

**Queen's Facilities Custodial Support Services (CSS)
Service Delivery Model and Expectations**

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Introduction

Queen's University is committed to providing clean, safe, and welcoming learning, research, and work environments for students, faculty, staff, and visitors.

To support this commitment, Custodial Support Services (CSS) follows the cleanliness standards developed by the Association of Physical Plant Administrators (APPA). APPA is an internationally recognized standard for evaluating the cleanliness of educational and institutional facilities. These standards provide a consistent framework for establishing service expectations, allocating resources, and assessing cleaning performance across campus.

The CSS service delivery model has been reviewed and advised on by the International Sanitary Supply Association's (ISSA) consulting division as part of the Facilities Renew Initiatives. The cleaning schedules were developed after completing a comprehensive review of building occupancy, space utilization, operational requirements, and client engagement feedback. This data-driven approach ensures that custodial resources are deployed effectively based on building space type and use, while maintaining a consistent level of service across campus.



What are APPA Cleaning Standards?

The APPA Custodial Service Levels are a visual assessment system used to evaluate the overall cleanliness of facilities. Service levels range from Level 1 (the highest standard) to Level 5 (the lowest standard).



Level 1

Orderly Spotlessness (Showpiece Facility)

Facilities are maintained in exceptional condition. Surfaces are clean, polished, and free of visible dust, dirt, litter, or staining.



Level 2

Ordinary Tidiness (Comprehensive Care)

Facilities are consistently clean and well maintained through routine cleaning. Minor dust or debris may occasionally be present but is addressed through regular service.



Level 3

Casual Inattention (Managed Care)

Facilities are maintained through routine scheduled cleaning. Some dust accumulation, minor stains, or litter may be noticeable, but spaces remain functional and acceptable for normal use.



Level 4

Moderate Dinginess (Reactive)

Cleaning is primarily reactive rather than preventative. Dust, litter, stains, and buildup are readily noticeable, and overall appearance does not meet the University's desired standard.



Level 5

Unkempt (Crisis)

Cleaning is limited to essential health and safety needs. Significant dirt, litter, and staining are present, resulting in an unacceptable environment.



Service Expectations and Approach

CSS is resourced to provide an APPA Level 3 standard across most academic, administrative, and common spaces on campus. While Level 3 represents the University's baseline service level, Custodial Services continually strives to achieve Level 2 wherever operationally feasible.

Certain areas require enhanced cleaning because of their function, occupancy, or public health considerations. These spaces, including clinical settings, food service locations, and washrooms are maintained to an APPA Level 2 standard.

It is imperative that regularly scheduled meetings are in place between building representatives and Custodial Management. This helps us ensure cleaning service expectations remain aligned with changing building needs and priorities while working within the building's assigned resource allotment.

If you are unsure who to meet with, notice a custodial performance or service issue or have questions regarding cleaning services, please contact Custodial Support Services. General inquiries and service requests can be submitted to:

CUSTODIAL-L@LISTS.QUEENSU.CA

Who do I Contact?

In this service delivery model, we are moving to a shift management model. On each respective shift, there will be a management lead. For urgent issues or for escalation of existing requests through the list serve, contact the following individuals by shift.

The contacts for each respective shift, at this time, can be found below:

- Day shift (6AM-2PM), Mitrajit (Metro) Nilay
 - nilay.mitrajit@queensu.ca
- Afternoon shift (2PM-10PM), Sherri Ferris
 - ferris@queensu.ca
- Night shift (10PM-6AM), Dan Jackson
 - jackson.d@queensu.ca

If escalations through these channels have proven to be ineffective, please contact Matt Savoie at matthew.savoie@queensu.ca.





Events and Billable Work

CSS strives to meet the standards outlined in this document, with a focus on ensuring this model delivers consistent support across the university. We do appreciate that there may be the need for enhanced service delivery, dedicated resources to support an event, or special needs within a department or faculty.

These requests would be considered “over and above” what CSS can support with its current building resource allocation and an additional charge will be required. These charges vary depending on the request and each request needs to be evaluated to provide an informed estimate.

In these circumstances, please let us know through your regularly scheduled management meetings or email us at CUSTODIAL-L@LISTS.QUEENSU.CA.

