

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:

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

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

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

- (a) surgical instruments;
- (b) anaesthesia machines;
- (c) microscopes;
- (d) laboratory benches;
- (e) physiological monitoring equipment;
- (f) patient medical equipment when in use (such as respirators, air tanks and infusion pumps);

- (g) mouse and keyboard of departmental computers;
- (h) respiratory therapy equipment;
- (i) the Authority's food preparation equipment used by the Authority or its food services to provide to prepare patient meals except Cleaned Elements includes:
 - (1) any such equipment identified in Section 2.2 of this Appendix;
 - (2) staff and patient kitchens, refrigerators, microwaves, coffee makers, toasters and other similar equipment and areas of the Facilities; and
 - (3) all grease traps;
- (j) grounds on exterior of building, sidewalks and patios;
- (k) waste removal outside of the building, except in covered areas within 10 metres of the exterior doors; or
- (l) exterior windows, except exterior glass within 10 metres of entrances and limited to the first floor level.

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

"Cleaning and Waste Management Plan" has the meaning set out in Section 2.2(a) below;

"Cleaning Outcome Standards" and **"COS"** means the then current version of the British Columbia Health Authority Cleaning Outcome Standards and Audit Inspection Elements, a copy of which is attached as Attachment 1;

"Cleaning Services" means the cleaning services in respect of the Cleaned Elements to be provided by Project Co pursuant to this Appendix, including Routine Cleaning, Reactive Cleaning, Critical Care Area Services, Outbreak Cleaning, Planned Periodic Cleaning and the types of cleans set out in Section 3.5 of Attachment 2;

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

"Critical Care Area" means those areas of the Facility with a Level One or Level Two Functional Area Risk Categorization set out in the Cleaning Outcome Standards, or a Very High Risk or High Risk designation in the Risk Stratification Matrix set out in Appendix D of Attachment 2;

"Critical Care Area Services" means the unique Cleaning Services requirements of each Critical Care Area;

"Functional Area Risk Categorization" means the operational risk status of each area of the Facilities as set out in the Cleaning Outcome Standards and Appendix D of Attachment 2;

“General Waste” means waste which is not Biomedical Waste, Confidential Waste, Recyclable Waste, hazardous waste or organic waste;

“IPC” means Infection Prevention and Control;

“IPU” means an in-patient unit and includes a Medical/Surgical IPU or a Mental Health IPU;

“Key Service Levels” means the performance audits described in Section 2.17 of this Appendix;

“Materials” means all products and equipment necessary for the provision of the Cleaning Services;

“Outbreak Cleaning” means special cleaning necessary to contain and eliminate an infection outbreak in accordance with the type of cleans identified within Attachment 2;

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

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

“Productive Hours” means the planned actual worked hours, excluding sick leave, vacation or training time, identified in the Annual Labour Service Plan;

“Project Work” means Planned Periodic Cleaning or Routine cleaning;

“Provincial Guidelines for Environmental Cleaning” means the Provincial Infection Control Network of British Columbia’s (“PICNet”) document, *Best Practices for Environmental Cleaning*, as amended from time to time a copy of which is attached as Attachment 2;

“Quick Response Team” and **“QRT” means** a dedicated team of trained staff that engage in Project Work unless an Emergency or Urgent situation arises, at which time they immediately respond to such situation without compromise to Routing Cleaning;

“Reactive Cleaning” means ad hoc cleaning tasks performed on demand;

“Recyclable Waste” means all waste that can be recycled including those described in Section 11(i) of this Appendix and such other waste which may become recyclable from time to time;

“Regional Laundry” means the centralized laundry services provided by the Authority including the supply and delivery of clean bulk linen to a single designated area in the Facility and the collection of soiled general linen from a central soiled linen holding room;

“Routine Cleaning” means the regular day-to-day cleaning tasks as described in this Appendix; and

“UV Marker Reference Guide” means the Health Care UV Marker Reference Guide and all subsequent updates, a current copy of which is attached as Attachment 4.

2. SERVICES

2.1 General Requirements

In addition to the requirements and protocols set out in Schedule 4 [Services Protocols and Specifications], Project Co will deliver the Housekeeping and Waste Management Services:

- (a) 24 hours per day, 365(6) days per year maintaining service levels and quality standards to a level that meet or exceed the greater of:
 - (1) the minimum service levels set out in this Appendix; and
 - (2) the minimum Provincial and Authority standards as measured in accordance with the Cleaning Outcome Standards and Provincial Guidelines for Environmental Cleaning minimum average scores set out in Section 4;
- (b) using quality materials and high standards of workmanship to produce in all areas end results that will conform to high standards of cleanliness, appearance and sanitation;
- (c) at frequencies recommended in Appendix D of Attachment 2 [Provincial Guidelines for Environmental Cleaning];
- (d) in a manner which ensures a collaborative working relationship with the Authority, its employees and contractors;
- (e) making all necessary changes to its cleaning programs on a daily basis to ensure that these service standards are met at all times;
- (f) 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 Facilities by the Authority;
- (g) through the provision of sufficient qualified, licensed, trained, experienced, competent supervisory and cleaning staff (including such supervisory and cleaning staff required for QRT workload surges, and replacements for planned and unplanned absences) to continuously meet Service Response and Rectification times, and to provide and maintain a clean, safe, secure, hygienic and visually pleasing environment within the Facilities at all times;
- (h) in a safe and secure manner, having regard for Facility Users and Authority Activities; and
 - (1) having regard for and without limiting the requirements set out in Section 3.2 of Schedule 4 [Services Protocols and Specifications]:the standards and requirements set out in Attachment 2 to this Appendix;
 - (2) the standards and requirements of the Cleaning Outcome Standards;
 - (3) the standards set out in Attachment 3 to this Appendix;

