

APPENDIX A - Description of Operation and Quality Standards

Item	TERM	DESCRIPTION OF OPERATION	QUALITY / STANDARD
1	Clean	Consists of removing dust, stains, spills, debris, and soil using cloth and cleaning agent. Surfaces must present a clean appearance immediately after service is performed.	<ol style="list-style-type: none"> 1 All surfaces will be free of dust, dirt, stains, water spotting, spills, debris and soil. 2 All surfaces should be free of cleaning product residue and strong cleaning product odors after service is performed. 3 All Furniture and equipment (excluding file cabinets & and desks) moved during the cleaning operation should be returned to its original location.
2	Disinfect	Disinfectant must be eco-logo certified, Health Canada approved and applied following manufacturer instructions for best results. All surfaces should be wiped clean of residual disinfectant and present an overall polished appearance once the "Disinfect" process is complete.	<ol style="list-style-type: none"> 1 Surfaces should be cleaned prior to starting disinfection process. 2 Apply the disinfectant and leave it on the surface for the manufacturers recommended contact time. 3 All Furniture and equipment (excluding file cabinets & and desks) moved during the cleaning operation should be returned to its original location.
3	Sweeping & Dust Mopping	Consists of removing dust, dirt and debris using a broom or dust mop. Surfaces must have a clean appearance immediately after service is performed	<ol style="list-style-type: none"> 1 There will be no dirt, trash or other matter left in corners, behind or under furniture or doors. 2 Floors will be free of dust film. 3 There will be no dirt left where sweepings were picked up. 4 Walls, baseboards and other surfaces should be free of scars from the equipment. 5 All Furniture and equipment (excluding file cabinets & and desks) moved during the sweeping & dust mopping operation should be returned to its original location.
4	Damp and Wet Mopping / Floor Washing	Consists of using a non-filming detergent solution to the floor, agitating it with a mop, removing the solution, rinsing the floor and wiping up the rinse water. The rinsing operation is performed using a germicidal solution.	<ol style="list-style-type: none"> 1 The floors should be free of dirt, streaks, mop strands, marks, skipped areas and loose mop strands other evidence of improper application. 2 Walls, baseboards and other surfaces will be free of watermarks, splashing and scars from equipment. 3 Water or other cleaning solution will not have been allowed to collect under furniture legs or cabinet. 4 All Furniture and equipment (excluding file cabinets & and desks) moved during the damp and wet mopping operation and should be returned to its original location. 5 Floor surfaces should be free of cleaning product residue and strong cleaning product odors after service is performed.
5	Stripping	Consists of removing the top layer or layers of floor finish, using either the wet (use minimum amount of water) or dry scrub method. All residual chemicals must be cleaned away before applying finish. Complete the operation by cleaning baseboards.	<ol style="list-style-type: none"> 1 The floors should be free of surface dirt, stains, streaks, marks, skipped areas and other evidence of improper application. 2 There should be no wax or finish build up on the floor surface following the stripping operation. 3 The furniture (excluding file cabinets & pool tables) should have been moved for the complete floor coverage. 4 Walls, baseboards and other surfaces should be free of watermarks, splashing and scars from the equipment. 5 Furniture and equipment should be relocated to where it was prior to the stripping application.
6	Buffing / Polishing	Consists of buffing the floors to improve the attractiveness of the floors surface by increasing the gloss.	<ol style="list-style-type: none"> 1 The floors should be free of dirt, visible stains, streaks, mop strands, marks, free of dust and skipped areas and other evidence of improper application. 2 The furniture (excluding file cabinets & pool tables) should have been moved for the complete floor coverage. 3 Walls, baseboards and other surfaces should be free of excess polish, splashing and scars from the equipment. 4 Furniture and equipment should be relocated to where it was prior to the buffing and polishing application.
7	Finishing / Waxing	Consist of the application of wax, sealer or other required floor finishes.	<ol style="list-style-type: none"> 1 The floors should be free of streaks, mop strands, marks, skipped areas and other evidence of improper application. 2 The floors should be clean and bright looking including in the corners and under furniture. 3 Walls, baseboards, furniture and other surfaces should be free of excess residue and scars from the equipment. 4 Furniture and equipment should be relocated to where it was prior to the finishing / waxing application.
