
TABLE OF CONTENTS**TABLE OF CONTENTS**

Section 1	Key Site and Building Design Criteria
Section 2	Clinical Services
Section 3	Non-Clinical Services
Section 4	Facility Management Services
Section 5	Design and Technical
Section 6	IT/Tel Services
Section 7	Equipment

TABLE OF CONTENTS

Purposely left blank for pagination.

Abbotsford Hospital & Cancer Centre

Output Specifications

Section 4 – Facilities Management Services

November 22, 2004

Purposely left blank for pagination.

SECTION 4 TABLE OF CONTENTS

SECTION 4 TABLE OF CONTENTS

Note: The following list represents names of components of the Fraser Health Authority or BC Cancer Agency.

Section 4 – Facilities Management Services	<u>Page</u>
4.1 Introduction.....	3
E1 General Management Services.....	5
E2 Helpdesk Services.....	21
E3 Food Services, Non-Patient	26
E4 Food Services	27
E5 Housekeeping Services.....	38
E6 Laundry/Linen Services.....	51
E7 Materiel Services.....	61
E8 Plant Services	73
E9 Protection Services	111
E10 Patient Portering Services.....	121
E11 Utilities Management.....	127
E12 Parking Services	133

SECTION 4 TABLE OF CONTENTS

Purposely left blank for pagination.

4.1 INTRODUCTION

1 GENERAL

1.1 The Facilities Management Services, Section 4 of Output Specifications sets out Health Co's requirements across a range of non-clinical support services to be provided by Project Co.

1.2 The following list indicates functional title of the services that are to be provided by Project Co to Health Co.

- E1 General Management Services
 - E2 Helpdesk Services
 - E3 Food Services, Non-Patient (Integrated with E4)
 - E4 Food Services
 - E5 Housekeeping Services
 - E6 Laundry/Linen Services
 - E7 Materiel Services
 - E8 Plant Services
 - E9 Protection Services
 - E10 Patient Portering
 - E11 Utilities Management
 - E12 Parking Services
-

2 DEFINITIONS

2.1 General

Performance Monitoring	means those Performance Monitoring services to be carried out pursuant to this Specific Service Specification.
Policy and Procedure Manual	means the manual of policies and procedures created by Project Co, and approved by Health Co, that provides operational guidance for the delivery of each Service.
Quality Monitoring	means those quality monitoring services to be carried out pursuant to each Specific Service Specification.
Service Standards	means the standards ascribed to each Service in this FM Output Specification.
Specific Service Specification	means any one of parts E1 through E12 of these FM Output Specifications.

4.1 INTRODUCTION

2.2 Performance Indicators Legend and Definitions

2.2.1 Legend

SF Type	Category	Response	Rectification	Recording Frequency	Monitoring Method
FE = Failure Event	A	per Specific Service Specification	per Specific Service Specification	PR = Per Request	TBD
	B			D = Daily	
	C			W = Weekly	
	D			M = Monthly	
QF = Quality Failure	E	N/A = Not Applicable	N/A = Not Applicable	Q = Quarterly	
	High			B = Bi-Annually	
	Medium			A = Annually	
	Low			R = Randomly, At Any Moment In Time	

2.2.2 Definitions

For definitions of legend terms, refer to the Project Agreement, Schedule 23.

E1 GENERAL MANAGEMENT SERVICES

E1.1 DEFINITIONS

Project Co shall refer to, and comply with, all Definitions included in the 4.1 Introduction to this Section 4 – Facilities Management Services and Schedule 1 – Definitions and Interpretation of the Project Agreement. In addition, in this Specific Service Specification, the following words and phrases shall have the following meanings:

General Management Services means all of the requirements of this Specific Service Specification.

Contingency Planning means the requirements of Section E1.4.10.

Health Services Accreditation means those Health Services Accreditation services to be carried out pursuant to this Specific Service Specification.

Performance Monitoring Program means as the meaning given in Section E1.4.2

E1.2 GENERAL REQUIREMENTS

E1.2.1 Project Co shall comply with all requirements set out in this Section 4.

- E1.2.2** Project Co shall provide the General Management Services 24-hours per day 365(6) days per year on a scheduled and reactive basis as may be required to meet the Service Standards of this Specific Service Specification. Project Co shall achieve the following objectives:
- Provide high quality, efficient, innovative and flexible General Management Services at all times as required by these FM Output Specifications.
 - Provide sufficient number of qualified, trained and competent employees or Subcontracted employees with the skills within each Service necessary to perform as required by these FM Output Specifications.
 - Meet all requirements of Applicable Law and Health Authority Policies.
 - Develop and maintain an auditable quality plan which is representative of the services being provided and reflects the requirements of Health Authorities.
 - Research and develop new service delivery methods and apprise Health Co of their benefits.
 - Manage matters and marshal resources as required by these FM Output Specifications, to participate in emergency responses, and to provide a high level of customer care.
- E1.2.3** Project Co shall acknowledge that there may be services or tasks to be performed that are not described, but are necessarily ancillary to the Specific Services Specification and these shall be performed by Project Co as part of Project Operations.
- E1.2.4** Project Co and Health Co shall maintain and update as necessary the listing of Definitions relevant to this Specific Service Specification and common to all Specific Service Specifications.

E1 GENERAL MANAGEMENT SERVICES

E1.2.5 Project Co shall exercise reasonable and competent supervision of the work at all times and of all Project Co personnel performing services under this Agreement.

E1.2.6 In providing the Services, Project Co will also consider the needs and interests of:

- Health Authorities employees, physicians and volunteers
- Subcontractors of Health Authorities
- Patients and their families
- Residents
- Visitors
- External Contractors to Health Co and Health Authorities

E1.2.7 All quality assurance and quality monitoring (including Quality Monitoring as defined in E1 Specific Service Specification) required by these FM Output Specifications shall form part of, but shall not be construed as limiting, Project Co's quality assurance obligations as set out in the Project Agreement, including Section 13 of the Project Agreement.

