

APPENDIX 4E

HOUSEKEEPING AND WASTE MANAGEMENT SERVICES

1. INTERPRETATION

In this Appendix, in addition to the definitions set out in Schedule 1 of this Agreement:

“Annual Bed Projection Notice” has the meaning given in Section 2.3 of this Schedule;

“Bed Usage Notice” has the meaning given in Section 2.4 of this Schedule;

“Biomedical Waste” means waste which contains pathogens with sufficient virulence and quantity so that exposure to the waste by a susceptible host could result in an infectious disease and includes:

- (a) patient care and research waste;
- (b) human or animal anatomical tissue, organs and body parts;
- (c) non-anatomical waste consisting of:
 - (1) human cultures or specimens submitted for analysis; cultures and stocks of human cell lines; microbiological cultures and stock and material that has come into contact with any of the items above;
 - (2) live or attenuated vaccines;
- (d) drugs or other pharmaceutical products, including cytotoxic (chemo/expired pharmaceutical waste);
- (e) sharps including needles, needles attached to syringes, blades and other sharp instruments;
- (f) broken glass or other materials which are capable of causing punctures or cuts and which have come into contact with human blood or body fluid; and
- (g) articles saturated with blood or body fluids.

“Cleaned Elements” means all elements of the Facility (including those described in Table 1 of Attachment 2 to this Appendix) and all Maintained Equipment but does not include the cleaning of:

- (a) surgical instruments;
- (b) anaesthesia machines;
- (c) microscopes;
- (d) laboratory benches;
- (e) physiological monitoring equipment;

- (f) department based computers, visual display units and radiographic equipment or machine consoles including anything bearing radiation or hazard warning signs;
- (g) respiratory therapy equipment; or
- (h) the Authority's utensils, food preparation or food services equipment.

"Cleaning Access Times" means the times during which Project Co may access specified areas of the Facility to perform Cleaning Services as set out in the Annual Service Plan;

"Cleaning Outcome Standards" means the British Columbia Health Authority Cleaning Outcome Standards and Audit Inspection Elements, V.7A, a copy of which is attached as Attachment 1;

"Cleaning Services" means the cleaning services in respect of the Cleaned Elements to be provided by Project Co pursuant to this Appendix including Routine Cleaning, Reactive Cleaning and Planned Periodic Cleaning;

"Confidential Waste" means all waste designated as confidential by the waste generator including paper, plastic (bradma plates, ID cards, etc.) and electronic recording media (CDs, DVDs, etc.);

"Functional Area Risk Categorization" means the operational risk status of each area of the Facility as set out in the Cleaning Outcome Standards;

"Outbreak Cleaning" means special cleaning necessary to contain and eliminate an infection outbreak;

"Outbreak Cleaning Notice" means a notice from the Authority to Project Co confirming that an authorized infection control practitioner has declared an infection outbreak and requiring Outbreak Cleaning to be performed;

"Planned Periodic Cleaning" means cleaning which is neither Routine Cleaning nor Reactive Cleaning, and which has a degree of flexibility in its scheduling completion;

"Reactive Cleaning" means ad hoc cleaning tasks performed on demand;

"Recyclable Waste" means all waste that can be recycled including those described in Section 2.12(f) of this Appendix and such other waste which may become recyclable from time to time; and

"Routine Cleaning" means the regular day-to-day cleaning tasks as described in this Appendix.

2. SERVICES

2.1 General Requirements

In addition to the standards and specifications set out in Schedule 4, Project Co will deliver the Housekeeping and Waste Management Services:

- (a) 24 hours per day, 365(6) days per year;
- (b) in a manner which ensures a collaborative working relationship with the Authority, its employees and contractors;

