

# Custodial Services Standards

## Facilities Management

Facilities Management, General Inquiries

420-5572

For information about services:

[www.smu.ca/administration/facman](http://www.smu.ca/administration/facman)

To place a work order (do you have your account information): [www.quecentre.com/smu](http://www.quecentre.com/smu)

## Custodial Services

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# **Table of Contents**

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1. Mission Statement
  2. Services
    - a. Cleaning Services
    - b. Moving Services
    - c. Setup Services: conferences, classrooms, residences
    - d. Waste/Recycling Management Services
    - e. Pest Management Services
  3. Hours of Operation
    - a. On-site Senior Custodial Person Contact Information
    - b. Contact Procedure
      - i. Emergency Custodial Service Requests
      - ii. Work Orders or Service Requests
      - iii. Special Service Requests: Residence, Campus
  4. Standards
    - a. Residence (Academic Year)
      - i. Apartment Style Residence
      - ii. Suite Style Residence
    - b. Residence/Conference Services (Summer Services)
      - i. Apartment Style Cleaning
      - ii. Room Style Cleaning
      - iii. Suite Style Cleaning
    - c. Offices, Boardrooms
    - d. Storage and Photocopier rooms
    - e. Washrooms
    - f. Stairwells, Hallways, Elevators
    - g. Teaching and Research Areas
    - h. Library
    - i. Bookstore, Art Gallery
    - j. SUB Games Room
    - k. SUB Cafeteria Dining Area and Tim Horton's
    - l. Tower
      - i. Showers
      - ii. Fitness Centre
      - iii. Locker Rooms and Trainer room
      - iv. Field House
      - v. Life Mark Physiotherapy Clinic
    - m. Staff/Faculty Lunch Rooms
-

## 1. Mission Statement

### **VISION**

Through the strength of our people put in place proactive programs to be trusted and recognized as a leader in Facilities Management in Atlantic Canada.

### **MISSION**

The mission of Facilities Management is to provide consistent quality maintenance, operations, custodial, security, facility planning, construction and parking services that support learning, research, events, athletics and residence in a customer oriented, efficient and responsible manner for students, staff, faculty and community.

### **Core Ideology**

**Core Purpose:** to provide a place where education, research and community service will flourish

**Core Values:** Integrity, Respect, Commitment, Collaboration, Pride

The mission of **Custodial Services** is to maintain consistent high quality cleaning standards on Campus and in Residence that are conducive to a safe and healthy environment, as well as, to provide move, setup, recycling, conference and classroom arrangements, as well as, general services for the students, staff, faculty and community of Saint Mary's University.

## 2. Services

### a. Cleaning Services:

The Custodial Services division provides a number of services, of these services, the provision of cleaning services is the highest priority. Details of the standards and frequency of cleaning services are provided in Sections 4 on Standards.

### b. Move Services

Facilities Management provides office and furniture moving services for approved moves within the University. Office moves and furniture move requests are to be submitted to facilities management through the project division. Customers wishing to request move services are required to submit an "office move" form (found on the Facilities Management web site at <http://www.smu.ca/administration/facman/move.html>). The project/move will be assessed through the project division and will be passed on to the custodial division.

### c. Setup Services

Conference Service: Custodial Services provides setup services to the campus and community as per Conference Service bookings. To request setup services, contact Conference Services room bookings line 420-5055.

Classroom furniture arrangement: Custodial Services arranges classroom furniture on a daily/nightly basis according to the Registrar's classroom seating count and in accordance with Facilities Management seating arrangement.

Residence setups: Custodial Services prepares residence rooms upon request from the Residence Life Office.

### d. Waste/Recycling Management Services

Halifax Regional Municipality through by-law S-600 legislated a source separation system, which means all residents, tenants, managers, property owners, and businesses must source separate their waste into paper, cardboard, organics, recyclables and garbage. Facilities Management has provided bins throughout campus for separating paper, organics and recyclables from the general waste streams. If you do not know what goes in which bin, please contact us at [sustainability@smu.ca](mailto:sustainability@smu.ca).

General Waste: Custodial Services is responsible for removing general waste from waste receptacles. For the protection of all concerned, only the contents of waste receptacles will be removed. If an occupant wishes waste to be removed other than that in the normal waste containers then such refuse should be clearly identified as garbage and a work order should be made to Facilities Management to have it removed.

