



Service correctionnel
Canada

Correctional Service
Canada

STATEMENT OF WORK

Disinfection Services

ANNEXE A – Énoncé des travaux

The Correctional Service of Canada (CSC) is looking for a Contractor to provide, as and when needed, the disinfection services for the CSC's institutions within the Quebec Region.

For this Standing Offer, cleaning of surfaces is included in the disinfection process.

1. Context

Following the spread of the COVID-19 pandemic, CSC wishes to ensure compliance of its facilities and compliance with the recommendations of the Institution national de santé publique du Québec (INSPQ) and Health Canada, by disinfecting its facilities.

Some of the facilities targeted by this Standing Offer have housed or currently house individuals who have been tested positive for COVID-19. For others, these are preventive measures.

1.1 Definitions

Technical Authority: Individual in charge of managing a call-up or their designated representative.

PO: Parole office.

CCC : Correctional Community Centre.

Call-up against the Standing Offer: Contract issued under the Standing Offer aiming to determine the terms and conditions and specific needs for an Institution (e.g. required frequency, times when services must be performed, number of necessary resources, etc.).

Disinfecting: Operation with a temporary result that eliminates or kills microorganisms or inactivates undesirable viruses carried by contaminated inert environments. This process is generally performed using liquid chemical products or wet pasteurization.

Work team: A work team is a team made up of two (2) to twelve (12) Contractor's employees. The number of employees needed to make up a work team will be determined by CSC and detailed in the call-up.

CSC facilities: Any institution located in a CSC reserves, belonging to CSC, and any other building or premises used by CSC other than in CSC reserves

INSPQ : Institut national de santé publique du Québec

Cleaning: Cleaning refers to the elimination of dirt and impurities, including microorganisms. Cleaning alone does not kill microorganisms. However, partial elimination lowers their numbers and the risk of spreading infection (Health Canada, 2020a).

Disinfectant product: Product approved for hospital use, found to be effective (virucide for coronavirus) and registered by Health Canada (<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19.html>).

CSC Representative: Any CSC employee or individual mandated by the Technical Authority to intervene, perform supervision or monitor cleaning and disinfecting services.

Cleaning and disinfecting service: Cleaning and disinfection is a two-step process – cleaning is always done BEFORE disinfecting. However, both steps are considered part of one and the same service.

1.2 References

- 1.2.1 Cleaning and disinfecting public spaces: <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/cleaning-disinfecting-public-spaces.html>
- 1.2.2 Hard-surface disinfectants and hand sanitizers: <https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19.html>
- 1.2.3 CNESST's Workplace Sanitary Standards Guide – Covid-19 : <https://www.cnesst.gouv.qc.ca/salle-de-presse/covid-19-info-en/Documents/DC100-2146A-Guide.pdf>
- 1.2.4 List of products authorized by Health Canada : <https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html>
- 1.2.5 Definitions and recommendations of INSPQ on cleaning and disinfecting methods : <https://www.inspq.qc.ca/en/covid-19/environment/surface-cleaning>
- 1.2.6 Désinfectants et désinfection en hygiène et salubrité : principes fondamentaux, Ministère de la Santé et des Services sociaux du Québec, 2009.
- 1.2.7 Act respecting occupational health and safety, R.S.Q., c S-2.1 and the r.19.01 regulation in force.
- 1.2.8 Workplace Hazardous Materials Information System (WHMIS) / Health Canada.
- 1.2.9 Material Safety Data Sheet (MSDS).

2. Scope of Work

The Contractor must provide cleaning and disinfection services, as and when needed, for one or more CSC's facilities, in accordance with INSPQ and Health Canada recommendations and the requirements of this Statement of Work.

CSC's facilities include :

Institutions from Cowansville Region:

- Cowansville Institution: 400, Fordyce avenue, Cowansville (Quebec) J2K 3N7;
- Granby PO: 180, Principale Street, 2nd floor, Granby (Quebec) J2G 2V6;
- Estrie PO: 1650, King West Street, room 201, Sherbrooke (Quebec) J1J 2C3.

Drummond Institution: 2025, Jean-de-Brébeuf blvd, Drummondville (Quebec) J2B 7Z6.

Institutions from Joliette Region:

- Joliette Institution: 400, Marsolais Street, Joliette (Quebec) J6E 8V4;
- Lanaudière PO: 3, Papineau Street, suite 107, Joliette (Quebec) J6E 2K3;

La Macaza Institution: 321, chemin de l'Aéroport, La Macaza (Quebec) J0T 1R0.

Institutions from Laval Region:

- Federal Training Centre, site 600: 600, montée St-François, Laval (Quebec) H7C 1S5;
- Federal Training Centre, site 6099: 6099, Lévesque East blvd, Laval (Quebec) H7C 1P1;
- Regional Service Centre: 250, montée St-François, Laval (Quebec) H7C 1S5;
- Correctional Learning and Development Centre: 5500, Lévesque East blvd, Laval (Quebec) H7C 1N7;
- Regional Pharmacy: 5492, Lévesque East blvd, Laval (Quebec) H7C 1N7;
- Laval PO: 3131, de la Concorde East blvd, suite 512, Laval (Quebec) H7E 4W4.

Institutions from the Laurentides Region:

- Quebec East/West District (QEWD): 100, Ducharme blvd, suite 240, Sainte-Thérèse (Quebec) J7E 4R6;
- Laurentides PO: 955, Michèle-Bohèc blvd, Door C, Blainville (Quebec) J7C 5J6.
- Laferrière CCC: 202, St-Georges Street, St-Jérôme (Quebec) J7Z 4Z9.