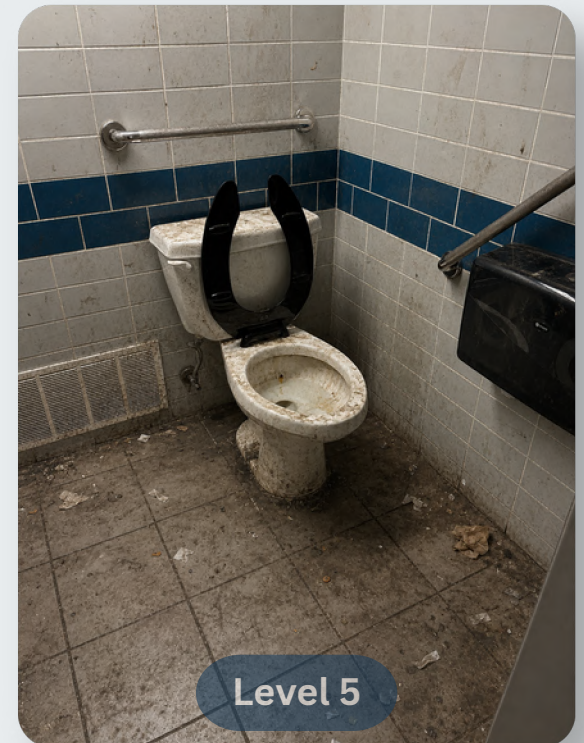
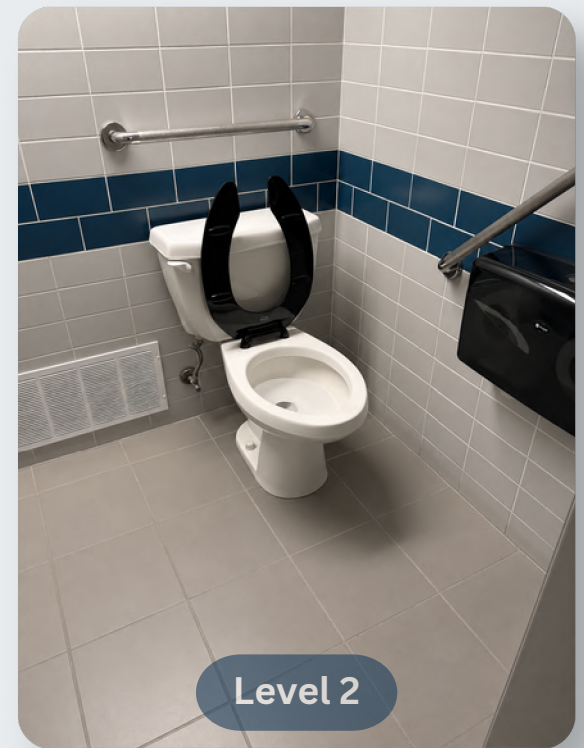
Space Type Simulation by APPA Level

We have put considerable focus on establishing service level expectations for the Queen's community. Working in partnership ISSA, we have determined the most effective way to illustrate this to everyone. We have concluded that simulating space types at each of the 5 levels of APPA standards would give clients a visual of what to expect in each space.

The balance of this document illustrates each space type on campus and what it would look like at each level of the APPA standard. It is important to note that these spaces were not actually in this condition, it is a simulation of what they would look like at each respective APPA level.