Paper Waste: Facilities Management provides desk size recycling containers at each desk for incumbents to use. The desk size recycling bin can be used to store paper and other

recycling streams until the occupant has the opportunity to go to a sorting station. The large sorting stations are emptied on an as needed basis. (The schedule is not consistent across campus - it depends on frequency of use and on the types of waste. If a bin becomes full or unhealthy for any reason, please submit a work order to Facilities Management to have it emptied). Confidential paper should not be placed in the regular paper recycling bins. For shredding services, contact Procurement Services. Procurement Services has a number of shredding boxes around campus.

**Corrugated Cardboard:** Custodial Services is responsible for the removal of cardboard. Staff/Faculty/Students are asked to break down corrugated cardboard and place it either beside a garbage can with a sign to say please remove or put it into the hallway (please be sure not to impede the flow of traffic with any materials in the hallway).

**Organic Waste:** Custodial Services is responsible for the removal of organic waste from organic waste bins on campus and in residence. The 4 stream recycling stations are emptied on an as needed basis. (The schedule is not consistent across campus - it depends on frequency of use and on the types of waste. If a bin becomes full or unhealthy for any reason, please submit a work order to Facilities Management to have it emptied). Food Service is responsible for removal of all waste including organic waste from their facilities and for catered events.

**Recycling:** Custodial Services is responsible for the removal of recycling from recycling bins on campus and in residence. The desk size recycling bin can be used to store paper and other recycling streams until the incumbent has the opportunity to go to a sorting station. The large sorting stations are emptied on an as needed basis. (The schedule is not consistent across campus - it depends on frequency of use and on the types of waste. If a bin becomes full or unhealthy for any reason, please submit a work order to Facilities Management to have it emptied). Food Service is responsible for removal of all waste including recycling from their facilities and for catered events.

#### e. Pest Management Service

Custodial Services manages the contract with the Pest Management service contractor.

- To reports a pest management concern in Residence, contact the Residence Security Desk, 5591.
- For pest reports on Campus, contact the Facilities Management General inquiries line at 420-5572 or submit a "Work Request" online at [www.quecentre.com/smu](http://www.quecentre.com/smu) (if you do not have an account number or access – contact 420-5528).

### 3. Hours of Operation

Shift	Hours	Days per week
Day shift	7:00am – 3:00pm	Sunday - Saturday
Evening shift	3:00pm – 11:00pm	Monday – Friday
Night shift	10:30pm – 7:00am	Sunday – Thursday
Tower	11:00pm – 7:00am	Sunday - Saturday

#### a. On-site Senior Custodial Staff Contact Information

Hours of work	Contact	Contact No.
M-F 9:00am – 5:00pm	Manager, Custodial and Administration	(w) 496-8235 (c) 430-5185 (h) 826-9698
M-F 7:00am – 3:00pm	Supervisor, Days Custodial Services	(w) 496-8237 (c) 209-1507 (h) 423-6746 (radio)*
Sun-Th 10:30pm – 7:00am	Supervisor, Nights Custodial Services	(w) 420-5573 (c) 229-0778 (h) 477-7708 (radio)*
W-Sun 7:00am – 3:00pm	Lead Hand, Campus Custodial Services	(radio)*
M-F 7:00am – 3:00pm	Lead Hand, Residence Custodial Services	(radio)*
M-F 3:00pm – 11:00pm	Lead Hand, Evening Custodial Services	(radio)*
Sun-Th 10:30pm – 6:30am	Lead Hand, Sobey/Loyola Custodial Services	(radio)*
Sun-Th 10:30pm – 6:30am	Lead Hand, Campus Custodial Services	(radio)*
Th-Mon 11:00pm – 7:00am	Lead Hand, Tower Custodial Services	(radio)*

*\*To contact staff by radio, you may contact either Facilities Management 420-5572, Security 420-5577, or Residence Security 420-5591, and request that an onsite custodial staff person be contacted. This shall be done in accordance with the following contact procedure.*

#### b. Contact Procedure

Unless Facilities Management policy states otherwise, please use the following means to contact a Custodial Service provider.

