

Annex A-3 Cleaning Matrix

Area	Item	Cleaning operation	Daily	Weekly	Monthly	3 Months	6 Months	Yearly	Other
Janitorial Services									
Exterior Surfaces – General	Walls, doors and windows at street level	Remove graffiti and posters Clean						X	
	Window wells and airways	Clean window and airways			X				
	Steps, landings for entrances doors	Clean steps, and landings		X					
	Aluminium fittings, signs, name plates, plaques, latches, pull handles, push and kick plates	Clean and Polish		X					
Exterior Surfaces	Glass & sashes in entrance sidelights			X					
	Marble, granite, glazed walls & columns in entrance areas	Clean and wash					X		
	Hydraulic dock levellers and garbage lifts at loading bay & print shop	Clean			X				
	Patio furniture on the deck adjacent to the dining room	Clean	X						When installed; approximately 6 months per year
	Grounds cleaning	Pick up litter within 20 feet of building							
	Walkways & courtyard area to roadway and rest of property	Sweep and keep clean of litter							
	Snow and Ice Removal	Perform as per spec							
	Salting and sanding	Perform as per spec							
	High ledges, tops of cabinets, partitions, doors, exposed pipes, etc.	Dust and wipe		X					
	Ledges, tops of partitions, pipes over 1.8 metres high	Dust & wipe							
	Fire hose cabinets, display areas	Spot clean,		X					
	Fire extinguishers	Dust & Damp wipe			X				
	Radiators	Dust and damp wipe			X				
	Walls, partitions, baseboards, doors, door frames, kick plates, hand plates & latches	Spot clean, dust.			X				
	Ledges and mouldings	Dust		X					
	Ceiling	clean						X	
	Ceiling air diffusers, air intake grills	clean				X			
	Drinking fountains & owned water coolers	Wash and disinfect with odourless product	X						
	Pictures, murals, clocks	Clean			X				
	Counters	Damp wipe & polish	X						

Interior Services- General

Dry garbage	Remove from building, with the exception of the Galley and place in exterior receptacles. Includes managing the cardboard Bailer.	X							
	Dust & wash containers		X						
Hallway recycling centres (recyclables, compost, cardboard, etc.)	Remove trash bags from building and place in appropriate exterior receptacles	Wet	X						
		Dry		X					
Windows and glass partitions including fire doors	Spot clean & remove all foreign substances		X						
	Wash both sides of glass				X				
Interior Windows in buildings without fall arrest.	Clean interior surfaces of the inner window							X	
Exterior Windows in buildings	Clean interior and exterior glass surfaces of the inner window and the interior glass surface.								As requested by the Property Manager
Light Fixtures	Remove insects, debris and wash the fixture and tubes				X				
Carpets	Vacuum and pick up litter		X						
	Spot clean, report spots that require special clean products		X						Report to Property Manager
	Steam clean							X	
Floors in Cabot and level 100 tunnels + level 100 of D'Iberville	Sweep	X							
	Damp mop to remove spillage	X							
	Remove gum and other foreign residue	X							
	Machine scrub floors							X	
	Wash & disinfect	X	X						Once per week from April to November and daily from December to March
Concrete floors level 100, St. Laurent, loading dock, machine shop and PW storage area	Sweep using dust control method	X							
	Damp mop to remove spillage	X							As required
	Remove gum and other foreign residue	X							
	Machine scrub floors					X			
	Wash & disinfect			X					
Hallways recycling and garbage centers	Supply & install correct size plastic bags	X	X						Wet =daily; dry = weekly or as required
	Empty & damp wipe exterior	X	X						Wet =daily; dry = weekly or as required
	Wash & disinfect	X	X						Wet =daily; dry = weekly or as required
Walk-away mats. Fabricated of nylon fiber on rubber back, nontoxic dirt absorbent & have water retention of 3.41 liters of H ₂ O	Vacuum	X	X						Once per week from April to November and daily from December to March
	Supply and install at entrances								October 1 to April 30
	Clean in designed area	X	X						Once per week from April to November and daily from December to March

