

## 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:

“**Access Times**” means the times set out in Section 2.3 of this Appendix 4E;

“**Cleaning Outcome Standards**” means the British Columbia Health Authority Cleaning Outcome Standards and Audit Inspection Elements, a copy of which is attached as Attachment B;

“**Cleaning Services**” means the cleaning services to be provided by Project Co pursuant to this Appendix 4E including Routine Cleaning, Reactive Cleaning and Planned Periodic Cleaning;

“**Clinical Waste**” means waste which consists wholly or partly of:

- (a) human or animal anatomical tissue, organs and body parts;
- (b) 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;
- (c) blood and other bodily fluids and items contaminated with blood or other bodily fluids;
- (d) bodily excretions;
- (e) drugs or other pharmaceutical products, including cytotoxic;
- (f) swabs or dressings;
- (g) sharps including needles, needles attached to syringes, blades and other sharp instruments;
- (h) 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
- (i) other waste arising from medical nursing, dental , pharmaceutical or similar practice or investigation, treatment or care;.

“**Elements**” means all elements of the Facility and any Equipment to be cleaned by Project Co as described in Attachments A but does not include the cleaning of:

- (a) surgical instruments;

- (b) anaesthesia machines;
- (c) microscopes;
- (d) laboratory benches;
- (e) physiological monitoring equipment;
- (f) patient medical equipment when in use (e.g., respirators, air tanks, infusion pumps);
- (g) department based computers, visual display units and radiographic equipment or machine consoles including anything bearing radiation or hazard warning signs;
- (h) respiratory therapy equipment;
- (i) the Authority's utensils, food preparation or food services equipment.

**“Functional Area Risk Categorization”** means the operational risk status of each area of the Facility as set out in Section 2.2 of this Appendix 4E;

**“Non-Clinical Waste”** means all waste generated at the Facility which is not Clinical Waste;

**“Outbreak Cleaning”** means special cleaning necessary to contain and eliminate an infection outbreak as determined and declared by the Authority;

**“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 emergency, urgent and routine cleaning tasks; and

**“Routine Cleaning”** means the regular day-to-day cleaning tasks as described in this Appendix 4E.

## 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) during the Opening Hours;
- (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; and

- (d) 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 applicable Authority Policies, including those with respect to infection control;
  - (3) 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,
  - (4) Guidelines for Environmental Infection Control, Health Care Facilities Health Care, Health Canada, Recommendations of CDC and HICPAC, June 6, 2003;
  - (5) 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;
  - (6) Infection Control Guidelines, Classic Creutzfeldt-Jakob disease in Canada. CCDC 2002: 28S5: 1-84. Health Canada;
  - (7) Guideline for Disinfection and Sterilization in Health Care Facilities, Rutala WA, Weber DJ, Committee HICPA, 2007;
  - (8) Guide to the Use and Selection of Disinfectants, BCCDC, 2003;
  - (9) Association of periOperative Registered Nurses, (2007) Recommended practices for environmental cleaning in the surgical practice setting. Standards, Recommended Practices, and Guidelines. Denver: AORN;
  - (10) Operating Room Nurses Association of Canada, (2006, 7<sup>th</sup> edition). Module 2, Environmental Cleaning/Sanitation. Recommended Standards, Guidelines, and Position Statements for Perioperative Registered Nursing Practice. ORNAC;
  - (11) Routine Practices and Additional Precautions for Preventing the Transmission of Infection in Health Care, Health Canada 1999;
  - (12) Best practices for cleaning, disinfection and sterilization, Provincial Infectious Diseases Advisory committee, Ontario, March 2006;
  - (13) Best practices document for the management of Clostridium difficile in all health care settings, PIDAC, Ontario, May 2006;

- (14) Construction related nosocomial infections in patients in health care facilities, Health Canada, July 2001;
- (15) Canadian Council on Health Services Accreditation, Environmental Standards, 2007;
- (16) British Columbia Health Authority Cleaning Standards, Version 6.0, Last Update September 2005 [Next Revision October 2007];
- (17) Canadian Standards Association Z317.10-01, Handling of Waste Materials in Health Care Facilities and Veterinarian Health Care Facilities. [March 2001];
- (18) Guidelines for the management of biomedical waste in Canada. Under the direction of the Canadian Council of Ministers of the Environment (CCME), 1992; and
- (19) The Canadian Society of Hospital Pharmacists, Guidelines for the Handling and Disposal of Hazardous Pharmaceuticals (including cytotoxic drugs), 1997.