##### i. Emergency Custodial Service Request:

During Facilities Management Office Hours

(Monday – Friday 8:30am – 4:30pm Sept – May)

(Monday – Friday 8:30 – 4:00pm June - August)

- Contact the General Inquiries Line for Facilities Management 5572
- If verbal communication is not received, contact Campus Security 5577 (for Campus emergencies) or Residence Security 5591 (for Residence emergencies).

After Facilities Management Office Hours:

- Contact Campus Security 5577 (for Campus Emergencies) or Residence Security 5591 (for Residence Emergencies).
- If there are no on-site custodial staff (see hours of operation above) and it is between 7am - 7pm, please call Joe Aucoin, 423-6746 or 209-1507.

- If there is no on-site custodial staff and it is between 7pm – 7am, please call Laurie Bucci, 477-7708 or 229-0778.
- If neither of the Supervisors are available, please call Shelley Price-Finn, 826-9698.

ii. Work Orders or Service Requests

Work orders and service requests can be made in the following ways:

Telephone:	Website:	Email:
420-5572	<a href="http://www.quecentre.com/smu">www.quecentre.com/smu</a>	Facilities.Management@smu.ca

iii. Work Order Requests

A work order can be submitted when requiring a service that is not listed in the cleaning details and/or when requiring a service that is in excess of the regular frequency listed in the cleaning details.

## 5. Standards and Priorities

Custodial Services Standards are **general guidelines** for Custodial Services staff to administer. Custodial staff are asked to manage their areas of responsibility and meet the cleaning needs so as to achieve our mission of providing quality consistent service for a safe and healthy environment. Custodial Staff are also asked to manage their area based on the priority of the space. If a particular area requires a higher or lower frequency to achieve this, custodial employees are given the discretion to adjust frequencies to accomplish the end results.

Custodial areas of responsibility are on average 17,000 square feet per person (the average detached single family home in Canada is approximately 2500 square feet – which means the average custodian is required to manage a space the size of just under 7 average size homes). This is a large area to manage on a daily basis. If service in your area is not meeting your expectations, please contact Facilities Management to record your concerns. Custodial staff will do their best to meet expectation of customers, while considering priority areas. Special service requests should come through Facilities Management in the form of work orders ([www.quecentre.com/smu](http://www.quecentre.com/smu)) instead of going directly to the custodial staff person in the area.

The areas listed below are ordered in priority of service delivery. During inclement weather, a reduction in frequency in lower priority areas to support cleaning in student study areas and public areas.

1. Student Study areas/Research areas
  - i. Classrooms, lecture halls, auditoriums
  - ii. Labs
  - iii. Library
2. Public areas
  - i. Washrooms, health service facilities
  - ii. Hallways, entranceways, stairwells
3. Student sitting areas
  - i. SUB cafeteria, dining areas, Tim Horton's
  - ii. Lunchrooms
  - iii. SUB games room, pub
4. Office areas
  - i. Boardrooms
  - ii. Front line offices with student access (Bookstore, Art Gallery, Help Desk)
  - iii. Faculty offices
  - iv. Administrative offices

**Special cleaning projects** – projects beyond the frequency or service listed in the standards - can most often only be provided during the Spring/Summer. Work orders are completed based on priority and the date of submission. Wait times for services during the academic year will be longer than spring/summer.

**Residence:** Project cleaning is performed minimally during the Academic Year due to increases in services as a result of heavier traffic and inclement weather (exceptions listed below).

- Emergencies or accidents that could cause damage to the building or its contents
- Areas of high public visibility (incumbents may request services through work order, an assessment will be made and the work order scheduled based on priority and availability of time)

**Campus:** Special cleaning services are performed minimally during the Academic Year due to increases in services as a result of heavier traffic and inclement weather (exceptions listed below).

- Emergencies or accidents that could cause damage to the building or its contents
- Areas of high public visibility (incumbents may request services through work order, an assessment will be made and the work order scheduled based on priority and availability of time)

## Standards

### a. Residence

#### i. Apartment Style Residence (Rice, Family Housing, Senior Suite):

##### Daily

Residents are required to sort waste streams in the 4 stream waste bins provided for their use. Garbage is to be placed down the garbage chute available in the garbage room on each floor. The waste bag must be tied. In the event a bag is too big, place the bag in the chute room on the floor, Custodial Services will remove garbage from the chute room.