E1.3 SCOPE OF SERVICE

E1.3.1 Project Co shall provide comprehensive General Management Services in support and direction of E1 Specific Service Specification to E12 Specific Service Specification inclusive that will include the following elements:

- Management and Administration
- Performance Monitoring
- Periodic Reporting
- Recruitment and Orientation
- Training and Ongoing Knowledge and Skills Development
- Human Resource Matters
- Occupational Health & Safety/Risk Management
- Legal Obligations
- Health Services Accreditation
- Contingency Planning
- Quality Monitoring

E1.4 SERVICE REQUIREMENTS

E1.4.1 *Management & Administration*

E1.4.1.1 Project Co shall:

E1 GENERAL MANAGEMENT SERVICES

- Prior to Substantial Completion notify Health Co's Representative of responsibilities and lines of communication, satisfactory to Health Co acting reasonably, that will be put into place by Project Co in respect of the services.
- Prior to Substantial Completion develop and maintain a procedure to ensure regular periodic liaison, satisfactory to Health Co acting reasonably, between Project Co's managers and supervisors and Health Co's Representative or designate to facilitate the delivery of services and ensure that Project Co and Health Co are made aware of the day-to-day specific requirements of the individual Health Authorities departments. Project Co shall develop a series of exception reporting and management information reports as agreed with Health Co's Representative or designate in a form acceptable to Health Co. Such interactions are expected to occur only at a management level. **GP01a**
 - Ensure that systems and controls, are in place to safeguard property, patient/staff information, confidentiality, cash and commodities in all services, and appropriate records are kept and available for inspection at Project Co's expense.
 - Coordinate communication and liaison between Subcontractors and Project Co, and, as may be required from time to time, between Subcontractors and Health Co.
 - Implement a comprehensive system of controls in the form of management reports relating to the delivery of the services, and make these available to Health Co on request.
 - Analyze each of the services at least annually and produce a program that details any proposals for changes to the services or the procedures used, the likely impact of those changes, the financial implications of the changes, the impact of the timing of such changes or Health Co's ability to carry out its functions and any other matter which Health Co may reasonably require. **GP01b**
 - Provide to Health Co on request and within 24 hours information that is not commercially sensitive for contribution to Health Authorities internal and external public relations. **GP01c**
 - Notify Health Co within 5 minutes of Project Co becoming aware of any hazard that has or may result in serious injury or life threatening outcome to occupants on the Site. The notification requirements shall be in line with those established by Project Co as part of the Policy and Procedure Manual for each Specific Service Specification. **GP01d**
- In connection with the provision of the Services, Project Co's management staff shall liaise with: **GP01e**
 - Health Co's Representative or designate when undertaking or preparing to undertake action in respect of works or services which may impact upon the delivery of Clinical/Non-Clinical Services or upon the comfort and/or well being of patients, Health Authorities employees, medical staff or visitors.
 - External advisors and Governmental Authorities in respect of the services provided as required.

E1 GENERAL MANAGEMENT SERVICES

- Include the provision of all necessary IT & Tel equipment and software associated specifically with Project Co service delivery, which shall interface with Health Authorities systems as per Output Specifications Section 5.3.17 – Technology and Communication Systems, and Section 6 – IT/Tel Services.

E1.4.1.2 Project Co shall provide a general manager (or designate) who will be the representative of Project Co at the Facility, available and contactable 24 hours/365(6) days a year for all purposes connected with this and all Specific Service Specifications who shall provide overall coordination of all specified services on-site. Project Co's management team will oversee the day-to-day operations and will establish necessary policies, QA systems and Service Standards, controls assurance and abide by Applicable Law and Health Authority Policies requirements, to ensure delivery of high quality services. **GP02**

E1.4.1.3 Project Co shall make provision for and co-operate with Health Authorities in the management of visits by government officials, dignitaries, etc. **GP03**

E1.4.1.4 Project Co shall be responsible for installation/affixing of paintings/prints provided by Project Co or Health Co. **GP04**

E1.4.1.5 On an annual basis, the Health Co Representative will provide Project Co with a list of religious observances and other special cultural occasions to be recognized. Such observances or occasions will reflect those commonly recognized within the community, and the overall volume of such occasions will be in proportion to other Fraser Health hospitals and Cancer Centres. Following discussion and agreement with the Health Co Representative, Project Co shall implement reasonable arrangements with regards to such religious observances and other special cultural occasions. **GP05**

E1.4.2 Performance Monitoring

E1.4.2.1 Project Co shall be committed to continuous improvement and shall implement systems to facilitate this objective. Some outputs described within this Specific Service Specification and each Specific Service Specification have a corresponding performance parameter that describes the criteria used to determine whether Project Co has delivered the Service to the Service Standards required. The performance parameters are provided at the end of each Specific Service Specification in tabulated form and provide a list of potential Failure Events for each Service and a reference to the Specific Service Specification (reference prefixed by "G" or "S") against which Project Co's actual performance is assessed. All performance parameters are assessed on a pass or fail basis.

Project Co shall at all times have in place a program the "Performance Monitoring Program" (PMP) for all of the Services. The PMP will outline the actions Project Co intends to undertake to monitor the performance of Services provided to Health Co, in accordance with the Project Agreement, including this Specific Service Specification. The PMP will at all times permit Health Co to determine whether or not Project Co has met the performance Service Standards in the Agreement. This shall include, but not be limited to, the following types of monitoring methods:

GP06

- Project Co and/or Health Authorities communications to the Helpdesk.
- Project Co self-monitoring (in accordance with the Performance Monitoring Program).

E1 GENERAL MANAGEMENT SERVICES

- Independent user satisfaction surveys for this and each Specific Service Specification (Health Authorities staff, medical staff, visitors and patients).
- Review reports by Governmental Authorities.
- Facilitating/assisting Health Co audits. Health Co audit measures shall include, but not be limited to, analysis of complaints, random visits (checking of appearance, cleanliness and sterility), user's surveys validation checks of Project Co data and deliberate testing. For the avoidance of doubt Health Co has the right to inspect any area of the Facility to ensure that Services are performing to the Service Standards in the Specific Service Specification. Health Co is entitled to report any Events, or potential Events, to the Helpdesk. The Helpdesk records must be available for inspection by Health Co at all times Monday to Friday 9:00 am to 5:00 pm, and at all other times on reasonable request.