## 2.2 Cleaning Services

Project Co will develop and submit to the Authority in accordance with Sections 4.1 and 4.2 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 Elements with due regard to the Functional Area Risk Categorization as set out below:

Operational Risk Status	Functional Areas Included in Category
Very High Risk	Surgical Services (OR/PACU), Endoscopy rooms
High Risk	SPD Pharmacy Laboratory General Day Care Unit Treatment and procedure rooms Waiting areas Soiled utility rooms Surgical Services (SDC/SDA)
Moderate Risk	Day activity areas Rehabilitation Medical Imaging Ambulatory Care Centre

<b>Operational Risk Status</b>	<b>Functional Areas Included in Category</b>
Low Risk	Administrative areas Non-sterile supply area Public areas Public washrooms
Very Low Risk	Record storage and archives Plant services areas Mechanical engineering areas

### 2.3 Routine Cleaning

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

- (a) the requirements of this Agreement;
- (b) the Functional Area Risk Categorization for each area; and
- (c) the Access Times of each area of the Facility described below.

<b>Access Times</b>	
<b>Functional Area</b>	<b>Access Times</b>
Surgical Services	from 7 am to 8 pm Monday through Friday throughout the year excepting Statutory Holidays
Medical Imaging	from 7 pm to 7 am Monday through Friday throughout the year excepting Statutory Holidays
Maternal/Child Program	from 7 pm to 7 am Monday through Friday throughout the year excepting Statutory Holidays
Ambulatory Care Centre	from 7 am to 7 pm Monday through Friday throughout the year excepting Statutory Holidays
Learning Centre	from 7 pm to 7 am Monday through Friday throughout the year excepting Statutory Holidays
Pharmacy	from 7 am to 7 pm Monday through Friday throughout the year excepting Statutory Holidays
Administrative Office Areas	from 7 pm to 7 am Monday through Friday throughout the year excepting Statutory Holidays
All others	To be determined in accordance with the Annual Plan

### 2.4 Reactive Cleaning

Project Co will provide Reactive Cleaning services of all 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 Time. Reactive Cleaning includes, but is not to be limited to:

- (a) cleaning of spillages/spoiling of blood and body fluids;

- (b) replenishment of cleaning materials/disposables and washroom supplies;
- (c) bed/stretchers linen changes of severely soiled linen, as required, during patients' stay;
- (d) bed/stretchers cleaning between patients;
- (e) discharge cleans, including bed/stretchers makeup, following patient discharge;
- (f) cleans following Plant Service maintenance work;
- (g) terminal cleans following construction/renovation projects;
- (h) cleans following incidents such as flooding;
- (i) cleans following isolation;
- (j) operating room/birthing room cleaning between cases;
- (k) critical care areas; and
- (l) other requests received by the Help Desk.

## **2.5 Periodic Cleaning**

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

## **2.6 Outbreak Cleaning**

Project Co will:

- (a) perform special Outbreak Cleaning in accordance with the Authority's Infection Control Policies when an outbreak has been identified by the Authority; and
- (b) work cooperatively with the appropriate infection control representatives of the Authority where a protocol has not been established.

## **2.7 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 sensitive 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 including all washroom supplies, toilet paper and dispensers, sanitary napkins/tampons, paper towels and dispensers as required, deodorizing products, paper seat covers, plastic bags for general garbage disposal and plastic liner bags for individual waste bins, all meeting the infection control requirements in effect. Project Co will replenish soap and hand sanitizer dispensers with the soap and hand sanitizers supplied by the Authority; and
- (c) 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.

## **2.8 Waste Management & Recycling**

Project Co will:

- (a) provide routine and reactive waste collection and segregation services in accordance with the relevant Function Area Risk Categorization and Access Times;
- (b) empty all refuse containers daily or as required such that none achieves more than 75% capacity;
- (c) segregate selected items of waste in accordance with the Authority's policies in appropriate secured and labelled containers prior to transport to the central waste storage area designated by the Authority including:

- (1) solid waste;
  - (2) pharmaceutical waste;
  - (3) Clinical Waste;
  - (4) Non-Clinical Waste;
  - (5) chemical waste;
  - (6) confidential waste;
  - (7) waste for recycling;
  - (8) radioactive waste; and
  - (9) cytotoxic waste.
- (d) segregate waste for recycling (at source, where possible) and place in the appropriate containers at the designated central waste and recycling area, including:
- (1) waste paper;
  - (2) cardboard;
  - (3) laser cartridges;
  - (4) glass;
  - (5) tin;
  - (6) plastic;
  - (7) newsprint;
  - (8) batteries;
  - (9) deposit containers;
  - (10) scrap metal; and
  - (11) beverage containers.
- (e) work in cooperation with the Authority and its contractors to ensure that waste storage areas, both internal and external 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) stored to minimize the risk of fire.
- (f) manage and provide the collection of all waste streams to the Facility loading docks for off-site disposal by the Authority's contractor; and
  - (g) manage and collect all soiled linens from within the Facility and transport them to the Facility's loading dock for pick-up by the Authority's contractor;
  - (h) not dispose of any waste, other than recycling waste, outside of Canada.

## **2.9 Authority's Containers**

The Authority will supply and pay for Clinical Waste containers, sharps containers, cytotoxic containers and recycling bins.

## **2.10 Pest Control Services**

Project Co will:

- (a) provide a comprehensive preventative, reactive and on-call (out-of-hours) 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) 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;
- (c) provide safe, tamper resistant and efficient methods of catching, destroying and safely disposing of pests, adopting safe and humane procedures in all instances;
- (d) 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;
- (e) ensure the use of any permitted chemicals, including pesticides, is strictly controlled and monitored;
- (f) maintain all records of the use of any permitted chemicals and advise the Authority on the type of chemicals it is using or that it intends to use;
- (g) 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) any pest/vermin infestation problem immediately on discovery;
- (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 Health Co-owned or otherwise that may affect the Facility plant; and
- (5) recommend preventative measures to minimize re-infestation.

### **2.11 Miscellaneous Services**

Project Co will provide the following additional services:

- (a) security of serviced areas during cleaning procedures;
- (b) meeting room set-ups;
- (c) minor furniture moves;
- (d) collection and management of lost and found articles; and
- (e) provide assistance to the Authority during emergencies.

### **2.12 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.

### 3. PERFORMANCE INDICATORS

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
3.1	Project achieving a minimum score of 90% in accordance with the Cleaning Outcome Standards	High Service Failure for each percentage point below 90%	N/A	N/A	Monthly	Project Co Audit
3.2	Project Co performing Routine and Planned Periodic Cleaning in Very High Risk Functional Areas and High Risk Functional Areas in accordance with this Appendix 4E	High	N/A	N/A	Per occurrence	Audit and Help Desk records
3.3	Project Co performing Routine Cleaning and Planned Periodic Cleaning in Moderate Risk Functional in accordance with this Appendix 4E	Medium	N/A	N/A	Per occurrence	Audit and Help Desk records
3.4	Project Co performing Routine and Planned Periodic Cleaning in Low Risk and very Low Risk Functional Areas in accordance with this Appendix 4E	Low	N/A	N/A	Per occurrence	Audit and Help Desk records
3.5	Project Co performing Reactive Cleaning (other than cleaning of Operating Rooms) in accordance with this Appendix 4E	Emergency - High Urgent - Medium Routine - Low	Emergency – 10 mins Urgent – 20 mins Routine – 60 mins	Emergency – 30 minutes Urgent – 40 minutes Routine – 2 hours	Per occurrence	Help Desk records
3.6	Project Co performing Reactive Cleaning of Operating Rooms in accordance with this Appendix 4E	High	5 minutes	10 minutes <sup>1</sup>	Per occurrence	Help Desk records
3.7	Project Co collecting, segregating and tracking of all waste in accordance with this Appendix 4E	High for Clinical Waste Medium for Non-Clinical Waste	N/A	N/A	Per Occurrence	Audit and Help Desk records

<sup>1</sup> If the applicable infection control standards or if the Authority's clinical staff require an operating room to be cleaned to a higher level than otherwise required under this Agreement due to the nature of the case or procedure undertaken or the potential of the presence of communicable diseases, the Rectification Time following each such case or procedure will be 30 minutes.