- (4) the Authority's Infection Prevention and Control Manual;
- (5) 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;
- (6) Guidelines for Environmental Infection Control, Health Care Facilities Health Care, Health Canada, Recommendations of CDC and HICPAC, June 6, 2003;
- (7) Infection Control Guidelines, Classic Creutzfeldt-Jakob disease in Canada. CCDR 2002: 28S5: 1-84. Health Canada; and the CJD Guideline: Quick Reference Guide – September 2007;
- (8) Public Health Agency of Canada (PHAC), Guidance: Infection Prevention and Control Measures for Healthcare Workers in All Healthcare Settings, 2012;
- (9) Construction related nosocomial infections in patients in health care facilities, Health Canada, July 2001;
- (10) Canadian Council on Health Services Accreditation, Environmental Standards, 2012;
- (11) Reduce Methicillin Resistant Staphylococcus Aureus (MRSA) Infection – How to Guide from the Institute for Healthcare Improvement (IHI) 2012;
- (12) British Columbia Provincial Infection Control Network (PICNET), Antibiotic resistant Organism (ARO) Guidelines 2008;
- (13) British Columbia Provincial Infection Control Network (PICNET), Gastrointestinal Infection Outbreak Guidelines for Healthcare Facilities, Reference Document for use by Health Care Organizations for Internal Policy/Protocol Development 2012;
- (14) Canadian Standards Association Z317.10-01, Handling of Waste Materials in Health Care Facilities and Veterinarian Health Care Facilities. March 2009;
- (15) Green Guide for Health Care GGHC Version 2.2 January 2007;
- (16) Association of PeriOperative Registered Nurses, (2012 Edition) Recommended practices for environmental cleaning in the surgical practice setting. Standards, Recommended Practices, and Guidelines; and
- (17) British Columbia Ministry of Health, Best Practices for Hand Hygiene in all Healthcare Settings and Programs, July 2012.

2.2 Cleaning and Waste Management Plan

- (a) Project Co will develop and submit to the Authority in accordance with Sections 4.1 and 4.2 of Schedule 4 [Services Protocols and Specifications] and implement as part of the Annual Service Plan a comprehensive cleaning and waste management plan (the “**Cleaning and Waste Management Plan**”) that details the appropriate policies, procedures, practices and schedules to meet the requirements of this Appendix, including:
- (1) a comprehensive cleaning plan for delivering the Cleaning Services to the Facilities, including:
 - (A) daily and cyclical work routines and cleaning frequencies for all Planned Periodic Cleaning, including Routine Cleaning and cyclical deep cleaning of the Cleaned Elements;
 - (B) cleaning and staffing schedules for Reactive Cleaning, including patient room discharge cleans, post-procedural cleans of surgical and birthing suites and Outbreak Cleaning including surge capacity utilizing a QRT approach;
 - (C) for all Critical Care Areas, detailed cleaning requirements for delivering the Critical Care Area Services which meet the standards set out in Attachment 1 and Attachment 2 to this Schedule;
 - (D) floor cleaning, care and maintenance plan and program;
 - (E) an upholstery cleaning, care and maintenance plan and program;
 - (F) an exterior area cleaning program for exterior areas of the Facilities included in the Cleaned Elements;
 - (G) details of all cleaning products, including Material Safety Data Sheets, to be used in the Facilities, all of which must be approved by the Authority as meeting infection control and workplace health and safety personnel standards then in effect; and
 - (H) a laundry and linen distribution program with an active linen reduction management component;
 - (2) a self-monitoring inspection and reporting system relative to the Cleaning Services, including cleaning of all Cleaned Elements with due regard to the Functional Area Risk Categorization, and the waste management and recycling services set out in this Appendix; and
 - (3) policies and procedures for:

- (A) collection, handling, storage, segregation and coordination of removal of waste and Recyclable Waste to a central waste disposal area at each Facility; and
- (B) operation of compactors and other waste disposal equipment in such disposal area,

that support environmental stewardship.

2.3 Routine Cleaning

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

- (a) the requirements of this Appendix, including the Cleaning Outcome Standards, Attachment 2 and the Annual Service Plan then in effect;
- (b) the Functional Area Risk Categorization for each area of the Facilities;
- (c) the applicable Cleaning Access Times of each area of the Facilities; and
- (d) Tables 1 and 2 of Attachment 3 to this Appendix.

