



CUSTODIAL SUPPORT SERVICES - SERVICE LEVEL STANDARDS

Custodial Support Services (CSS) are responsible for 5,000,000 ft² (and growing) of space spread across 2 campuses including remote sites. Custodial staff provide cleaning services in a cost effective, efficient and environmentally sound manner. We maintain a clean, safe and healthy environment for students, faculty, staff and visitors to support learning, teaching, research and events. CSS are scheduled 24 hours, 4 shifts a day service delivery for 7 days,(Saturday and Sunday on exception) and 5 nights a week.

Green Cleaning and Environmental Sustainability

Queen’s CSS is ISSA (International Sanitary Supply Association: worldwide cleaning industry association) registered and adheres to the Cleaning Industry Management Standard-Green Building (CIMS-GB) framework. Becoming CIMS-GB certified for Queen’s, provides key points toward Leadership in Energy and Environmental Design (LEED) accreditation, as well as best in class principles for managing a customer - centric cleaning organization. A complete explanation of CIMS-GB can be found on the ISSA [website](#).

Green Cleaning Standards

In conjunction with CIMS_GB, CSS also adheres to the APPA (Association of Physical Plant Administrators) cleanliness standards and uses same to set expectations and calculate resource requirements. All spaces on campus are maintained at APPA Level 3, not including washrooms and food courts where the minimum standard is APPA Level 2.

The definitions of APPA level standards and cleanliness expectations are provided below:

Level	2	3
Description	Ordinary Tidiness	Casual Inattention
Floors	Floors and base moldings shine and/or are bright and clean. There is no buildup in corners or along walls, but there can be up to two days’ worth of dust, dirt, stains, or streaks.	<p>This level reflects a lower level of normal cleanliness expectations. While not totally acceptable, it has yet to reach an unacceptable level of cleanliness.</p> <p>Floors are swept clean, but upon observation dust, dirt and stains, as well as a buildup of dirt, dust and/or floor finish in corners and along walls, can be seen.</p> <p>There are dull spots and/or matted carpet in walking lanes and streaks and splashes on base molding.</p>

Vertical and Horizontal Surfaces	All vertical and horizontal surfaces are clean, but marks, dust, smudges, and fingerprints are noticeable upon close observation.	All vertical and horizontal surfaces have obvious dust, dirt marks, smudges and fingerprints.
Lighting and Light Fixtures	Lights all work and fixtures are clean.	Lamps all work and all fixtures are clean.
Washrooms	Washroom and shower fixtures and tile gleam, and are odor-free. Supplies are adequate.	Must meet Level 2 standard to be considered acceptable.
Waste Recycling Stations	Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.	Trash containers and pencil sharpeners are empty, clean and odor-free.

HOURS OF OPERATION

Morning Shift	5:00am - 1pm	Monday – Friday	Green Specialist & Porter Service
Morning Shift	6 :00 am – 2:00 pm	Monday - Friday	Red Specialist & Porter Service
Afternoon Shift	2:00 pm – 10:00 pm	Monday - Friday	Blue Specialist & Porter Service
Night Shift	10:00 pm – 6:00 am	Sunday - Thursday	Yellow Specialist Service
Weekend Shift		Saturday and Sunday	Events and Special Request

For a more detailed explanation of cleaning specialists and respective functions [go to page 6](#).

If you need **additional Custodial services** or if the standards below are not met contact the **FIXIT Crew on 613-533-6757** (internal 77301) or by [email](#).

Cleaning Tasks	Class Rooms/ Meeting Room	Clinic	Libraries	Single Offices	Shared Offices	Meeting Rooms/Kitchenettes/ Lounge within Offices	Entrances) Public Circulation Corridors, Elevators,	Research Labs	Stairs & Landing	Washrooms Lockers & Shower Rooms	Gymnasiums	Food Court & Dining
APPA Levels	3	3	3	3	3	3	3	3	3	2	3	2
Floor Care												
Scrub floors (main corridors)			D				D					D
Strip and refinish floors	AY	AY	AY	AY	AY	AY	AY	AY	AY	AY		AY
Sweep/dust-mop floor	D	D	D		W	D	D	W	D/W ¹	D	D	D
Vacuum carpet and straighten furniture	D	D ²	AD	M	W	D	D					D
Damp mop floors	D	D	D	M	W	D	D	Q	D/W	D	D	D
General Cleaning												
Clean chalkboards and trays	D											
Clean erasers												
Clean lockers and benches							W			D		
Clean mirrors		AR								D		
Clean indoor windows (within reach)												
Clean & Disinfect all telephones	M	W	M				D			D		D
Dust blinds	A	A	A	AR	AR	AR	A					A
Dust high surfaces (up to 8 feet)	M	M	M ³	Q	M	W	W		Q	W		W
Dust vents	A	A	A	AY	AY	AY	A		A	M		A
Wipe, clean, disinfect flat surfaces	W	D	M	M	W	D	W			D		D
Wipe furniture and seating	A	D	A	M	W	D	W					D
Refill dispensers & toilet paper		D								D		D
Frequently touched surfaces, door handles, light switch	D	D		M	W	D	D		D/W	D		D
Clean walls, doors, centre partition	M	M	SA	SA	SA	SA	M		M	D		W
Surface Disinfection												
Clean water fountains			D				D			D		D
Clean, disinfect patient table												
Clean, disinfect sinks		D								D		D
Clean/disinfect toilets/shower/urinals		D								D		D
Wipe tables and seating	D	D		M	W	D	D					D
Recycling Stations												
Clean recycling containers	A	Q	Q	A	M	W	A			Q		W
Empty waste recycling station containers & replace with new bags	D	D	D		W	D	D	W		D		D
Monitor battery waste bins and call EH&S to remove hazardous waste												