- (c) in a manner which is integrated and co-ordinated with the delivery of all other Services by Project Co and the use and operation of the Facility by the Authority;
- (d) in a safe and secure manner, having regard for Facility Users and Authority Activities; and
- (e) having regard for and without limiting the requirements set out in Section 3.2 of Schedule 4 [Services Protocols and Specifications]:
 - (1) the standards and requirements of the Cleaning Outcome Standards;
 - (2) the standards set out in Table 2 of Attachment 2 to this Appendix;
 - (3) the Authority's Infection Prevention and Control Manual (v.1.0) dated 2007;
 - (4) Guidelines for Isolation Precautions: Preventing Transmission of Infectious Agents in Healthcare Settings, Recommendations of Centre for Disease Control (CDC) and Healthcare Infection Control Practices Advisory Committee (HICPAC), June 2007,
 - (5) Guidelines for Environmental Infection Control, Health Care Facilities Health Care, Health Canada, Recommendations of CDC and HICPAC, June 6, 2003;
 - (6) Infection Control Guidelines, Hand Washing, Cleaning, Disinfection and Sterilization in Health Care, Health Canada, Laboratory Centre for Disease Control, December 1998, also CCDC, July 1998, Supplement, Vol 24S4;
 - (7) Infection Control Guidelines, Classic Creutzfeldt-Jakob disease in Canada. CCDC 2002: 28S5: 1-84. Health Canada;
 - (8) Guideline for Disinfection and Sterilization in Health Care Facilities, Rutala WA, Weber DJ, Committee HICPA, 2007;
 - (9) Guide to the Use and Selection of Disinfectants, BCCDC, 2003;
 - (10) Routine Practices and Additional Precautions for Preventing the Transmission of Infection in Health Care, Health Canada 1999
 - (11) Best practices for cleaning, disinfection and sterilization, Provincial Infectious Diseases Advisory committee, Ontario, March 2006
 - (12) Best practices document for the management of Clostridium difficile in all health care settings, PIDAC, Ontario, May 2006
 - (13) Construction related nosocomial infections in patients in health care facilities, Health Canada, July 2001
 - (14) Canadian Council on Health Services Accreditation, Environmental Standards, 2007;

- (15) Manual of Infection Control Procedures, N. N. Dumani 2nd Edition;
- (16) Reduce Methicillin Resistant Staphylococcus Aureus (MRSA) Infection – How to Guide from the Institute for Healthcare Improvement (IHI);
- (17) Managing Outbreak of Gastroenteritis, BC Centre for Disease Control 2003;
- (18) ASHP Discussion Guide for Compound Sterile Prep April 2004;
- (19) Good Manufacturing Practices 2007- Cleaning Validation Guidelines;
- (20) Canadian Standards Association Z317.10-01, Handling of Waste Materials in Health Care Facilities and Veterinarian Health Care Facilities. March 2009;
- (21) The Canadian Society of Hospital Pharmacists, Guidelines for the Handling and Disposal of Hazardous Pharmaceuticals (including cytotoxic drugs), 1997;
- (22) Annex to the Good Manufacturing Practices Guidelines – Good Manufacturing Practices (GMP) for Positron Emitting Radiopharmaceuticals (PERs)
- (23) GS-37 Green Seal™ Environmental Standard for General-Purpose, Bathroom, Glass, and Carpet Cleaners Used for Industrial and Institutional Purposes;
- (24) GS-40 Green Seal™ Environmental Standard for Industrial and Institutional Floor-Care Products;
- (25) GS-42 Green Seal™ Environmental Standard for Cleaning Services; and
- (26) Green Guide for Health Care GGHC Version 2.2 January 2007.

2.2 Cleaning Services

Project Co will develop and submit to the Authority in accordance with Sections 4.1 and 4.3 of Schedule 4 and implement as part of the Annual Service Plan appropriate policies, procedures, practices, schedules and a self-monitoring inspection and reporting system relative to the Cleaning Services including cleaning of all Cleaned Elements with due regard to the Functional Area Risk Categorization.

2.3 Open Bed Planning

To assist Project Co in developing each Annual Service Plan, the Authority will give notice (the “**Annual Bed Projection Notice**”) to Project Co of the number and location of in-patient beds in the Facility the Authority anticipates will be in service during the ensuing Contract Year no later than:

- (a) 90 days before the Target Service Commencement Date; and
- (b) February 1 of each year thereafter.

Unless the Authority otherwise gives notice in accordance with Section 2.3(a), the Annual Bed Projection Notice for the Contract Year commencing on the Service Commencement Date will be 160 in-patient beds.

2.4 Opening and Closing of Beds

The Authority may open or close in-patient beds at the Facility at any time by giving notice (“**Bed Usage Notice**”) to Project Co and as of the effective date set out in such notice:

- (a) all opened beds and, to the extent reasonable in the circumstances, related Functional Units will become part of the Cleaned Elements and the Cleaning Services; and
- (b) all closed beds and, to the extent reasonable in the circumstances, related Functional Units will be removed from the Cleaned Elements and the Cleaning Services.

The Annual Bed Projection Notice will be deemed to be a Bed Usage Notice for the Contract Year in respect of which it applies and will remain effective until the Authority delivers a subsequent Bed Usage Notice.

