

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:

“**Annual Bed Projection Notice**” has the meaning given in Section 2.3 of this Schedule;

“**Bed Usage Notice**” has the meaning given in Section 2.4 of this Schedule;

“**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;
- (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;
 - (2) live or attenuated vaccines;
- (d) drugs or other pharmaceutical products, including cytotoxic (chemo/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 Facility (other than any areas leased by the Authority to retail tenants) 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 (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; or
- (i) the Authority's utensils, food preparation or food services equipment.

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

"Cleaning Outcome Standards" means the British Columbia Health Authority Cleaning Outcome Standards and Audit Inspection Elements, a copy of which is attached as Attachment A;

"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 and Planned Periodic Cleaning;

"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, etc.);

"Functional Area Risk Categorization" means the operational risk status of each area of the Facility as set out in the Cleaning Outcome Standards;

"General Waste" means waste which is not Bio-hazardous Waste, Confidential Waste or Recyclable Waste;

"IPU" means an in patient unit, of which there will be 2 per floor each consisting of up to 35 beds, and includes a Medical/Surgical IPU or a Mental Health IPU;

"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 an IPU;

"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;

"Reactive Cleaning" means ad hoc cleaning tasks performed on demand;

“Recyclable Waste” means all waste that can be recycled including those described in Section 2.12(d) of this Appendix and such other waste which may become recyclable from time to time; and

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

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) 24 hours per day, 365(6) days per year;
- (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;
- (d) so that all services are secure and safe during cleaning procedures; and
- (e) 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 Authority’s Infection Precaution and Control Manual (v.1.0) dated 2007;
 - (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 CCDR, July 1998, Supplement, Vol 24S4;
 - (6) Infection Control Guidelines, Classic Creutzfeldt-Jakob disease in Canada. CCDR 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, 7th 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 Cleaned Elements with due regard to the Functional Area Risk Categorization.

2.3 Open Bed Planning

To assist Project Co in developing each Annual Service Plan, the Authority will give notice (the “**Annual Bed Projection Notice**”) to Project Co of the number and location of beds in the Facility the Authority anticipates will be in service during the ensuing Contract Year no later than:

- (a) 90 days before the Target Service Commencement Date; and
- (b) February 1 of each year thereafter.

Unless the Authority otherwise gives notice in accordance with Section 2.3(a), the Annual Bed Projection Notice for the Contract Year commencing on the Service Commencement Date will be 430 beds.

2.4 Opening and Closing of Beds

The Authority may open or close beds at the Facility at any time by giving notice (“**Bed Usage Notice**”) to Project Co and as of the effective date set out in such notice:

- (a) all opened beds and, to the extent reasonable in the circumstances, related Functional Units will become part of the Cleaned Elements and the Cleaning Services; and
- (b) all closed beds and, to the extent reasonable in the circumstances, related Functional Units will be removed from the Cleaned Elements and the Cleaning Services.

The Annual Bed Projection Notice will be deemed to be a Bed Usage Notice for the Contract Year in respect of which it applies and will remain effective until the Authority delivers a subsequent Bed Usage Notice.

2.5 Routine Cleaning

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

- (a) the requirements of this Agreement, including the Cleaning Outcome Standards and the Annual Service Plan then in effect;
- (b) the Functional Area Risk Categorization for each area of the Facility; and
- (c) the applicable Cleaning Access Times of each area of the Facility.

2.6 Reactive Cleaning

Project Co will provide Reactive Cleaning services of all Cleaned 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 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;	Urgent
(e)	cleaning following Plant Service maintenance work;	Routine
(f)	pre-occupancy cleaning following construction or renovation projects;	Routine
(g)	cleaning following incidents such as flooding;	Emergency
(h)	cleaning following outbreaks;	Urgent
(i)	other requests received by the Help Desk.	Routine unless otherwise agreed

2.7 Periodic Cleaning

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

2.8 Outbreak Cleaning

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

- (a) perform special Outbreak Cleaning in accordance with the 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.

2.9 Cleaning Times

Subject to Section 2.10, 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 3 of this Appendix and Schedule 8.

2.10 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.

2.11 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 other than the supplies described in Section 2.11(c);
- (c) deliver and replenish throughout the Facility with supplies provided by the Authority all soap, hand sanitizer, toilet paper, paper towels and deodorizing products; and
- (d) 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.

2.12 Waste Management & Recycling

Other in respect of areas of the Facility designated for use by retail tenants of the Authority, Project Co will:

- (a) provide routine and reactive waste collection and segregation services in accordance with the relevant Function Area Risk Categorization and Cleaning Access Times;
- (b) empty all refuse containers daily or as required such that none achieves more than 75% capacity;
- (c) segregate waste in accordance with the Authority's policies in appropriate secured and labelled containers and transport such waste to the waste storage areas designated by the Authority;
- (d) segregate Recyclable Waste (at source, where possible) and place in the appropriate containers at the waste storage areas designated by the Authority, including:
 - (1) waste paper;
 - (2) cardboard;
 - (3) laser cartridges;
 - (4) glass;
 - (5) tin;
 - (6) plastics (1-7);
 - (7) plastic film;
 - (8) newsprint;
 - (9) batteries;
 - (10) deposit containers;

- (11) scrap metal;
 - (12) organic food waste; and
 - (13) beverage containers.
- (e) work in cooperation with the Authority and its contractors to ensure that waste storage areas, 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 generated within the Facility;
- (g) deliver clean linens throughout the Facility from the storage area designated by the Authority; and
- (h) collect soiled linens from within the Facility and deliver such linens to the waste storage areas designated by the Authority for removal by the Authority's Contractor.