E1.4.3 *Periodic Reporting*

E1.4.3.1 Project Co shall prepare a monitoring report and deliver it to Health Co within 5 Business Days after the end of each Payment Period. The monitoring report shall include, but not be limited to, the following information regarding the period just ended: **GP07**

- All statistical data required for any provincial or federal reports/returns, including per period worked hours and billings by Service.
- Monitoring which has been performed in accordance with the Performance Monitoring Program with a summary of the findings.
- A summary of all Events reported to the Helpdesk, including the applicable Service Response Time and Rectification Time, and the actual time of Service Response and Rectification.
- A summary of all Failure Events and Quality Failures.
- Identification of the Functional Unit affected.
- The relevant volume related data (e.g., energy consumed, catering/linen units provided, etc.) and any volume adjustments to be made to the Periodic Service Payment.
- The deductions to be made from the Periodic Service Payment in respect of Failure Events and Quality Failures, consistent with the Project Agreement and/or Payment Mechanism used.
- The number of Service Failure Points (SFP's) to be awarded in respect of Failure Events and Quality Failures on a daily basis. This part of the report should also show the rolling totals for the past 14 Payment Periods (in aggregate and by Service Category) and highlight any day in this period that a rolling total breaches a SFP threshold, Refer to Schedule 23, and Project Agreement Section 31.4 (a 120 day threshold), Section 45.1 (a) (x) (a 365 day threshold), and Section 45.5 (a) (ii) (60 day and 180 day thresholds) for some SFP thresholds.

All reports provided by Project Co will clearly identify the Functional Unit and/or Service in which Service Failure Events has occurred.

E1 GENERAL MANAGEMENT SERVICES

Health Co shall notify Project Co within 10 Business Days of receipt as to whether it accepts the contents of the monitoring report and shall provide full details of any matter which is not resolved.

E1.4.4 Recruitment and Orientation

E1.4.4.1 Project Co shall develop and implement appropriate operational policies, procedures and practices, together with its customer service philosophy, relative to recruitment and orientation prior to commencement of Service which shall include, but not be limited to:

- Job role descriptions, tasks and responsibilities; reporting relationships for the role
- Geography of the Site and Facility
- Interaction with lines of communication between Project Co and Health Co
- Knowledge of Applicable Law and Health Authority Policies
- Project Co policies on health and safety, and all other policies
- Use of machines relevant to the provision of the Services
- Handling, storage and use of cleaning materials and equipment including familiarization with the Facility's materials, finishes and colour coding system
- Manual material handling (where applicable)
- Patient/resident lifts and transfers (where applicable)
- Customer care
- Personal hygiene
- Appropriate dress and rules of conduct while on the Site or Facility
- Fire risks and fire precautions and all other contingency plans
- First aid training
- Management of aggressive behaviour
- Helpdesk user instructions
- A pledge of confidentiality
- Infection control policies (including routine precautions, isolation, handwashing, blood and body fluid protocols, etc.)

E1.4.4.2 Project Co shall ensure all new Project Co employees and its Subcontractors' employees **GP08** involved in service delivery undertake the orientation course prior to their commencement for work on the Facility. Every 6 month period, Project Co shall deliver to Health Co's Representative or designate a list of the employees engaged during the period and the date at which orientation was provided.

E1.4.4.3 Project Co and all Project Co employees and its Subcontractors' employees shall at all times adhere to, update and maintain as current the operational policies, procedures and practices set out and agreed upon with Health Co. Every 6 Payment Period, Project Co will provide Health Co's Representative or designate a report detailing where non-adherence has been identified. **GP09**

E1.4.5 Training and Ongoing Knowledge and Skills Development

E1 GENERAL MANAGEMENT SERVICES

E1.4.5.1 Project Co shall develop and implement appropriate operational policies, procedures and practices, together with customer service philosophy, relative to Training and Ongoing Knowledge and Skills Development prior to commencement of Service which shall include, but not be limited to:

- Maintain individual records to demonstrate professional competency and compliance with Applicable Law and Health Authority Policies requirements, including all training and human resources records whose content will be agreed with Health Co's Representative or designate for every Project Co employee and every Subcontractor's employee.
- Ensure that Project Co's employees and Subcontractor's employees are properly trained for the relevant Specific Service Specification.
 - Ensure Project Co's employees and its Subcontractors' employees are trained to an appropriate level commensurate with the responsibility of the post held and tasks required to be undertaken (including current C.P.R. skills, as required), with training records maintained and made available to Health Co for inspection upon written request.
 - Provided first aid training to at least the service standards contained within Section 33 of the Occupational Health and Safety Regulation.
- Ensure that Project Co's employees and its Subcontractors' employees and managers are knowledgeable regarding the following issues:
 - Violence in the workplace
 - Fire and safety and all contingency plans
 - Occupational health and safety responsibilities, and due diligence
 - Workplace Hazardous Material Information System (WHMIS)
 - Infection control
 - Site orientation
 - Confidentiality
 - Human rights
 - Freedom of Information and Privacy Protection Act (FOIPPA)
 - Personal Information Protection Act
- Ensure that all new Project Co employees and its Subcontractors' employees are familiarized with the use of the Helpdesk Service as part of their orientation training. The Helpdesk Service shall also provide ad hoc training as may be required to ensure users (except Health Authorities employees) are aware of procedural updates; Project Co shall ensure that Health Co's Representative or designate has updated, correct and timely information about the Helpdesk which Health Co's Representative or designate can use to train and orientate Health Authorities staff about the Helpdesk, as required.
- Ensure that all Project Co's employees and its Subcontractors' employees engaged in the delivery of the Service, in addition to the orientation program, are at all times properly and adequately notified, trained and instructed in compliance with relevant Applicable Law and Health Authority Policies, and that information is recorded within their personal training records (including by way of continuing professional development) with regard to:
 - The task that Project Co employees and its Subcontractors' employees have to perform

E1 GENERAL MANAGEMENT SERVICES

- All the provisions of each Specific Service Specification relevant to the duties to be performed
- The job description and personal development plan
- All relevant provisions of this Specific Service Specification
- The Manuals established by Project Co where relevant, to the Services
- All relevant health and safety hazards, rules, policies and procedures established by Project Co concerning health and safety at work and all other mandatory and Applicable Law and Health Authority Policies requirements
- Fire precautions and fire procedures and other contingency plans established by Project Co
- The need for Project Co's employees and its Subcontractors' employees to show the highest standard of personal hygiene, courtesy and consideration at all times. Conduct of Project Co's employees and its Subcontractors' employees shall conduct themselves in a professional manner at all times
- Project Co's employees and its Subcontractors' employees not to interfere with building or occupant's property
- Use of all machines relevant to their work areas
- Handling and usage of cleaning materials
- Proper lifting and handling techniques