2.4 Critical Care Area Services

Project Co will provide Critical Care Area Services to all Critical Care Areas, including:

- (a) areas, including Operating Rooms, Surgical Day Care and Labour and Delivery, that require 24 hours per day and seven days per week coverage and between patient cleaning at the highest possible standard of cleaning;
- (b) areas, including Post Anaesthetic Recovery, Surgical Day Care, Ophthalmology and Endoscopy, that require between patient cleaning;
- (c) Emergency Room areas that require 24 hours per day and seven days per week coverage; and
- (d) other Critical Care Areas including but not limited to Intensive Care Unit, Cardiac Care Unit, Diagnostic Imaging, Haemodialysis, Procedure Rooms and Angiography.

2.5 Reactive Cleaning

Project Co will:

- (a) provide Reactive Cleaning of all Cleaned Elements to address Demand Requisitions for ad-hoc Emergency, Urgent and Non-Urgent cleaning;
- (b) respond to such Demand Requisitions within the relevant Response Time and will return the affected areas to the required standard within the relevant Rectification Period. Reactive Cleaning includes:

	Task	Classification
(a)	cleaning of spillages including blood and body fluids;	Emergency
(b)	replenishment of cleaning materials/disposables and washroom supplies;	Urgent
(c)	bed/stretchers cleaning between patients;	Urgent
(d)	patient room discharge, transfer and terminal cleaning, including bed/stretchers makeup and adjoining restrooms, meeting turn-around time requirements. Response time standards for a discharge cleaning and other services are outlined in Section 4 [Performance Indicators]	Urgent
(e)	procedure room, birthing/delivery suite, ICU, Emergency Room and supporting rooms and restrooms;	Emergency
(f)	cleaning following Plant Service maintenance work;	Non-Urgent
(g)	pre-occupancy cleaning following construction or renovation projects;	Non-Urgent
(h)	cleaning following incidents such as flooding;	Emergency
(i)	cleaning following outbreaks utilizing a Quick Response Team;	Urgent
(j)	All other requests for Reactive Cleaning or other services received by the Help Desk will be categorized as Emergency, Urgent or Routine according to the nature of the request.	

2.6 Prioritizing of Demand Requisitions

Without limiting the Response and Rectification Times in respect of Reactive Cleaning Demand Requisitions, if requested by the Authority, Project Co will prioritize the cleaning of areas of the Facilities designated by the Authority which are the subject of an outstanding Reactive Cleaning Demand Requisition.

2.7 Planned Periodic Cleaning

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

2.8 Exterior Area Cleaning

Project Co will provide an exterior area cleaning program for the cleaning of the following covered areas to a radius of 10 metres:

- (a) loading docks;
- (b) patios;
- (c) entrances and exits; and
- (d) elevators and stairwells located in the parking areas.

This cleaning will include cleaning of all exterior glass on the first level within 10 metres of entrances, removing waste, keeping the area free of debris, and responding to spills within the defined areas.

2.9 Outbreak Cleaning

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

- (a) perform special Outbreak Cleaning in accordance with the Attachment 2 or Authority's Infection Control Policies as required by the Authority;
- (b) work cooperatively with the appropriate infection control representatives of the Authority where a specific policy or protocol has not been established; and
- (c) prioritize Outbreak Cleaning over other Cleaning Services and utilize a QRT response to manage workload surges.

2.10 Cleaning Times

Subject to Section 2.11, Project Co will:

- (a) perform Routine Cleaning and Planned Periodic Cleaning during the relevant Cleaning Access Times and during the periods agreed in the Annual Service Plan then in effect; and
- (b) undertake and complete Reactive Cleaning and Outbreak Cleaning within the relevant Response Time and Rectification Period set out in Section 2.5 and Section 4 of this Appendix and Schedule 8 [Payments].

2.11 Re-Scheduling of Cleaning Times

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

2.12 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) certified to C.S.A. standards and bears C.S.A. approval labels;
 - (2) designated for use in specific areas of the Facilities marked and used only in these designated areas;
 - (3) noise-restricted and equipped with high quality dust filters to reduce environmental nuisance and preserve air quality when using such equipment, particularly in patient areas of the Facilities; and
 - (4) 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 and Waste Management Services other than the supplies described in Sections 2.12(c) and 2.12(e);
- (c) deliver and replenish throughout the Facilities supplies provided by the Authority including all hand soap, hand sanitizer, toilet paper, paper towels, and feminine hygiene dispensers;
- (d) procure, deliver and supply feminine hygiene consumables;
- (e) deliver and replenish throughout the Facilities supplies provided by the Authority biomedical waste disposal bags and containers, general waste disposal bags and containers, recyclable collection bags and recycling containers, and where requested/required linen hampers and plastic laundry bags;
- (f) perform all cleaning tasks using the microfiber cleaning system currently in place at all Authority facilities, which includes the 6 colour cloth system and associated equipment;
- (g) maintain a listing of cleaning products used in the Cleaning Services and ensure that:
- (1) all materials thoroughly clean the Facilities 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 each Facility in accordance with Workplace Hazardous Materials Information Systems and applicable occupational health and safety regulations;
 - (3) all cleaning supply materials and equipment used are consistent with Attachment 2, the Authority's Infection Control Policies and have been approved by the Authority's Operating Period Representative or designate before use. Authority approval of Materials does not relieve Project Co of general responsibility under this Agreement; and

- (4) all cleaning and disinfecting products:
 - (A) have, as applicable, a drug identification number from Health Canada;
 - (B) are used in accordance with the manufacturer's recommendations;
 - (C) require little or no mixing or diluting;
 - (D) are active at room temperature and within a short contact time against the usual microorganism encountered in the Facilities;
 - (E) have low irritancy and allergenic characteristics; and
 - (F) are safe for the environment.

