

CUSTODIAL SUPPORT SERVICES SERVICE LEVEL STANDARDS

Custodial Support Services (CSS) are responsible for 1,000,000ft² (and growing) of space spread across 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,

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

For 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](#).

CleaningTasks														
APPALevels	3	3	3	3	3	3	3	3	3	3	2	3	2	

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GREEN TEAM SPECIALISTS AND RESPECTIVE FUNCTIONAL CLEANING SPACES

<u>SPECIALIST TEAMS</u>	SCOPE OF WORK & 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.

Restockdispenserssoap& toilet paper	CustodiaSupportServices			
Spotcleanwalls,doors,centrepertition	CustodiaSupportServices			
Straighterfurniture (meetingrooms)	CustodiaSupportServices			
FLOORCARE				

Auto ScrutMEo-n re f 328.96 0.96 re f 103.08 621.62 re f C /TT0 1 Tf 9.96 eb-4 (o)oo Td [(r2.6 (es)]TJ 0 Tc 327w 3.

Clean/disinfecttoilets/shower/urinals	CustodiaSupportServices			
Disinfectpublictelephones	CustodiaSupportServices			
Disinfectablesandseating(meetingrooms)	CustodiaSupportServices			
WASTANDRECYCLING				
Cleantrashcontainers	CustodiaSupportServices			
Emptywastecontainers& removetrash	CustodiaSupportServices			
Pickup andremovalof recyclables(paper,etc.)	CustodiaSupportServices			

Scope of Services (Applicable to All Sites)	Service Provider			
OTHER SERVICES				
Emergency brokenglass cleanup	Custodia Support Services			
Emergency flood response	Custodia Support Services			
Supply air diffuser, Return air grill cleaning	Custodia Support Services			
Campus Events	Custodia Support Services			
Pandemic Response	Custodia Support Services			

Cleaning of biohazard & gross anatomy facilities

EXTERNAL NOT PROVIDED