E1.4.5.2 Proof of licences, qualifications and registration legally required shall be shown to Health Co's Representative or designate at the commencement of the Agreement and at any reasonable period thereafter, provided that reasonable notice is given in writing by Health Co's Representative or designate to Project Co. **GP10**

E1.4.5.3 Project Co and all Project Co employees and its Subcontractors' employees shall at all times adhere to, update and maintain as current the operational policies, procedures and practices set out and agreed upon with Health Co. Every 6 Payment Period, Project Co will provide Health Co's Representative or designate a report detailing where non-adherence has been identified. **GP11**

E1.4.6 Human Resource Matters

E1.4.6.1 Project Co shall develop and implement appropriate operational policies, procedures and practices, together with customer service philosophy, relative to Human Resource Matters prior to commencement of Service which shall include, but not be limited to:

- Ensure all Project Co employees and its Subcontractors' employees when on duty on the Facility are suitably identified and are properly and presentably dressed in appropriate uniforms and work wear (including protective clothing and footwear where required), or other identification and maintain a high standard of personal hygiene commensurate with their allocated tasks, and wear identification badges at all times while working in the Facility. The uniforms will be provided by Project Co, at the cost of Project Co, and will be dissimilar from Health Authorities uniforms and suitable for the Services carried out under this Agreement.
- Have in place reporting procedures to Health Co with regard to Project Co employees and its Subcontractors' employees suffering from any illness which may compromise the health and/or safety of any Health Authorities employee, physician, patient or visitor and to identify instances of any Project Co employees and its

E1 GENERAL MANAGEMENT SERVICES

Subcontractors' employees having knowingly had contact with any person with any illness which may compromise the health and/or safety of any Health Authorities employee, patient or visitor.

- Ensure all Project Co employees and its Subcontractors' employees have a good command of the English language.
- Ensure all new Project Co employees and its Subcontractors' employees not commence work until the results have been received on a signed Criminal Record Check Authorization Form.
- Ensure that all employees and its Subcontractors' employees who, in the fulfillment of the terms and conditions of the Agreement, may or have the potential of unsupervised access to children in the ordinary course of employment or in the practice of an occupation, must have no criminal record relating to any offence involving children, as required by Applicable Law and Health Authority Policies (Criminal Records Review Act, legislated by the Ministry of the Attorney General). In addition, any Project Co's employees and its Subcontractors' employees subsequently charged with an offence involving children will be prohibited from performing work on any Site.
- Project Co will ensure reporting procedures and contingency plans are in place with regard to its employees and its Subcontractors' employees suffering any infectious/defined illness or illness suffered during/following holidays abroad, or having contact with any person with infectious/defined illness or illness suffered during/following holidays abroad.
- In respect of all persons employed or seeking to be employed by Project Co, Project Co will comply with all Applicable Law and Health Authority Policies, and regulations including, but not limited to, those relating to the Employment Standards Act, Workers' Compensation Act and Regulation, Section 118 and any subsequent revisions, and the BC Human Rights Code.
- Pre-employment health checks.

GP12

E1.4.6.2 Project Co and all Project Co employees and its Subcontractors' employees shall at all times adhere to, update and maintain as current the operational policies, procedures and practices set out and agreed upon with Health Co. Every 6 Payment Period, Project Co will provide Health Co's Representative or designate a report detailing where non-adherence has been identified.

GP13

E1 GENERAL MANAGEMENT SERVICES

E1.4.7 Occupational Health & Safety/Risk Management

E1.4.7.1 Project Co shall develop and implement appropriate operational policies, procedures and practices, together with customer service philosophy, relative to Occupational Health & Safety/Risk Management prior to commencement of Service which shall include, but not be limited to:

- Advise Health Co, in writing, of any shortfalls it becomes aware of outside of its defined areas of responsibility, together with a risk assessment and costed action plan to rectify them. If Health Co elects to proceed with the action plan, then the responsibility for the payment of any such works shall be to the account of Health Co. Project Co is to work with Health Co to minimize such costs.
- Ensure Applicable Law and Health Authority Policies, and regulatory health and safety compliance. Produce a comprehensive health and safety manual and ensure it is available to, and used by, all its Project Co's employees and its Subcontractors' employees.
- Administer and manage Project Co's compliance with its health and safety obligation insofar as they relate to the provision of the Services.
- Advise Health Co of any breaches of Applicable Law and Health Authority Policies.
- Ensure all Project Co employees and its Subcontractors' employees are properly immunized and tested for influenza and TB skin test, (in accordance with Health Authorities' Occupational Health and Safety Policies) and that proper immunization records are maintained.
- Ensure all Project Co employees and its Subcontractors' employees have received training in proper handwashing procedures.
- Procure the services of a safety adviser qualified to at least the Canadian Registered Safety Professional (CRSP) level or equivalent and coordinate the production, amendment and updating of the health and safety procedures of Project Co and the subcontractors.
- Ensure that all Project Co employees and its Subcontractors' employees are offered immunization against Hepatitis B virus at no cost to the worker, upon request for all workers who have or may have occupational exposure to Hepatitis B virus. For specific regulations, see WCB's Occupational Safety and Health Regulation.
- Provide all Project Co employees and its Subcontractors' employees with suitable and appropriate personal protective equipment (gowns, face shields, masks, etc.).
- Ensure suitable first aid and first aid facilities are provided to all Project Co employees, its Subcontractors' employees, Health Authorities staff, volunteers and visitors, and ensure name of on-duty First Aider is clearly identified.
- Maintain and keep up-to-date health and safety records and documentation and make these available for inspection by Health Co, or authorized Governmental

E1 GENERAL MANAGEMENT SERVICES

Authorities, including, but not limited to:

- Risk assessments in respect of all of the Services and make these available for inspection to Health Co's Representative or designate
- Service manuals
- Procedure statements

- E1.4.7.2** Project Co and all Project Co employees and its Subcontractors' employees shall at all times adhere to, update and maintain as current the operational policies, procedures and practices set out and agreed upon with Health Co. Every 6 Payment Period, Project Co will provide Health Co's Representative or designate a report detailing where non-adherence has been identified. **GP14**

E1.4.8 Legal Obligations

- E1.4.8.1** Project Co shall comply with all Applicable Law and Health Authority Policies, whether or not specifically identified in the Specific Service Specifications. **GP15**

Project Co shall, with respect to the use and disclosure of personal information, comply with the Freedom of Information & Protection of Privacy Act as if that Act did apply to Project Co, having due regard to guidelines published by the Office of the Information & Privacy Commissioner and in particular, to the Guidelines for Data Services Contracts (OIPC Guideline 01-02) as well as Sections 52 and 53 of the Project Agreement.

