



Queen's  
UNIVERSITY  
Physical Plant Services

Custodial Care Program Overview

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### Cleaning Priorities

The cleaning priorities for Physical Plant Services fall into 4 levels. Our custodians follow these priorities as listed in the time allowed before moving to the next priority.

**Level 1-** Areas of Liability and Safety Concerns (Snow and Ice Removal, floods, etc...)

**Note: Our custodians maintain all entrances to academic buildings. If snow removal is needed it will be completed before anything else and may take most of the custodian's shift.**

**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, Workshops)

Area	Types	and	Frequencies
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All space on campus is classified by a particular area type with an associated cleaning frequency. Here are the 12 area types, some examples of each, and the cleaning frequencies:

<u>Area Type</u>	<u>Example</u>	<u>Frequency</u>
Cafeteria	staff lounges, kitchenettes	5 times a week
Classroom	teaching labs, lecture theatres	5 times a week
General Office	multiple person work space $\geq 200$ sq ft	Once a week
Gymnasium	exercise spaces	5 times a week
Laboratory	research labs incl. level 2 labs	3 times a week
Library (study)	study carrels, open table areas	5 times a week
Library (stacks)	floor space between stacks	3 times a week
Medical area	examination rooms	5 times a week
Office	single occupancy rms $\leq 200$ sq ft	Once a month
Public 1	ground level corridors, exterior entrances, foyers, elevators, and one (main) stairway	5 times a week
Public 2	all other corridors and stairways	3 times a week
Washroom	male and female washrooms/ showers	5 times a week

### Work Schedules

Custodians are generally scheduled Monday - Friday to complete cleaning tasks on various shifts depending on the nature of building user activity and operational requirements.

### Cleaning Tasks

The custodial team of Physical Plant Services is dedicated to providing the following general service to interior building space:

- ✓ Central waste receptacles: empty and clean
- ✓ Clean touch points (light switches, door hardware)
- ✓ Dust as required
- ✓ Clean mirrors and interior glass
- ✓ Dust mop/ vacuum floor
- ✓ Damp mop floors
- ✓ Maintenance check

Additional service is provided for classrooms:

- ✓ Disinfecting table tops

Additional service is provided for washrooms:

- ✓ Replenish supplies
- ✓ Disinfect: fixtures, shower stalls, sinks, toilets, and urinals
- ✓ Partitions: spot clean
- ✓ Damp wipe/ vacuum vents

Custodians have additional routine floor care duties as well as annual project cleaning tasks.

Custodians do not perform the following:

- × Sort through recycling containers to separate paper, cans, glass
- × Dispose of old equipment for you such as furniture 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
- × Move or relocate furniture or filing cabinets
- × Deliver boxes, mail or departmental items
- × Assemble or disassemble furniture
- × Clean or water plants
- × Clean blinds or curtains
- × Shampoo area rugs
- × Scrub and wax floors without the approval of their supervisor

### 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.

### Comments/ Concerns

Please contact FIXIT, our operations centre by phone: x77301 or e-mail: [fixit@queensu.ca](mailto:fixit@queensu.ca)