

# Tips for Effective Communication Before, During, and After Summer

Communication is critical for summer cleaning and maintenance work to ensure that facilities and custodial staff have the information, tools, and resources, they need to complete the necessary work.

These tips for effective communication can support summer maintenance and cleaning work that is completed on time, happens smoothly, complies with requirements and expectations, and sets schools and districts up for a successful start to the school year.



## **Use Pre-Communications to Set Expectations**

Being explicit with all relevant stakeholders about goals, scope of work, timelines, and anticipated disruptions creates a common framework for all involved. In pre-communications, create a shared understanding of how school staff should prepare spaces beforehand, and the expected condition the buildings and rooms will be left in at the end of the summer.



## **Include Information for School Non-Custodial Staff**

Communicate expectations with building-level principals with sufficient notice, including easy-to-understand requirements and prompts to share information with school staff, in the days leading up to summer.



## **Communicate Updates on Completed Work**

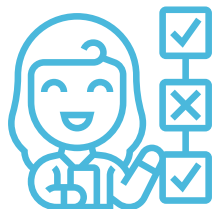
Regular updates on completed work make clear what has been done and what still needs to be done. Build a schedule to regularly update relevant individuals and teams and visually display progress and completed work in order to track compliance and determine if the time and resources allotted align with needs as the work is ongoing. Updating paper-based systems with a way to digitize completed work allows a broader set of individuals, including those off-site, to monitor work as it is completed in real-time.

# Tips for Effective Communication Before, During, and After Summer



## **Share Protocols for Unexpected Delays or Issues**

Establish and communicate clear protocols in advance with all custodial teams and school-based administrators for addressing unexpected issues, including inventory shortages or vendor no-shows. Doing this ensures that all know who to contact and how to escalate problems when they arise.



## **Use Return Communication to Promote Transparency and Connect with School Staff**

Once work is finished, communicate to school principals what was completed, any recurring issues found, and any future work still left to do. This allows school staff to plan accordingly, and builds trust and collaboration between facilities teams and school-based personnel. It also provides an opportunity to highlight accomplishments, clarify any final needs, and ensure that no critical tasks are overlooked before students and staff return.