Project Co shall also comply with the provisions of the Agreement relating to Personal Information described in Section 53 of the Project Agreement.

E1.4.9 Health Services Accreditation

- E1.4.9.1** Project Co shall achieve within 6 Payment Period after the Final Completion Date and, thereafter, maintain at a minimum the Facility and all Facilities Management Services to Service Standards that are consistent with full accreditation by the Canadian Council on Health Services Accreditation. **GP16**

E1.4.10 Contingency Planning

- E1.4.10.1** Project Co shall participate in, and review annually (only to extent of the obligations imposed by these General Management Services and Specific Service Specifications) with Health Authorities in the development of seamless Contingency Plans, which currently include Code Red (Fire), Code Blue (Cardiac Arrest), Code Green (Evacuation), Code Orange (Disaster), Code Black (Bomb Threat), Code Yellow (Missing Patient), Code White (Aggressive Behaviour), Code Brown (Chemical Spill), **GP17**

E1 GENERAL MANAGEMENT SERVICES

and Code Grey (Air Exclusion) for the safety and well-being of Project Co's employees and its Subcontractors' employees and Health Authorities staff, physicians, patients, visitors and volunteers.

E1.4.10.2 Project Co shall have its own Contingency Plan to ensure it is able to deliver all Services **GP18** under this Agreement should there be Events or Failure Events in the Helpdesk communications systems.

E1.4.11 Communications

E1.4.11.1 Project Co shall develop, maintain and implement an appropriate communications plan three months prior to Substantial Completion that shall include how Project Co intends to deal with the following issues:

- General communications;
- Community relations;
- Media relations;
- Government relations;
- Crisis communications

E1.4.11.2 Project Co shall produce and issue to Health Co for approval the following: **GP19**

An annual communications plan centred on the likely issues that may impact on the Project Operations over the next 12 months including:

- Labour relations and subcontractor issues;
- Partnering and health care issues;
- Special Interest stories;
- Government based issues and private sector provision;
- Proposed media opportunities it may participate in that require Health Co approval.
- During a crisis situation, Project Co and Health Co each understand that a ramping up of communications efforts will be required. Project Co will make available sufficient resources to effectively and proactively manage and perform its communications responsibilities during a crisis, including 24/7 availability.

In overseeing the communications program, Health Co. will:

- Review and approve Project Co's annual communication plan, as well as all media releases, and project information (print and electronic).
- Retain overall responsibility for communications on policy and health related issues.
- At its discretion, participate in and/or monitor all communication and consultation activities relevant to Health Co and undertaken by Project Co.
- Periodically review Project Co's performance in providing communications

E1 GENERAL MANAGEMENT SERVICES

support for the AHCC.

- Maintain responsibility for community relations and marketing activities (e.g., community events, presentations to community groups). Project Co will provide if requested media materials and/or spokesperson(s).

Project Co and Health Co will jointly develop a plan outlining roles and responsibilities for a list of potential crisis issues that could develop during the operating phase of the project. Health Co will maintain final approval on all aspects of communications that relate to it.

E1.4.11.3 Project Co shall participate in a support role to Health Co when requested to do so, inclusive of: **GP20**

- Identify dedicated communications contact with relevant experience, and media-trained communications spokesperson (s), with 24/7 availability
- Respond in accordance with agreed timeframes
- Review and/or provide communications and/or technical materials, including reasonable requests for web site content
- Updates to internal/external stakeholders as required. Project Co will provide if requested media materials and/or spokesperson(s).
- Directs all media enquiries and interview requests to Health Co's lead communications contact
- Maintain a written record of all public enquiries, complaints and communications and provide copies to Health Co's lead communications contact on a weekly basis (or immediate if urgent)

E1.4.12 *Quality Monitoring*

E1.4.12.1 Prior to Substantial Completion, Project Co and Health Co shall develop, maintain and implement a system for recording and acting on customer feedback and satisfaction with respect to the General Management Services through the conduct of a customer user satisfaction survey/questionnaire to be carried out quarterly in a format consistent with Section 2 of Schedule 23-3A of the Project Agreement. Pursuant to Schedule 23-3A, a Quality Satisfaction Failure will occur if the results of the user satisfaction survey/questionnaire generate a quality satisfaction score that corresponds to a Quality Satisfaction Failure, as set out in the Quality Survey Indicators table in Appendix G of Schedule 23. **GP21**

E1 GENERAL MANAGEMENT SERVICES

Performance Indicators

Ref	Parameter	SF Type	Category	Response	Rectification	Recording Freq.	Monitoring Method
Management & Administration							
GP01a	Project Co shall maintain, appropriate management & exception reporting; reports are available to Health Co at all reasonable times.	QF	Medium	N/A	N/A	M	
GP01b	Project Co will review at least annually the delivery of each of the Services it provides and detail any changes it wishes to make to Health Co's Representative or designate. No changes to Service delivery standards will be accepted unless approved by Health Co's Representative or designate.	QF	Low	N/A	N/A	A	
GP01c	Information relating to internal and external public relations is to the agreed format and quality.	QF	Low	N/A	N/A	M	
GP01d	Project Co will notify Health Co in the event of all hazards as established in Project Co's Policy and Procedure Manual	QF	High	N/A	N/A	M	
GP01e	Staff liaise with Health Authorities staff, external advisors and Governmental Authorities with respect to the Services provided.	QF	Medium	N/A	N/A	M	
GP02	General Manager (or designate) provided by Project Co at the Facility available and contactable 24 hours, 365(6) days/year who will provide overall coordination, maintain policies, QA system, and management control system as required.	QF	High	N/A	N/A	M	
GP03	Visits by government officials, dignitaries will be appropriately managed.	QF	Low	N/A	N/A	A	
GP04	Paintings/Prints appropriately installed.	QF	Low	N/A	N/A	A	
GP05	Appropriate arrangements are made with regards to religious observances and other special cultural occasions.	QF	Low	N/A	N/A	M	
Performance Monitoring							
GP06	The Performance Monitoring Program is available to Health Co and captures the necessary information as detailed in this Specific Service Specification.	QF	High	N/A	N/A	PR	
Periodic Reporting							
GP07	Periodic Monitoring report as detailed in this Specific Service Specification is carried out in accordance with the Performance Monitoring Program within 5 Business Days at the end of each Payment Period.	QF	Medium	N/A	N/A	M	
Recruitment and Orientation							
GP08	All employees and its Subcontractors' employees have received orientation training prior to starting work with list and date of orientation conducted provided every 6 mos.	QF	Medium	N/A	N/A	M	