2.13 Waste Management & Recycling

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

- (a) manage and provide the collection of all waste streams generated within the Facilities in accordance with this Appendix, including Table 1 of Attachment 3:
- (b) provide Routine and reactive waste collection and segregation services in accordance with the Cleaning Access Times;
- (c) empty all refuse containers daily or as required such that none achieves more than 75% capacity;
- (d) segregate waste in accordance with the Authority's Policies in appropriate secured and labelled containers;
- (e) transport such waste to:
 - (1) the waste disposal area areas within each Facility designated by the Authority; and
 - (2) the central waste disposal areas within each Facility for removal by the Authority's contractor;
- (f) provide waste and recycling collection, handling and safety training to its staff that comply with all federal, provincial, and municipal waste regulations, including Transportation of Dangerous Goods Regulations training as required;
- (g) provide and replace all internal waste and Recyclable Waste transport equipment;
- (h) operate compactors;
- (i) segregate Recyclable Waste (at source where practical to do so) and place in the appropriate containers at the soiled utility rooms and waste compactor areas, including:

- (1) waste paper;
 - (2) cardboard;
 - (3) laser cartridges;
 - (4) glass and glass containers;
 - (5) metal food containers and metal scrap containers;
 - (6) rigid plastics (with a plastic identification code 1 to 7);
 - (7) plastic film and soft plastics;
 - (8) newsprint;
 - (9) batteries;
 - (10) deposit containers;
 - (11) scrap metal;
 - (12) organic food waste;
 - (13) beverage containers;
 - (14) Confidential Waste;
 - (15) confidential paper waste;
 - (16) wood and wooden items; and
 - (17) any future Recyclable Waste;
- (j) remove and dispose of all waste streams generated by Project Co in the delivery of the Services, including:
- (1) construction materials and demolition debris;
 - (2) scrap metals, wood and wooden items;
 - (3) lubricants, cleaners, chemicals and other Hazardous Waste;
 - (4) filters and other disposable materials; and
 - (5) Project Co furniture, electronics and equipment;
- (k) work in cooperation with the Authority and its contractors to ensure that waste storage areas are:
- (1) clearly marked and that appropriate signage is maintained;

- (2) segregated;
 - (3) kept clean, free from loose litter, malodour, spillages and debris;
 - (4) free from pests and vermin;
 - (5) secure and with access restricted to authorized personnel only; and
 - (6) maintained and secured to minimize the risk of fire;
- (l) complete waste manifest documentation as required by legislation or the Authority's waste disposal contractors;
 - (m) record and track all waste streams generated within the Facilities and provide audits and reports as required by the Cleaning and Waste Management Plan;
 - (n) on a weekly basis:
 - (1) remove containers of used Zylene from the laboratory and transport to an external storage space designated by the Authority at each Facility;
 - (2) empty the containers into a 45 gallon drum; and
 - (3) notify the appropriate Authority contractor to arrange for pick-up and disposal when the drum is full.

2.14 Laundry and Linen Management and Distribution Services

Project Co will develop and submit to the Authority in accordance with Sections 4.1 and 4.2 of Schedule 4 [Services Protocols and Specifications] and implement as part of the Annual Service Plan then in effect appropriate policies, procedures, practices, schedules and a self-monitoring inspection and reporting system for laundry and linen management and distribution services. Laundry and linen specifications are further outlined Attachment 2 and the Authority's Infection Control policies and procedures. Project Co will:

- (a) order, receive, transport and store incoming bulk clean linen;
- (b) implement linen quotas, based upon historical linen consumption rates per Facility and per type of patient and resident;
- (c) monitor, review and adjust clean linen quotas:
 - (1) on a daily and as required basis;
 - (2) in response to significant changes in weather conditions, infection outbreaks and increases in surgical or testing procedures occurs; and
 - (3) as needed to reduce the delivery of excess, unused linens to departments;

- (d) redistribute excess linens, where appropriate and consistent with Attachment 2;
- (e) provide Routine delivery of clean linen to departments as per departmental linen quotas;
- (f) respond to Demand Requisitions for quantities of linen which are above standard departmental linen quotas and are required due to unforeseen needs;
- (g) via facsimile or telephone, inform the Regional Laundry when a Facility requires either temporary or permanent adjustments to linen quotas, including expedited additional deliveries;
- (h) transport soiled linen to:
 - (1) the soiled linen storage areas within each Facility designated by the Authority;
 - (2) the central soiled linen storage areas within each Facility for removal by the Regional Laundry; and
 - (3) utilizing the Toter soiled linen collection system or, if the Toter system is not practicable, utilizing a linen hamper and soiled plastic laundry bag system;
- (i) participate in the joint development of contingency plans in case of unusual or emergency situations in order to ensure an uninterrupted supply of linens to be prioritized and redistributed internally to meet the operational needs of the Facilities;
- (j) manage all department uniform requisitions, forward requisitions to the Authority's contractor and deliver new uniforms received from the Authority's contractor to the requisitioning departments and/or hospital staff members;
- (k) pick-up, launder and return specialty items, which includes but is not limited to:
 - (1) patient slings, straps, restraint belts, sheep skins, Posey products, foamies and unclaimed lost and found items; and
 - (2) small window drapes and curtains, shower curtains;
- (l) provide and maintain an adequate supply of laundry chemical inventories necessary for provision of the on-site laundry;
- (m) maintain and repair washers, dryers and other laundry room equipment;
- (n) provide storage and delivery of vinyl covered "wipe-able" pillows to requesting departments;
- (o) clean pillows that are covered with impervious plastic with a germicidal detergent;