Space Type:
Washrooms





Level 1



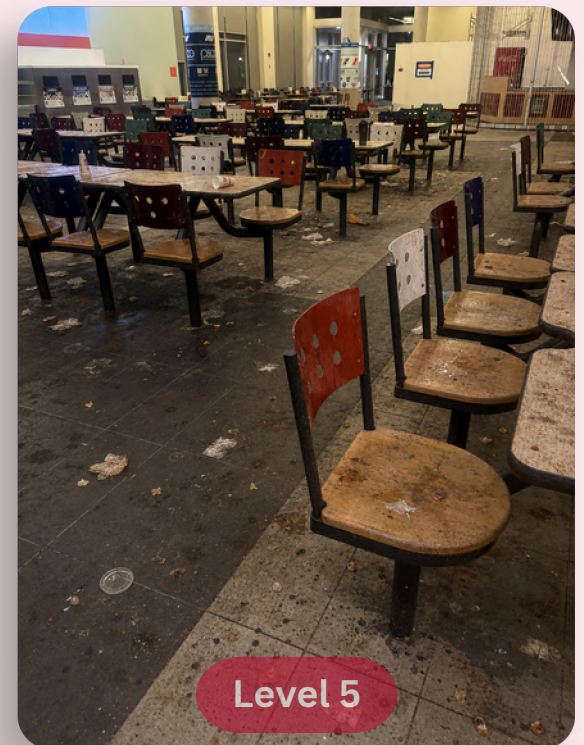
Level 2



Level 3



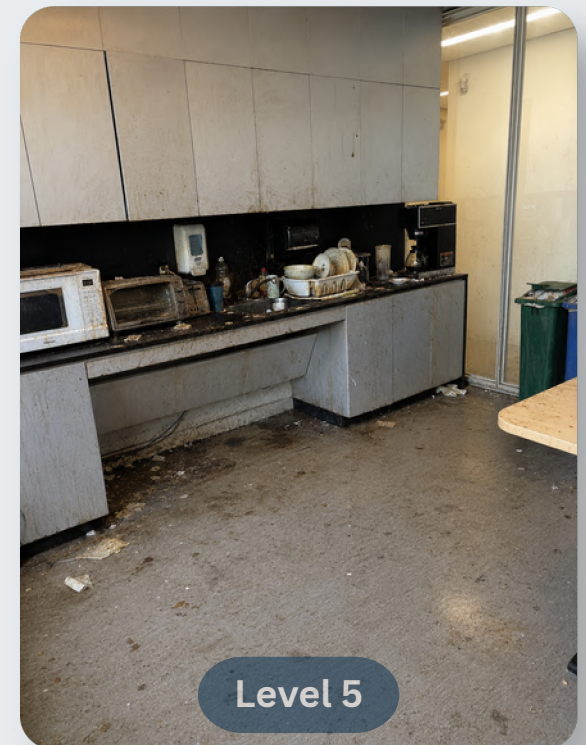
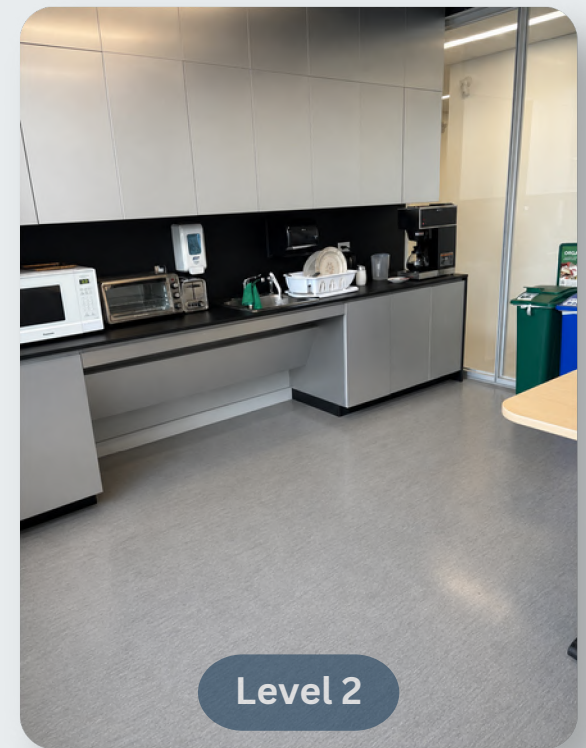
Level 4