E1 GENERAL MANAGEMENT SERVICES

Ref	Parameter	SF Type	Category	Response	Rectification	Recording Freq.	Monitoring Method
GP09	Operational policies and procedures adhered to and current. Every 6 Payment Period provide Health Co's Representative or designate a report of non-compliance.	QF	High	N/A	N/A	PR	
Training and Ongoing Knowledge and Skills Development							
GP10	Proof of licenses, qualifications and registrations provided for all employees and its Subcontractors' employees as required.	QF	High	N/A	N/A	M	
GP11	Operational policies and procedures adhered to and current. Provision of employees and its Subcontractors' employees orientation details every 6 Payment Period.	QF	High	N/A	N/A	PR	
Human Resource Matters							
GP12	Signed criminal record check authorization form received prior to new employees and Subcontracted employees commencing work.	QF	High	N/A	N/A	PR	
GP13	Operational policies and procedures adhered to and current. Every 6 Payment Period provide Health Co's Representative or designate a report of non-compliance.	QF	High	N/A	N/A	PR	
Occupational Health & Safety/Risk Management							
GP14	Operational policies and procedures adhered to and current. Every 6 Payment Period provide Health Co's Representative or designate a report of non-compliance.	QF	High	N/A	N/A	PR	
Applicable Law and Health Authority Policies, Obligations and Legislation							
GP15	Compliance with all Applicable Law and Health Authority Policies, whether or not specifically identified in the Specific Service Specifications.	QF	High	N/A	N/A	M	
Health Services Accreditation							
GP16	Project Co to achieve Accreditation six Payment Periods after Final Completion and thereafter, maintain the Facility and all Facilities Managements Services to Service Standards that are consistent with Canadian Council on Health Services Accreditation at all times.	QF	High	N/A	N/A	B	
Contingency Planning							
GP17	Project Co has participated in and reviewed annually all its contingency plans in connection with this Specific Service Specification. This plan should be reviewed annual for consistency with Health Authorities plans.	QF	Medium	N/A	N/A	A	
GP18	Project Co has at all times its own Contingency Plan in the event of Helpdesk Communication Systems Failure Events.	QF	Medium	N/A	N/A	PR	
Communications							

E1 GENERAL MANAGEMENT SERVICES

Ref	Parameter	SF Type	Category	Response	Rectification	Recording Freq.	Monitoring Method
GP19	Project Co shall produce and issue to Health Co for approval an annual communications plan centred on the likely issues that may impact on the Project Operations over the next 12 months	QF	Medium	N/A	N/A	A	
GP20	Project Co shall participate in a support role to Health Co as requested	QF	Medium	N/A	N/A	R	
Quality Monitoring							
GP21	System of recording and acting on customer feedback and satisfaction in place and customer service survey/questionnaire is conducted quarterly in agreed format.	QF	Medium	N/A	N/A	Q/M	

E2 HELPDESK SERVICES

E2.1 DEFINITIONS

Project Co shall refer to, and comply with, all Definitions included in the 4.1 Introduction to this Section 4 – Facilities Management Services and Schedule 1 – Definitions and Interpretation of the Project Agreement. In addition, in this Specific Service Specification, the following words and phrases shall have the following meanings:

Helpdesk Service means those Services to be carried out pursuant to this Specific Service Specification.

Helpdesk Users means those persons identified in Section E2.2.6

E2.2 GENERAL REQUIREMENTS	
----------------------------------	--

E2.2.1 Project Co shall comply with all requirements set out in this Section 4.

E2.2.2 Project Co shall provide Helpdesk Services 24-hours per day 365(6) days per year on a scheduled and reactive basis as may be required to meet the Service Standards of this Specific Service Specification. Project Co shall achieve the following objectives:

- Provide high quality, efficient, innovative and flexible Helpdesk Services at all times as required by these FM Output Specifications.
- Provide sufficient number of qualified, trained and competent employees or Sub-contracted employees with the skills within each Service necessary to perform as required by all Section 4 FM Output Specifications.
- Meet all requirements of Applicable Law and Health Authority Policies.
- Develop and maintain an auditable quality plan which is representative of the services being provided and reflects the requirements of Health Authorities.
- Research and develop new service delivery methods and apprise Health Co of their benefits.
- Provide a comprehensive, effective, flexible and efficient Helpdesk Service to facilitate the smooth running of Health Authorities operations, to act as a communication hub for the Facility Management Services.
- Manage matters and marshal resources as required by these FM Output Specifications, to participate in emergency responses, and to provide a high level of customer care.

E2.2.3 Project Co shall acknowledge that there may be services or tasks to be performed that are not described, but are necessarily ancillary to the Specific Services Specification and these shall be performed by Project Co as part of Project Operations.

E2.2.4 Project Co and Health Co shall maintain and update as necessary the listing of Definitions relevant to this Specific Service Specification and common to all Specific Service Specifications.

E2.2.5 Project Co shall exercise reasonable and competent supervision of the work at all times and of all Project Co personnel performing services under this Agreement.

E2.2.6 In providing the Services, Project Co will also consider the needs and interests of:

E2 HELPDESK SERVICES

- Health Authorities employees, physicians and volunteers
- Subcontractors of Health Authorities
- Patients and their families
- Residents
- Visitors
- External Contractors to Health Co and Health Authorities

E2.2.7 All quality assurance and quality monitoring (including Quality Monitoring as defined in E1 Specific Service Specification) required by these FM Output Specifications shall form part of, but shall not be construed as limiting, Project Co's quality assurance obligations as set out in the Project Agreement, including Section 13 of the Project Agreement.