¹ Daily – Primary stairs/hallways; Weekly – Secondary stairs/hallways

² Wall to wall weekly

³ Top of shelves yearly

All the aforementioned services are supported from Monday - Friday within CSS budget. Weekend support will be provided in some buildings that have scheduled and routine academic program needs or contain supported clinics that require support. Additional weekend support services are on a fee basis (all costs directly billed) can be arranged with FIXIT.

LEGEND	
A	Annually
AD	Alternate Days
AR	As Requested
AY	Alternate Years
D	Daily
M	Monthly
NA	Not Applicable
Q	Quarterly
SA	Semi-Annually
W	Weekly
	Tasks we do not do

TASK DEFINITIONS

Scrub/mop floors. Using appropriately sized auto-scrub machine and following manufacturer’s directions, auto-scrub area thoroughly, ensuring that corner areas are cleaned, using a mop in the areas the machine cannot reach.

Battery Recycling. Collection of consumer batteries for recycling or disposal is managed through the Sustainability Group; all other types of batteries are managed through EH&S - Hazardous Materials unit. Collection information of consumer batteries can be found here: [Consumer Battery Recycling](#)

Chalk Boards. Clean board completely in Classrooms. Wet wipe chalk rails. Clean/Replace erasers as needed; restock supplies as needed.

Clean and disinfect all fixtures. Restroom fittings must be cleaned with an approved disinfectant.

Clean restroom panels and doors. Wipe partitions and walls clean with approved disinfectant.

Clean trash cans/recycling containers. Spray inside of container with approved cleaner. Wipe out and replace liner. Empty paper recycling container.

Clean drinking fountain. Wipe all surfaces of fixture using microfibre cloth and approved green guard gold solution.

Detail floor – vacuum/mop. Vacuum entire floor including corners, baseboards and under moveable furniture. Mop entire floor including edges and under moveable furniture.

Dust all surfaces/vents. Wipe down surfaces and dust surfaces, which are free of objects, including vents, ledges (up to 8'), windowsills, and cubicle partitions.

Empty Paper recycling (Paper, pop cans) system Bags. Paper recycling bags will be emptied twice per week. **Emptying of desk side garbage and recycling containers is the responsibility of the staff.**

Empty trash containers. Carry container to cart and empty. Replace liner if necessary.

Green Cleaning. Methodology and products used for cleaning are in alignment with the CIMS GB (see detail in document above).

Monitor floors. Pick up litter, debris (any objects on floor including paper, cans, bottles, pens, pencils, books, etc.). Spot mop.

Re-finish floors. Every other year hard surface floors will be reviewed and assessed on the amount of strip soap and finish that will be applied to deliver a polished appearance (based on the manufacturers' recommended treatment).

Replenish supplies.

1. Restroom supplies - refill soap, paper towel and toilet paper dispensers, making sure they are operational.
2. General purpose classrooms supplies will be replenished (Chalk and/or Eraser). Conference rooms and Staff Lunch Rooms are the faculty's responsibility.

Spot carpet care. Area that has been stained will be cleaned appropriately by work request only.

Spot clean flat surfaces. Wipe down work surfaces and other flat surfaces with a treated cloth & microfiber cloth in Theatres & Classrooms.

Clean walls and doors. Remove finger smudges, spots, or graffiti from walls and doors as required with appropriate cleaning materials.

Sweep or dust-mop floors. Dust mopping floor using proper equipment, including removing dust and debris (any objects on floor including paper, cans, bottles, pens, pencils, books, etc.) from hard surfaced floors.