2.5 Routine Cleaning

Project Co will provide Routine Cleaning services and at such frequencies so as to comply with:

- (a) the requirements of this Agreement, including the Cleaning Outcome Standards and the Annual Service Plan then in effect;
- (b) the Functional Area Risk Categorization for each area of the Facility; and
- (c) the applicable Cleaning Access Times of each area of the Facility.

2.6 Reactive Cleaning

Project Co will provide Reactive Cleaning services of all Cleaned Elements to address Demand Requisitions for ad-hoc emergency, urgent and Routine Cleaning. Project Co will respond to such Demand Requisitions within the relevant Response Time and will return the affected areas to the required standard within the relevant Rectification Period. Reactive Cleaning includes:

	Task	Classification
(a)	cleaning of spillages including blood and body fluids;	Emergency
(b)	replenishment of cleaning materials/disposables and washroom supplies;	Urgent
(c)	bed/stretchers cleaning between patients;	Urgent
(d)	patient room discharge, transfer and terminal cleaning, including bed/stretchers makeup and adjoining restrooms;	Urgent
(e)	procedure room, birthing/delivery suite, ICU, Emergency Room and supporting rooms and restrooms;	Emergency

(f)	cleaning following Plant Service maintenance work;	Routine
(g)	pre-occupancy cleaning following construction or renovation projects;	Routine
(h)	cleaning following incidents such as flooding;	Emergency
(i)	cleaning following outbreaks;	Urgent
(j)	<p>all others will be classified as follows unless otherwise agreed:</p> <p>Emergency - Any matter threatening to life or limb or which may cause material health and safety risks .</p> <p>Urgent - Any matter that will may cause material operational problems, physical or environmental damage or health and safety risks if not attended to or remedied quickly.</p> <p>Routine - All other matters that are not immediately detrimental to health or safety and which will not cause material operational problems, physical or environmental damage or health and safety risks if not attended or remedied to quickly.</p>	

2.7 Periodic Cleaning

Project Co will provide Planned Periodic Cleaning for all Cleaned Elements including general cleaning of the Facility, interior and exterior window cleaning, carpet shampooing, high-level dusting and upholstery cleaning as and when required.

2.8 Outbreak Cleaning

If the Authority gives Project Co an Outbreak Cleaning Notice, Project Co will:

- (a) perform special Outbreak Cleaning in accordance with the Authority's Infection Control Policies as required by the Authority;
- (b) work cooperatively with the appropriate infection control representatives of the Authority where a specific policy or protocol has not been established; and
- (c) prioritize Outbreak Cleaning over other Cleaning Services.

2.9 Cleaning Times

Subject to Section 2.10, Project Co will:

- (a) perform Routine Cleaning and Planned Periodic Cleaning during the relevant Cleaning Access Times and during the periods agreed in the Annual Service Plan then in effect; and

- (b) undertake and complete Reactive Cleaning and Outbreak Cleaning within the relevant Response Time and Rectification Period set out in Section 3 of this Appendix and Schedule 8.

2.10 Re-Scheduling of Cleaning Times

If the Authority, acting reasonably, determines that the times at which Project Co proposes to perform Cleaning Services will cause disruption to the operations of the Authority or other Facility Users, the Authority may give notice to Project Co not to carry out such Cleaning Services until such time as the Authority and Project Co, each acting reasonably, agree on an alternate time. Upon such agreement, the Response Time and Rectification Period for such Cleaning Services will be adjusted accordingly.

2.11 Cleaning Equipment and Supplies

Project Co will:

- (a) provide, maintain, clean, store and replace as required all cleaning equipment in accordance with the Authority's Infection Control Policies and Procedures and will ensure all equipment is:
 - (1) designated for use in specific areas of the Facility marked and used only in these designated areas.
 - (2) noise-restricted and equipped with high quality dust filters to reduce environmental nuisance and air quality when using such equipment, particularly in patient areas of the Facility; and
 - (3) individually marked and not used beyond the portable appliance testing test date certificate for each piece of equipment;
- (b) procure, store safely, deliver and use all cleaning materials and consumable products required for the provision of Housekeeping Services other than the supplies described in Section 2.11(c);
- (c) deliver and replenish throughout the Facility with supplies provided by the Authority all soap, hand sanitizer, toilet paper, paper towels and biomedical waste disposal bags; and
- (d) maintain a listing of cleaning products used in the cleaning operation and ensure that:
 - (1) all materials thoroughly clean the Facility and are not detrimental to the lifecycle of systems and building components (e.g. floors, walls, carpet, etc.) nor negatively affect indoor air quality;
 - (2) a copy of material safety data sheets of supplies used is kept at the Facility in accordance with Workplace Hazardous Materials Information Systems and applicable occupational health and safety regulations; and
 - (3) all cleaning supply materials and equipment used are consistent with the Authority's Infection Control Policies and have been approved by the Authority's

Representative or designate before use. Approval of materials does not relieve Project Co of general responsibility under this Agreement.