- a) Chute rooms are cleared of waste daily.
- b) Stairwells swept and litter picked.
- c) Hallways dust mopped and spot mopped.
- d) Walls cleaned of food waste.
- e) Elevator floors cleaned and graffiti removed from cab door.

##### Weekly

- a) Mop hallways and stairwells.
- b) Elevator tracks vacuumed.
- c) Finger marks and smudges removed from light fixtures, elevator walls.
- d) Horizontal dusting performed.
- e) Walls cleaned of kick marks.

##### Periodic or as required

- a) Floors reconditioned as required.
- b) Elevator cab walls and exterior elevator doors polished.

#### ii. Suite Style Residence (Vanier, Student Housing Loyola):

## Daily

Residents are required to place waste bags down the chute on their floor. The waste bag must be tied. In the event a bag is too big, place the bag in the chute room on the floor, Custodial Services will remove garbage from the Chute room.

- a) Washrooms cleaned as per section 5.
- b) Stairwells swept and litter picked.
- c) Hallways dust mopped and spot mopped.
- d) Walls cleaned of any food waste.
- e) Elevator floors cleaned and graffiti removed from cab door.

## Weekly

- a) Mop hallways and stairwells as required.
- b) Elevator tracks vacuumed.
- c) Finger marks and smudges removed from light fixtures, elevator walls.
- d) Horizontal dusting performed.
- e) Walls cleaned of kick marks.

## Periodic

- a) Floors reconditioned as required (no less than once yearly)
- b) Elevator cab walls and exterior elevator doors polished.

### **b. Residence/Conference Services (Summer Services)**

#### *i. Conference Apartment Style Cleaning (Rice, Family Housing Loyola):*

## Daily

- a) Dispose of garbage in the kitchen, bedroom and washroom area.
- b) Used towels collected and replaced with clean towels.
- c) Washrooms (including toilets, mirrors, tubs and sinks) cleaned; washroom floors mopped.
- d) Conference items such as toilet paper, soap and plastic glasses replaced when needed.
- e) Kitchen sinks, tables, desks, window sills, light shades wiped.

## Weekly

- a) Floors swept and moped.
- b) Linen changed.

#### *ii. Conference Room Style Cleaning:*

## Daily

- a) Garbage removed.
- b) Used towels collected and replaced with clean towels.
- c) Conference items e.g. soap and glasses replaced.
- d) Washrooms cleaned. (including sanitizing of toilets, sinks and tubs).
- e) Floors swept and mopped (1 in 2 days).

### Weekly

- a) Linen changed.
- b) Floors swept and mopped.

### *iii. Conference Suite Style Cleaning:*

#### Daily

- a) Suite floors swept.
- b) Hallways dust mopped and spot mopped if necessary.
- c) Walls cleaned if necessary e.g. if there are any food marks or other marks that are clearly visible.

#### Weekly

- a) Suite Floors and Hallways swept and mopped.
- b) Clean such things as doorknobs, baseboards, suite mirrors.

#### Periodic

- a) Floors repolished if necessary.

### *Cleaning Standards expected when Conference Groups have Departed (Room Turnovers):*

- a) Beds stripped and towels and linen collected for laundering.
- b) Garbage removed.
- c) Floors swept and mopped.
- d) Kitchen area cleaned (including sink, fridge, stove, etc) if applicable.
- e) Desk and counter tops cleaned.
- f) Washrooms sanitized and cleaned including tubs, toilets, sinks floors etc. Toilet Partitions and baseboards cleaned.
- g) Beds made and clean towels placed at the foot of each bed.
- h) Soiled conference materials e.g. pamphlets, cups etc replaced.
- i) Partitions, ledges and other areas prone to dust wiped clean.
- j) Fridges, stoves, cupboards and bed drawers cleared of articles and cleaned.

### **c. Offices, Boardrooms**

#### *Offices:*

Offices entered 2 – 3 times weekly.