Institutions from Montreal Region:

- Metropolitan Montreal District (MMD): 305, René-Lévesque West blvd, Office 102, Montreal (Quebec) H2Z 1X1;
- Longueuil PO: 550, Chemin Chambly, suite 280, Longueuil (Quebec) J4H 3L8;
- Ville-Marie PO: 5151, de la Savane, suite 200, Montreal (Quebec) H4P 1V1;
- Maisonneuve PO: 2030, Pie-IX blvd, suite 420, Montreal (Quebec) H1V 2C8;
- Hochelaga CCC: 6905, Hochelaga, Montreal (Quebec) H1N 1Y9;
- Martineau CCC: 10345, St-Laurent blvd, Montreal (Quebec) H3L 2P1;
- Ogilvy CCC: 435, Ogilvy, Montreal (Quebec) H3N 1M3;
- Sherbrooke CCC: 2190, Sherbrooke East, Montreal (Quebec) H1N 1Y9.

Port-Cartier Institution: 1, chemin de l'Aéroport, P.C. 7070, Port-Cartier (Quebec) G5B 2W2.

Institutions from Québec Region :

- Donnacona Institution: 1537, road 138, Donnacona (Quebec) G3M 1C9;
- Québec PO: 1125, Lebourgneuf blvd, suite 100, Quebec (Quebec) G2K 0J2;
- Marcel-Caron CCC: 825, Kirouac, Quebec (Quebec) G1N 2J7.

Institutions from Sainte-Anne-des-Plaines Region :

- Archambault minimum: 244, montée Gagnon, Sainte-Anne-des-Plaines (Quebec) J0N 1H0;
- Archambault medium: 242, montée Gagnon, Sainte-Anne-des-Plaines (Quebec) J0N 1H0;
- Regional Reception Centre (RRC): 246, montée Gagnon, Sainte-Anne-des-Plaines (Quebec) J0N 1H0.

The Contractor must be reachable and available to provide cleaning and disinfecting services twenty-four (24) hours a day, seven (7) days a week. The specific needs of a facility will be detailed in the call-up that will be sent to the Contractor to confirm a need for service.

The Contractor must provide the cleaning and disinfecting products in accordance with section 3.5 of the Statement of Work.

The Contractor must provide all the accessories or equipment needed to perform the required tasks. These include, but are not limited to, disposable or reusable cloths, mops and mop heads, in accordance with sections 3.5 and 11 of the Statement of Work.

The Contractor must provide all personal protective equipment (PPE) in sufficient quantities for its employees, in accordance with section 4.1 of the Statement of Work.

3. Description of Work

The Contractor must provide cleaning and disinfecting services for CSC facilities. The specific aspects of a site will be detailed in the call-up that will be sent to the Contractor.

3.1 Awarding of a call-up

When a cleaning and disinfecting need arises for a CSC facility, the Technical Authority will send a brief description of the need to the Contractor. This description will include at least the following :

- Period of time for which the services are requested;
- Times when the services must be performed;
- Weekly service frequency;
- Number of employees needed;
- Description of areas concerned.

This description can be sent to the Contractor by phone or email.

The Contractor must return a call or email from the Technical Authority within twenty-four (24) hours.

The Technical Authority may ask the Contractor to perform a site visit and produce an estimate for a particular task or new mandate. The time associated with the visit will be billed at a regular-time rate.

The Contractor must advise the Technical Authority when work progress reaches 75%. Should the Contractor anticipate exceeding the number of hours initially planned, he must inform the Technical Authority as soon as possible, or at the latest when 75% of the planned hours have been used.

During work at a correctional Institution, plan for the possibility of a waiting time for vehicles and pedestrians to enter the site. Unless there are special conditions, the approximate waiting time for vehicles to enter is ten (10) minutes per vehicle. Unless there are special conditions, the approximate waiting time for individuals to enter is five (5) minutes per person. This waiting time and registration time is billable as productive time.

3.2 Work performance deadlines

In the context of a planned service request, the Contractor must start the cleaning and disinfecting work within five (5) days after being granted a call-up, or in compliance with the date indicated by the Technical Authority.

The Contractor must be able to provide more than one work team simultaneously and ensure that all members of these teams have previously been authorized to access the Institution. The needs should not exceed ten (10) Contractor's employees per site.

3.3 Emergency work

The Contractor must be available and must provide an emergency phone number where he can be reached twenty-four (24) hours a day, seven (7) days a week.

For emergency work, the Contractor must begin the work within four (4) hours of receiving a service call.

Do not confuse “emergency work” and “planned work” outside working hours:

- “Emergency work” is a service call made by the Technical Authority requiring the Contractor’s immediate mobilization.
- “Planned work” is a service call made by the Technical Authority with five (5) or more calendar days notice.

The rate for an emergency service call must only be applied to that service.

For a request considered to be emergency work and that requires the Contractor’s prolonged action at the site, the emergency hourly rate will be applicable until the terms and conditions of the planned work have been met.

3.4 Areas to be disinfected

The Contractor may be asked to clean and disinfect the following areas, at minimum. This list is neither restrictive nor complete; the Technical Authority may add or remove from this list any other area of the institution requiring cleaning and disinfecting and define the tasks and specificities.

When asked by the Technical Authority, the Contractor must comply with the site cleaning and disinfecting schedules. The frequency of cleaning and disinfecting required for the various surfaces will be indicated on them.