2.12 Waste Management & Recycling

In respect of all areas of the Facility, Project Co will:

- (a) manage and provide the collection of all waste streams generated within the Facility in accordance with this Appendix, including Table 1 of Attachment 2;
- (b) provide routine and reactive waste collection and segregation services in accordance with the Cleaning Access Times;
- (c) empty all refuse containers daily or as required such that none achieves more than 75% capacity;
- (d) segregate waste in accordance with the Authority's Policies in appropriate secured and labelled containers;
- (e) transport waste generated in the Facility to:
 - (1) the waste storage areas within the Facility designated by the Authority; and
 - (2) the central waste disposal collection area at SMH for removal by the Authority's contractor;
- (f) segregate Recyclable Waste (at source where practical to do so) and place in the appropriate containers at the soiled utility rooms and waste compactor areas designated by the Authority, including:
 - (1) waste paper;
 - (2) cardboard;
 - (3) laser cartridges;
 - (4) glass;
 - (5) tin;
 - (6) plastics (1-7);
 - (7) plastic film;
 - (8) newsprint;
 - (9) batteries;
 - (10) deposit containers;

- (11) scrap metal;
 - (12) organic food waste;
 - (13) beverage containers;
 - (14) confidential media (bradma plates, ID cards, CDs, DVDs and other similar media);
 - (15) confidential paper waste; and
 - (16) wood and wooden items.
- (g) work in cooperation with the Authority and its contractors to ensure that waste storage areas are:
- (1) segregated;
 - (2) kept clean, free from loose litter, malodour, spillages and debris;
 - (3) free from pests and vermin;
 - (4) secure and with access restricted to authorized personnel only; and
 - (5) maintained and secured to minimize the risk of fire; and
- (h) collect soiled linens and deliver such linens to the soiled utility rooms or hampers within the Facility designated by the Authority for removal from the Facility by the Authority's contractor.

2.13 Pest Control Services

Project Co will:

- (a) provide a comprehensive preventative, reactive and on-call pest control service for all pest, including insects, rodents and birds, using personnel who are fully trained, qualified and able to provide high quality professional and practical advice;
- (b) notify the Authority immediately of any pest/vermin infestation;
- (c) undertake all work in a safe manner with minimal interference with the Authority's operations and with minimal risk in terms of safety, food hygiene, infection control, and damage to the Facility;
- (d) provide safe, tamper resistant and efficient methods of catching, destroying and safely disposing of pests, adopting safe and humane procedures in all instances;
- (e) if non-chemical forms of pest control are ineffective, use chemical treatment and specific chemicals consented to by the Authority provided that no chemicals will be used which may come into contact with patients, staff, or visitors directly or indirectly;

- (f) ensure the use of any permitted chemicals, including pesticides, is strictly controlled and monitored;
- (g) maintain all records of the use of any permitted chemicals and advise the Authority in advance of the type of chemicals it intends to use;
- (h) include in its monthly report to the Authority a complete overview on pest control activity within the Facility during the previous period and identifying future action which will include the following:
 - (1) identification of any pest/vermin infestation;
 - (2) details of the locations and areas inspected and treated and the product names and product number of the pesticide used if applicable;
 - (3) the number, type and location of infestations reported;
 - (4) any evidence of any pest and any belief that any infestation is associated with any other premises whether Authority -owned or otherwise that may affect the Facility plant; and
 - (5) a description of recommended preventative measures to minimize re-infestation.

2.14 Miscellaneous Services

Project Co will provide the additional facility management services described in Section 1.3 of Table 1 of Attachment 2 to this Appendix:

2.15 Quality Monitoring and Audit Reporting

Project Co will provide a monthly, quarterly and annual performance report on all Housekeeping Services through the utilization of the audit procedures set out in the Cleaning Outcome Standards and a self-monitoring inspection system on a frequency and format satisfactory to the Authority. The Authority may attend Project Co's sample audits or perform independent audits in compliance with the Cleaning Outcome Standards in order to confirm the validity of such reports.

Project Co will audit no less than 10% of patient units and 10% of all other areas of the Facility during each monthly audit such that 100% of all areas the Facility will have been subject to cleaning audit pursuant to the Cleaning Outcome Standards in each Contract Year.

