

Scope of Work

Custodial Services currently maintains 5.1 million sq. ft. of floor space in 110 plus buildings spread across the 1017 acre Guelph campus. The age of the buildings we service range from 1874 to 2007. Transfer of services into Phase 3 of the Science Complex is currently underway.

Our current staffing is approximately 140 full time and 11 contract staff who provide daily service Monday through Friday, with a further compliment of 18-20 student employees who provide priority service on weekends and stat holidays.

During the 2006/2007 semester 17,500 full time and 1,500 part time students were enrolled in educational programs, with 4,600 living in on-campus housing from September to May. During summer months, cleaning service continues to be provided to delegates for scheduled conferences and accommodation, summer semester classes and summer youth camps. There are a further 2, 922 full time equivalent faculty and staff on Campus and a total of 7, 050 employees on payroll.

Service Methodology

Resources

- APPA Staffing Guidelines for Educational Facilities, 2ND Edition.
- ISSA Standard Cleaning Times.

Workloads

The Custodial Department works in co-ordination with the building manager to determine specific data which will be used to develop workloads:

- The types of space and items to be cleaned or not cleaned.
- The level of cleanliness and frequency of service required
- The cleanable square feet (CSF) within each area. This is an industry standard of measure.
- Availability of resources (staffing hours)

The following factors are also considered:

- Amount and type of traffic within the building
- Age and type of materials used within the building
- Numbers of specific items to be cleaned within each room type
- Degree of obstructed space, vandalism etc.

Workloads are then calculated on a Task x Frequency basis to determine the number of staff required to clean a given space to a desired level of appearance (Breeze, Appearance Factors at Each Cleaning level)

Service Frequencies

Service frequencies are periodically impacted by the following conditions:

- Staff absences
- Inclement weather
- Hiring freezes
- Special campus events
- Other emergencies (e.g. flu outbreak)
- Increase in the range of service without increased staffing

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During periods when staffing is impacted, “priority cleaning” of specific buildings, room types and tasks goes into effect.

Priority is given to:

- Clinical areas where cross contamination poses a greater risk.
- Special events.
- Buildings that are most heavily used.

Priority Buildings	Priority Tasks
Student Residences	Washrooms
Vet Teaching Hospital	Waste Collection (assigned areas)
Health Services (Powell Building)	Entrances
Child Care	Hallways
Athletics and Twin Pad Arena	Relamping - may be a higher priority if dim in a high risk area e.g. stairwell
Dining and Bar Areas Across Campus	Vacuumping and Damp Mopping: e.g. Lab, Office
UC, Library, Special Events	Stairwells

Additional Custodial Services

The following services are performed on a rotation basis in buildings across campus. However, special or urgent requests are scheduled through the Custodial office.

Carpet and furniture steam cleaning

Truck Mount Steam Cleaning:

- Residence living areas - at least once per year.
- Residence traffic areas e.g. Lounges, hallways - at least twice per year.
- Academic areas - once per year and priority areas at least twice per year.
- Entrance matting in winter months - once or twice per day.
- Special events - upon request.
- Emergency clean up - as directed.

Portable Steam Cleaning:

- Each area has various sizes of portable equipment available to manager daily spills. Custodian reports spills and stains observed during daily cleaning to Area manager who arranges for cleaning.
- Small job special requests.
- Emergency clean up.

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Hard Floor Maintenance (stripping, scrubbing, finishing, burnishing)

- Class 4s are assigned specific buildings to maintain on rotation basis, generally 3 - 4 times per year.
- Frequency is enhanced in priority areas and standard established in co-ordination with the customer.
- Eg. Child Care, Twin Pads completed on monthly basis
- Operator is responsible for determining the degree of floor work required with the assistance of the Area Manager.
- Special requests are assessed by the Area Manager and scheduled with the operator.

Window Cleaning (interior and exterior)

- Residences - Once per year.
- Academic – Once per 3-5 years.
- Priority Areas - Once per 3 months.
- Entrances of main public buildings - weekly or bi-weekly as needed.

Pest Control

- Integrated Pest Management is practised on Campus.
- Pest sightings/evidence of pests reported to Custodial Services are dealt with immediately and monitored.

Project Cleaning (thorough dusting, floor and project vacuuming, wall washing, etc)

- Project cleaning is performed during the summer semester, April - August, when regular Campus activity is reduced.
- Project cleaning may be requested at any time through the Custodial office. The request is assessed, prioritized and scheduled through the Area Manager.

Emergency After Hours Custodial (Call Campus Police at ext 52000)

- Emergencies are defined as situations where individuals are in immediate or potential danger and/or where an unsafe or unsanitary condition exists e.g. flooding, broken glass (in occupied areas such as student rooms, lounges), discharge of fire extinguishers in occupied areas.

Items/Areas Not Cleaned or Services Not Performed by Custodial Services.

- Personal items.
- Interior of microwaves, coffee maker etc.
- Dishes and food utensils.
- Lab equipment and glassware.
- Mercury vapour lights.
- Computers, printers, phones.
- Houseplants.
- Bio hazard/designated waste removal.
- Food prep areas and other Hospitality areas.
- Level 3 labs.
- Mechanical rooms.
- Stocking non-custodial supplies.
- Pick up and delivery of mail.
- Running errands.
- Inside surfaces of air vents and radiators.
- Hazardous liquids/chemical removal.