		Removed clean floor & reinstall	X	X					Once per week from April to November and daily from December to March
		Shampoo all mats			X	X			Monthly from December to March then every 3 months
Squash Court and Gymnasium	Hard Floors	Sweep and keep clean of litter	X						
		Wash and remove scuffs		X					
Janitor Rooms	Floor	Sweep and wet mop		X					
	Sinks	Wash & disinfect		X					
	Mops	Washed clean and stored	X						
	Equipment & supplies	Keep clean & stored neatly		X					Must use WHMIS Sheets
	Walls & shelves	Wash				X			
Contractor's Space	Room	Maintain		X					
Workshop, Multi-purpose areas	Flooring	Wet or dry scrub and refinish						X	
		Sweep, remove foreign residue & spills	X						
		Strip & reseal all floors as requested						X	
Classrooms	Flooring	Wet or dry scrub and refinish						X	
		Sweep, remove foreign residue & spills	X						
		Strip & reseal all floors as requested						X	
Stairs and Landings	General cleaning	Sweep and keep clean of litter & foreign residue	X						
		Dust handrails, vertical grills, baseboards, stringers and ledges		X					
		Damp mop from basement to 3 rd level		X					
		Strip and refinish where possible						X	
	Handrails	Wipe and Polish		X					
	Carpets	Vacuum		X					
		Spot clean		X					
		Steam clean						X	
Elevators	Floors, walls, ceiling and light fixtures, doors and frames	Clean	X						
	Door sill and track grooves in cab & all landings	Scrape, vacuum clean		X					
	Elevator Mats	Sweep and/or vacuum		X					

Entrances, Lobbies, Vestibules & Foyers	Floors	Sweep, vacuum & keep clean of litter	X								
		Damp mop and spray buff	X								
		Wax					X				
		Remove salt, sand and water	X								
	Walls	Spot clean								As required	
		Wash						X			
	Foot grills, recessed pans and mats	Clean, vacuum & remove foreign residue	X	X						Once per week from April to November and daily from December to March	
	Directory Board glass & frame	clean								Monday and Thursday	
	Carpets	Vacuum - biweekly									Tuesday, Thursday
		Spot clean		X							As required
Steam clean										As requested by Property Manager	
Laboratories excluding the simulator lab in rooms 1203 and 1205	Floors	Sweep, damp mop using dust control		X							
		Spray buff traffic areas			X						
		Wet or dry scrub and refinish				X					
		Extra strip & refinish								As requested by Property Manager	
		Wax				X					
		Strip and Refinish								As requested by Property Manager	
	Active Storage Space Floors (Stores in Cabot building)	Sweep			X						
		Wash							X		
	Dormant Storage Space	Sweep & wash								Inspect every second month and report to Property Manager	
		Horizontal surfaces	Dust		X						
Telephones & intercom instruments		Dust		X							
Boardroom & executive furniture		Dust & remove finger marks and stains		X							
Telephone & Electrical Room		Sweep all floors under supervision								As requested by Property Manager	
Mirrors, windows and glass doors		Clean and polish	X								
Electronic equipment		Dust			X						
Stacks and shelves		Dust			X						
Pictures & Wall hangings		Dust (exclude paintings & art objects)		X							
Walls		Spot clean		X							
Vertical surfaces		Dust and remove stains		X							

Furniture and fixtures	Free standing screens (flip boards, white boards, and electronic boards)	Dust					X		
	Boardroom & executive furniture	Clean & polish		X					
	Boardroom Highland ,Boardroom (117) and Administration Boardroom (2029)	Clean & polish	X						
	Lockers and storage cabinets	Dust tops				X			
	Boot trays and boot shelves	Wash during inclement weather		X					From December to March only.
	Upholstered furniture	Vacuum			X				
	All glass & furniture covers	Remove, clean & reinstall			X				
	Display cases	Clean & polish both sides					X		
	Leather products in executive offices, boardrooms & waiting areas	Clean using approved leather, vinyl & leatherette upholstered product					X		
	Upholstered free standing screens	Vacuum					X		
	Desk Wells	Dust ledges inside					X		
	Venetian Blinds & drapes	Vacuum				X			
		Dry cleaning service							As requested by Property Manager
Staffed Offices *These tasks will be performed during evening hours when offices are not occupied	Carpets and rugs	Spot clean	X						
		Vacuum traffic lanes		X					
		Steam clean						X	
	Hard Floors	Dust and sweep	X						
		Spray buff		X					
		Spot clean		X					
		Wash		X					
		Wax							As requested by Property Manager
	Furniture	Vacuum upholstered furniture		X					
		Dust and damp wipe horizontal and vertical surfaces			X				
	Bookcases	Dust exposed areas including edges of books		X					
		Clean and Polish glass doors		X					
	Public Washrooms	Washrooms patrol	If plumbing repairs are required - notify Property Manager in case of problem	X					
			Supply solution & service wall mounted drip units as per schedule for fixtures	X					
		Floors	Scrub and disinfect with germicidal detergent	X					
The tasks must be performed once per day for each of the public washrooms except for the washrooms detailed below									