3. PERFORMANCE INDICATORS

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
	Cleaning Services					
3.1	Project achieving a minimum score of 85% in accordance with the Cleaning Outcome Standards for each of the following areas of the Facility: (a) HCU; (b) Emergency Department; (c) ICU; (d) NICU; and (e) all other patient care areas	For each designated area a High Service Failure for each percentage (or portion thereof) below 85%.	N/A	N/A	Monthly	Project Co Audit
3.2	Project achieving a minimum score of 85% in accordance with the Cleaning Outcome Standards for all other areas of the Facility not referenced in Section 3.1 of this Appendix.	Medium Service Failure for each percentage (or portion thereof) below 85%.	N/A	N/A	Monthly	Project Co Audit
3.3	Project Co performing Reactive Cleaning in accordance with this Appendix in the following areas: (a) HCU; (b) Emergency Department; (c) ICU; (d) NICU; and (e) all other patient care areas	Emergency - High Urgent - Medium Routine – Low (see classification in Section 2.6 of this Appendix)	Emergency – 10 minutes Urgent – 20 minutes Routine – 60 minutes	Emergency – 60 minutes Urgent – 60 minutes Routine – 24 hours	Per occurrence	Performance Monitoring Report
3.4	Project Co performing Reactive Cleaning following discharges from patient rooms in accordance with this Appendix	Medium	30 minutes ¹	60 minutes ¹	Per occurrence`	Performance Monitoring Report

¹ The Service Provider is to be staffed so that it can complete up to 3 Reactive Cleaning Demand Requisitions for discharge, terminal or isolation cleans any 60 minute period. If the Help Desk receives more than 3 Reactive Cleaning Demand Requisitions for such cleans in any 60 minute period, the Rectification Period in respect of such additional Demand Requisitions will be extended such that no more than 3 such Demand Requisitions must be Rectified in that 60 minute period.

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
3.5	Project Co performing Reactive Cleaning following Demand Requisitions for terminal or isolation cleans	High	30 minutes ¹	90 minutes ¹	Per occurrence	Performance Monitoring Report
3.6	Project Co performing Reactive Cleaning in accordance with this Appendix in all areas other those set out in Sections 3.3 and 3.4 of this Appendix	Emergency - High Urgent - Medium Routine – Low	Emergency – 10 minutes Urgent – 20 minutes Routine – 60 minutes	Emergency – 60 minutes Urgent – 60 minutes Routine – 2 hours	Per occurrence	Performance Monitoring Report
3.7	Project Co performing Cleaning Services at the times permitted in Sections 2.9 and 2.10 of this Appendix	High	N/A	N/A	Per Occurrence	Performance Monitoring Report
3.8	Project Co performing Outbreak Cleaning in accordance with Section 2.8 of this Appendix	High	20 minutes	Patient Rooms Single bed Patient Room & ensuite – 2 hours ² 2 – bed Patient Room & ensuite – 3 hours ² All other areas in accordance with Section 3.5	Per Occurrence	Performance Monitoring Report
3.9	Project Co performing Routine and Planned Periodic Cleaning in accordance with this Appendix	Medium	N/A	N/A	Per Occurrence	Performance Monitoring Report
	Waste Management					
3.10	Project Co collecting, segregating and transporting of all waste in accordance with this Appendix	Low	N/A	N/A	Per Occurrence	Audit and Help Desk records

² The Rectification Period in respect of patient rooms will commence upon notice from the Authority's staff to Project Co's staff that a room is available to be cleaned. If more than:

- 6 patient rooms in any 2 hour period between 7:00 am and 4:00 pm;
- 4 patient rooms in any 2 hour period between 4:00 pm and 10:00 pm; or
- 1 patient room in any hour between 10:00 pm and 7:00 am,

are identified as available for Outbreak Cleaning, the Rectification Period in respect of each such additional room will be 8 hours.

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
	Other					
3.11	Pest Control conducted in accordance with this Appendix	Medium	N/A	N/A	Per Occurrence	Help Desk Records
3.12	Miscellaneous Services described in Section 2.14 of this Appendix performed as requested	Low	24 hours	24 hours	Per Occurrence	Help Desk records
3.13	Project Co auditing 10% of patient units and 10% of all other areas of the Facility on a monthly basis in accordance with Section 2.15 of this Appendix	Medium	N/A	N/A	Per Occurrence	Audit and Help Desk records
3.14	Project Co auditing no less than 100% of the Facility on an annual basis in accordance with Section 2.15 of this Appendix.	Medium	N/A	N/A	Per Occurrence	Audit and Help Desk Records
3.15	Project Co implementing and adhering to all other elements of the Annual Service Plan relating to Housekeeping and Waste Management Services not otherwise addressed in this Section 3	Low	N/A	N/A	Per Occurrence in accordance with frequencies set out in the Annual Service Plan	Audit and Help Desk records

