

Service Level Description	Action	Surface / Item	Frequency
Replace cartridges and batteries on all air fresheners.	Replace	Air Fresheners	(As and When Requested)
Vacuum air vents, air grills and diffusers.	Vacuum	Air Grills / Vents / Ducts / Diffusers	Semi-Annually
Dust and clean all air vents, air grills and diffusers.	Dust	Air Grills / Vents / Ducts / Diffusers	Monthly
Damp wipe baseboards and trim.	Dust	Baseboards / Trim	Monthly
Clean baseboards.	Clean	Baseboards / Trim	Monthly
Clean trim.	Clean	Baseboards / Trim	As Needed
Spot clean carpeted areas.	Spot Clean	Carpets / Mats	As Needed
Vacuum carpets and mats.	Vacuum	Carpets / Mats	Weekly (Daily in high traffic areas)
Shampoo carpets.	Shampoo	Carpets / Mats	Semi-Annually
Clean ceiling.	Clean	Ceiling	(As and When Requested)
Clean all chairs, benches and seating.	Clean	Chairs / Upholstery / Benches	Weekly (Daily in high traffic areas)
Disinfect dispensers.	Disinfect	Dispensers	Daily
Spot clean door frames.	Spot Clean	Doors / Door Frames / Handles	As Needed
Disinfect and clean door handles and push bars.	Disinfect	Doors / Door Frames / Handles	Daily
Spot clean doors.	Spot Clean	Doors / Door Frames / Handles	As Needed
Dust doors.	Dust	Doors / Door Frames / Handles	Weekly
Clean door frames.	Clean	Doors / Door Frames / Handles	Weekly
Disinfect doors.	Disinfect	Doors / Door Frames / Handles	Daily
Dust and damp wipe all blinds and window coverings.	Damp Wipe	Drapery / Window Coverings / Blinds	Monthly
Machine scrub floors.	Machine Scrub	Floors / Floor Drains	Weekly
Damp mop floors.	Damp Mopping	Floors / Floor Drains	Weekly (Daily in high traffic areas)
Sweep floors.	Sweeping	Floors / Floor Drains	Weekly (Daily in high traffic areas)
Vacuum floors.	Vacuum	Floors / Floor Drains	Weekly (Daily in high traffic areas)
Clean floor drains and floor grates.	Clean	Floors / Floor Drains	Weekly (Daily in high traffic areas)
Wipe any water spillage on floors and furniture.	Spot Clean	Floors / Floor Drains	As Needed
Refinish vinyl, tile and linoleum surfaces (including under any mats).	Refinish	Floors / Floor Drains	Annually
Refinish laminate surfaces (including under any mats).	Refinish	Floors / Floor Drains	Annually
Spray buff floors (including under any mats).	Spray Buffing	Floors / Floor Drains	Monthly
Clean tile kick plate.	Clean	Kick Plates	Monthly
Clean all furniture.	Clean	Furniture / Fabric	Weekly
Spot clean furniture.	Spot Clean	Furniture / Fabric	As Needed
Dust furniture.	Dust	Furniture / Fabric	Weekly
Vacuum fabric dividers.	Vacuum	Furniture / Fabric	Weekly
Vacuum seating furniture (i.e. upholstery, sofas, couches, etc.).	Vacuum	Furniture / Fabric	Monthly
Clean and polish interior windows and glass partitions.	Clean and Polish	Glass / Windows / Mirrors	Weekly
Spot clean interior windows and glass partitions	Clean and Polish	Glass / Windows / Mirrors	As Needed
Clean and polish mirrors.	Clean and Polish	Glass / Windows / Mirrors	Weekly
Dust and spot clean window sills.	Dust	Glass / Windows / Mirrors	Weekly
Clean kick plates.	Clean	Kick Plates	Weekly
Clean ceiling light fixtures.	Clean	Light Fixtures	Monthly
Dust light fixtures.	Dust	Light Fixtures	Weekly
Clean light switches.	Clean	Light Switches	Weekly
Clean and polish hinges, fire alarm boxes and extinguishers.	Clean and Polish	Miscellaneous / Surface Work	Quarterly
Dust and clean ornamentation.	Dust	Ornamentation / Decorations	(As and When Requested)
