

Original Date: March 1, 2013	Date Revised: June 4, 2013
Janitorial Space Types: 1=Common Space, 2=Public Space, 3=Private Space, 4=Wet Space, 5=General Standards and Conditions	
Line of Business – 1.0 Operations and Maintenance (O&M)	
Service Category – 1.2 Janitorial	
<i>Purpose: To provide an environment that is clean to a level that is appropriate for the nature of the program delivery within the facility and that meets the service levels identified by SSBC</i>	

1. COMMON SPACE: Non-public space that is common to all building tenants (excludes corridors). Examples include atriums, lounges, elevator lobbies, secure stairwells.		
	SCHEDULED CLEANING PROCEDURES	Level of service to be anticipated directly following a scheduled clean.
1.1	Empty, clean all floor waste receptacles and containers.	All waste and recycle holding receptacles or containers are empty, clean and in their correct place.
1.2	Clean all furnishings and fittings.	All surfaces are clean and free of debris, graffiti, smudges, marks, etc. Fabric furniture is free of dust and debris and presents an overall clean appearance.
1.3	Clean all horizontal ledges below two meters. Clean cleared white boards.	All surfaces are clean and free of finger marks, spots and stains, with no dust, streaks or debris present.
1.4	Clean all hard surface flooring.	All floors are clean and free from debris, surface stains, mop or detergent streaks.
1.5	Vacuum carpeted areas, including stairs and mats; moving all light furniture other than desks, screens, cabinets, etc. Dust/Damp mop clean “T” mats, etc.	Carpets are free of dust and debris. No debris or other soil matter was left in corners or around the edges of the carpet.
1.6	Spot clean walls, doors, woodwork, glass partitions and other similar surfaces.	No marks are visible.
1.7	Clean water fountains.	All surfaces are clean and free of spots, stains, streaks and smudges. Walls and floors around the drinking fountain are clean and free from debris, spots and water marks.
1.8	Clean all surfaces of elevators and escalators.	All surfaces, interior and exterior are clean and free of debris, dust, finger marks, streaks, graffiti, etc.
1.9	Clean metal and metal painted surfaces, including door knobs, push bars, kick plates, door grilles, vents, handrails, switch plates, railings, doors.	All surfaces are clean and free of streaks, finger marks, etc.
1.10	Clean entrance(s) glass and spot clean all, including partitions.	The entrance glass/Plexiglas and Lexan surfaces, frames, sashes and sills are clean and free from soil, streaks, and watermarks, etc.
1.11	Clean Stairwells.	Handrails, walls, stairs and risers are free of dust and debris and present an overall appearance of cleanliness.
1.12	Replace flickering or burnt out lights/tubes and dust light lenses, including ceiling areas, air and wall vents.	Lights or tubes are uniform and in working order. Any tubes connected to this ballast are to be replaced with exactly the same type as removed. The light lenses are free of debris, bugs/insects, etc.

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	ANNUAL PERIODIC PROJECT CLEANING	
1.13	Dust and wash walls and ceilings, including doors, trim, moldings, ledges, radiators, and grilles.	Walls and ceilings are free of dust, smudges, streaks, etc. including all corners and crevices.
1.14	Refinish floors.	Upon completion the floor presents an overall appearance of cleanliness, while walls, baseboards and other adjacent surfaces are free of solution splashing and scars from equipment.
1.15	Clean all carpet and matting	Carpets are dry, and present an even, clean appearance, free of soil, spots, stains, grit and dust.
1.16	Clean vertical surfaces and high cleaning.	All surfaces are free of debris, dust, finger marks, streaks and spots, presenting an overall clean appearance.
1.17	Clean furniture showcases, file cabinets, dividers, drapes, blinds and surrounding casings.	All surfaces are clean and free of finger marks, smudges, stains, streaks, etc. and present a uniform sheen.
1.18	Wash all exterior windows including frames, sashes, sills and moldings.	All exterior glass, casings and frames are clean and free of finger marks, streaks, smudges, tape, paint, etc.
2. PUBLIC SPACE: Space that is openly accessible to the public. Examples include public stairwells, courtrooms, and public corridors.		
	SCHEDULED CLEANING PROCEDURES	Level of service to be anticipated directly following a scheduled clean.
2.1	Empty, clean all floor waste receptacles and containers.	All waste and recycle holding receptacles or containers are empty, clean and in their correct place.
2.2	Clean all telephone, furnishings and fittings.	All surfaces are clean and free of debris, graffiti, smudges, marks, etc. Fabric furniture is free of dust and debris and presents an overall clean appearance.
2.3	Clean all horizontal ledges below two meters. Clean cleared white boards.	All surfaces are clean and free of finger marks, spots and stains, with no dust, streaks or debris present.
2.4	Clean all hard surface flooring.	All floors are clean and free from debris, surface stains, mop or detergent streaks.
2.5	Vacuum carpeted areas, including stairs and mats; moving all light furniture other than desks, screens, cabinets, etc. Dust/Damp mop clean "T" mats, etc.	Carpets are free of dust and debris. No debris or other soil matter was left in corners or around the edges of the carpet.
2.6	Spot clean walls, doors, woodwork, glass partitions and other similar surfaces.	No marks are visible.
2.7	Clean water fountains.	All surfaces are clean and free of spots, stains, streaks and smudges. Walls and floors around the drinking fountain are clean and free from debris, spots and water marks.
2.8	Clean all surfaces of elevators and escalators.	All surfaces, interior and exterior are clean and free of debris, dust, finger marks, streaks, graffiti, etc.