ATTACHMENT 1 TO APPENDIX 4E

**BRITISH COLUMBIA AUTHORITY CLEANING OUTCOME
STANDARDS AND AUDIT INSPECTION ELEMENTS**

ATTACHMENT 2 TO APPENDIX 4E

Table 1 Cleaning and Waste Management Services

Without limiting the requirements of the Schedule 4 [Services Protocols and Specifications] and this Appendix, Housekeeping and Waste Management Services includes the following:

Elements	Requirements
1.1 General Cleaning Requirements	<ul style="list-style-type: none"> (a) All patient/resident rooms, staff areas and supporting areas, daily, routine, discharge and project cleaning (b) All critical care areas (c) All isolation rooms cleaning (daily, routine, discharge and project cleaning) (d) Prepare all rooms after patient/resident discharges & transfers (includes stripping, making beds, stocking unit and blueware. Removal of dirty linen to collection areas) (e) Remove all blue-ware from rooms and transport to collection/process cleaning areas (f) All washrooms/showers/tub areas and replenish supplies to meet frequency demands (g) All sinks and hand washing areas and replenish supplies to meet frequency demands (h) All stretchers, beds, routine and cycle cleaning of frames and all type of mattresses. Exchange of old mattresses with new mattresses provided by the Authority when required. (i) All isolates (incubators), bassinets, baby warmers, crib hoods, labour/maternity birthing beds and all associated patient equipment (j) All patient medical related equipment Including but not limited to I.V. poles, suction and oxygen units, autoclaves, tractions (k) All patient/resident related equipment & furnishings. Including but not limited to: wheelchairs, commodes and walkers. Move furniture or equipment (l) All paediatric unit toys, doll / play houses, etc. (m) All linen hampers and garbage waste containers and garbage waste transport units (n) All supply carts stored on unit, storage shelves and frames. Including but not limited to: isolation, crash, lakeside and medication carts (must be coordinated with the units) (o) All bathing tubs (i.e. Century & Arjo Tubs) at end of day including routine disinfection of jets and plumbing (p) All staff refrigerators and unit appliances, including all food microwaves except for microwaves in production kitchens (q) All medical refrigerators provided the Authority has emptied them of all medication following reasonable notice from Project Co of the scheduled cleaning of such refrigerators (r) All offices, office furniture, phone, computer screens, oscillating fans (s) All unit dining room tables after each meal

Elements	Requirements
	<p>(t) All silk plants in common areas.</p> <p>(u) All elevators, including doors, floors, vents and tracks</p> <p>(v) All areas in the facility, including main lobbies, corridors and stairs</p> <p>(w) All facility exterior entrance areas and underground parkade entrances, within 10 metres from doorways, and perimeter walkways. Remove waste, empty ashtrays and sweep</p> <p>(x) All seasonal areas and patios</p> <p>(y) All exterior and interior glass & windows, including screens</p> <p>(z) All window coverings, PVC blinds. Exchange cubicle, window and shower curtains as frequency demand</p> <p>(aa) Provide carpet & upholstery cleaning programs (extracting/bonnet/spot /vacuum)</p> <p>(bb) Provide comprehensive floor care programs (scrub/polish/topcoat/strip/finish)</p> <p>(cc) Move furnishing & equipment from rooms when performing project cleaning. Provide office moves, room set-ups. Provide furniture and equipment disposal</p> <p>(dd) Provide spills clean of body fluids/water/general fluids. May include small chemical spill as per facility protocol (mercury)</p> <p>(ee) Service cleaning to speciality areas: ultra violet tanning unit, morgue on a routine basis</p> <p>(ff) Cleaning of the immediate area (up to 10 metres) outside each entrance of the Facility, including entrance/exit areas, exterior walkways, patios/seasonal areas, loading docks/waste collection points, glass, doors, ledges and sills to a maximum height of 5 metres, garbage cans, benches, seating areas and concrete walkways, routine exterior window cleaning of ground floor glass, entrances and exits into the parkades and parking lots and the power washing of concrete walkways.</p> <p>(gg) Cleaning of, and debris removal from, the Helipad and underground parking areas</p>
1.2 Waste Management Services:	<p>(a) Collect waste from all rooms and corridors and transport to the soiled utility rooms/garbage chutes. Exchange/empty small bedside garbage bags</p> <p>(b) Collect biomedical, chemical, pharmaceutical, cytotoxic and radiological waste & take to designated holding area</p> <p>(c) Collect recyclables & take to holding/collection areas</p> <p>(d) Transport all waste /recyclables to central waste disposal holding areas at SMH and prepare material for disposal/collection by Authority's contractor, including operation of bailers and compactors</p> <p>(e) Clean containers or carts used for transport of all waste streams</p> <p>(f) Segregate/package/label/weigh/record/track all waste streams and provide random audits and waste reports</p> <p>(g) Replace all sharps containers when $\frac{3}{4}$ full or to the fill line</p> <p>(h) Removal of discarded equipment and furniture and take to holding area</p>