Clean exposed piping.	Clean	Piping	Quarterly
Dust shelving.	Dust	Shelving / Storage / Cabinets	(As and When Requested)
Damp clean shelving.	Clean	Shelving / Storage / Cabinets	Weekly
Disinfect sinks and faucets.	Disinfect	Sinks	Daily
Clean all tables, counters, and ledges.	Clean	Tables / Ledges / Counters	Daily
Disinfect all tables, counters and ledges.	Disinfect	Tables / Ledges / Counters	Weekly
Spot clean noticeable dirt, debris or smudges on walls.	Spot Clean	Walls / Partitions / Wall Hangings	As Needed
Clean walls.	Clean	Walls / Partitions / Wall Hangings	Quarterly
Dust all wall hangings, posters and pictures.	Dust	Walls / Partitions / Wall Hangings	Weekly
Remove graffiti.	Spot Clean	Walls / Partitions / Wall Hangings	(As and When Requested)
Vacuum all drapery, workspace partitions and carpeted walls.	Vacuum	Walls / Partitions / Wall Hangings	Weekly
Vacuum wall pockets.	Vacuum	Walls / Partitions / Wall Hangings	Monthly
Clean all signs.	Clean	Walls / Partitions / Wall Hangings	Weekly
Clean exposed vertical partition tops	Clean	Walls / Partitions / Wall Hangings	Weekly
Remove litter.	Pick-up Waste	Waste and Recycling Containers /	As Needed
Pick-up and dispose of garbage and waste materials, and re-line and spot clean garbage bins.	Pick-up Waste	Waste and Recycling Containers /	Daily
Pick-up and dispose of recycling materials, and re-line and spot clean recycling bins.	Pick-up Waste	Waste and Recycling Containers /	Daily
Disinfect recycling containers/bins.	Disinfect	Waste and Recycling Containers /	Weekly
Disinfect garbage containers/bins.	Disinfect	Waste and Recycling Containers /	Weekly
Refill soap, paper towel, and/or toilet paper dispensers when empty.	Refill	Dispensers	Daily
Sweep and mop shower floors.	Sweeping	Floors / Floor Drains	Daily
Disinfect change rooms.	Disinfect	Showers / Changing Rooms	Daily
Clean shower fixtures.	Clean	Showers / Changing Rooms	Daily
Disinfect toilets and urinals inside and out (toilet bowl, toilet seat cover, tank lever, toilet seat).	Disinfect	Toilet	Daily
Spot clean shower room walls and partitions.	Spot Clean	Walls / Partitions / Wall Hangings	As Needed
Clean shower room walls and partitions.	Clean	Walls / Partitions / Wall Hangings	Monthly
Disinfect grab rails.	Disinfect	Railings	Daily
Disinfect changing tables and counters.	Disinfect	Tables / Ledges / Counters	Daily
Remove and replace sharps disposal containers.	Pick-up Waste	Waste and Recycling Containers /	(As Needed)
Vacuum elevator door tracks.	Vacuum	Doors / Door Frames / Handles	Daily
Disinfect elevator buttons and rails.	Disinfect	Doors / Door Frames / Handles	Daily
Clean elevator doors and walls.	Clean	Doors / Door Frames / Handles	Weekly
Sweep and damp mop elevator floor.	Damp Mopping	Floors / Floor Drains	Weekly
Remove, clean and replace light diffusers after cleaning area above diffusers in elevator cabs.	Clean	Light Fixtures	Quarterly
Extract water from walk off mats during inclement weather using a wet-dry vacuum.	Vacuum	Carpets / Mats	(As and When Requested)
Vacuum walk off/entrance mats.	Vacuum	Carpets / Mats	Daily
Sweep and damp mop floor underneath entrance mats.	Sweeping	Floors / Floor Drains	Daily
Patrol clean entrance ways to remove litter and insure a neat, safe and dry condition.	Spot Clean	Floors / Floor Drains	Daily
Dry mop floors during snow season.	Dry Mopping	Floors / Floor Drains	Daily
