



CUSTODIAL SUPPORT SERVICES – ASSOCIATION OF PHYSICAL PLANT ADMINISTRATORS (APPA) - LEVELS OF CLEANLINESS

The tables below and items in red text indicate cleaning levels for which CSS has committed to deliver. CSS will focus on achieving APPA level 3 for all spaces with the exception of washrooms, changing rooms, clinical spaces, kitchenettes and cafeterias which must be an APPA level 2.

APPA Level	Description
Level 1	<p>Orderly:</p> <p>This level establishes cleaning at the highest level. This is show-quality cleaning for that prime facility.</p> <ul style="list-style-type: none"> • Floors and base mouldings shine and/or are bright and clean; colors are fresh. There is no buildup in corners or along walls. • All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges or fingerprints. • Washroom and shower tile and fixtures gleam and are odor free. Supplies are adequate. • Trash containers and pencil sharpeners are empty, clean and odor-free.
Level 2	<p>Ordinary Tidiness:</p> <p>Tidiness is the level at which cleaning should be maintained. Lower levels for washrooms, changing/locker rooms and similar type facilities are not acceptable.</p> <ul style="list-style-type: none"> • Floors and base mouldings shine and/or are bright and clean. There is no buildup in corners or along walls, but there can be up to two days' worth of dirt, dust, stains or streaks. • All vertical and horizontal surfaces are clean, but marks, dust, smudges and fingerprints are noticeable with close observation. • Washroom and shower tile and fixtures gleam and are odor free. Supplies are adequate. • Trash containers and pencil sharpeners are empty, clean and odor-free.

<p>Level 3</p>	<p>Casual Inattention</p> <p>This level reflects a lower level of normal cleanliness expectations. While not totally acceptable, it has yet to reach an unacceptable level of cleanliness.</p> <ul style="list-style-type: none"> • Floors are swept clean, but upon observation dust, dirt and stains, as well as a buildup of dirt, dust and/or floor finish in corners and along walls, can be seen. • There are dull spots and/or matted carpet in walking lanes and streaks and splashes on base molding. • All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges and fingerprints. • Lamps all work and all fixtures are clean. • Trash containers and pencil sharpeners are empty, clean and odor-free.
<p>Level 4</p>	<p>Moderate Dinginess</p> <p>This level reflects areas and environments that lack normal cleanliness.</p> <ul style="list-style-type: none"> • Floors are swept clean, but are dull. Colors are dingy and there is an obvious buildup of dust, dirt and/or floor finish in corners and along walls. Moulding is dull and contains streaks and splashes. • All vertical and horizontal surfaces have conspicuous dust, dirt, smudges, fingerprints and marks that will be difficult to remove. • Less than 5 percent of lamps are burned out and fixtures are dingy. • Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked. Trash cans carry a foul odour.
<p>Level 5</p>	<p>Unkempt Neglect</p> <p>This level reflects the lowest form of cleanliness. Facility buildings are always dirty, with cleanliness at an unacceptable level.</p> <ul style="list-style-type: none"> • Floors and carpets are dirty and have visible wear and/or pitting. Colors are faded and dingy and there is a noticeable buildup of dirt, dust and/or floor finish in corners and along walls. Base moulding is dirty, stained and streaked. Gum, stains, dirt dust balls and trash are broadcast. • All vertical and horizontal surfaces have significant accumulations of dust, dirt, smudges and fingerprints, as well as damage. It is evident that no maintenance or cleaning is done on these surfaces. • More than 5 percent of lamps are burned out and fixtures are dirty with dust balls and flies. • Trash containers and pencil sharpeners overflow. They are stained and marked. Trash containers emit foul odour.

APPA appearance factors for levels of cleanliness for cleanable objects are¹:

Floors	
Level 1	Floors and base moldings shine and/or are bright and clean, colours are fresh. No dirt buildup in corners or along walls.
Level 2	Floors and base moldings shine and/or are bright and clean. There is no buildup in corners or along walls, but there can be up to two days' worth of dust, stains or streaks.
Level 3	Floors are swept or vacuumed clean, but upon close observation there can be stains. A buildup of dirt and/or floor finish in corners and along walls can be seen. There are dull spots and/or matted carpet in walking lanes. Base molding is dull and dingy with streaks or splashes.
Level 4	Floors are swept or vacuum cleaned, but are dull, dingy and stained. There is an obvious buildup of dirt and /or floor finish in corners and along walls. There is a dull path and/or obviously matted carpets in the walking lanes. Base molding is dull and dingy with streaks or splashes.
Level 5	Floors and carpets are dull, dirty, dingy, scuffed and/or matted. There is a conspicuous buildup of old dirt and/or floor finish in corners and along walls. Base molding is dirty, stained, and streaked. Gum, stains, dirt, dust balls, and trash are broadcast.

Vertical and Horizontal Surfaces	
Level 1	All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges or fingerprints.
Level 2	All vertical and horizontal surfaces are clean, but marks, dust, dirt, smudges and fingerprints are noticeable upon close observation.
Level 3	All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges and fingerprints.
Level 4	All vertical and horizontal surfaces have conspicuous dust, dirt, smudges, fingerprints and marks.
Level 5	All vertical and horizontal surfaces have major accumulations of dust, dirt, smudges, and fingerprints. All of which will be difficult to remove. Lack of attention is obvious.

Lighting and Light Fixtures	
Level 1	Lights all work and fixtures are clean.
Level 2	Lights all work and fixtures are clean.
Level 3	Lights all work and fixtures are clean.
Level 4	Light fixtures are dirty and up to 5% of lamps are burned out
Level 5	Light fixtures are dirty and over 5% of lamps are burned out

¹ APPA – Operational Guidelines for Educational Facilities 3rd Edition, S.Glazner, 2011

Washrooms	
Level 1	Washroom, shower, toilet fixtures, and tile gleam and are odour free. Supplies are adequate.
Level 2	Washroom, shower, toilet fixtures, and tile gleam and are odour free. Supplies are adequate.
Level 3	Not acceptable
Level 4	Not acceptable
Level 5	Not acceptable

Trash Containers	
Level 1	Trash containers hold only daily waste, are clean and odour free
Level 2	Trash containers hold only daily waste, are clean and odour free
Level 3	Trash containers hold only daily waste, are clean and odour free
Level 4	Trash containers hold old trash. They are stained and marked. They smell sour.
Level 5	Trash containers overflow. They are stained and marked. They smell sour.

CSS is funded to deliver cleanliness at levels highlighted in red text. The department will always aim to achieve APPA Level 3 cleanliness for all spaces with the exception of washrooms and clinical spaces which must be **APPA Level 2** in adherence to standards on infection, prevention and control. These expectations will govern quality control and assurance.