3.4.1 Sanitary areas

The Contractor must clean and disinfect, without limitation, all high-touch surfaces, furniture, accessories or equipment, or any other surface likely to be contaminated. For example:

- Frames, doors, doorknobs, switches and thermostats must be cleaned, then disinfected;
- Sinks and faucets must be cleaned, then disinfected;
- Counters must be cleaned, then disinfected;
- Toilet flush handles, seats and bowls, as well as urinals, must be cleaned, then thoroughly disinfected;
- All accessories (paper towel dispensers, soap dispensers, toilet paper dispensers, sanitary product dispensers, mirrors, etc.) in the room must be cleaned, disinfected and resupplied;
- Showers, where applicable, must be cleaned, then disinfected;
- Garbage cans must be emptied, cleaned then disinfected;
- Walls and partitions must be cleaned, then disinfected; and
- Floors must be cleaned and disinfected with a wet mop on all surfaces.

3.4.2 Dining areas

The Contractor must clean and disinfect, without limitation, all high-touch surfaces, furniture, accessories or equipment, or any other surface likely to be contaminated. For example:

- Frames, doors, doorknobs, switches and thermostats must be cleaned, then disinfected;
- Clean and disinfect all other high-touch surfaces, including drawer and cupboard handles, refrigerator and microwave door handles, the toaster lever, and the kettle and coffee maker;
- Clean and disinfect the surfaces of electric appliances;
- All accessories (paper towel dispensers, soap dispensers, etc.) in the room must be cleaned, disinfected and resupplied;
- Clean and disinfect the furniture, including benches, chairs and tables;
- Clean and disinfect the sink, faucet and countertop;
- Walls must be cleaned, then disinfected; and
- Floors must be cleaned and disinfected with a wet mop on all surfaces.

3.4.3 Bedrooms

The Contractor must clean and disinfect, without limitation, all high-touch surfaces, furniture, accessories or equipment, or any other surface likely to be contaminated. For example:

- Frames, doors, doorknobs, switches and thermostats must be cleaned, then disinfected;
- Sinks and faucets must be cleaned, then disinfected;
- Toilet flush handles, seats and bowls, as well as urinals, must be cleaned, then thoroughly disinfected;
- Commode chairs, whether single use or multiple use, including the receptacle and guard (as well as the armrests and seat) must be cleaned and disinfected;
- All hard-surfaced furniture (e.g. night table, chairs and rolling bed table) must be cleaned and disinfected;
- All mattress sides and vinyl or plastic mattress protectors must be cleaned and disinfected;
- The headboard, footboard, bedrails, bed legs, call bell and bed controls must be cleaned and disinfected with particular attention paid to visibly soiled areas and surfaces touched regularly by staff and the patient;
- All accessories (paper towel dispensers, soap dispensers, toilet paper dispensers, sanitary product dispensers, mirrors, etc.) in the room must be cleaned, disinfected and resupplied;
- The inside and outside of the patient's cabinet or locker must be cleaned and disinfected;
- Walls must be cleaned, then disinfected; and
- Floors must be cleaned and disinfected with a wet mop on all surfaces.

3.4.4 Care centres

See the Technical Authority for the particular specifications of each area of the care centre.

3.4.5 Vestibules and waiting rooms

The Contractor must clean and disinfect, without limitation, all high-touch surfaces, furniture, accessories or equipment, or any other surface likely to be contaminated. For example:

- Frames, doors, doorknobs, switches and thermostats must be cleaned, then disinfected;

- Clean and disinfect all other high-touch surfaces, such as drawer and cupboard handles, door frames next to the doorknobs, and switches;
- Clean and disinfect inside and outside door glass;
- Clean and disinfect the furniture, including benches, chairs and tables;
- Walls must be cleaned, then disinfected; and
- Floors must be cleaned and disinfected with a wet mop on all surfaces.

3.4.6 Administrative offices

The Contractor must clean and disinfect, without limitation, all high-touch surfaces, furniture, accessories or equipment, or any other surface likely to be contaminated. For example:

- Frames, doors, doorknobs, switches and thermostats must be cleaned, then disinfected;
- Clean and disinfect all other high-touch surfaces, such as drawer and cupboard handles, door frames next to the doorknobs, and switches;
- Clean and disinfect telephones, keyboards and computer mice, where applicable;
- Clean and disinfect inside and outside door glass;
- Clean and disinfect the furniture, including benches, chairs and working surfaces;
- Walls must be cleaned, then disinfected; and
- Floors must be cleaned and disinfected with a wet mop on all surfaces.

3.5 Products

The Contractor must provide and use disinfection products approved for hospital use, found to be effective (virucide for coronavirus) and registered by Health Canada. The list of disinfectant to be used against the COVID-19 virus can be reviewed by clicking on the following link: <https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html>.

All cleaning products and disinfectants must :

- be previously approved by the Chief, Institutional services. The WHMIS sheet must be displayed where the product is stored and given to the Technical Authority before the work begins;
- be compatible with the object or equipment to be cleaned and be prepared and used in accordance with the manufacturer's instructions with regard to dilution, temperature, water softness, use, length of useful life and storage conditions;
- be kept in closed, labelled containers at all times; and
- display the expiry date on their label.

Disinfectants are used only to disinfect and must not be used as a general cleaner unless they are combined with a cleaning product, such as a detergent-disinfectant.

Aerosols must not be used.

CSC will make basic supplies available to the Contractor to restock the areas concerned, such as toilet paper, paper towel, garbage bags, hand soap for dispensers, etc.

4. Disinfecting Work

The Contractor must disinfect the areas mentioned in the statement of work and any other area and/or sector of the institution, according to the specifications described by the Technical Authority in the call-up.

The Contractor must provide qualified labour, disinfecting products and the equipment required to perform the work in accordance with the Statement of Work and all contract documents.

Based on the sector targeted for intervention and the number of interventions required, the Contractor may be escorted around the premises as soon as he arrive on site.

The Contractor must ensure that the cleaning and disinfecting logs in the various sectors, areas and components are completed at the frequency required by the Technical Authority.