		Reseal Ceramic Tile						X	
		Flush floor drains	X						
		Wash and disinfect drain covers		X					
		Machine scrub with germicidal solution		X					
		Strip, refinish floors & wax						X	
		Toilet seats, bowls, urinals, wash basins	X						
		Toilet bowls and urinals		X					
		Body contact points (e.g. water taps, receptacles, dispensers, door plates, toilet seats and flush valves, etc.	X						
		Flush tanks, dispensers, receptacles, mirrors, shelves, ledges & exposed piping	X						
		Sani-cans	X						
		Toilet partitions, partition doors & ceramic walls		X					
		Walls		X					
		Waste paper	X						
		Soap, toilet paper, sani-bags, paper towel, etc.	X						
		Refuse receptacles (may be lined)	X						
		Ceilings						X	
Public Washrooms									
	Washrooms patrol	If plumbing repairs are required - notify RPSS	X						Twice daily; morning and afternoon
		Supply solution & service wall mounted drip units as per schedule for fixtures	X						
For the following washrooms these tasks must be done twice per day (early morning and mid-afternoon)									
	Floors	Scrub and disinfect with germicidal detergent	X						
		Reseal Ceramic Tile						X	
		Flush floor drains	X						
		Wash and disinfect drain covers		X					
		Machine scrub with germicidal solution		X					
		Strip, refinish floors & wax						X	
Room numbers in Cabot: 1703, 1705, 2404, 2406, and the three bathrooms in the administration wing (end of the building)									
		Toilet seats, bowls, urinals, wash basins	X						
		Toilet bowls and urinals		X					
		Body contact points (e.g. water taps, receptacles, dispensers, door plates, toilet seats and flush valves etc.	X						
		Flush tanks, dispensers, receptacles, mirrors, shelves, ledges & exposed piping	X						
		Sani-cans	X						
Room numbers in Alert: FF212 and FF213 D117 and D118									
		Toilet partitions, partition doors & ceramic walls		X					

	Walls	Wash and disinfect & remove graffiti	X					
	Waste paper	Remove and discard	X					
	Soap, toilet paper, sani-bags, paper towel, etc.	Supply & replenish supplies as required	X					
	Refuse receptacles (may be lined)	Wash and disinfect (Contractor may supply plastic liners, in which case washing & disinfecting need only be done monthly.)	X					
	Ceilings	Wash with germicidal detergent					X	
Locker Rooms	Waste Receptacles	Empty	X					
	Lockers	Dust including tops			X			
		Wash exterior				X		
	Floors (including shower area)	Sweep, wash, disinfect & remove foreign residue	X					
		Scrub duck boards using disinfectant	X					
		Wet or dry scrub & refinish wax			X			
		Machine scrub					X	
		Strip and Refinish				X		
		Flush floor drains	X					
		Wash and disinfect drain covers	X					
		Reseal Ceramic Tile			X			
	Walls	Spot clean remove all foreign matter	X					
		Dust				X		
		Wash					X	
	Showers	Scrub and disinfect all surfaces	X					
Shine all fixtures		X						
Shower floors walls & curtains	Wash, using soap free detergent containing sequestering agents & rinse	X						
Satellite / Mini Galleys, Dining Rooms, Lunchroom, Rest areas and Lounge	Floors	Strip and refinish					X	
	Carpets and rugs	Spot clean	X					
		Vacuum		X				
		Steam clean					X	
	Walls, doors, partitions & exterior of cupboards	Spot clean	X					
		Wash					X	
	Floors	Sweep, wash & buff	X					
		Spot clean	X					
		Wet or dry scrub and refinish			X			
		Strip and Refinish				X		
	Furniture	Vacuum upholstered furniture		X				
		Vertical dust		X				