- (p) return stained, torn and otherwise substandard linens to the Regional Laundry for inspection, stain-wash or repair, as applicable;
- (q) collect and analyze linen use data to track linen quality, quantity and rate of use per patient or resident day, per department and per Facility;
- (r) provide linen use data to the Authority and, at the Authority's request, assist in developing linen use best practices and change initiatives;
- (s) assist the Authority with the management of linen utilization at the Facilities, including the implementation of an Authority supplied linen management data system utilizing appropriate technology, hardware and proprietary software and web-based tool for tracking and reporting real time linen ordering, records, and statistics including but not limited to daily clean shipments, clean returns (if applicable) and actual usage, with data provided down to the item / user level.

2.15 Miscellaneous Services

In addition to the services described in Section 1.3 of Table 1 of Attachment 2 to this Appendix, Project Co will provide meeting room set-up service, including:

- (a) response to all requests for room setups, including arranging setups;
- (b) provision of all equipment required to prepare conference rooms, meeting rooms and display areas, such as dollies, flat-decks, and carts;
- (c) clean-up and reset of the meeting rooms at the end of the day or between meetings upon request by the Authority; and
- (d) provision of special function room set-ups.

2.16 Quality Monitoring and Audit Reporting

Project Co will:

- (a) provide a monthly, quarterly and annual performance report on all Cleaning Services in through the utilization of the audit procedures set out in the Cleaning Outcome Standards and a self-monitoring inspection system substantially in the format attached as Attachment 4 to this Appendix, including an ultra violet audit program consistent with the Authority's UV Marker Reference Guide and a self-monitoring inspection system.
- (b) perform auditing procedures;
 - (1) in a random and unannounced manner so as not to provide notice to cleaning staff; and
 - (2) that target cleaned and un-cleaned rooms in a random manner;
- (c) ensure that audits are balanced across all IPU and service areas of the Facilities;

- (d) perform audits related to the Provincial Guidelines for Environmental Cleaning auditing separately from audits related to the Cleaning Outcome Standards or other audit programs;
- (e) ensure that auditors are certified by the provincial auditing contractor (as appointed by the British Columbia Health Authorities from time to time) prior to performing any Cleaning Outcome Standards and UV Marker audits and recertified on an annual basis during the Operating Period;
- (f) perform Client Satisfaction Surveys, using a tool provided by the Authority and consistent with Authority standards and frequencies, sample sizes and targets as identified in Section 5 [Performance Indicators]; and
- (g) perform other audits from time to time in Project Co's discretion or at the request of the Authority.

The Authority may attend Project Co's audits or perform independent audits in compliance with the Cleaning Outcome Standards in order to confirm the validity of such reports.

2.17 Key Service Levels

Project Co will meet the standards of the Authority identified in Section 4 with regard to audits. If the results of any audit confirm that Project Co failed to achieve a passing score with respect to any of the Performance Indicators, Project Co will have a one week period, beginning on the date that Project receives such audit report, to meet the required standard. At the end of the one week period, Project Co will arrange, at its cost, for a re-audit. The re-audit will encompass at least 75% of the same Functional Units originally audited and will be conducted by the original auditor.

If Project Co fails to achieve a passing score on the re-audit, Project Co will continue to re-audit, at its cost, in accordance with the process set out in this Section 2.17 until Project Co achieves a passing score. For each re-audit that results in failure by Project Co to achieve a passing score a Service Failure will be deemed to have occurred as outlined in Section 4. Service Failures are cumulative in respect of each Performance Indicator and will be calculated and applied independently and cumulatively with respect to each audit or re-audit.

3. COMMITTEE PARTICIPATION

Project Co will participate and provide representation in the following monthly committee meetings and ad hoc meetings from time to time:

- (a) Joint Infection Control Committee for General Support Services; and
- (b) Joint Occupational Health and Safety Committee for General Support Services.