4.1 Management of Contractor's employees

The Contractor is the only one in charge of managing its employees. He is responsible for training its employees on the work methods.

If the Technical Authority thinks that an employee assigned to cleaning and disinfecting does not have the necessary knowledge to perform the service according to INSPQ recommendations, the Contractor must:

- i. assign a new employee to the cleaning and disinfecting work; or
- ii. go to the institution and train their employee on site at no additional cost to CSC.

The Contractor accepts full responsibility for its employees' actions while they carry out all call-ups.

The Contractor must meet its occupational health and safety obligations toward its employees.

The Contractor must provide its employees with personal protective equipment (PPE) to ensure their protection. The Contractor's employees must be trained on how to properly use and dispose of this PPE. Among other things, the Contractor may have to provide its employees with the following PPE:

- i. disposable gloves;
- ii. face covering (non-surgical mask), surgical mask or N95 mask;
- iii. eye protecting equipment;
- iv. disposable or washable smocks; and
- v. disposable or washable overalls.

Pay particular attention to the following points when using PPE:

- i. the proper way to put on and take off various equipment;
- ii. replacement frequency; and
- iii. the proper way to dispose of or wash the equipment.

See section 10.5 of the Statement of Work for more details on proper PPE disposal.

4.2 Integrity of Staff

Upon the award of the Standing Offer, the Contractor must, at all times, hold a valid Designated Organization Screening (DOS), issued by the Contract Security Program (CSP) of Public Works and Government Services Canada (PWGSC).

The Contractor agrees to have, at all times, a list of at least five (5) employees per institution able of performing the work, who will already have obtained a valid reliability status, issued or approved by the CSP of PWGSC. Any employee that does not comply with security standards will be refused access to the institution, at the expenses of the Contractor.

The Contractor and/or its employees must always be in possession of a recent photo identification card, such as a provincial driver's licence when entering institution's perimeter, for identification purposes.

The Contractor must make sure to notify its employees that it is strictly forbidden to leave the building with anything that does not belong to them, including found items.

Moreover, the Technical Authority reserves the right to search any package or container belonging to employees, their equipment or their storage facilities (lockers or locker rooms) on the building premises. These searches will be conducted by the manager of security or by his authorize staff.

The Contractor must ensure that its employees comply with the regulations relating to the confidentiality of building information or any other written or verbal information.

5. Effective Work

5.1 Competency

The Contractor must provide qualified labour to properly carry out the work and must comply with the regulations for the duration of the contract. A list of the regulations will be provided to the Contractor, if needed.

Employees assigned to cleaning and disinfecting tasks must know how to use personal protective equipment (PPE) and know the Workplace Hazardous Materials Information System (WHMIS).

5.2 Instructions

Any questions related to the technical aspects of the work must be discussed and handled with the Technical Authority.

In addition, the Contractor must review in advance and ensure compliance with the technical specifications as described in the reference documents.

The Contractor's employees must follow these basic instructions:

- Before cleaning
 - Check if there are any signs indicating that additional precautions have to be taken, and follow the precautions requested by the staff;
 - Remove and dispose of debris;

- Visually inspect the area concerned to determine what has to be replaced (e.g. toilet paper, paper towel, hand soap);
 - Follow the manufacturer's instructions with regard to dilution of cleaning and disinfecting solution and appropriate length of exposure;
 - Gather the necessary cleaning materials; and
 - Practise good hand hygiene before putting on gloves.
- During cleaning
 - Cleaning and disinfecting is a two-step process — cleaning is always done BEFORE disinfecting;
 - Remove visible dirt;
 - Work from the least dirty surfaces (low-touch) to the dirtiest surfaces (high-touch), and from high surfaces to low surfaces, i.e. from clean to dirty surfaces and from high to low surfaces.
 - Clean, wet cloths or a wet mop must be used. Surfaces must not be dusted or swept so as not to scatter droplets that may contain the virus into the air.
 - Minimize agitation of the dry mop to prevent the spread of potentially contaminated dust;
 - Never shake the mops;
 - Never soak cloths twice (i.e. never soak a dirty cloth in the cleaning or disinfecting solution);
 - Frequently change cloths and mop heads;
 - Change the cleaning solutions according to the manufacturer's instructions; more frequently in highly contaminated areas, areas with visible dirt, and immediately after cleaning blood or bodily fluids;
 - Gather waste by holding the plastic bags at the top. Do not press down on the bags with your hands; and
 - Removing waste from the receptacles using your hands is not recommended.
- After cleaning
 - The tools used for cleaning and disinfecting must be cleaned and dried between uses;
 - Wash mop heads daily; all washed mop heads must be completely dried before they can be reused; and
 - Clean the cleaning trolley and waste transportation trolleys daily.
- Disinfecting
 - Before disinfecting a surface, choose the products to be used wisely. Assess the risk of contamination, the nature of the surface to be disinfected and the activities in the sector concerned, and choose a product with the lowest level of disinfection needed for the related task.
 - For example, use the most powerful products with a low contact time on high-touch surfaces and not for cleaning floors.
 - Disinfectants are used only to disinfect and must not be used as a general cleaner unless they are combined with a cleaning product, such as a detergent-disinfectant.
 - Comply with the appropriate contact time to ensure disinfection, according to the manufacturer's instructions.
 - Some cleaning products or disinfectants must be rinsed as part of the two-step cleaning-disinfecting process. Check the manufacturer's instructions to see if this is necessary.

- Clean and dirty items must be kept separate on the cleaning trolleys. Trolleys must never contain cleaning workers' personal property and must be deep-cleaned once the daily tasks are completed.