2.13 Pest Control Services

Project Co will:

- (a) provide a comprehensive preventative, reactive and on-call 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.

2.14 Miscellaneous Services

Project Co will:

- (a) on 24 hours notice from the Authority, deliver the Authority's seasonal decorations; and
- (b) collect and deliver lost and found articles to the Authority's security department or as otherwise directed by the Authority.

2.15 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.

Project Co will audit no less than 10% of patient units and 10% of all other areas of the Facility during each monthly audit such that 100% of all areas the Facility will have been subject to cleaning audit pursuant to the Cleaning Outcome Standards in each Contract Year.

3. PERFORMANCE INDICATORS

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
	Cleaning Services					
3.1	Project achieving a minimum score of 90% in accordance with the Cleaning Outcome Standards for each IPU in the Facility	For each IPU: (a) Low Service Failure for each percentage point (or portion thereof) below 90% and above 87% (b) Medium Service Failure for each percentage point (or portion thereof) below 87% and above 85%; (c) High Service Failure for each percentage (or portion thereof) below 85%.	N/A	N/A	Monthly	Project Co Audit
3.2	Project Co achieving a minimum score of 90% in accordance with the Cleaning Outcome Standards for all functional areas servicing patient units, including corridors, lobby and waiting areas, elevators and waste storage areas	(a) Low Service Failure for each percentage point (or portion thereof) below 90% and above 87% (b) Medium Service Failure for each percentage point (or portion thereof) below 87% and above 85%; (c) High Service Failure for each percentage (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
3.3	Project Co achieving a minimum score of 90% in accordance with the Cleaning Outcome Standards for all other areas of the Facility	(a) Low Service Failure for each percentage point (or portion thereof) below 90% and above 87% (b) Medium Service Failure for each percentage point (or portion thereof) below 87% and above 85%; (c) High Service Failure for each percentage (or portion thereof) below 85%.	N/A	N/A	Monthly	Project Co Audit
3.4	Project Co performing Routine and Planned Periodic Cleaning in Very High Risk Functional Areas and High Risk Functional Areas in accordance with this Appendix	High	N/A	N/A	Per occurrence	Audit and Help Desk records
3.5	Project Co performing Routine Cleaning and Planned Periodic Cleaning in Moderate Risk Functional areas in accordance with this Appendix	Medium	N/A	N/A	Per occurrence	Audit and Help Desk records
3.6	Project Co performing Routine and Planned Periodic Cleaning in Low Risk and very Low Risk Functional Areas in accordance with this Appendix	Low	N/A	N/A	Per occurrence	Audit and Help Desk records

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
3.7	Project Co performing Reactive Cleaning (other than patient room cleaning) in accordance with this Appendix	Emergency - High Urgent - Medium Routine – Low (see classification in Section 2.6 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
3.8	Project Co will perform Reactive Cleaning following discharges from patient rooms in accordance with this Appendix	Medium	20 minutes ¹	60 minutes ¹	Per occurrence`	Performance Monitoring Report
3.9	Project Co performing Reactive Cleaning of patient rooms following Demand Requisitions for terminal or isolation cleans	High	20 minutes ¹	2.5 hours ¹	Per occurrence	Performance Monitoring Report
3.10	Project Co performing Cleaning Services at the times permitted in Sections 2.9 and 2.10 of this Appendix	High	N/A	N/A	Per Occurrence	Performance Monitoring Report
3.11	Project Co performing Outbreak Cleaning in accordance with Section 2.8 of this Appendix	High	20 minutes	Single bed Patient Room & ensuite – 2 hours ² 2 – bed Patient Room & ensuite – 3 hours ²	Per Occurrence	Performance Monitoring Report

¹ The Service Provider is to be staffed so that it can complete up to 2 Reactive Cleaning Demand Requisitions for discharge, terminal or isolation cleans of patient rooms per IPU in any 60 minute period. If the Help Desk receives more than 2 Reactive Cleaning Demand Requisitions for an IPU in a 60 minute period, the Rectification Period in respect of such additional Demand Requisitions will be extended such that .no more than 2 such Demand Requisitions must be Rectified in any 60 minute period.

² The Rectification Period in respect of patient rooms will commence upon notice from the Authority's staff to Project Co's staff that a room is available to be cleaned. If more than:

- 6 patient rooms in any 2 hour period between 7:00 am and 4:00 pm;
- 4 patient rooms in any 2 hour period between 4:00 pm and 10:00 pm; or
- 1 patient room in any hour between 10:00 pm and 7:00 am,

are identified as available for Outbreak Cleaning, the Rectification Period in respect of each such additional room will be 8 hours.

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
	Waste Management					
3.12	Project Co collecting, segregating and disposing of all waste in accordance with this Appendix	Medium	N/A	N/A	Per Occurrence	Audit and Help Desk records
	Other					
3.13	Pest Control conducted in accordance with this Appendix	Medium	N/A	N/A	Per Occurrence	Help Desk Records
3.14	Miscellaneous Services described in Section 2.14 performed as requested	Low	24 hours		Per Occurrence	Help Desk records
3.15	Project Co auditing 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	High	N/A	N/A	Per Occurrence	Audit and Help Desk records
3.16	Project Co auditing no less than 100% of the Facility on an annual basis in accordance with Section 2.15	High	N/A	N/A	Per Occurrence	Audit and Help Desk Records
3.17	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 Section 3	Low	N/A	N/A	Per Occurrence	Audit and Help Desk records

ATTACHMENT A TO APPENDIX 4E

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