



**Who are we?**

The Custodial Support Services of Queen’s University is an in-house environmental cleanliness service provider within Facilities.



**What is our vision and mission?**

The department aligns itself with the vision of Queen’s University “A Canadian research-intensive university with a transformative student learning experience – **Four Pillars:** International Research Engagement; International Mobility; International Enrollment Management and International at Home”. Services provided by Custodial Support Services contributes to the enablement and realization of this vision.

The department also aligns itself with the mission of Facilities: **“Proudly builds, maintains and improves campus facilities to create a safe and welcoming environment in support of teaching, learning and research”**

**What are our values?**

Custodial Support Services (**hereinafter CSS**), adheres to the corporate values of Facilities and Queen’s University.

<p><b>Values for PPS</b></p>  <ul style="list-style-type: none"> <li><b>P</b> • Professional</li> <li><b>R</b> • Respectful and Responsible</li> <li><b>I</b> • Integrity</li> <li><b>D</b> • Dependable</li> <li><b>E</b> • Efficient and Effective</li> </ul>	<p><b>Values explained</b></p>  <ul style="list-style-type: none"> <li>• Professional                         <ul style="list-style-type: none"> <li>– Includes communicative</li> </ul> </li> <li>• Respectful and Responsible                         <ul style="list-style-type: none"> <li>– Includes how we interact with each other and our clients</li> </ul> </li> <li>• Integrity                         <ul style="list-style-type: none"> <li>– We hold ourselves to high standards of work and professionalism</li> </ul> </li> <li>• Dependable                         <ul style="list-style-type: none"> <li>– We can be relied on – includes being relied on for knowledge</li> </ul> </li> <li>• Effective and Efficient                         <ul style="list-style-type: none"> <li>– How the work is done – fiscal management</li> </ul> </li> </ul>
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**What are our standards?**

CSS utilizes International Sanitation Supply Association (ISSA) and Association of Physical Plant Administrators (APPA) standards to gauge and deliver levels of cleanliness based on a set budget.

**Service Delivery Model**

CSS delivers quality cleaning services (APPA 2 for washrooms and APPA 3 for all other areas<sup>1</sup>) to all assigned buildings.

## Service Summary:

- 5,000,000 cleanable ft<sup>2</sup> (and growing) of space spread across 2 campuses and some remote sites for end users and academic departments
- 24 hours, 3 shifts a day service delivery for 7 days and 5 nights a week
- 128 FTE Cleaning Specialists Split into five specialist teams.
- 30 Casual labour Specialists (to cover absenteeism)
- 4 Managers and Supervisors to oversee Service Excellence within Operations
- A Programs Manager to oversee Quality and Projects
- A Director accountable for the portfolio
- Service Excellence is supported by ergonomic tools, machinery and supplies all procured to enhance cleanliness, provide safety and improve cleaning outcomes:
  - Autonomous Machines
  - Auto scrubbers
  - Vacuum Cleaners
  - Polishers
  - Burnishing Apparatus
  - Microfibre Mops and Cloths
  - Cleaning Carts equipped with tools setup to support specialty cleaning
  - Laundry Services to clean and disinfect microfibre mops and cloths
  - Standardized Green Gold Certified cleaning chemicals
  - Underwriter Labs approved Eco logo Waste Bags and Paper Towels
  - Personal Protective Equipment, Work wear and Safety footwear

## What do we do?

CSS provides cleaning and disinfection to campus buildings for the following area types:

1. Classroom and Lecture theatre spaces
2. Office and Meeting rooms
3. Washrooms and Changing Rooms
4. Waste Receptacles (Recycling and General Waste)
5. Research and Non-Research Laboratories



6. Cafeterias, Common Areas, Hallways and General Public Spaces

## 7. Elevators and Stairs

CSS provide services to all campuses (West and Main) and leased buildings, belonging to Queen's University, in teams; namely:

1. Yellow (Responsible for student related areas)
2. Green (Responsible for public areas and general hallways)
3. Blue (Responsible for staff related areas)
4. Red (Responsible for cleaning all washrooms and changing rooms)

Managers oversee specialist teams where each manager is accountable for service outcomes.

Cleaning is scheduled as per our [Service Level Standards](#) however, in an emergency, cleaning is prioritized. Our specialists follow these priorities as listed in the time allowed before moving to the next priority.

- Level 1- Areas of Liability and Safety Concerns (Floods, Spills, Bio-risk events etc.) Note: Our specialists maintain all entrances within academic buildings.
- Level 2- Public and Student Use Areas Generally these are areas which are used by the general public and or affect the learning process at Queen's such as Entrances, Corridors, Stairwells, Washrooms, and Classrooms
- Level 3- General and Departmental Areas (General Offices, Research Labs)
- Level 4- Work areas and Individual Occupancies (Offices, Meeting Rooms, Workshops, etc.)