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2.9	Clean metal and metal painted surfaces, including door knobs, push bars, kick plates, door grilles, vents, handrails, switch plates, railings, doors.	All surfaces are clean and free of streaks, finger marks, etc.
2.10	Clean entrance(s) glass and spot clean all, including partitions.	The entrance glass/Plexiglas and Lexan surfaces, frames, sashes and sills are clean and free from soil, streaks, and watermarks, etc.
2.11	Clean Stairwells	Handrails, walls, stairs and risers are free of dust and debris and present an overall appearance of cleanliness.
2.12	Replace flickering or burnt out lights/tubes and dust light lenses, including ceiling areas, air and wall vents.	Lights or tubes are uniform and in working order. Any tubes connected to this ballast are to be replaced with exactly the same type as removed. The light lenses are free of debris, bugs/insects, etc.
2.13	Empty and clean all building exterior waste receptacles and ash urns (replace sand)	Receptacles are clean inside and out and free of debris, soil marks, streaks, etc. Sand is clean and free of debris
2.14	Sweep and pick up waste or litter from building exterior entrance ways, including landscaping, lawns, rockeries, loading docks and walkways.	Sweeping has taken place and area is free of litter and debris
ANNUAL PERIODIC PROJECT CLEANING		
2.15	Dust and wash walls and ceilings, including doors, trim, moldings, ledges, radiators, and grilles.	Walls and ceilings are free of dust, smudges, streaks, etc. including all corners and crevices.
2.16	Refinish floors.	Upon completion the floor presents an overall appearance of cleanliness, while walls, baseboards and other adjacent surfaces are free of solution splashing and scars from equipment.
2.17	Clean all carpet and matting professionally.	Carpets are dry, and present an even, clean appearance, free of soil, spots, stains, grit and dust.
2.18	Clean vertical surfaces and high cleaning.	All surfaces are free of debris, dust, finger marks, streaks and spots, presenting an overall clean appearance.
2.19	Dust and clean , furniture showcases, file cabinets, dividers, drapes, blinds and surrounding casings.	All surfaces are clean and free of finger marks, smudges, stains, streaks, etc. and present a uniform sheen.
2.20	Clean entrance(s) glass inside and outside, including frames, sashes, sills and moldings.	The exterior and interior entrance glass, frames, sashes and sills are clean and free from soil, streaks, and watermarks, etc.
2.21	Wash all exterior windows including frames, sashes, sills and moldings.	All exterior glass, casings and frames are clean and free of finger marks, streaks, smudges, tape, paint, etc.
2.22	Hose/pressure-wash loading docks, entry ways and walkways as requested/required.	Surfaces and adjacent walls are free of marks, graffiti, gum soil, etc. and present an overall clean appearance.