(offices will be entered by a custodial person, who will determine whether one or all of the following is necessary)

- a) Waste receptacles emptied
- b) Carpet traffic lanes litter swept
- c) Tile floors dry and damp spot mopped

Weekly (or as necessary)

- a) Carpeted floors vacuumed.
- b) Receptacle liners changed
- c) Horizontal surfaces within reach of the average person dusted. Any ledges with personal items on them or impeding access to them will not be cleaned unless the incumbent clears the space around the ledge. (For most expedient service, please place a work order)
- d) Push plates cleaned.
- e) Both sides of glass partitions in offices spot cleaned.
- f) Finger marks and smudges removed if possible from doors, door frames, light switches filing cabinet handles and other normal body contact points.

Periodic (one a year during the spring/summer)

- a) Carpeted floors steam cleaned and tiled floors scrubbed and rewaxed.
- b) Desk tops and used tables dusted with a damp cloth only if the desktop is cleared of all papers. (For most expedient service, place a work order)
- c) Waste receptacles washed as required.
- d) Horizontal surfaces dusted (high ledges, high cabinets, exit signs) if access is clear to the space.
- e) Sides of chairs and tables, filing cabinets and equipment dusted.
- f) Kick plates cleaned

**Note:**

- Customers must clear their desktop surfaces completely to receive desktop cleaning. (For most expedient service, place a work order with Facilities Management)
- Office equipment does not get cleaned by Custodial Services (ie: computer, calculators, telephones). Incumbents are responsible for the cleaning of these items.
- Personal items do not get cleaned. Incumbents are responsible for the cleaning of these items.
- Books do not get dusted. Incumbents are responsible for the cleaning of these items.

Boardrooms:

Nightly

- a) Carpet areas vacuumed
- b) Waste receptacles emptied,
- c) Horizontal surfaces within reach dusted
- d) Vertical surfaces such as walls, light switches and other body contact points cleaned of finger marks and smudges
- e) Boardroom tables spot wiped of visible debris

Weekly

- a) Wall hangings, high ledges, high cabinets and exit signs dusted.
- b) Vertical surfaces dusted with a damp dust cloth
- c) Waste can liners replaced
- d) Boardroom table thoroughly washed

### Annually

- a) Carpets steam cleaned
- b) Tile flooring reconditioned

### Periodic

- a) Fabric chairs vacuumed or steam cleaned
- b) Waste receptacle damp wiped

## **d. Storage and Photocopier rooms:**

### Storage rooms

#### Periodic

- a) Floors dust mopped and spot mopped
- b) Carpets vacuumed
- c) Ledges dusted

### Photocopy rooms

#### Nightly

- d) Floors dust mopped and spot mopped
- e) Carpet areas to be spot vacuumed
- f) Waste receptacles emptied

#### Weekly

- a) Carpet areas completely vacuumed
- b) Finger marks and smudges removed from painted walls

#### Monthly

- a) Push and kick plates cleaned.

#### Annually

- a) Push and kick plates polished
- b) Carpet areas steam cleaned
- c) Tile floor refurbished

## **e. Washrooms**

### Daily

*Supply checks and light cleaning.*

- a) Washrooms made ready to use. Clean counter tops, sinks, mirrors, toilets and urinals if soiled.
- b) Floors mopped dry if there is any water on the floor.
- c) Toilets and urinals flushed and sprayed with a disinfecting or deodorizing spray.
- d) Waste containers including sanitary disposal receptacles emptied
- e) Floors litter picked of paper towel or toilet paper.
- f) Paper towel, toilet tissue sanitary napkin bags and hand soap replenished.

### *Daily sanitizing and cleaning:*

- a) Floors dust and damp mopped using a disinfecting detergent.
- b) Mirrors, powder shelves, fixtures, cleaned and polished.
- c) Basins, bowls, urinals, including undersides cleaned and sanitized. Disinfecting detergent left to stand for 10 minutes.
- d) Both sides of toilet seats washed and sanitized.
- e) Waste containers including sanitary disposal receptacles emptied.
- f) Paper towel, toilet tissue and sanitary napkin bags hand soap replenished.
- g) Toilet partitions including doors washed.
- h) Ceramic tile washed.

### Weekly

- a) Tops of partitions and other ledges damp wiped or dusted with a damp dusting tool.
- b) Air vents dusted or washed.