After disinfecting the areas involved, the Contractor must resupply the areas' hygiene materials with CSC supplies. This includes filling paper towel, soap, hand sanitizer or toilet paper dispensers.

5.3 Contact with Users

The Contractor employees must not, under no circumstances, communicate with the inmates, inconvenience the occupants of the building or CSC employees. If there are problems in this matter, the Technical Authority must be notified; the same applies if the Contractor's employees are inconvenienced.

6. Work Methods

6.1 General information

All work requiring the use of alkaline products must be done with precaution, ensuring that the cleaned and disinfected surfaces have been neutralized at the end of the work.

The Contractor must use appropriate products (see section 3.4), use them in accordance with the manufacturer's recommendations and not mix cleaning products or disinfectants together.

The Contractor must be sure to comply with and follow the manufacturer's recommendations with regard to product use. Pay particular attention to the contact time associated with each product.

6.2 Restrictions

The Contractor and its employees must become familiar with and apply section 01 35 13 of the estimate – Security at CSC — presented in Annex I. It describes the security restrictions and requirements associated with work in a penitentiary setting. These specifications apply particularly to work done inside a correctional institution and may not be applicable at other sites. The applicable specifications must be coordinated with the Technical Authority before the work begins.

The Contractor's employees must not move any paper, document or object left on desks or other furniture. Under no circumstances are the Contractor's employees permitted to open the drawers of desks, filing cabinets or other furniture.

Touching security materials (weapons, ammunition, handcuffs, etc.) is strictly prohibited.

The Contractor must not, under any circumstances, place chairs, wastebaskets and other things on desks or tables unless they are covered with a suitable protective cloth. Under no circumstances are the Contractor's employees to use office equipment such as tables, filing cabinets, chairs, etc. as scaffolding to perform work or for any other purpose. In addition, the Contractor's employees are never allowed to use phones or other items left on desks for personal purposes. Electrical, computer and telephone devices must not be unplugged at any time.

6.3 Prohibition from unlocking doors

At no time may the Contractor's employees unlock the door for anyone. If necessary, they must refer these people to the building manager.

7. Found Objects

The Contractor's employees must hand over any objects found to the CSC's Representative. He will give it to the building's security officer.

8. Breaks and Defects

8.1 Breaks

The Contractor must notify the Technical Authority, as soon as possible, of the damages caused, accidentally or not, by its employees.

The Contractor remains responsible for any damage caused to surface finishes or breakage of CSC materials or equipment during the Work.

8.2 Defects

While disinfecting, the Contractor's employees must note defects in the equipment or building and notify the Technical Authority.

8.3 Operating Procedures

The Contractor must be careful not to disrupt the building activities. He must perform its work according to the prescribed schedule, allowing for building activities to run smoothly. The Contractor's must respect the CSC's Representative's techniques and requirement to perform its disinfection services.

8.4 Safety Inspection

At all times, the CSC's Representative will be entitled to inspect the Contractor's premises and equipment. The Technical Authority has the right to make the recommendations deemed appropriate; the Contractor must respect and follow these immediately, despite the disinfection activities described in the Statement of Work.

9. Standardized Requirements for Sanitary Maintenance Quality

9.1 Quality Management

On-site verification by a CSC Representative will be a regular process, integrated into the monitoring of compliance with key cleaning activities and the management of disinfection services. Performance indicators and other measures of effectiveness can be used.

9.1.1 Préambule

Following the award of the Standing Offer, the Contractor is required to provide quality services in accordance with the standards requirements described below. The process of quality management proposed below is to monitor the quality of disinfection services.

9.1.2 Quality control for the services

The Technical Authority will inspect the premises unilaterally or jointly with the Contractor (according to what will have been agreed by the Technical Authority). The Technical Authority is entirely responsible for the frequency of the inspections. The Technical Authority agrees to provide a summary of the inspection indicating “satisfactory” or “unsatisfactory” to the Contractor following the inspection.

Without being limited to them, the Contractor must be sure to comply with the following points:

- i. Cleaning and disinfecting are completed in good time;
- ii. PPE use and disposal protocols are followed;
- iii. Cleaning and disinfecting comply with the policies, directives and accreditation of health services;
- iv. The various products are used appropriately, including compliance with the manufacturer’s recommendations;
- v. Cleaning activities and frequency are recorded on the site logs.

The details of cleaning and disinfecting of surfaces, objects, furniture and equipment are regularly monitored.

During a visual inspection, it is recommended to consider the following cleanliness characteristics in order to decide whether an aspect complies with the hygiene requirements and standards. An accumulation of any of these elements on a surface or piece of equipment indicates non-compliance.

- Adhesive
 - Any adhesive residue in more than one area indicates negligence and non-compliance.
- Marks
 - The following are considered as signs of non-compliance:
 - accumulation of marks left by shoes or a piece of equipment; and
 - accumulation of black marks on the floor which are detrimental to the general appearance of the floor.
- Dust
 - An accumulation of dust indicates non-compliance. It is considered to be an accumulation when:
 - a visible mark appears when a hand is run over a vertical surface;
 - a quantity of dust forms a pile when a hand is run over a horizontal surface; and
 - piles of dust are found on surfaces.
- Stains, debris, dirt, etc.
 - The following are considered as signs of non-compliance:
 - any accumulation that can be removed by scratching the surface;
 - any accumulation of soap that changes the colour or leaves a deposit around the sink, drain, overflow or area around the sink;

- any surface deterioration caused by an accumulation of soil or fluid;
 - any accumulation of debris on more than one surface of the premises;
 - any accumulation of mineral deposits (e.g. limestone, calcium);
 - any visible marks caused by inappropriate cleaning techniques (dirty cloth or scrubber) or an overdose (of the chemical product or water);
 - chains or wires temporarily affixed to walls, ceilings or lights and not removed (in particular, these can be chains or ropes used to hang seasonal decorations); and
 - any loose soil that can be removed from a surface.
 - In rooms that are infrequently used or set apart (e.g. machine or storage rooms), the requirements may be less stringent.
- Stains
 - The resistance of a stain can be tested using a wet cloth or scrubber. If it disappears, it will be considered as a sign of non-compliance.
- Cobwebs
 - Cobwebs are considered as a sign of non-compliance.
- Finger marks
 - Any accumulation of finger marks is considered as a sign of non-compliance.