### **Custodians do not perform the following:**

- Sort through recycling containers to separate paper, cans, glass
- Move, relocate or dispose off old equipment for you such as heavy furniture, filing cabinets or computers
- Clean up lab spills
- Move papers, books, personal items, boxes, furniture, etc... to clean under them
- Clean equipment such as computers, telephones, or appliances
- Deliver boxes, mail or departmental items
- Assemble or disassemble furniture
- Clean or water plants
- Clean blinds or curtains without approval of a manager or supervisor
- Shampoo area rugs without approval of a manager or supervisor
- Strip and wax floors without the approval of a manager or supervisor

### **Service Methodology and Resource Management**

CSS applies recommended cleaning times per area type using both ISSA 612 Cleaning Times and Standards and APPA Staffing Guidelines for Educational Facilities.

Calculation of staffing numbers are based on frequencies and expectations set within service level agreements and standards<sup>ii</sup>.

Calculations also take into account space utilization, human traffic, number of objects that cause obstruction and acceptable infection prevention and control considerations.

Balanced workloads occur by dividing tasks (based on ft<sup>2</sup>) amongst teams, taking into consideration equity, activity levels, travel time and frequencies.

## **Waste and Recycling**

Please remember that all waste receptacles at Queen's University are for waste generated on campus only. Since not all rooms are cleaned daily, central waste pick-up stations have been introduced throughout campus. These stations are emptied daily. It is advisable to discard of food waste and wrappers at central waste locations, kitchens, or in lounge areas or other areas that are emptied 5 times a week.

### **Waste and Recycling Tips:**

- Blue boxes at Queen's University are to be used for recycling of mixed paper only
- Contents of blue boxes that contain materials other than paper are discarded as waste
- Containers for cans, glass, and plastic recycling are available at central waste stations and near lounges and in public areas
- Cardboard boxes are recycled separately. Please flatten boxes for ease of handling
- Polystyrene packing chips should be bagged separately into clear plastic bags. Bags may be obtained from your custodian

For concerns about waste management issues, please e-mail the Sustainability Department: [sustainability@queensu.ca](mailto:sustainability@queensu.ca)

## **Special Requests**

Requests for cleaning of spaces booked for special events can be accommodated if requested with sufficient advanced notice. These additional costs will be the responsibility of the requestor. Please ask your event coordinator for details. Special cleaning with additional cost includes the following:

- Cleaning of space or washrooms on a specific date/time in advance of a special event
- Provision of additional waste and/or recycling bins
- Servicing garbage and/or recycling bins on a specific date/time
- Setting up tables or chairs in support of a special event
- Additional carpet cleaning
- Upholstered furniture cleaning
- Additional floor refinishing

A clean area is mandatory following your event and if special cleaning is NOT requested in advance, event organizers WILL be assessed hourly custodial charges for events in the following circumstances:

- Food waste or recycling handling is required post-event
- Washrooms need to be restocked and/or serviced outside of the standard schedule
- The state of the booked space is found to be out of the “norm” following a booking (for example, classroom tables and chairs are moved during a booking and not reset according to the standard room configuration)
- Any type of room booking on weekends

**Note:** Overtime rates for cleaning will apply outside of standard University operating hours (8:30-4:30 Monday- Friday), on weekends, and on statutory holidays. There is also a minimum shift requirement of 3 hours

**Please contact FIXIT, our customer care centre on:** x77301 or email: [fixit@queensu.ca](mailto:fixit@queensu.ca) to book an event or raise a work order.

### **Why is Cleaning an important service to the Queen's University?**

Environmental cleanliness, disinfection of surfaces are critical components of healthy living as well as infection prevention and control, safe sanitized work environments and excellent indoor air quality.

Inadequate cleaning services can contribute to or cause illnesses and accidents, such as:

- Poor health (e.g. Spread of Influenza) due to contaminated surfaces
- Slips, Trips and Falls
- Dirty surfaces and litter which can get slippery when wet
- Injury from items and/or objects that are an obstruction
- Injury from sharps and other puncturing objects.

In order to prevent these risks and potential hazards, Queen's University must provide a safe and clean environment for students, staff and visitors sustained throughout the year at acceptable standards.

CSS is equipped to provide clean and disinfected spaces for students, staff and visitors on a daily basis. The benefits of providing such a service are numerous but more importantly, we reduce risks that impact the safety and well-being of building occupants or users.

Without cleaning, Queen's University would eventually become unhygienic, unclean, unsafe and unacceptable to students, staff and visitors.

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<sup>i</sup> [APPA CLEANLINESS LEVELS](#)

<sup>ii</sup> [CSS SERVICE LEVEL STANDARDS](#)