		Horizontal dust		X						
		Clean and Polish		X						
	Garbage cans & paper receptacles	Empty & replace plastic bags	X							
	Furniture, tables, chairs, sinks, entire area	Wash	X							
		Patrol	X							
	Soap, paper towels	Supply and replace	X							
Main Dining Room and banquet room (Simcoe) and serving area. (On average, the Simcoe Room is used for approximately 3-4 meals per month)	Tables and chairs	Wiped down clean directly after each meal	X						Three times daily; after each meal	
	Windows, ledges & dispensing equipment	Cleaned after each meal	X						Three times daily	
	Floors	Sweep, wet mop & clean spillages	X							
		Strip and Refinish & wax						X		
	Walls	Spot clean	X							
		Wash							X	
Counters, sink and faucets	Clean and disinfect	X								
Food Preparation & work areas	Floor	Sweep, wet mop & clean	X							
	Partitions, ledges, shelving, all edges and fume hoods	Clean with disinfectant	X							
	Garbage fridge and containers	Scrub & wet mop clean		X						
	Garbage Containers	Wash	X							
CADET CLUSTERS Occupied Cluster	Horizontal & vertical surfaces	Dust and clean		X						
	Walls	Spot clean		X						
	Walls	Wash				X				
	Floors	Sweep		X						
	Floors	Wash & disinfect		X						
	Floors	Vacuum carpet		X						
	Sinks	Replenish hand soap		X					Monday to Saturday inclusive	
Bathrooms:	Sinks	Clean & Disinfect	X						Monday to Saturday inclusive	
	Counters	Clean faucets	X						Monday to Saturday inclusive	
		Clean and Disinfect	X						Monday to Saturday inclusive	
	Mirrors	Clean & Polish	X						Monday to Saturday inclusive	
	Bath tub	Clean & Disinfect	X						Monday to Saturday inclusive	
	Bath tub	Change shower curtain							As required	
	Floor	Wash & Disinfect	X						Monday to Saturday inclusive	
	Floor	Flush floor drains	X						Monday to Saturday inclusive	
	Toilet	Clean & Disinfect	X						Monday to Saturday inclusive	
	Toilet	Replenish toilet paper as required	X						Monday to Saturday inclusive	
	Toiletries (soap, shampoo, etc.)	Check supply and replenish		X						
	Horizontal surfaces	Dusted		X						
	Furniture	Dust/Clean and Polish		X						

	Electronic equipment	Dust	X						
	Windows and glass partitions	Clean	X						
	Inventory/Damages	Note damages and evidence of smoking	X						Report daily to the Property Manager
	Inventory/Damages	Note and report unserviceable or missing items	X						Report daily to the Property Manager
	Carpets	Vacuum							
Vacant Cluster Servicing These clusters will be cleaned only as advised by the Property Manager prior to be utilized	Carpets	Spot clean							
	Upholstered furniture	Steam clean							
		Vacuum							
	Upholstered furniture	Spot clean							
		Steam clean							
	Bed	Change bedspread if soiled							
	Bed	Remove soiled items to Laundry							
	Furniture	Dust/clean and Polish							
	Electronic equipment	Dust							
	Electronic equipment	Clean							
	Windows and glass partitions	Clean							
	Toiletries (soap, shampoo, etc.)	Check supply and replenish as required							
	Towels	Ensure clean towels are present and replace if dirty or dusty							
	Bathrooms:	Towels	Remove soiled items to Laundry						
Sinks		Touch-up as required							
Bathtub		Clean & Disinfect (Touch-up)							
Bathtub		Change shower curtain							
Toilet		Clean & Disinfect (Touch-up)							
Toilet		Replenish toilet paper as required							
Bathroom Fixtures		Touch-up as required							
Bathroom Floor		Touch-up as required							
Bathroom Floor		Flush floor drains							
Mirrors		Touch-up as required							
Walls		Wash							
Counters		Clean & Disinfect (Touch-up)							
Draperies		Vacuum							
Inventory/Damages		Note damages and evidence of smoking							
Inventory/Damages		Note and report unserviceable or missing							
Appliances and filters		Clean		X					
		Appliances and filters	Report to Property Manager unserviceable machines		X				
	Stainless steel	Wipe & polish		X					