4. PERFORMANCE INDICATORS

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
	Cleaning Services					
5.1	<p>Project Co achieving an average score of 90% in accordance with the Cleaning Outcome Standards for each IPU of each Facility identified within Risk Categories 1, 2, 3 & 4:</p> <p>Note: Maximum of 6 IPU's to be identified by the Authority for each site</p>	<p>(a) Low Service Failure for each IPU and each percentage point (or portion thereof) below 90% and above 87%</p> <p>(b) Medium Service Failure for each IPU and each percentage point (or portion thereof) below 87% and above 85%</p> <p>(c) High Service Failure for each IPU and each percentage point (or portion thereof) below 85%</p>	N/A	N/A	Monthly	Project Co Audit

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
5.2	<p>Project Co achieving an average score of 90% in accordance with the Cleaning Outcome Standards for each IPU of each Facility identified within Risk Categories 1, 2, 3 & 4:</p> <p>Note: Maximum of 6 IPU's to be Identified by the Authority for each site</p>	<p>(a) Low Service Failure for each IPU and each percentage point (or portion thereof) below 90% and above 87%</p> <p>(b) Medium Service Failure for each percentage point (or portion thereof) below 87% and above 85%</p> <p>(c) High Service Failure for each percentage point (or portion thereof) below 85%</p>	N/A	N/A	Annual	An Independent Third Party Auditor as Selected by BCHA or the Authority

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
5.3	Project Co achieving a minimum score of 90% in accordance with the Cleaning Outcome Standards for all functional areas servicing patient units, programs and services, including corridors, lobby and waiting areas, elevators and waste storage areas for each Facility	(a) Low Service Failure for each site and each percentage point (or portion thereof) below 90% and above 87% (b) Medium Service Failure for each site and each percentage point (or portion thereof) below 87% and above 85% (c) High Service Failure for each site and each percentage point (or portion thereof) below 85%	N/A	N/A	Monthly	Project Co Audit

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
5.4	Project Co achieving a minimum score of 75% in accordance with the Cleaning Outcome Standards for Floor Care	(a) Low Service Failure for each site and each percentage point (or portion thereof) below 75% and above 73% (b) Medium Service Failure for each site and each percentage point (or portion thereof) below 73% and above 71% (c) High Service Failure for each site and each percentage point (or portion thereof) below 71%	N/A	N/A	Monthly	Project Co Audit

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
5.5	Project Co achieving an minimum score of 75% in accordance with the Cleaning Outcome Standards for Floor Care	(a) Low Service Failure for each site and each percentage point (or portion thereof) below 75% and above 73% (b) Medium Service Failure for each site and each percentage point (or portion thereof) below 73% and above 71% (c) High Service Failure for each site and each percentage point (or portion thereof) below 71%	N/A	N/A	Annual	An Independent Third Party Auditor as Selected by BCHA or the Authority

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
5.6	Project Co achieving an minimum score of 75% in accordance with the Cleaning Outcome Standards for Quality Ratio Audits	(a) Low Service Failure for each site and each percentage point (or portion thereof) below 75% and above 73% (b) Medium Service Failure for each site and each percentage point (or portion thereof) below 73% and above 71% (c) High Service Failure for each site and each percentage point (or portion thereof) below 71%	N/A	N/A	Monthly	Project Co Audit

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
5.7	Project Co achieving an minimum score of 75% in accordance with the Cleaning Outcome Standards for Quality Ratio Audits	(a) Low Service Failure for each site and each percentage point (or portion thereof) below 75% and above 73% (b) Medium Service Failure for each site and each percentage point (or portion thereof) below 73% and above 71% (c) High Service Failure for each site and each percentage point (or portion thereof) below 71%	N/A	N/A	Annual	An Independent Third Party Auditor as Selected by BCHA or the Authority

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
5.8	Project Co achieving an average score of 85% in accordance with the ultraviolet (UV) audit program for each Facility	(a) Low Service Failure for each percentage point (or portion thereof) below 85% and above 83% (b) Medium Service Failure for each percentage point (or portion thereof) below 83% and above 81% (c) High Service Failure for each percentage point (or portion thereof) below 81%	N/A	N/A	Quarterly	Project Co Audit
5.9	Project Co achieving an average score of 85% in accordance with the ultraviolet (UV) audit program for each Facility	(a) Low Service Failure for each percentage point (or portion thereof) below 85% and above 83% (b) Medium Service Failure for each percentage point (or portion thereof) below 83% and above 81% (c) High Service Failure for each percentage point (or portion thereof) below 81%	N/A	N/A	Annually	An Independent Third Party Auditor as Selected by BCHA or the Authority

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
5.10	Project Co achieving a minimum score of 85% in accordance with the client satisfaction survey	(a) Low Service Failure for each percentage point (or portion thereof) below 85% and above 83% (b) Medium Service Failure for each percentage point (or portion thereof) below 83% and above 81% (c) High Service Failure for each percentage point (or portion thereof) below 81%	N/A	N/A	Annually	Project Co Utilizing the Authority's Client Satisfaction Survey Tool
5.11	Project Co performing Routine Cleaning and Planned Periodic Cleaning in accordance with this Appendix	(a) High Service Failure for each failed occurrence beyond 10 in any performance reporting period (b) Medium Service Failure for each failed occurrence beyond 5 in any performance reporting period (c) Low Service Failure for each failed occurrence up to 5 in any performance reporting period			Per occurrence	Performance Monitoring Report

