customers is expected but crew is not permitted to stop working to hold a conversation with a customer.
7. Stealing while on an enclave will result in immediate dismissal from the privilege of participating in enclaves.
8. Supervisors are expected to be working the entire time with the consumers. Before leaving a work site, supervisors are to inspect work site for completion of tasks and to make sure all supplies are collected for return trip to CODI.
9. While on enclaves you are representing CODI. All must realize that their actions could result in the customer being pleased with our services or discontinuing their services.

## Sign-off Sheet

I, \_\_\_\_\_, have read and understand the procedures for participants on enclaves. I understand the attitude, behavior and work that are expected while on enclaves. I understand that I represent CODI and its values while I am in the community.

\_\_\_\_\_  
Consumer signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Guardian signature

\_\_\_\_\_  
Date