E2.3 SCOPE OF SERVICE

E2.3.1 Helpdesk Services consists of two main elements as follows:

- Helpdesk Services
- Quality Monitoring

E2.4 SERVICE REQUIREMENTS

2.4.1 Helpdesk Services

E2.4.1.1 Project Co shall develop and implement appropriate operational policies, procedures and practices, together with customer service philosophy, relative to Helpdesk Services prior to commencement of Service which shall include, but not be limited to:

- Provision of a Helpdesk Service 24 hours a day, 365(6) days a year, with provisions for backup if required, which shall form the day-to-day notification interface between Health Authorities and Project Co and any of its Subcontractors in relation to the following matters: **GP01**
 - All enquiries and Service Requests for assistance relating to the Services (excluding Health Authorities reception services)
 - The notification of Events and Failure Events and complaints or compliments from any of the customers relating to the Services
 - Service Requests for temporary changes to the delivery and scope of Service or other subcontractor's service which shall not be a Variation
 - Monitoring of alarms and security systems (see also E9 Protection Services)
 - Implementation and management of a function booking system, including the following details:
 - function type and details
 - record of all Food Service Requests
 - contact details of the client
 - authorized budget code
 - Notification of accidents or emergencies
 - Request for information relating to the operation of the Helpdesk Service

E2 HELPDESK SERVICES

- Update of progress regarding any Events and Failure Events notified to the Helpdesk
- Updates to the instructions shall be provided to Health Authorities from time-to-time, as necessary.
- Following the completion of the user instructions, ensure all users, and other persons are familiar with these Helpdesk Service instructions.
- Project Co shall make the initial determination and categorize each and every Service Request and Event using the classification (priority) protocol outlined in Table 1 below:

Table 1: Events and Service Response Time Categorization Characteristics

Category	Service Response Time	Definition
Emergency	per Specific Service Specification	Any Events felt to be life or limb threatening or serious enough to cause significant damage to the Facility or Site. Any Service Request which is required to avoid a life threatening event or an event serious enough to cause significant damage or disruption.
Urgent	per Specific Service Specification	Any Events that shall cause impairment to the delivery of the Clinical or Non-Clinical Services if not attended to quickly, or which may develop into an emergency if not remedied. Any Service Request which requires attendance quickly to rectify immediately detrimental or to avoid significant operational problems, or an emergency if not remedied.
Routine	per Specific Service Specification	Any Events that are not seen as immediately detrimental and not causing significant operational problems. Any Service Request that is not seen as immediately detrimental and not causing significant operational problems if not attended to.

- Project Co will maintain as part of the Helpdesk Service a daily electronic log of all Service Requests and calls reporting Events or Failure Events. The Helpdesk Service shall record into the electronic log all relevant details, including, but not limited to, the following information: **GP02**
 - Helpdesk operators name
 - Requester's name
 - Date and time
 - Location
 - Nature of the request, Event, or Failure Events
 - Service required
 - Classification (priority)
 - Unique request reference identifier
 - Service provider and contact name to which the request was passed
 - Date and time request passed to the relevant subcontractor
 - Action taken and by whom
 - Service Response Time and Rectification Time
- Project Co will not delete or alter any details recorded by the Help Desk unless approved by Health Co's Representative or designate and the following information is recorded: **GP03**
 - The exact nature and impact of the amendment

E2 HELPDESK SERVICES

- The reason for the amendment
 - By whom the amendment was authorized
 - Ensure that in the event of emergencies outlined in E9.4, at whatever time, the Helpdesk Service shall assist in raising the alarm, reporting the incident to internal and external authorities, coordinating the Service Response Time and logging the details. **GP04**
 - Ensure the Helpdesk Service personnel answer all telephone calls within 4 rings of the telephone. **GP05**
 - The Helpdesk Service will maintain confidentiality consistent with the policy established the Health Authorities and implemented by Project Co. **GP06**
- E2.4.1.2** Project Co and all Project Co employees and its Subcontractors' employees shall at all times adhere to, update and maintain as current the operational policies and procedures set out and agreed with Health Co. Every 6 Payment Period, Project Co will provide Health Co's Representative or designate a report detailing where non-adherence has been identified. **GP07**

E2.4.2 QUALITY MONITORING

- E2.4.2.1** Prior to Substantial Completion, Project Co and Health Co shall develop, maintain and implement a system for recording and acting on customer feedback and satisfaction with respect to the Helpdesk Services through the conduct of a customer user satisfaction survey/questionnaire to be carried out quarterly in a format consistent with Section 2 of Schedule 23-3A of the Project Agreement. Pursuant to Schedule 23-3A, a Quality Satisfaction Failure will occur if the results of the user satisfaction survey/questionnaire generate a quality satisfaction score that corresponds to a Quality Satisfaction Failure, as set out in the Quality Survey Indicators table in Appendix G of Schedule 23. **GP08**

E2 HELPDESK SERVICES

Performance Indicators

Helpdesk Services

GP01	The Helpdesk Service is available 24 hours per day, 365(6) days per year and has provisions for backup if required.	QF	High	N/A	N/A	D
GP02	Project Co will electronically record all Service Requests and Failure Events as defined in this Specific Service Specification and further requirements of Health Co from time to time. This reporting requirement to be adhered by Project Co at all times.	QF	Medium	N/A	N/A	A
GP03	No amendments are made to the information logged with the Helpdesk Service unless the amendments are clearly identified and have the necessary authorization from Health Co.	QF	High	N/A	N/A	M
GP04	Provide assistance in raising alarms, reporting Events to internal and external authorities and logging of the details in the event of an emergency.	QF	High	N/A	N/A	Per incident
GP05	All telephone calls to the Helpdesk Service are answered and actioned within 4 rings of the telephone.	QF	Medium	N/A	N/A	M
GP06	Confidentiality is maintained in accordance with Health Authorities policy.	QF	High	N/A	N/A	M
GP07	Operational policies and procedures adhered to and current. Every 6 Payment Periods Project Co will provide Health Co's Representative or designate a report detailing where non-adherence has been identified.	QF	High	N/A	N/A	PR
Quality Monitoring						
GP08	System of recording and acting on customer feedback and satisfaction in place and customer service survey/questionnaire is conducted quarterly in agreed format.	QF	Medium	N/A	N/A	Q/M

E3 FOOD SERVICES NON PATIENT

Purposely left blank for pagination.