Level 5

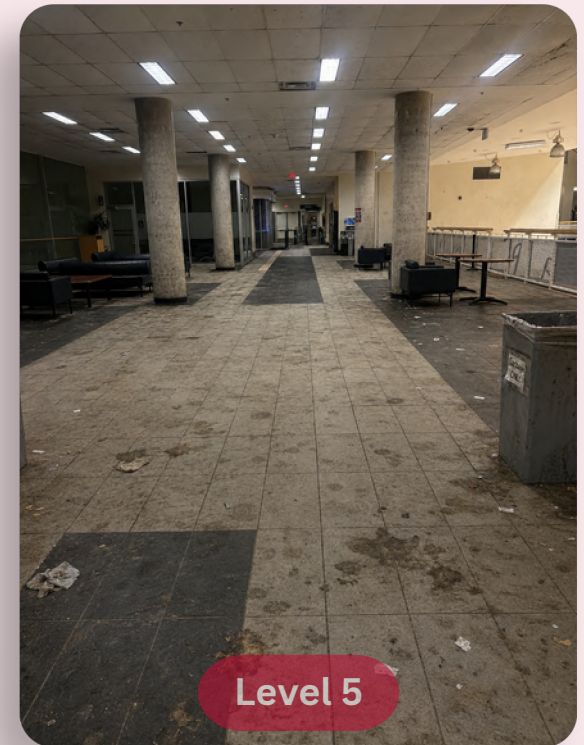
Space Type:
Food Service

Space Type:
Kitchenette

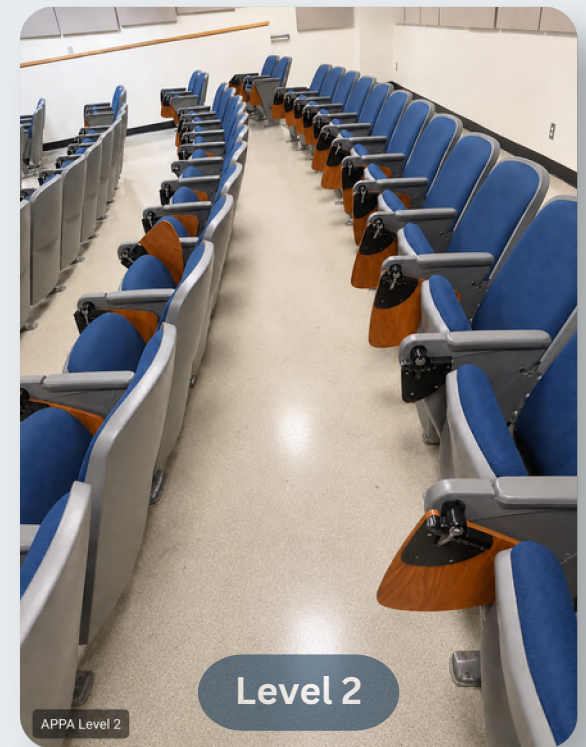




Space Type:
Student Centre



Space Type:
Auditorium

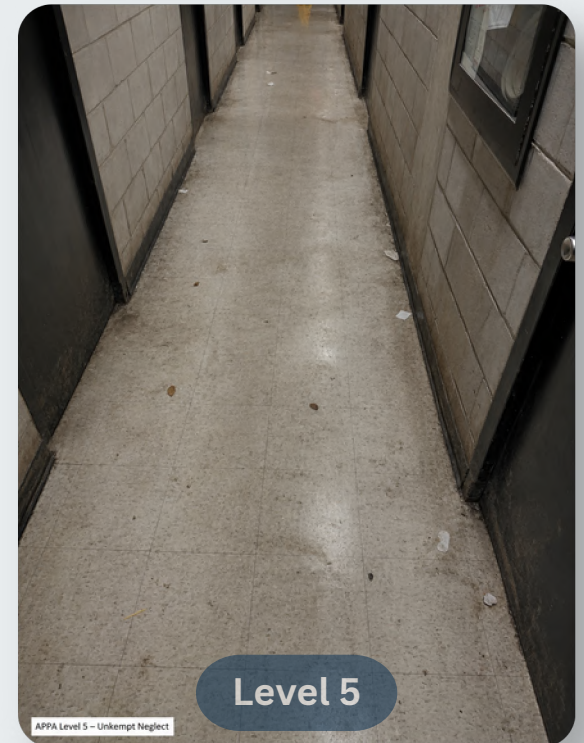
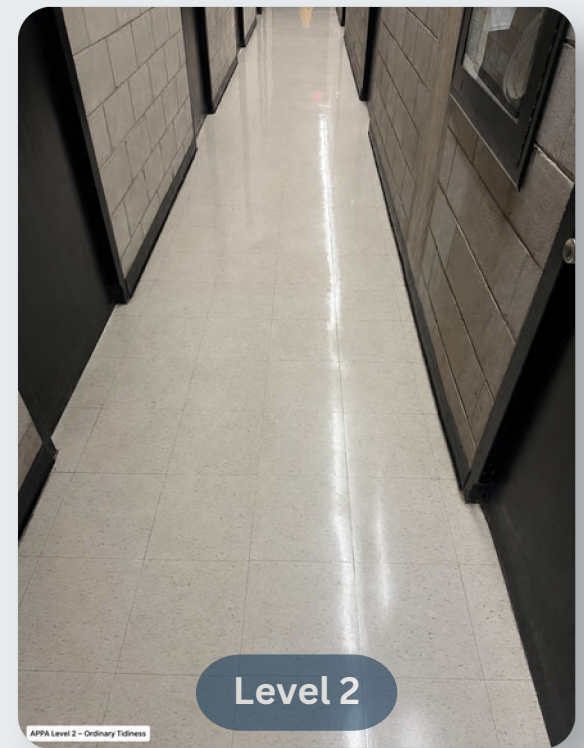