Cleaning escalator stair treads by machine.	Clean	Floors / Floor Drains	(Not Applicable)
Disinfect railings.	Disinfect	Railings	Daily
Damp wipe guard rails.	Damp Wipe	Railings	Daily
Remove water and snow on garage floors to maintain a dry surface.	Dry Mopping	Floors / Floor Drains	(As and When Requested)
Spot clean both sides garage doors up to 6'.	Spot Clean	Garage Doors	As Needed
Clean the loading dock area.	Clean	Miscellaneous / Surface Work	(As and When Requested)
Deep clean garbage room and compactor area.	Deep Clean	Miscellaneous / Surface Work	(As and When Requested)
Disinfect sick bed.	Disinfect	Beds / Bedding	(As and When Requested)
Damp wipe inside the coolers and refrigerators.	Damp Wipe	Appliances	(As and When Requested)
Damp wipe inside oven and dishwasher.	Damp Wipe	Appliances	Monthly
Clean and polish outside the coolers and refrigerators.	Clean and Polish	Appliances	Weekly
Clean and polish microwave exterior.	Clean and Polish	Appliances	Weekly
Disinfect microwave interior.	Disinfect	Appliances	Weekly
Disinfect oven and dishwasher.	Disinfect	Appliances	Monthly
Clean and polish outside oven and dishwasher.	Clean and Polish	Appliances	Monthly
Return dishes and cafeteria trays to the closest cafeteria.	Spot Clean	Dishes	Daily
Patrol clean cafeteria and dining areas.	Spot Clean	Miscellaneous / Surface Work	(Not Applicable)
Deep clean dining areas.	Deep Clean	Miscellaneous / Surface Work	Weekly
Deep clean kitchen.	Deep Clean	Miscellaneous / Surface Work	Weekly
Disinfect kitchen surfaces.	Disinfect	Tables / Ledges / Counters	Daily
Disinfect drinking fountains.	Disinfect	Water Stand / Water Fountain	Daily
Clean floors around drinking fountains.	Clean	Water Stand / Water Fountain	Daily
Vacuum special events carpets before and after events.	Vacuum	Carpets / Mats	(As and When Requested)
Damp wipe shopping carts.	Damp Wipe	Shopping Carts	(Not Applicable)
Clean shared workstations.	Clean	Desks	(Not Applicable)
Dust computers, clocks and office equipment.	Dust	Electronic Equipment	Weekly
Clean computers, clocks and office equipment.	Clean	Electronic Equipment	(Not Applicable)
Clean handsets and telephone cabinets.	Clean	Electronic Equipment	(Not Applicable)
Clean basketball backstops.	Clean	Basketball Backstop	(As and When Requested)
Clean bleachers and floor.	Clean	Bleachers	(As and When Requested)
Remove litter from bleachers.	Pick-up Waste	Bleachers	(As and When Requested)
Dust lockers	Dust	Lockers	(Monthly)
Remove debris from lockers.	Pick-up Waste	Lockers	(As and When Requested)
Clean floors of the track.	Clean	Sidewalks / Parking / Pathways /	(As and When Requested)
Spot clean track.	Spot Clean	Sidewalks / Parking / Pathways /	(As Needed)
Sweep warm up and track area using non-treated dust mop.	Sweeping	Sidewalks / Parking / Pathways /	(As and When Requested)

Cleaning Verbs	Definition
Dust	Remove visible dust using a duster. Surfaces must present a dust-free appearance immediately after service is performed.
Clean	Remove dust, stains, spills, debris, and soil using cloth and cleaning agent. Surfaces must present a clean appearance immediately after service is performed.
Damp Wipe	Remove dust, finger prints, smears/smudges, stains, streaks and water spotting with damp cloth and cleaning agent. Wiping cloths must be rinsed often to remain dirt and dust free. Surfaces must present a polished and clean appearance immediately after service is performed.