Elements	Requirements
1.3 Miscellaneous Services:	<ul style="list-style-type: none"> (a) Provide room setups for lecture/training/class rooms/display areas up to 25 times per calendar month (b) Pickup all units/departments soiled linen & take to the soiled utility rooms/linen chute/designated soiled linen holding cart (c) Provide odour control program (d) Provide sanitary napkin machine services (e) Launder cleaning cloths, mops offsite (f) Report all facility conditions that affect the cleaning operation, present as a safety hazard, or is detrimental to the image of a visually pleasing environment (g) Deliver seasonal decorations. (h) collect and deliver lost and found articles to the Authority's security department or as otherwise directed by the Authority

Table 2 Cleaning Standards

Without limiting the requirements of Schedule 4 [Services Protocols and Specifications] and this Appendix, including the specific requirements of the Cleaning Outcome Standards, Cleaning Services will include the following:

Building

Element	Requirement
2.1 External features, fire exits, parking areas and Helipad	<ul style="list-style-type: none"> (a) Landings, ramps, stairwells, fire exits, steps, entrances, porches, patios, balconies, eaves, external light fittings are substantially free of dust, grit, dirt, chewing gum, leaves, cobwebs, rubbish, graffiti, cigarette butts and bird excreta. (b) Handrails are clean and substantially free of stains.
2.2 Walls, assist rails, baseboards and ceilings/ tile and support frames	<ul style="list-style-type: none"> (a) Internal and external walls and ceilings are substantially free of dust, grit, lint, soil, film, graffiti and cobwebs. (b) Walls and ceilings are substantially free of marks caused by furniture, equipment or users of the Facility. (c) Light switches are substantially free of fingerprints, scuffs and any other marks. (d) Light fittings are substantially free of dust, grit, lint and cobwebs. (e) Polished surfaces are of a uniform lustre.
2.3 Windows	<ul style="list-style-type: none"> (a) External and internal surfaces of glass are clear of all streaks, chewing gum, spots and marks, including fingerprints and smudges. (b) Window frames, tracks and ledges are clear and substantially free of dust, grit, marks and spots.

Element	Requirement
2.4 Doors	<ul style="list-style-type: none"> (a) Internal and external doors and doorframes are substantially free of dust, grit, lint, chewing gum, soil, film, fingerprints and cobwebs. (b) Doors and doorframes are substantially free of marks caused by furniture, equipment or staff. (c) Air vents, grilles and other ventilation outlets are kept unblocked and substantially free of dust, grit, soil, film, cobwebs, scuffs and any other marks. (d) Door tracks and doorjambs are substantially free of grit and other debris. (e) Polished surfaces are of a uniform lustre.
2.5 Hard floors	<ul style="list-style-type: none"> (a) The floor is substantially free of dust, grit, litter, chewing gum, marks and spots, water or other liquids. (b) The floor is substantially free of polish or other build-up at the edges and corners or in traffic lanes. (c) The floor is substantially free of spots, scuffs or scratches on traffic lanes, around furniture and at pivot points. (d) Inaccessible areas (edges, corners and around furniture) are substantially free of dust, grit, lint and spots. (e) Polished or buffed floors are of a uniform lustre. (f) Appropriate signage and precautions are taken regarding pedestrian safety on newly cleaned or wet floors. (g) Dust control mats are substantially free from ingrained dust, dirt and stains, and the edges and reverse side are substantially free from dust and dirt.
2.6 Soft floors	<ul style="list-style-type: none"> (a) The floor is substantially free of dust, grit, litter, chewing gum, marks and spots, water or other liquids. (b) The floor is substantially free of stains, spots, scuffs or scratches on traffic lanes, around furniture and at pivot points. (c) Inaccessible areas (edges, corners and around furniture) are substantially free of dust, grit, lint and spots. (d) Carpets and entrance matting are of an even appearance without flattened pile. After deep cleaning, there is not shrinkage, colour loss or embrittlement of fibres. (e) Dust control mats are substantially free from ingrained dust, dirt and stains, and edges and reverse side are substantially free from dust and dirt.
2.7 Ducts, grills and vents	<ul style="list-style-type: none"> (f) All ventilation outlets are kept unblocked and substantially free of dust, grit, chewing gum, soil, film cobwebs, scuffs and any other marks.