Wet-mop/auto-scrub floors. Wet-mop or auto-scrub floors using appropriate chemicals & equipment.

White board. Clean board completely in Classrooms & Theatres. Wet wipe marker rails.

SERVICES AVAILABLE AT ADDITIONAL COST TO REQUESTOR

Additional Services consist of chair cleaning, upholstery cleaning, carpet cleaning, floor resurfacing, washing walls and cleaning blinds.

Additional cleaning services or higher frequencies beyond the identified standards can be accommodated at the cost of the requestor. All such services are managed and billed through a Work Request. To receive a quote for additional services, please submit a [Work Request](#).

Note: During emergencies resources will be redirected. Therefore, services may be delayed. Emergencies such as floods, sewage / water leakages, blood on surfaces, coffee/tea spillage on carpet, slippery surfaces and hazardous objects, should be reported to FIXIT at 613-533-6757 (internal 77301) and after hours at 613-533-6080.

GREEN TEAM SPECIALISTS AND RESPECTIVE FUNCTIONAL CLEANING SPACES

<u>SPECIALIST TEAMS</u>	SCOPE OF WORKS PER FUNCTION
RED	A red team specialist is trained and specifically furnished with tools to perform cleaning in washrooms, changing rooms, shower and locker rooms.
YELLOW	A yellow team specialist is trained and specifically furnished with tools to perform cleaning in student learning spaces such as libraries, classrooms, lecture theatres, research and teaching laboratories.
BLUE	A blue team specialist is trained and specifically furnished with tools to perform cleaning in staff related spaces such as offices, meeting rooms, lunchrooms and kitchenette.
GREEN	A green team specialist is trained and specifically furnished with tools to perform cleaning in common areas, primary and secondary stairs, elevators and cafeteria.

CSS – SCOPE OF FUNDED & UNFUNDED TASKS

CUSTODIAL SUPPORT SERVICES				
Scope of Services (Applicable to All Sites)	Service Provider	Funded Services	Enhanced Services	Special Requests
GENERAL CLEANING				
Clean chalkboards and trays	Custodial Support Services	√		
Clean erasers	Custodial Support Services	√		
Clean lockers and benches	Custodial Support Services			√
Clean mirrors	Custodial Support Services	√		
Clean window, both sides (entrances)	Custodial Support Services	√		
Dust blinds	Custodial Support Services	√		
Dust vents	Custodial Support Services	√		
Dust, clean, disinfect flat surfaces	Custodial Support Services	√		
Clean furniture and seating (public spaces only)	Custodial Support Services	√		
Empty pencil sharpeners	Custodial Support Services	√		

Restock dispensers, soap & toilet paper	Custodial Support Services	√			
Spot clean walls, doors, centre partition	Custodial Support Services	√			
Straighten furniture (meeting rooms)	Custodial Support Services	√			
FLOOR CARE					
Auto Scrub floors	Custodial Support Services	√			
Clean and Extract Carpets	Custodial Support Services	√			
Burnish floors	Custodial Support Services	√			
Strip, refinish floor	Custodial Support Services	√			
Sweep, dust-mop floor	Custodial Support Services	√			
Vacuum carpet	Custodial Support Services	√			
Damp mop floors	Custodial Support Services	√			
Clean/Roll-up walk-off mats	Custodial Support Services	√			
BIORISK DISINFECTION					
Clean and Disinfect water fountains	Custodial Support Services	√			
Clean, disinfect sinks (public washrooms)	Custodial Support Services	√			

Clean/disinfect toilets/shower/urinals	Custodial Support Services	√		
Disinfect public telephones	Custodial Support Services	√		
Disinfect tables and seating (meeting rooms)	Custodial Support Services	√		
WASTE AND RECYCLING				
Clean trash containers	Custodial Support Services	√		
Empty waste containers & remove trash	Custodial Support Services	√		
Pick up and removal of recyclables (paper, etc.)	Custodial Support Services	√		

Scope of Services (Applicable to All Sites)	Service Provider	Funded Services	Enhanced Services	Special Requests
OTHER SERVICES				
Emergency broken glass cleanup	Custodial Support Services	√		
Emergency flood response	Custodial Support Services			√
Supply air diffuser, Return air grill cleaning	Custodial Support Services	√		
Campus Events	Custodial Support Services			√
Pandemic Response	Custodial Support Services		√	
Cleaning of biohazard & gross anatomy facilities	EXTERNAL - NOT PROVIDED			
Cleaning of food services & commercial outlets	EXTERNAL - NOT PROVIDED			
Departmental exclusive use workshops cleaning	EXTERNAL - NOT PROVIDED			