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3. PRIVATE SPACE: All workspaces and non public spaces. Examples include corridors and communal workspaces.		
	SCHEDULED CLEANING PROCEDURES	Level of service to be anticipated directly following a scheduled clean.
3.1	Empty, clean all floor waste receptacles and containers.	All waste and recycle holding receptacles or containers are empty, clean and in their correct place. Deskside recycling containers will not be emptied nor the contents touched without prior authorization.
3.2	Clean all, cleared desktops, furnishings and fittings.	All surfaces are clean and free of debris, graffiti, smudges, marks, etc. Fabric furniture is free of dust and debris and presents an overall clean appearance.
3.3	Clean all horizontal ledges below two meters. Clean cleared white boards.	All surfaces are clean and free of finger marks, spots and stains, with no dust, streaks or debris present.
3.4	Clean all hard surface flooring.	All floors are clean and free from debris, surface stains, mop or detergent streaks.
3.5	Vacuum carpeted areas, including stairs and mats; moving all light furniture other than desks, screens, cabinets, etc. Dust /Damp mop clean “T” mats, etc.	Carpets are free of dust and debris. No debris or other soil matter was left in corners or around the edges of the carpet.
3.6	Spot clean walls, doors, woodwork, glass partitions and other similar surfaces.	No marks are visible.
3.7	Clean water fountains.	All surfaces are clean and free of spots, stains, streaks and smudges. Walls and floors around the drinking fountain are clean and free from debris, spots and water marks.
3.8	Clean all surfaces of elevators and escalators.	All surfaces, interior and exterior are clean and free of debris, dust, finger marks, streaks, graffiti, etc.
3.9	Clean metal and metal painted surfaces, including door knobs, push bars, kick plates, door grilles, vents, handrails, switch plates, railings and doors.	All surfaces are clean and free of streaks, finger marks, etc.
3.10	Clean entrance(s) glass and spot clean all, including partitions.	The entrance glass/Plexiglas and Lexan surfaces, frames, sashes and sills are clean and free from soil, streaks, and watermarks, etc.
3.11	Clean Stairwells.	Handrails, walls, stairs and risers are free of dust and debris and present an overall appearance of cleanliness.
3.12	Replace flickering or burnt out lights/tubes and dust light lenses, including ceiling areas, air and wall vents.	Lights or tubes are uniform and in working order. Any tubes connected to this ballast are to be replaced with exactly the same type as removed. The light lenses are free of debris, bugs/insects, etc.

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	ANNUAL PERIODIC PROJECT CLEANING	
3.13	Dust and wash walls and ceilings, including doors, trim, moldings, ledges, radiators, and grilles.	Walls and ceilings are free of dust, smudges, streaks, etc. including all corners and crevices.
3.14	Refinish floors.	Upon completion the floor presents an overall appearance of cleanliness, while walls, baseboards and other adjacent surfaces are free of solution splashing and scars from equipment.
3.15	Clean all carpet and matting.	Carpets are dry, and present an even, clean appearance, free of soil, spots, stains, grit and dust.
3.16	Clean vertical surfaces and high cleaning.	All surfaces are free of debris, dust, finger marks, streaks and spots, presenting an overall clean appearance.
3.17	Clean , furniture showcases, file cabinets, dividers, drapes, blinds and surrounding casings.	All surfaces are clean and free of finger marks, smudges, stains, streaks, etc. and present a uniform sheen.
3.18	Wash all exterior windows including frames, sashes, sills and moldings.	All exterior glass, casings and frames are clean and free of finger marks, streaks, smudges, tape, paint, etc.
4. WET SPACE: Spaces within a building with sinks and/or toilets.		
	SCHEDULED CLEANING PROCEDURES	Level of service to be anticipated directly following a scheduled clean.
4.1	Clean all counter tops, splash backs, dispenser, cupboard doors, hardware, and cleared sinks.	All surfaces are clean and free of stains, dust, finger marks, streaks, spots, and free of odours. Dispensers are clean inside and out and have been restocked with approved products.
4.2	Empty, clean all waste receptacles and containers.	All waste and recycle holding receptacles or containers are empty, clean and in their correct place.
4.3	Clean metal and metal painted surfaces, such as chrome, stainless steel, and similar finishes - including door knobs, push bars, kick plates, door grilles, vents, handrails, switch plates, railings, doors, exteriors of major appliances.	All surfaces are clean and free of streaks, finger marks, etc., bright and in a condition equal to that of the intended finish.
4.4	Clean all baby change tables, basins, showers, toilets and urinals.	All interior and exterior surfaces are clean and free of spots, stains, finger marks, soap scum, odours and mildew/mold. Wall areas surrounding urinals are clean.
4.5	Clean and stock dispensers and holders.	All dispensers and holders of supplies/products are clean inside and out, free of finger marks, spots, stains, odours and fully stocked with approved supplies/products.