10. Particular conditions

10.1 Clarification

The Statement of Work is only a minimal database used to establish the terms and conditions of cleaning and disinfecting services. The tasks requested as part of this Standing Offer may vary.

As part of the Standing Offer, no minimum quantity of hours is guaranteed; services must be provided as and when needed. However, for each service call, a minimum of three (3) hours will be guaranteed to the Contractor.

The Contractor must be aware that CSC's disinfection needs can vary greatly. For example, if there is an outbreak of cases in an institution, CSC could ask the contractor to provide one or more work teams, full time and on various shifts. The Contractor is aware of this condition and must answer the request in accordance with the requirements of the Statement of Work. No fees other than the hourly rates set out in the Basis of Payment are applicable.

10.2 Logbook and timesheet

CSC will set up visit forms that will be clearly visible at reception. This book must be signed by the Contractor and/or its representative each time he enters and leaves the institution, indicating the date and time. If a Contractor's employee leaves the institution and returns, he must sign the logbook again.

The Contractor's employees must complete a work sheet at the end of each work day. The work sheet must include the names of the cleaning products and disinfectants and their general use. The Contractor's employees must get a signature from the CSC representative to ensure the validity of the document. The Technical Authority and the Contractor's employee must each keep a copy of the timesheet.

The number of hours indicated on the work sheet must correspond to productive work hours only. Any waiting time for the Contractor or its employees that is caused by CSC's operational needs can be counted as time worked and billed.

As the various sites must keep the cleaning and disinfecting logs up to date, the Contractor must clearly and completely fill out the cleaning or disinfecting checklists or any other documents as requested by the Technical Authority.

10.3 Work Monitoring

The Contractor, in conjunction with the Technical Authority, must perform any inspection requested by the latter.

10.4 Checking the Doors, Windows and Faucets

At all times, the Contractor must take the necessary measures to ensure that no door, windows or faucets is unlocked or open in the employee's absence.

10.5 Waste

Disposable cleaning items or PPE that are contaminated (e.g. mop heads, cloths, etc.) should be put in a lined waste bag before being disposed of with regular waste.

The Contractor will be able to dispose of cleaning and decontamination waste at the waste collection locations on the CSC premises, according to the instructions issued by the Technical Authority. The Contractor must follow its recommendations as to the restrictions that may be associated with the disposal of waste.

It is forbidden to dispose of waste, volatile materials, mineral spirits, oil, paint thinner or any other waster material in storm or sanitary sewers or in waterways. These materials must be disposed of in accordance with the *Canadian environmental Protection Act (199)* and the *Quebec Residual Materials Management Policy (1998-2008)*.

11. Cleaning Products, Hygiene Supplies and Waste Bags

11.1 Disinfection Products

The disinfection products are provided by the Contractor and must meet the requirements of article 3.5.

The hygiene supplies and waste bags to replenish the premises concerned are provided by CSC.

The Contractor must provide and use all materials and all products necessary for the proper performance of cleaning and disinfection.

CSC reserves the right to refuse the use of a cleaning or disinfection product if it does not meet the requirements. The Contractor must, at that time, immediately stop using the product and propose an alternative product to the Technical Authority for its approval.

11.2 Prohibited Uses

No acid products must be used unless authorized by the Technical Authority.
No abrasive powder must be used.

11.3 Regulations and laws for cleaning products

The Contractor must comply with the internal and governmental regulations and laws that apply to occupational health and safety. If authorized, the Contractor may temporarily store products or equipment on the premises. The location must be secure and approved by the Technical Authority. All products used or stored on site must have their material safety data sheets. Products must be clearly identified. The Contractor must ensure that all its employees are trained in occupational health and safety to meet the WHMIS requirements.



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ANNEX I

01 35 13 CSC SECURITY

1. GENERAL INFORMATION

1.1. PURPOSE

- 1.1.1. To ensure that the work and institutional activities are carried out smoothly with no undue delays, and that institutional security is maintained at all times.

1.2. DEFINITIONS

- 1.2.1. "prohibited items" :

- a) Intoxicants, including alcohol, drugs and narcotics;
- b) A weapon or a component thereof, ammunition, or anything that is designed to kill, injure or disable a person or that can be assembled or modified for such purposes, possessed without prior authorization;
- c) An explosive or a bomb, or a component thereof;
- d) An amount of money exceeding the regulatory limit;

NOTE: Consult the *Corrections and Conditional Release Regulations (SOR/92-620)*: \$50 limit in a minimum-security institution, \$25 limit in a medium-security institution, maximum-security institution, or multi-level security institution.

- e) Any other item possessed without prior authorization that could jeopardize the security of the penitentiary or the safety of persons;
- f) Electronic or telecommunication devices;
- g) Tobacco products and associated products (including, but not limited to, cigarettes, electronic cigarettes, cigars, tobacco, chewing tobacco, cigarette-making machines, matches and lighters) are considered unauthorized items.

- 1.2.2. "commercial vehicle": Vehicle intended for the transportation of material, products, equipment or tools necessary for the work.