	<b>Indicator</b>	<b>Service Failure Level</b>	<b>Response Time</b>	<b>Rectification Period</b>	<b>Recording Frequency</b>	<b>Monitoring Method</b>
<b>3.8</b>	Project Co delivering monthly, quarterly and annual reports of performance of its obligations under this Appendix 4E, including the audit requirements of the Cleaning Outcome Standards.	High if not delivered on the date required and an additional High for each day thereafter until delivered	N/A	N/A	As required	Reporting requirements Set out in Schedule 4
<b>3.9</b>	Miscellaneous Services performed as requested	Low	24 Hours	24 Hours	Per Occurrence	Help Desk records
<b>3.10</b>	Pest Control conducted in accordance with this Appendix 4E	Medium	N/A	N/A	Per Occurrence	Help Desk records
<b>3.11</b>	Project Co implementing and adhering to all other elements of the Annual Service Plan related to Housekeeping and Waste Management Services and not otherwise addressed in this Section 3.	Low	N/A	N/A	Per Occurrence	Help Desk records

## ATTACHMENT A TO APPENDIX 4E

### ELEMENTS

#### Building

Element	Requirement
External features, fire exits and stairwells	<ul style="list-style-type: none"> <li>• Landings, ramps, stairwells, fire exits, steps, entrances, porches, patios, balconies, eaves, external light fittings are free of dust, grit, dirt, chewing gum, leaves, cobwebs, rubbish, graffiti, cigarette butts and bird excreta.</li> <li>• Handrails are clean and free of stains.</li> <li>• Garden furniture is clean and operational.</li> </ul>
Walls, assist rails, baseboards and ceilings/ tile and support frames	<ul style="list-style-type: none"> <li>• Internal and external walls and ceilings are free of dust, grit, lint, soil, film, graffiti and cobwebs.</li> <li>• Walls and ceilings are free of marks caused by furniture, equipment or users of the Facility.</li> <li>• Light switches are free of fingerprints, scuffs and any other marks.</li> <li>• Light fittings are free of dust, grit, lint and cobwebs.</li> <li>• Polished surfaces are of a uniform lustre.</li> </ul>
Windows	<ul style="list-style-type: none"> <li>• External and internal surfaces of glass are clear of all streaks, chewing gum, spots and marks, including fingerprints and smudges.</li> <li>• Window frames, tracks and ledges are clear and free of dust, grit, marks and spots.</li> </ul>
Doors	<ul style="list-style-type: none"> <li>• Internal and external doors and doorframes are free of dust, grit, lint, chewing gum, soil, film, fingerprints and cobwebs.</li> <li>• Doors and doorframes are free of marks caused by furniture, equipment or staff.</li> <li>• Air vents, grilles and other ventilation outlets are kept unblocked and free of dust, grit, soil, film, cobwebs, scuffs and any other marks.</li> <li>• Door tracks and doorjambes are free of grit and other debris.</li> <li>• Polished surfaces are of a uniform lustre.</li> </ul>
Hard floors	<ul style="list-style-type: none"> <li>• The floor is free of dust, grit, litter, chewing gum, marks and spots, water or other liquids.</li> <li>• The floor is free of polish or other build-up at the edges and corners or in traffic lanes.</li> <li>• The floor is free of spots, scuffs or scratches on traffic lanes, around furniture and at pivot points.</li> <li>• Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots.</li> <li>• Polished or buffed floors are of a uniform lustre.</li> <li>• Appropriate signage and precautions are taken regarding pedestrian</li> </ul>

Element	Requirement
	<p>safety on newly cleaned or wet floors.</p> <ul style="list-style-type: none"> <li>• Dust control mats are free from ingrained dust, dirt and stains, and the edges and reverse side are free from dust and dirt.</li> </ul>
Soft floors	<ul style="list-style-type: none"> <li>• The floor is free of dust, grit, litter, chewing gum, marks and spots, water or other liquids.</li> <li>• The floor is free of stains, spots, scuffs or scratches on traffic lanes, around furniture and at pivot points.</li> <li>• Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots.</li> <li>• 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.</li> <li>• Dust control mats are free from ingrained dust, dirt and stains, and edges and reverse side are free from dust and dirt.</li> </ul>
Ducts, grills and vents	<ul style="list-style-type: none"> <li>• All ventilation outlets are kept unblocked and free of dust, grit, chewing gum, soil, film cobwebs, scuffs and any other marks.</li> <li>• All ventilation outlets are kept clear and uncluttered following cleaning.</li> </ul>

### Fixtures

Element	Requirement
Electrical fixtures and appliances	<ul style="list-style-type: none"> <li>• Electrical fixtures and appliances are free of grease, dirt, dust, deposits, marks, stains and cobwebs</li> <li>• Electrical fixtures and appliances are kept free from signs of use or non-use.</li> <li>• Hygiene standards are satisfied where the fixture or appliance is used in food preparation.</li> <li>• Motor vents, etc., are clean and free of duct and lint.</li> <li>• Insect killing devices are free of dead insects, and are clean and functional.</li> </ul>