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
5.12	Project Co performing Reactive Cleaning in accordance with this Appendix.	Emergency - High Service Failure Urgent - Medium Service Failure Routine – Low Service Failure (see classification in Section 2.4 of this Appendix)	Emergency – 10 minutes Urgent – 20 minutes Routine – 60 minutes	Emergency – 60 minutes Urgent – 60 minutes Routine – 24 hours	Per occurrence	Performance Monitoring Report
5.13	Project Co performing Reactive Cleaning following non-precautionary discharges or transfers from patient rooms in accordance with this Appendix	Medium Service Failure	30 minutes ¹	60 minutes ¹	Per occurrence	Performance Monitoring Report
5.14	Project Co performing Reactive Cleaning of patient rooms following Precautionary Cleaning Requisitions for terminal or isolation cleans	High Service Failure	30 minutes ¹	90 minutes ¹	Per occurrence	Performance Monitoring Report
	Waste Management and Recycling					
5.15	Project Co collecting, segregating, and disposing of all waste streams (including recycling programs and biomedical waste) accordance with this Appendix	Medium Service Failure	N/A	N/A	Per occurrence	Performance Monitoring Report
	Laundry and Linen Management					

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
5.16	Laundry services conducted in accordance with this Appendix	Medium Service Failure	N/A	N/A	Per Occurrence	Performance Monitoring Report
5.17	Project Co to provide deliveries of linen above departmental quota required due to unforeseen needs in accordance with Section 2.13(f) of this Appendix	High Service Failure	N/A	N/A	Per Occurrence	Help Desk records/ Performance Monitoring Report
	Other					
5.18	Miscellaneous Services described in Section 2.14 of this Appendix performed as requested	Low Service Failure	24 hours	24 hours	Per Occurrence	Help Desk records/ Performance Monitoring Report
5.19	Project Co to provide COS auditing to 10% of patient units and 10% of all other areas of the Facility on a monthly basis in accordance with Section 2.15 of this Appendix	Medium Service Failure for each Percentage Point less than 10%	N/A	N/A	Per Occurrence	Audit and Performance Monitoring Report
5.20	Project Co provides a minimum 10 UV audits with Patient Rooms for each Facility on a monthly basis in accordance with Section 2.15 of this Appendix	Medium Service Failure for each room less than 10 any calendar month	N/A	N/A	Per Occurrence	Audit and Performance Monitoring Report
5.21	Project Co provides a minimum of 75 patient satisfaction surveys for each Facility on an annual basis in accordance with Section 2.15 of this Appendix	Low Service Failure for each survey less than 75 any calendar year	N/A	N/A	Per Occurrence	Audit and Performance Monitoring Report

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
5.22	Project Co to provide COS auditing to no less than 100% of the Facility on an annual basis in accordance with Section 2.15of this Appendix.	Medium Service Failure	N/A	N/A	Per Occurrence	Audit and Performance Monitoring Report
5.23	Project Co implementing and adhering to all other elements of the Annual Service Plan relating to Housekeeping and Waste Management Services not otherwise addressed in this Appendix	Low Service Failure	N/A	N/A	Per Occurrence in accordance with frequencies set out in the Annual Service Plan	Audit and Help Desk records

ATTACHMENT 1 TO APPENDIX 4E

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

ATTACHMENT 2 TO APPENDIX 4E

BRITISH COLUMBIA GUIDELINES FOR ENVIRONMENTAL CLEANING

ATTACHMENT 3 TO APPENDIX 4E

Table 1 Housekeeping and Waste Management Services

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

Elements	Requirements
1.1 General Cleaning Requirements	<ul style="list-style-type: none"> (a) All patient/resident rooms, staff areas and supporting areas, daily, routine, discharge and project cleaning (b) All critical care areas daily, routine, discharge and project cleaning (c) All isolation rooms cleaning (daily, routine, discharge and project cleaning) (d) Prepare all rooms after patient/resident discharges & transfers (includes stripping, making beds, stocking unit and blueware. Removal of dirty linen to collection areas) (e) Remove all blue-ware from rooms and transport to collection/process cleaning areas (f) All washrooms/showers/tub areas and replenish supplies to meet frequency demands (g) All sinks and hand washing areas and replenish supplies to meet frequency demands (h) All stretchers, beds, routine and cycle cleaning of frames and all type of mattresses. Exchange of old mattresses with new mattresses provided by the Authority when required. (i) All isolettes (incubators), bassinets, baby warmers, crib hoods, labour/maternity birthing beds and all associated patient equipment <p>All patient medical related equipment Including but not limited to I.V. poles, suction and oxygen units, autoclaves, tractions Including tagging equipment with “clean tags” as per Authority Infection Control cleaning protocol</p> <ul style="list-style-type: none"> (j) All patient related equipment & furnishings. Including but not limited to: wheelchairs, commodes and walkers. Move furniture or equipment Note: all surplus patient equipment not in service, must be first cleaned and tagged as cleaned, and transport to either a decentralized holding or centralized equipment depot/holding area. (k) All paediatric unit toys, doll / play houses, etc. (l) All linen hampers and garbage waste containers and garbage waste transport units (m) All supply carts stored on unit, storage shelves and frames. Including but not limited to: isolation, crash, lakeside and medication carts (must be coordinated with the units) (n) All bathing tubs (i.e. Century & Arjo Tubs) at end of day including routine disinfection of jets and plumbing (o) exterior and interior of all staff refrigerators and microwaves