- 1.2.3. "work site": Area in which the Contractor is authorized to work, as indicated in the project plans. This area may be isolated from the institution's security perimeter.

- 1.2.4. "perimeter": Area of the institution surrounded by fencing or walls, preventing the free movement of inmates.

1.3. PRELIMINARY MEASURES

- 1.3.1. Prior to starting the work, the Contractor must communicate with the technical authority to:

- a) discuss the nature and the scope of the work associated with the project;
- b) establish mutually-acceptable security measures, in accordance with this directive and the specific needs of the institution.

- 1.3.2. The Contractor must:

- a) be sure to inform their employees of the security requirements;
- b) work with institutional staff to ensure that their employees comply with the security requirements.

1.4. CONTRACTOR'S EMPLOYEES

- 1.4.1. The Contractor must be aware that no employee will be admitted access to the institution without valid photo identification card, such as a provincial driver's licence.
- 1.4.2. The Warden may require that headshots be taken of the Contractor's Employees so that their pictures can be posted in appropriate areas throughout the institution or entered into a database for identification purposes. The Warden may also require that the Contractor's Employees prominently display photo identification on their clothing when they are within the institutional perimeter.
- 1.4.3. An individual will be refused entry to institutional premises if there is reason to believe that they pose a security risk.
- 1.1.2. Individuals will be immediately removed from institutional premises if:
 - a) they appear to be under the influence of alcohol, drugs or narcotics;
 - b) they behave in an abnormal or disorderly manner;
- 1.4.4. they are in possession of prohibited items.

1.5. VEHICLES

- 1.5.1. The personal vehicles of the Contractor's Employees are not allowed within the perimeter of medium- or maximum-security institutions without the express permission of the Warden.
- 1.5.2. All individuals who leave a vehicle unattended on CSC premises must close the windows and lock the doors and trunk. The owner of the vehicle or the employee from the company that owns the vehicle must ensure that the keys are kept safely in their personal possession.

NOTE: The institution may require that all vehicles and motorized equipment be equipped with a device that allows for locking the fuel cap.
- 1.5.3. The Warden can limit the number and type of vehicles permitted within the perimeter at any time.
- 1.5.4. Those delivering materials needed for the work may be required to have security clearance.
- 1.5.5. Should the Warden allow trailers to be left within the institution's perimeter, the doors and windows must remain closed and locked when left unattended. Windows must be equipped with expanded metal grates.

1.6. PARKING

- 1.6.1. The CSC Representative designates authorized parking areas for vehicles. If the Contractor's Employees park elsewhere, their vehicle may be towed.

1.7. SHIPMENTS

- 1.7.1. All shipments of material, equipment or product for the work must be addressed to the Contractor to clearly distinguish them from shipments for the institution. The Contractor must ensure that his employees are on site to receive deliveries, as CSC staff will **not** accept deliveries of materials, equipment or product intended for the Contractor.

1.8. COMMUNICATION DEVICES

- 1.8.1. Cellular or digital cordless phones (including, but not limited to, text messaging devices, pagers, BlackBerry, and telephones used as two-way radios), laptop computers and tablets are prohibited in the institution without the express authorization of the Warden. Even when permitted, they are not to be used by inmates.

- 1.8.2. The Warden may approve but limit the use of two-way radios.

NOTE: In some institutions, cellular or digital phones and two-way radios are permitted; however, conditions may apply. For example, their use may not be permitted in areas accessible to inmates.

1.9. PRODUCTS AND EQUIPMENT

- 1.9.1. The Contractor must keep a comprehensive list of the products and equipment used during the work and have it be submitted for inspection when necessary.

NOTE: A list of unauthorized or restricted products and equipment may be provided to the Contractor if necessary.

- 1.9.2. The Contractor's Employees must store products and equipment in a secure, authorized location.

- 1.9.3. The Contractor's Employees must notify the Technical Authority immediately if any product or equipment have been lost or are unaccounted for.

- 1.9.4. The Warden will ensure that security staff verifies the Contractor's products and equipment based on the list provided by the Contractor, at the following times:

- a) at the beginning and end of each project;
- b) each week, if the work lasts more than one (1) week.

NOTE: Some institutions require that products and equipment be removed from the work site on a daily basis (e.g., in a busy area).

NOTE: Controlled items are managed differently from one institution to another and must be verified with the specific institution.

1.10. KEYS

- 1.10.1. The CSC representative who escorts the Contractor's Employees must obtain the keys in order to open doors according to the Contractor's needs. The Contractor must inform his employees that only the CSC representatives escorting them are authorized to use the keys.

- 1.10.2. If the warden gives a particular authorization for the Contractor to have access to keys, the contractor must follow all proper use recommendations given by the officer in charge of the keys.

1.11. PRESCRIPTION MEDICATION

- 1.11.1. If the Contractor employs individuals who must take prescription medication during the work day, these employees must obtain authorization from the Warden to bring one (1) day's dosage into the institution.

1.12. RESTRICTIONS ON TOBACCO USE

- 1.12.1. Neither Contractors nor the Contractor's Employees are permitted to smoke inside correctional institutions, nor outside while within the perimeter of a correctional institution. They must not have unauthorized tobacco products in their possession within the institutional perimeter.
- 1.12.2. All individuals who violate this policy will be asked to stop smoking or to throw out all unauthorized tobacco products immediately. Individuals who continue to violate this policy will be asked to leave the institution.
- 1.12.3. Smoking will only be permitted outside the correctional institution's perimeter, in a location designated by the CSC representative.