Element	Requirement
	(g) All ventilation outlets are kept clear and uncluttered following cleaning.
2.8 Electrical fixtures and appliances	(a) Electrical fixtures and appliances are substantially free of grease, dirt, dust, deposits, marks, stains and cobwebs (b) Electrical fixtures and appliances are kept substantially free from signs of use or non-use. (c) Hygiene standards are satisfied where the fixture or appliance is used in food preparation. (d) Motor vents, etc., are clean and substantially free of duct and lint. (e) Insect killing devices are substantially free of dead insects, and are clean and functional.
2.9 Furnishings and fixtures	(a) Hard surface furniture is substantially free of spots, soil, film, dust, fingerprints and spillage. (b) Soft furnishings are substantially free from stains, soil, film and dust. (c) Furniture legs, wheels and castors are substantially free from mop strings, soil, film, dust and cobwebs. (d) Inaccessible areas (edges, corners, folds and crevices) are substantially free of dust, grit, lint and spots. (e) All high surfaces are substantially free from dust and cobwebs. (f) Curtains, blinds and drapes are substantially free from stains, dust, cobwebs, lint and signs of use or non-use. Cords shall be clean and knot substantially free. (g) Equipment is substantially free of tapes/plastic, etc., which may compromise cleaning. (h) Furniture has no unpleasant or distasteful odour. (i) Shelves, bench tops, cupboards and wardrobes/lockers are clean inside an out, and substantially free of dust and litter. (j) Internal plants are substantially free of dust and litter. (k) Waste/rubbish bins or containers are clean inside and out, substantially free of stains and mechanically intact. (l) Waste is removed in accordance with the Service Standards of the Waste Management Specific Service Specification. (m) Fire extinguishers and fire alarms are substantially free of dust, grit, dirt and cobwebs, and mechanically intact. (n) All decorative plants are substantially free of dust and debris.

Element	Requirement
2.10 Toilets and bathroom fixtures	<ul style="list-style-type: none"> (a) Porcelain, cubicle rails and plastic surfaces are free from smudges, smears, body fluids, soap build-up, mineral deposits, and hair inside and outside. (b) Metal surfaces, shower screens and mirrors are free from streaks, soil, smudges, soap build-up and oxide deposits. (c) Wall tiles and wall fixtures (including soap dispensers and towel holders) are substantially free of dust, grit, smudges/streaks, mould, soap build-up and mineral deposits. (d) Shower curtains and bath mats are free from stains, smudges, smears, odours, mould and body fluids. (e) Plumbing fixtures are free of smudges, dust, soap build-up and mineral deposits. (f) Bathroom fixtures are substantially free from unpleasant or distasteful odours. (g) Polished surfaces are of a uniform lustre. (h) Sanitary disposal units are clean and functional. (i) Consumable items are in sufficient supply. (j) Waste is removed in accordance with the Service Standards of the Waste Management Specific Service Specification.
2.11 Patient equipment <ul style="list-style-type: none"> • Wheelchairs • Beds and mattresses (including carts) • Carts, stretchers • Bedside lockers • Toilet chairs • Bedside tables/lockers • Bedside chairs • Sofas • Over bed tables • IV stands • Suction machines • Cubicle curtains • Bedpan washers/sterilizers • Hoists • Medication carts • Ceiling lifts/slings • Lockers 	<ul style="list-style-type: none"> (a) Equipment is substantially free from soil, smudges, dust, fingerprints, grease and spillage. (b) Equipment is free of tapes/plastic, etc., which may compromise cleaning. (c) Equipment legs, wheels and castors are free from mop strings, soil, film, dust and cobwebs. (d) Equipment has no unpleasant or distasteful odour.

Element	Requirement
2.12 Overall appearance	(a) The area appears tidy and uncluttered. (b) Floor space is clear, only occupied by furniture and fittings designed to sit on the floor. (c) Furniture is maintained in a fashion which allows for cleaning. (d) Fire access and exit doors are left clear and unhindered.
2.13 Odour control	(a) The area smells fresh. (b) There is no unpleasant or distasteful odour. (c) Room deodorizers are clean and functional.