Elements	Requirements
	<p>and the exterior and interior of common IPU appliances, including all refrigerators, food microwaves, stoves and ovens.</p> <p>(p) All medical refrigerators provided the Authority has emptied them of all medication following reasonable notice from Project Co of the scheduled cleaning of such refrigerators</p> <p>(q) All offices, office furniture, phone, computer screens, oscillating fans</p> <p>(r) All silk plants in common areas.</p> <p>(s) All elevators, including doors, floors, vents and tracks</p> <p>(t) All areas in the Facilities, including main lobbies, corridors and stairs</p> <p>(u) All covered facility exterior entrance areas and underground parkade entrances, within 10 metres from doorways, and perimeter walkways. Remove waste, empty ashtrays clean exterior glass, clean ledges, sweep up debris, clean garbage containers and Paper machines and clean exterior matting</p> <p>(v) All seasonal areas and patios</p> <p>(w) All interior glass & windows, including screens</p> <p>(x) All window coverings, PVC blinds. Exchange cubicle, window and shower curtains as frequency demand</p> <p>(y) Provide carpet & upholstery cleaning programs (extracting/bonnet/spot /vacuum) including occasional truck mount extraction cleaning for extreme soiled conditions</p> <p>(z) Provide comprehensive floor care programs (scrub/polish/topcoat/strip/finish)</p> <p>(aa) Move furnishing & equipment from rooms when performing project cleaning.</p> <p>(bb) Clean and dispose of hazardous spills/chemical spills (mercury chemotherapy agents) as per Authority protocols</p> <p>(cc) Service cleaning to speciality areas, morgue including crypts on a routine basis</p> <p>(ff) Responsible for cleaning all Isolation supply carts on units</p> <p>(gg) Responsible for reporting all facility conditions that affect the cleaning operations, presents as a safety hazard, or are detrimental to the image of a visually pleasing environment</p> <p>(hh) All first floor level exterior glass</p> <p>(ii) cleaning of vending machines</p> <p>(jj) the cleaning of cafeteria, dining rooms, retail food courts in accordance with the Food Service cleaning responsibility matrix, and including all dining tables after each meal period (minimally).</p>
1.2 Waste Management Services:	(a) Collect waste from all rooms and corridors and transport to the decentralized soiled holding rooms and/or to centralized waste collection area and/or waste Exchange/empty small bedside garbage bags

Elements	Requirements
	<p>(b) Collect and transport biomedical, chemical/hazardous, pharmaceutical, cytotoxic and radiological waste to designated holding area</p> <p>(c) Collect and transport recyclables & take to holding/collection areas</p> <p>(d) Transport all waste /recyclables using defined routes outlined in the Annual Service Plan to central waste disposal holding areas at the Facilities and prepare material for disposal/collection by Authority's contractor, including operation of bailers and compactors</p> <p>(e) Clean containers and carts used for transport of all waste streams and recycling</p> <p>(f) Segregate/package/label/weigh/record/track all waste streams and provide random audits and waste reports</p> <p>(g) Replace all sharps containers when $\frac{3}{4}$ full or to the fill line or replace reusable sharps containers (if available) and transport to the centralized biomedical waste holding area.</p>
1.3 Miscellaneous Services:	<p>(a) Provide room setups for lecture/training/class rooms/display areas including clean-up and reset of rooms or areas between meetings and at end of day.</p> <p>(b) Provide odour control program</p> <p>(c) Provide sanitary napkin machine services</p> <p>(d) Launder cleaning cloths, mops and speciality items onsite</p> <p>(e) Report all facility conditions that affect the cleaning operation, present as a safety hazard, or is detrimental to the image of a visually pleasing environment</p> <p>(f) Deliver seasonal decorations.</p> <p>(g) collect and deliver lost and found articles to the Authority's security department or as otherwise directed by the Authority</p> <p>(h) Report all Pest Control issues noted during the course of duties to the Help Desk</p>

Table 2 Food Services Area Cleaning Responsibility Matrix

The following identifies the responsibilities of the Authority's Dietary department and Project Co within the food services areas:

Area	Fridges/Freezers Daily/Reactive	Fridges/Freezers Project/Cycle	Floors/Walls Daily/Reactive	Floors/Walls Project/Cycle	Waste	Counters/Flat Surfaces
IPU	Exterior –	Project Co	Project Co	Project Co	Project	Project Co

kitchens (ward)	Project Co Interior - Dietary				Co empties all containers	
Dedicated pantries	Dietary	Dietary	Dietary reacts as needed during the day Project Co cleans daily at end of day	Project Co	Dietary empties all containers and takes to central waste holding area. Project Co collects from holding area	Dietary
Main kitchen	Dietary	Dietary	Dietary reacts as needed during the day Project Co cleans daily at end of day	Project Co	Dietary empties all containers and takes to central waste holding area.	Dietary
Cafeteria Servery	Dietary	Dietary	Dietary reacts as needed during the day Project Co cleans daily at end of day	Project Co	Project Co collects from holding area	Dietary
Cafeteria seating	N/A	N/A	Project Co	Project Co	Project Co empties all containers	Dietary

ATTACHMENT 4 TO SCHEDULE 4E
HEALTH CARE UV MARKER REFERENCE GUIDE – V1C

[see attached document]

ATTACHMENT 5
Sample Reporting Template

[see attached document]