Space Type: Classroom



Space Type: Corridor





Level 1



Level 2



Level 3



Level 4



Level 5

Space Type:
Entranceway

Space Type:
Elevator





Level 1



Level 2

Space Type: Lobby



Level 3

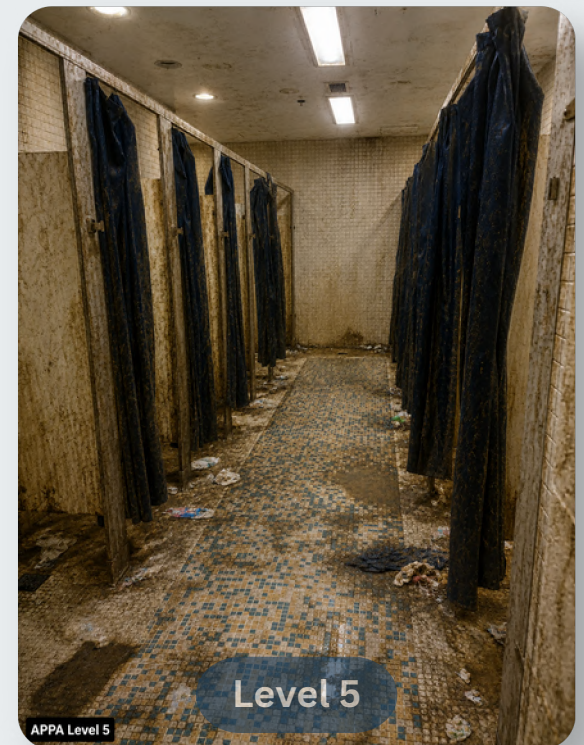


Level 4



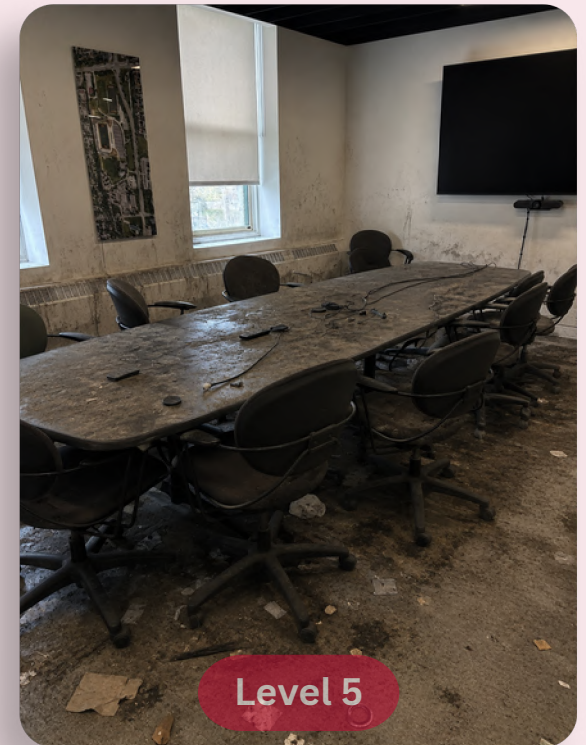
Level 5

Space Type:
Locker Room

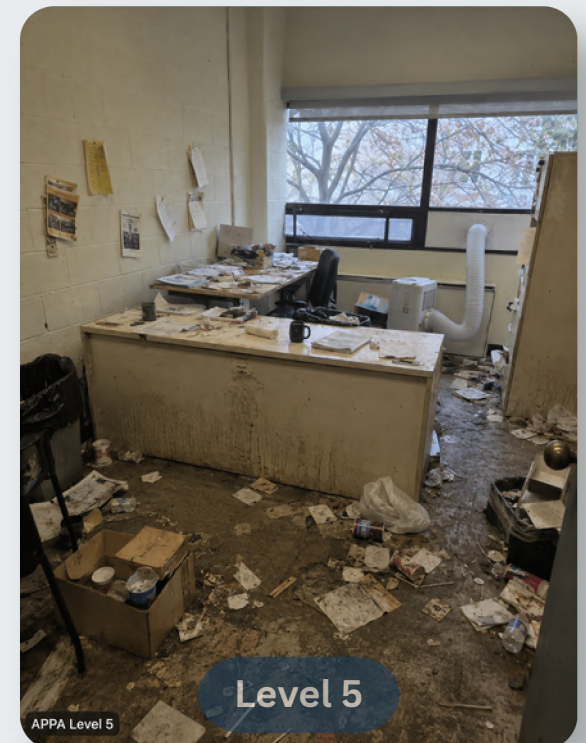