### Periodic

- a) Three times yearly, walls washed top-down.
- b) Floors power scrubbed as required but at least three times a year winter break, spring break and summer.

## **f. Stairwells, Hallways, Elevators**

### Daily

#### *Policing:*

- a) Stairwells, hallways, entrances policed and litter removed.
- b) Depending on conditions, entrances mopped dry.

### Nightly

#### *Cleaning:*

- a) Stairwells, hallways, entrances swept and spot mopped.
- b) Radiators spot washed.

### Weekly

- a) Floors damp mopped.
- b) Window ledges dusted.
- c) Remove unsightly spots, smudges, and markings from walls.
- d) Radiators damp wiped.
- e) Handrails disinfected.
- f) Elevator tracks vacuumed.

### Periodic

- a) Corners and edges scraped 4 times yearly.

## **g. Teaching and Research Areas**

### *Classrooms, Lecture Halls, Auditoriums, Labs:*

#### Daily/Nightly

- a) Waste receptacles emptied.

- b) Chalk and White boards washed. Shelves cleaned.
- c) Door and partition glass cleaned.
- d) Carpet spot vacuumed.
- e) Tile floor dry and damp mopped.
- f) Professor/Instructor's desk, chair, lectern dusted.

#### Weekly

- a) Horizontal surfaces within reach of the average person dusted or as required.
- b) Carpet areas vacuumed thoroughly.
- c) Window ledges dusted and damp wiped as required.

#### Periodic

- a) Receptacles washed as required.
- b) Tile floors reconditioned as required (no less than once yearly).
- c) Carpet areas steam cleaned as required (no less than once yearly).

Note:

*Computer Labs: to lessen the chance of damage, equipment will not be cleaned by custodial services. Cleaning will be performed by ITSS.*

*Science Labs: to lessen the chance of injury, countertops, sinks, or anything on counters will not be cleaned by custodial services. Cleaning will be performed by Science Technicians.*

### **h. Library**

#### Daily/Nightly

- a) Desktops, study carousels, and used tables dusted using a damp dust cloth.
- b) Carpet traffic lanes vacuumed and litter swept from the remainder of the areas. Tiled floors will be dry and damp spot mopped.
- c) Waste receptacles emptied (or as required based on amount of waste and type of waste). For the protection of all concerned only the contents of waste receptacles will be removed. If the occupant wishes waste to be removed other than that in the normal waste container then such refuse should be clearly identified as garbage.
- d) Desktops and used tables dusted with a damp cloth only if the desk top is cleared of all papers.
- e) Finger marks and smudges removed if possible from doors, door frames, light switches filing cabinet handles and other normal body contact points.

#### Weekly

- a) Carpeted floors vacuumed.
- b) Receptacle liners changed.
- c) Horizontal surfaces within reach of the average person dusted.
- d) Push and kick plates cleaned. Both sides of glass partitions in offices spot cleaned.

#### Periodic

- a) Carpeted floors steam cleaned and tiled floors scrubbed and rewaxed during the summer housekeeping.

- b) Every two weeks, bookshelf spaces not covered in books wiped using a damp cloth.
- c) Waste receptacles washed as required.
- d) Monthly, high ledges, high cabinets, exit signs dusted.
- e) Every two months sides of chairs and tables, filing cabinets and equipment dusted.

Note:

Books will not be cleaned or dusted by custodial staff.

### **i. Bookstore, Art Gallery**

Bookstore

Monday, Wednesday

- a) Waste receptacles emptied.
- a) Carpet areas vacuumed.
- b) Tile floor areas dry and wet mopped.
- a) Desk tops and used tables dusted with a damp cloth only if the desk top is cleared of all papers.
- c) Finger marks and smudges removed if possible from doors, door frames, light switches filing cabinet handles and other normal body contact points.

Art Gallery

Daily

- a) Carpet traffic lanes spot swept
- b) Waste receptacles emptied.

Weekly

- a) Carpets vacuumed thoroughly.

Annually

- a) Carpet area steam cleaned

Periodic

- a) Waste receptacles washed as required.

### **j. SUB Games Room**

Nightly

- a) Waste receptacles emptied.
- b) Tables, wall ledges and chairs damp wiped.
- c) Carpet areas vacuumed.