Furnishings and fixtures	<ul style="list-style-type: none"> <li>• Hard surface furniture is free of spots, soil, film, dust, fingerprints and spillage.</li> <li>• Soft furnishings are free from stains, soil, film and dust.</li> <li>• Furniture legs, wheels and castors are free from mop strings, soil, film, dust and cobwebs.</li> <li>• Inaccessible areas (edges, corners, folds and crevices) are free of dust, grit, lint and spots.</li> <li>• All high surfaces are free from dust and cobwebs.</li> <li>• Curtains, blinds and drapes are free from stains, dust, cobwebs, lint and signs of use or non-use. Cords shall be clean and knot free.</li> <li>• Equipment is free of tapes/plastic, etc., which may compromise cleaning.</li> <li>• Furniture has no unpleasant or distasteful odour.</li> <li>• Shelves, bench tops, cupboards and wardrobes/lockers are clean inside an out, and free of dust and litter.</li> <li>• Internal plants are free of dust and litter.</li> <li>• Waste/rubbish bins or containers are clean inside and out, free of stains and mechanically intact.</li> <li>• Waste is removed in accordance with the Service Standards of the Waste Management Specific Service Specification.</li> <li>• Fire extinguishers and fire alarms are free of dust, grit, dirt and cobwebs, and mechanically intact.</li> <li>• All decorative plants are free of dust and debris.</li> </ul>
Toilets and bathroom fixtures	<ul style="list-style-type: none"> <li>• Porcelain, cubicle rails and plastic surfaces are free from smudges, smears, body fluids, soap build-up, mineral deposits, and hair inside and outside.</li> <li>• Metal surfaces, shower screens and mirrors are free from streaks, soil, smudges, soap build-up and oxide deposits.</li> <li>• Wall tiles and wall fixtures (including soap dispensers and towel holders) are free of dust, grit, smudges/streaks, mould, soap build-up and mineral deposits.</li> <li>• Shower curtains and bath mats are free from stains, smudges, smears, odours, mould and body fluids.</li> <li>• Plumbing fixtures are free of smudges, dust, soap build-up and mineral deposits.</li> <li>• Bathroom fixtures are free from unpleasant or distasteful odours.</li> <li>• Polished surfaces are of a uniform lustre.</li> <li>• Sanitary disposal units are clean and functional.</li> <li>• Consumable items are in sufficient supply.</li> <li>• Waste is removed in accordance with the Service Standards of the Waste Management Specific Service Specification.</li> </ul>

**Patient Equipment**

<b>Element</b>	<b>Requirement</b>
Patient equipment <ul style="list-style-type: none"> <li>• Wheelchairs</li> <li>• Beds and mattresses (including carts)</li> <li>• Carts, stretchers</li> <li>• Bedside lockers</li> <li>• Toilet chairs</li> <li>• Bedside tables/lockers</li> <li>• Bedside chairs</li> <li>• Sofas</li> <li>• Over bed tables</li> <li>• IV stands</li> <li>• Suction machines</li> <li>• Cubicle curtains</li> <li>• Bedpan washers/sterilizers</li> <li>• Hoists</li> <li>• Medication carts</li> <li>• Ceiling lifts/slings</li> <li>• Lockers</li> </ul>	<ul style="list-style-type: none"> <li>• Equipment is free from soil, smudges, dust, fingerprints, grease and spillage.</li> <li>• Equipment is free of tapes/plastic, etc., which may compromise cleaning.</li> <li>• Equipment legs, wheels and castors are free from mop strings, soil, film, dust and cobwebs.</li> <li>• Equipment has no unpleasant or distasteful odour.</li> </ul>

<b>Element</b>	<b>Requirement</b>
Overall appearance	<ul style="list-style-type: none"> <li>• The area appears tidy and uncluttered.</li> <li>• Floor space is clear, only occupied by furniture and fittings designed to sit on the floor.</li> <li>• Furniture is maintained in a fashion which allows for cleaning.</li> <li>• Fire access and exit doors are left clear and unhindered.</li> </ul>
Odour control	<ul style="list-style-type: none"> <li>• The area smells fresh.</li> <li>• There is no unpleasant or distasteful odour.</li> <li>• Room deodorizers are clean and functional.</li> </ul>



**ATTACHMENT B TO APPENDIX 4E**

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