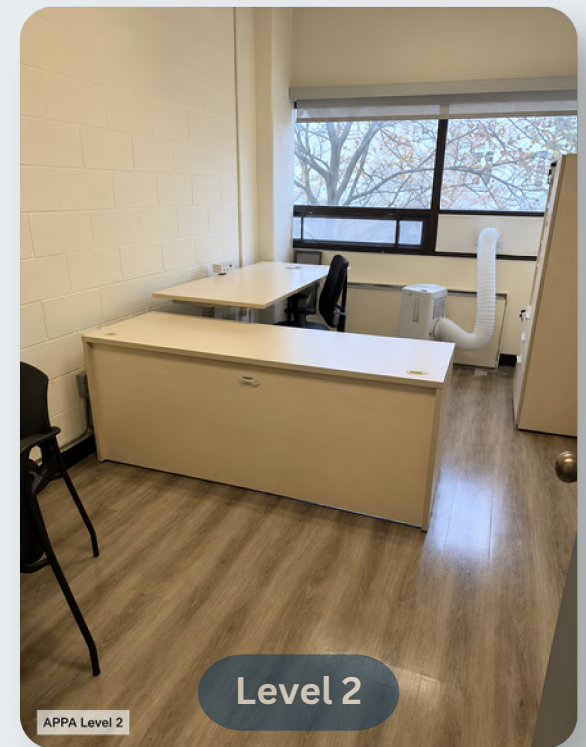




Space Type:
Meeting Room

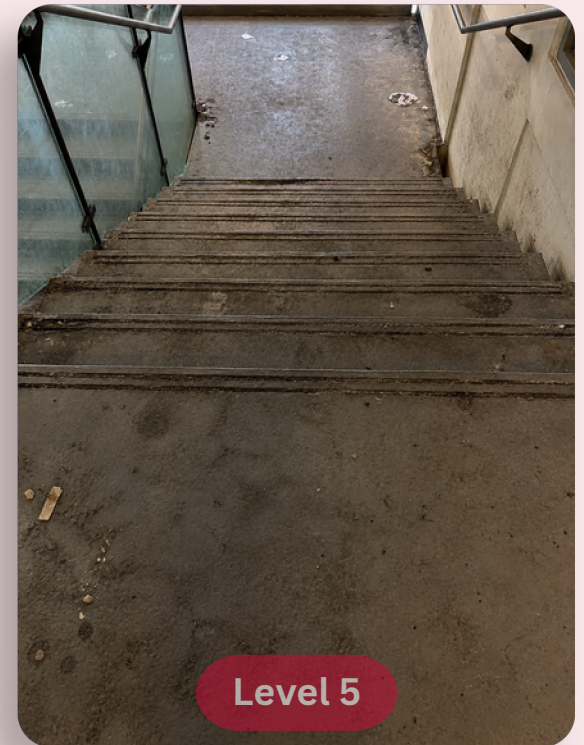


Space Type: Office





Space Type:
Stairwell





Level 1



Level 2



Level 3



Level 5



Level 4

Space Type: Clean Room

Space Type:
Lab





Level 1



Level 2



Level 3



Level 4



Level 5

Space Type: Patient Room

Space Type: Clinic Room