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4.6	Clean all horizontal ledges below two meters.	All surfaces are clean and free of finger marks, spots and stains, with no dust, streaks or debris present.
4.7	Clean all hard surface flooring.	All floors are clean and free from debris, surface stains, mop or detergent streaks.
4.8	Spot clean walls, doors, woodwork, glass partitions and other similar surfaces.	No marks are visible.
4.9	Clean water fountains.	All surfaces are clean and free of spots, stains, streaks and smudges. Walls and floors around the drinking fountain are clean and free from debris, spots and water marks.
4.10	Clean and polish all mirrors, windows, frames, counters, powder shelves and bright work, including flushometers, piping and toilet seat hinges.	Mirrors and frames, etc., are clean and free of finger marks, smudges, streaks, etc.
4.11	Replace flickering or burnt out lights/tubes and dust light lenses, including ceiling areas, air and wall vents.	Lights or tubes are uniform and in working order. Any tubes connected to this ballast are to be replaced with exactly the same type as removed. The light lenses are free of debris, bugs/insects, etc.
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4.12	Dust and wash walls and ceilings, including doors, trim, moldings, ledges, radiators, and grilles.	Walls and ceilings are free of dust, smudges, streaks, etc. including all corners and crevices.
4.13	Clean vertical surfaces and high cleaning.	All surfaces are free of debris, dust, finger marks, streaks and spots, presenting an overall clean appearance.
4.14	Dust and clean blinds and surrounding casings.	All surfaces are clean and free of finger marks, smudges, stains, streaks, etc. and present a uniform sheen.
4.15	Wash all exterior windows including frames, sashes, sills and moldings.	All exterior glass, casings and frames are clean and free of finger marks, streaks, smudges, tape, paint, etc.
4.16	Remove and launder shower curtains.	Shower curtains were removed, laundered and re-hung as required to maintain a clean and sanitary condition.
4.17	Refinish floors.	Upon completion the floor presents an overall appearance of cleanliness, while walls, baseboards and other adjacent surfaces are free of solution splashing and scars from equipment.

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5. GENERAL: Performance standards and terms and conditions for specialized areas.		
5.1	Materials and Equipment	Environmentally responsible custodial paper and chemical products will have Green Seal, Eco Logo or other third party certification, which demonstrates that the product has undergone and successfully passed the stringent requirements of the environmental certification programs. All equipment will be clean and in proper working order and appropriate for the task at hand.
5.2	Terms of Conduct and Appearance	All janitorial employees will be security cleared via CPIC and comply with additional specific customer clearance requirements as applicable. (e.g. Courts and RCMP) All janitorial employees will wear ID tags and conduct themselves in a professional manner.
5.3	Building Security Maintenance	All space will be accessed with the means of entry provided, e.g. key cards and codes, and will be properly secured upon exit.
5.4	Communications	WSI Operations Centre, at 1-877-222-3112, is available to receive and process all service requests and complaints. The WSI Facility Manager will be responsible to manage issues of a janitorial nature.
5.5	Medical/Clinical Cleaning	Cleaning standards for medical/clinical spaces, where an emphasis is put on disease and infection control, have been adopted and developed from existing standards that are currently used in Provincial Health Services Authority spaces. Specific cleaning procedures have been included to ensure a sanitary state is achieved, cross infection is prevented, and the requirements of CSA Standard Z317.13-07 (Infection control during construction, renovation and maintenance of health care facilities) are met.
5.6	Specialty Sites	Where client programming or the nature of the property demands service levels that vary from the janitorial standards the WSI Facility Manager will take responsibility, upon direction from approval authority, to ensure client requirements, procedures and processes for these sites are communicated and implemented by the Janitorial contractor.
5.7	One Time Service	Requests that are not part of Scheduled Cleaning or Periodic Project Cleaning may be requested through the Operations Centre, as a One Time Service. Please note fees will apply to one time demand service requests.
5.8	Occupational Health and Safety	The Contractors' representatives will be knowledgeable of all workplace hazards and the precautions that must be taken to assure that safe work practices are maintained as per WCI regulations. For example, standard precautions and the first aid procedures for needle sticks, and the safe dealing and/or clean up of biohazard materials.