1.13. PROHIBITED ITEMS

- 1.13.1. Firearms, ammunition, explosives, alcohol, drugs and narcotics are prohibited on institutional premises.
- 1.13.2. The Warden must be notified immediately if anyone is found in possession of prohibited items on the work site.
- 1.13.3. The Contractor must be vigilant in monitoring their employees as well as the employees of their Subcontractors. Individuals found in possession of prohibited items may have their security clearance revoked. If the violation is serious, the company in question may be expelled from the institution for the duration of the work.
- 1.13.4. If firearms or ammunition are found in the vehicle of a Contractor, Subcontractor, supplier, or their personnel, the security clearance of the vehicle's driver will be revoked immediately.

1.14. SEARCHES

- 1.14.1. All individuals and vehicles arriving on the institution's premises may be searched.
- 1.14.2. If the Warden has reason to believe that one of the Contractor's Employees is in possession of a prohibited item, the Warden may order a search of that individual.
- 1.14.3. The personal belongings of all the Contractor's Employees arriving at the institution may be checked to search for the residue of contraband drugs.

1.15. CONTACT WITH INMATES

- 1.15.1. It is prohibited to enter into contact with inmates, speak to them, give them anything or accept anything from them without specific authorization. Anyone who violates this order will be expelled from the site and have their security clearance revoked.
- 1.15.2. It is prohibited to photograph inmates or CSC employees. It is also prohibited to photograph sectors of the institution when such photography is not required for the execution of the present contract.

2. PRODUCTS

2.1. NO OBJECT

3. EXECUTION

3.1. ACCESS TO THE INSTITUTION

- 3.1.1. Neither the Contractor's Employees nor commercial vehicles may be admitted to the institution's premises outside normal working hours without the express authorization of the CSC representative.

3.2. VEHICLE TRAFFIC

- 3.2.1. Vehicles may enter and leave the facility escorted through the vehicle access barrier, at the times specified by the Technical Authority for each site. Note that service barriers will be inaccessible during the lunch hour.

NOTE: Hours vary from one institution to the next. They should be verified with the institution in question.

- 3.2.2. Before a commercial vehicle may be admitted onto the institution's perimeter, the Contractor or its representative must certify that the vehicle's content is essential to the execution of the work.

- 3.2.3. Entry will be refused to all vehicles carrying materials that the Warden believes pose a risk to institutional security.

3.3. CIRCULATION OF THE CONTRACTOR'S EMPLOYEES ON INSTITUTIONAL PREMISES

- 3.3.1. Subject to proper institutional security, the Warden will give the Contractor and the Contractor's Employees as much freedom of movement and autonomy as possible.

- 3.3.2. The previous paragraph notwithstanding, the Warden may:

- a) prohibit access to sections of the institution;
- b) require that the Contractor's Employees be accompanied by CSC security personnel in designated sections;
- c) require that the Contractor's Employees remain on-site during coffee/health and lunch breaks, depending on the institution and the situation. The Contractor's Employees are not authorized to eat in the break room of CSC employees, but they may use another area designated by the Technical Authority.

3.4. MONITORING AND INSPECTION

- 3.4.1. CSC security personnel will monitor and inspect the Contractor's Employees activities as well as related movement and vehicle traffic to ensure that established security standards are being followed.

- 3.4.2. At the start and throughout the duration of the work, CSC staff will convey to the Contractor's Employees the necessity of monitoring and inspections.

3.5. WORK STOPPAGE

- 3.5.1. At any time, the Warden may ask the Contractor, the Contractor's Employees, or Subcontractors not to enter the work site or to leave immediately if a security incident is

in progress in the institution. The Contractor's Employees must note the name of the CSC employee issuing the request as well as the time and comply with the order as soon as possible.

- 3.5.2. Once notified, the Contractor must inform the CSC representative of work stoppage without delay.

3.6. WORK COMPLETION

- 3.6.1. Unless otherwise indicated in the contract, once the project is completed or the facilities handed back to the SCC, the Contractor must remove all materials, products and equipment from the institution, as well as perform a final clean-up of the site.

END OF SECTION 01 35 13



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ANNEX II

Cleaning and Disinfecting Cells and Public Spaces



CORONAVIRUS DISEASE (COVID-19)

Cleaning and Disinfecting Cells and Public Spaces

INSTITUTIONAL CLEANER GUIDE (REVISED APRIL 19 2020)

What you should know

- People can get COVID-19 by touching a contaminated surface or object, and then touching their face (eyes, nose, or mouth).
- Routine cleaning of frequently used surfaces and objects can help to prevent the transmission of COVID-19.
- Surfaces that are frequently touched are the most likely to be contaminated.
 - Doorknobs, handrails, tables, countertops, light switches, etc.
- It is not yet known how long the virus causing COVID-19 lives on surfaces, however evidence suggests it can live on objects and surfaces for a few hours and up to a few days.
- Items that cannot be easily cleaned (e.g., newspapers) should be removed from the environment.

Products and steps for cleaning

- Wash hands with soap and water, apply gloves.
- Use disinfectant products provided to you by Institutional Services (approved as COVID disinfectants by Health Canada).
- Use damp disposable paper towels.
 - Where possible, when cleaning floors it is recommended to use dry dust mops, such as microfiber, to attract and hold debris.
- Clean from least-soiled areas (low-touch) to most-soiled (high touch) (i.e. from clean to dirty).
- Never 'double-dip' a paper towel or wipe, instead pour the disinfectant product onto it.
- All used disposable items should be placed in a lined container (e.g. garbage bag) before disposing of them with other waste.
- Remove gloves and wash hands with alcohol-based hand sanitizer or soap and water after cleaning.

How often should I clean?

- In addition to routine cleaning, surfaces that are frequently touched should be cleaned and disinfected more often, as well as when visibly dirty.
 - **At least twice per day**
- Shared spaces should also be cleaned more often.