Laundry Room	Lint gathering areas	Wipe clean (inside and out) lint trap	X						
	Lint gathering areas	Report to Property Manager unserviceable machines	X						
	Walls	Clean of streaks, lint & dust	X						
	Ledges	Dust	X						
	Waste receptacles	Empty	X						
	Floors	Damp Mop	X						
	Floors	Scrub and refinish					X		
	Floors	Strip and refinish						X	
	Floors	Clean drains & flush drain with water	X						
	Waste Receptacles	Empty and spot clean	X						
Swimming Pool Area	Waste Receptacles	Wash inside and out	X						
	Floors	Sweep	X						
	Pool Deck	Wash with disinfectant solution & squeegee	X						
	Railings, stainless steel, glass, lifeguard stations	Wipe down using disinfectant solution	X						
	Walls	Spot clean	X						
	Locker rooms & area	Wash using a disinfectant solution					X		
	Horizontal spaces	Dust & Clean		X					
	Garbage container	Empty to garbage area & point of loading truck	X						
Garbage Room and Wet Garbage Room	Cardboard	Flatten using baylor	X						
	Cardboard containers designated for disposal	Flatten using baylor	X						
	Garbage in plastic bags or cans	Place at pickup point prior to collection							As per collection schedule
	Floor	Sweep and pick up litter	X						
	Floor	Mop & Disinfect		X					
	Recyclable paper, bottles & cans	Taken to designed pickup point for collection	X						
	All vertical surfaces	Clean & Disinfect		X					
	Visual inspections of fire extinguishers throughout the CCGC						X		As requested by Property Manager
Other requests									
Pot Washing & Maid Service									
Food Preparation & work areas	Dishwashing Pots & pans	Wash after every meal	X						Three times as required
HOTEL ROOMS Occupied Rooms This work will be done for all occupied rooms as notified daily in writing by the Campus Services	Walls	Spot clean							As required
		Wash					X		
	Floors	Sweep	X						
		Wash	X						
		Disinfect	X						and as requested
		Vacuum carpet – Whole Room	X						
	Bed	Make bed	X						

	Change linen	X								Or as requested by Campus Services
	Damp wipe headboard and footboard	X								
	Change bedspread if soiled									As required
	Remove soiled items to Laundry	X								As required
Linens, furniture & kitchen articles	Count and complete report, return dining room items (submit to Property Manager and/or Supervisor)	X								
Lights	Desk	X								
	Entrance	X								
	Bath	X								
	Lamp	X								
	Fluorescent	X								
Things to Check	Carpet Cleaned	X								
	Bed Properly Made	X								
	Desk	X								
	Windows Work Properly	X								
	Door Closes Properly	X								
	Chairs	X								
	Drapes Cleaned	X								
	Walls Cleaned	X								
Supplies	Red Information Book	X								
	Hair Dryer	X								
	Do Not Disturb Sign	X								
	Hangers (6)	X								
	Change Linen Sign	X								
	Toilet Paper (2)	X								
	Recycle Towel Sign	X								
	Remote Control	X								
	Time	X								
	Extra Blanket (1)	X								
	Extra Pillow (1)	X								
	Clock Radio – Correct	X								
Bathrooms:	Towels (2) & facecloths/washcloth (1)	Change, fold and store	X							
		Exchange for fresh items	X							Or as requested by Campus Services
		Remove soiled items to Laundry								As requested
	Two (2) Drinking glasses c/w covers, facial tissue.	Replace and clean glasses	X							As required
Sinks	Clean & Disinfect		X							
	Clean faucets		X							

		Replenish hand soap	X						As requested
		Sink Stopper Open	X						
	Counters	Clean and Disinfect	X						
	Mirrors	Clean & Polish	X						
	Bathtub	Clean & Disinfect	X						
		Shower walls cleaned	X						
		Clean shower curtain	X						
		Change shower curtain							As required
		Shower head working properly	X						
		Bathtub stopper open	X						
	Chrome	Chrome sparkling	X						
	Floor	Wash & Disinfect	X						
		Flush (Pour Water Into) floor drains	X						
		Bath Mat (1)	X						
	Toilet	Clean & Disinfect	X						
		Replenish toilet paper as required (2)	X						
		Toilet Working Properly	X						
	Toiletries: soap (2)	Check supply and replenish	X						
	Vent	Vent Cleaned	X						
		Vent Working Properly	X						
General Area:	Dusting	Horizontal Surfaces Dusted		X					Friday
		Pictures		X					
		Closet Shelves		X					
		Windows & Ledge		X					
	Air freshness	Deodorize room							Tuesday, Thursday
	Furniture	Dust/Clean and Polish		X					
	Electronic equipment	Dust /damp wipe		X					
	Windows and glass partitions	Clean		X					
	Inventory/Damages	Note damages and evidence of smoking	X						
		Note and report unserviceable or missing items	X						
	Blue bins (paper)	Empty and remove to exterior receptacle	X						
	Dry garbage	Empty and remove to exterior receptacle	X						
	Compost bins	Empty and remove to exterior receptacle	X						
		Clean and disinfect		X					
Check-Out Servicing	Air freshness	Deodorize room	X						Upon check out
	Bed	Change linens and mattress cover	X						Upon check out
		Change bedspread if soiled	X						as requested