Spot Clean	Spot cleaning is an ongoing activity performed as needed. Visible stains, streaks or soilage must be removed. Spray or streak marks from cleaning agent must be wiped clean from surface.
Deep Clean	Vacuuming, sweeping, mopping and/or damp wipe surfaces thoroughly.
Disinfect	Apply performance standards specified under "Damp Wipe". Additionally, disinfectant must be approved by Facilities - Building Services, eco-logo certified, Health Canada approved and applied following manufacturer instructions for best results. All surfaces should be wiped clean of residual disinfectant and present and overall polished appearance, be free of dust, finger prints, smears/smudges, stains, streaks and water spotting on the "Disinfect" process is complete.
Clean and Polish	All surfaces must be clean and free of film, finger marks and streaks. Adjacent areas including frames, casings and ledges must be free of water spotting, splash marks and streaks once the "Clean and Polish" process is completed.
Machine Scrub	Scrub the designated surfaces with the appropriate equipment and setting as per the equipment manufacturer for designated surface type or as per the asset manager directives. Areas not accessible to a mechanical floor scrubber must be scrubbed manually. Surfaces must be free of dirt, stains, scuff marks, splashing, cleaning chemicals and water accumulations immediately after service is performed.
Damp Mopping	Remove dust, dirt and debris using a mop and a clean water and cleaning solution mix. Damp mopping should begin with clean water and a clean mop. Surfaces must present a clean appearance free of stains, soil, mop streaks, loose mop strands and water spotting. Splash marks should be wiped off walls and baseboards.
Dry Mopping	Remove water, dust, dirt and debris using a dry mop. Surfaces must have a clean and dry appearance immediately after service is performed.
Sweeping	Remove dust, dirt and debris using a broom. Surfaces must have a clean appearance immediately after service is performed.
Spray Buffing	Prior to spray buffing, spills, scuffs and stains must be removed. Following spray buffing, all areas must present an overall appearance of cleanliness, have a bright shine through out and be free of debris and dust.
Refinish	Prior to refinishing, surfaces should be "Machine Scrubbed" or "Stripped" according to instructions given by authorized representative. Apply one (or two coats if old finish was "Stripped") of finish compatible with existing finish and surface type. As a result of the "Refinish", all areas must present an overall appearance of cleanliness free of scuffs and stains, have a bright shine and be free of debris and dust once the "Scrub and Refinish" is complete.
Strip	Remove old surface finish using a stripped solution and appropriate equipment. All residual chemicals must be cleaned away before apply finish.
Vacuum	Remove visible dust, dirt, grit and pile lift with a vacuum cleaner. All vacuumed surfaces must have an overall appearance of cleanliness.
Steam Clean	Vacuum performance standards should be applied. Additionally, using a small amount of cleaning solution (with pH less than 10) and steam cleaning / hot water extraction equipment that can remove enough water for the carpets to dry in 12 hours, remove surface spots and stains. All cleaning solution should be removed from cleaned surfaces with hot rinse water
Shampoo (Carpets)	Vacuum performance standards should be applied. Additionally, using a carpet shampoo cleaning machine, clean entire carpeted areas and make sure to properly rinse out the shampoo solution.
Pick-up Waste	Collect and dispose of waste in designated locations. Litter should be collected and discarded with the rest of waste materials. Containers should be relined with new liners where applicable.
Shampoo (Upholstery)	Shampoo using hot water extraction method.

Frequency	Definition
(As and When Requested)	Services which are specified to be performed only when ordered by the authorized by Facilities - Building Services
(As Needed)	Services must be performed when circumstances present themselves without approval from department.
Daily	Service must be performed every day during janitorial staff shift.
Weekly	Service must be performed at least once in the 7-day period.
Monthly	Service must be performed at least once in the month.
Quarterly	Service must be performed at least once in the 3-month period.
Semi-Annually	Service must be performed at least once in a 6-month period.
Annually	Service must be performed at least once in the year.