Weekly

- a) Horizontal surfaces dusted.
- b) Finger marks and smudges removed if possible from doors, door frames, light switches filing cabinet handles and other normal body contact points.
- c) Baseboards damp wiped.

Annually

- a) Carpet floors steam cleaned.

## **k. SUB Cafeteria Dining Area and Tim Horton's**

### Daily

- a) Floors swept with a treated dust mop.
- b) Floors damp mopped.
- c) Reset tables and chairs.
- d) Door glass cleaned both sides.

### Annually

- a) Tile floors reconditioned.
- b) Carpet areas steam cleaned.

## **I. Tower**

*Office areas: Tower office areas will be cleaned as per section 3.*

### *a. Showers*

#### Nightly

- a) Clean gutters in front of showers to remove hair, etc.
- b) Clean shower walls and floor.
- c) Damp wipe benches using germicidal detergent.
- d) Clean walls and floors in drying areas adjacent to shower rooms.
- e) Clean stainless steel fixtures in shower rooms.
- f) Remove hair from drain grates.

#### Weekly

- a) Machine scrub shower and drying rooms. (Remove matting and hose down.)
- b) Three times weekly, scrub shower.
- c) Scrub drying room walls.

### *b. Sauna, Steam room, whirlpool*

#### Nightly

- Clean gutters in front of showers to remove hair, etc.
- Clean shower walls and floor.
- Damp wipe benches using disinfecting detergent.
- Clean walls and floors in drying areas adjacent to shower rooms.
- Clean stainless steel fixtures in shower rooms.
- Remove hair from drain grates.
- Scrub whirlpool deck.

#### Weekly

- Machine scrub shower and drying rooms. (Remove matting and hose down.)
- Three times weekly, scrub shower.
- Scrub drying room walls.
- Vacuum sauna weekly or as required.

*c. Fitness Centre*

Nightly

- a) All floors swept and wet mopped.
- b) Waste receptacles emptied.
- c) Mirrors to be spot cleaned.
- d) Vacuum between equipment.

Monthly

- a) All kick and push plates cleaned or as required.

Periodic

- a) Waste receptacles washed as required.

*d. Locker Rooms and Trainer room*

Nightly

- a) Tile and concrete floors swept and damp mopped.
- b) Carpet areas vacuumed
- c) Waste receptacles emptied.
- d) Damp wipe change benches using disinfecting detergents.
- e) Spot clean walls.

Weekly

- a) Dust exterior and top of lockers.

Monthly

- a) Clean exterior of lockers.
- b) Wash walls bi-monthly.
- c) Machine scrub floors.

*e. Field House*

Nightly

- a) Floors dry mopped
- b) Floors spot mopped.
- c) Waste receptacles emptied.
- d) Use a scraper, remove all gum and foreign items.
- e) Track checked for debris and remove, and spot vacuum and mop as required

Weekly

Sunday nights and Wednesday nights, wet mop entire floor.  
Track vacuumed or as required.

*g. Life Mark Clinic*

Nightly

- a) Floors dust mopped and wet mopped throughout the centre in all walking areas.
- b) Waste receptacles emptied.
- c) Waiting area glass cleaned of finger prints and smudges.
- d) Washroom thoroughly cleaned and washroom fixtures will be disinfected.

### Weekly

- a) Floor dust mopped and wet mopped from corner to corner, moving chairs in the waiting area and furniture in the treatment rooms to get behind items.
- b) All treatment tables moved and floor mopped underneath twice a week or as required.
- c) Waiting area furniture cleaned. Hard surface arm rests will be disinfected.
- d) Horizontal surfaces will be damp wiped.

### Annually

- a) Floors reconditioned.

## **m. Staff/Faculty Lunch Rooms**

### Nightly

- a) Tile floors dust and damp mopped.
- b) Open areas of counters cleaned.
- c) Waste receptacles emptied.
- d) Table tops damp wiped.
- e) Kitchen sinks wiped clean providing the sink is accessible without moving dishes, equipment, etc. from the sink.

### Annually

- a) Floors reconditioned.

Note: This specification does not include washing dishes, utensils, fridge, stove, or microwave.