8	Vacuuming	Carpets should be free of dirt and dust and no dirt should be left in corners, under furniture, or behind doors. All vacuumed surfaces must have an overall appearance of cleanliness.	<ol style="list-style-type: none"> 1 Carpets should be clean and free from dust, dirt and other debris. 2 There should be no dirt left in corners, under furniture, behind doors or radiators. 3 All Furniture and equipment (excluding file cabinets & and desks) moved during the vacuuming operation and should be returned to its original location.
9	Glass / Window Cleaning	Consists of washing glass surfaces inside and outside with a detergent solution and wiping dry with a clean cloth. Skylights surfaces shall be cleaned where applicable.	<ol style="list-style-type: none"> 1 Glass and windows will be clean on both sides and free of streaks or smears. 2 Sash, sills, stools and floors will be clean and free of watermarks. 3 Sash, sills, stools will be free of dust, dirt, spots and odours. 4 Items moved should be relocated to where it was prior to the cleaning operation.
10	Dusting	Consists of removing dust and cobwebs with a duster. Surfaces must present a dust-free appearance immediately after service is performed.	<ol style="list-style-type: none"> 1 There will not be any dust or dust streaks on desks or furniture. 2 Glass, tops of desks, tables and all horizontal surfaces will be clean and free of finger-marks and stains. 3 All pictures, plaques, furniture, files, sills, blinds, telephones, window sills, door ledges, frames, louvers, baseboard and partition ledges will be free of dust and cobwebs.
11	Washroom Surfaces & Fixtures	Consists of washing with a germicidal detergent all surfaces of wash basins, taps, exposed piping, flush tanks, toilet seats, toilet bowls, toilet bases and urinals to disinfect and remove dust, dirt, spots and stains. No powder cleaners shall be used in or on washbasins, toilet bowls or urinals.	<ol style="list-style-type: none"> 1 All surfaces of wash basins, taps and all exposed piping will be free of dust, dirt, spots and stains. 2 All surfaces of flush tanks, toilet seats, toilet bowls, toilet bases and urinals will have been disinfected. 3 Plumbing fixtures will be free of stains and soap build-up. 4 All recycling and garbage receptacles should be emptied, plastic bags should be replaced (if required) and exterior surface wiped clean and should be free of odour, stains, spills, debris and soil. 5 All dispensers of supplies must be filled.
12	Kitchen Surfaces & Fixtures	Consists of washing with a germicidal detergent all surfaces of the kitchen including, counter tops, sinks, taps, exposed piping, fridges, stoves, microwaves, cupboards inside and out to disinfect and remove dust, dirt, spots and stains.	<ol style="list-style-type: none"> 1 All surfaces of the kitchen including, counter tops, sinks, taps, exposed piping, fridges, stoves, microwaves, cupboards. 2 All surfaces of will have been disinfected. 3 Plumbing fixtures will be free of stains and soap build-up. 4 All recycling and garbage receptacles should be emptied, plastic bags should be replaced (if required) and exterior surface wiped clean and should be free of odour, stains, spills, debris and soil. 5 All dispensers of supplies must be filled. 6 All surfaces will be free of dust, dirt, spots and stains.
13	Spot Clean Dispensers, Walls, Stall Partitions, Doors, Shelves, Mirrors, Ledges and Blinds	Consists of removing finger-marks, smudges, stains and graffiti.	<ol style="list-style-type: none"> 1 All dispensers, shelves, shelf brackets ledges and blinds will be free of finger-marks, dust and stains. 2 Mirrors will be cleaned and free of streaks or smears. 3 Walls stall partitions and doors will be free of dust, visible stains, streaks or soilage, mop marks and fittings will be free of mold. 4 Walls will be free of all marks.
14	Janitorial Closets	Consist of washing floors, fixtures, emptying pails and ensuring the closet is free of tripping hazards and all supplies are stored appropriately.	<ol style="list-style-type: none"> 1 Mop pails/trucks should be empty and free of odours. 2 There will be no dirt, trash, empty containers or other matter left in the janitorial closet. 3 Janitorial closet should be free of tripping hazards and all supplies stored appropriately.