Deleted as a separate specification section and integrated with E4 Food Services.

E4 FOOD SERVICES

E4.1 DEFINITIONS

Project Co shall refer to, and comply with, all Definitions included in the Introduction to this Section 4 – Facilities Management Services and Schedule 1 – Definitions and Interpretation. In addition, in this Food Services Specification, the following words and phrases shall have the following meanings:

Food Services	means all of the requirements of this Specific Service Specification.
Approved Certified Supplier	means supplier of goods and/or services to Project Co who have been subject to vetting and inspection by Canadian Food Inspection Agency qualified inspectors representing Hazard Analysis Critical Control Points (HACCP), to ensure that their premises, procedures, goods and services are of an acceptable standard and capable of meeting the requirements of this Specific Service Specification.
Cultural	means specific traditional, ethnic or religion-based requirement for special meal or diet.
Dietician	means a professional, registered dietician suitably qualified to understand nutrition and dietetic needs.
Ethnic Diet	means a diet for a specific ethnic group that has a cultural basis.
Food Supplement	means food supplements and/or substitutes provided by Project Co at the request of the Health Co Representative which are required in addition to, or in the place of, the standard meals and which are provided to meet the nutritional requirements of a customer.
HACCP	means Hazard Analysis Critical Control Points.
Meal Times	means the times set out in Table 1 of this Specific Service Specification at which meals are to be provided to patients.
Patient Meal Services	means the meal services to be provided to patients pursuant to this Specific Service Specification.
Religious Diet	means a diet that meets the needs of patients and customers who require a diet based on their religious requirements.
Special Diet	means any diet other than therapeutic, vegan, vegetarian, religious, ethnic which is developed in accordance with the Dieticians of Canada specifications.
Therapeutic Diet	means diet for a specific disease condition that contributes to its cure or management.
Vegan Diet	means a diet that excludes meat, poultry, fish and dairy products.
Vegetarian Diet	means a diet that excludes meat, poultry and fish products.

E4 FOOD SERVICES

E4.2 GENERAL REQUIREMENTS

- E4.2.1** Project Co shall comply with all requirements set out in E1 General Management Services Specification of this Section 4 relevant to the delivery of the Food Services.
- E4.2.2** In addition to the applicable provisions set in the General Management Services Specification, Project Co shall comply with the Service Standards and requirements of this Specific Service Specification.
- E4.2.3** Project Co shall provide Food Services 24 hours per day, 365(6) days per year on a scheduled and reactive basis as may be required to meet the Service Standards of this Specific Service Specification. Project Co shall:
- Provide high quality Food Services which offer a range of nutritious food and drink to enable all inpatients and outpatients to have a choice which reflects their dietary and nutritional requirements and preferences, including healthy eating, ethnic, cultural options, patients too ill to eat normal food, prescribed therapeutic diets, religious, vegetarian and vegan options. The flexible service should provide for changing customer needs and adapt to the nature of the service provided within the Facility.
 - Provide high quality Food Services which offer a range of nutritious food and drink to enable all non-patient customers, including staff and visitors, but also ambulant inpatients and outpatients to have a choice, including healthy eating, ethnic and cultural options 24 hours per day, 365(6) days per year. Cafeteria hours shall be 06:30 – 19:00 Mondays – Fridays, and 08:00 – 18:00 Saturdays, Sundays, and statutory holidays. The hours of service should provide for various and changing customer needs and adapting to the nature of the service provided within the Facility.
- E4.2.4** Project Co shall acknowledge that there may be services or tasks to be performed that are not described, but are necessarily ancillary to the Specific Services Specification and these shall be performed by Project Co as part of Project Operations.
- E4.2.5** The service detailed within this Specific Service Specification forms one aspect of what Project Co shall provide as a total facilities management solution; and Project Co will provide, integrate and coordinate this Service Category with all other Service Categories to provide, from Health Co's perspective, an integrated and complete facilities management solution.
- E4.2.6** Project Co shall exercise competent supervision of the work at all times.
- E4.2.7** Project Co shall ensure that all requisitions for Food Services may be completed electronically via the Helpdesk (refer to E2 Helpdesk Services for details).
- E4.2.8** Project Co shall be responsible for confirming or suggesting changes to space requirements for rooms/areas located in clinical components, described in the Clinical Services Output Specification and Non-Clinical Services Output Specification (CSOS/NCSOS), which accommodate functions specific to Food Services (which are shown in parentheses in the CSOS/NCSOS) (e.g., nourishment station, food galley, vending machine area).
- E4.2.9** Project Co shall prepare a periodic monitoring report in compliance with relevant aspects of the contents outlined in E1.4.2.1 and E1.4.3.1 of General Management Services Specification.

E4 FOOD SERVICES

E4.2.10 Project Co shall provide food and catering related delivery services (e.g., delivery and collection of stock/non-stock items, delivery and collection of food rethermalization carts).

E4.2.11 In all areas, Project Co shall comply with the legislation and guidelines contained in E1 General Management Services and the Hazard Analysis Critical Control Points (HACCP) Standards.

E4.2.12 Project Co shall ensure integration at its cost with patient nutrition services, systems and software, which are currently managed by Meditech (the software used by the Health Authority to manage their operations), which serves two main purposes, namely:

- 1) As a purchasing tool, Meditech provides an electronic inventory of all food items required for the preparation of patient meals.
- 2) As an electronic health record, Meditech contains patient information regarding medication history, laboratory results and allergies, as well as nutritional requirements and specialized diets – all of which must be accessed and updated by diet clerks for the provision of accurate and comprehensive patient nutrition.

E4.3 SCOPE OF SERVICE

E4.3.1 Food Services consists of four main elements as follows:

- General Services
- Patient Services
- Non-Patient Services
- Quality Monitoring

E4.4 SERVICE REQUIREMENTS

E4.4.1 *General Services*

E4.4.1.1 Project Co shall develop and implement appropriate operational policies, procedures and practices, together with customer service philosophy, relative to Food Services prior to commencement of service which shall include, but not be limited to:

- Compliance with Hazard Analysis Critical Control Points (HACCP) Standards.
- Maintenance of proper standards of food safety, personal hygiene and personnel apparel, in accordance with the Canadian Food Inspection Agency (CFIA) Standards at all times. This shall include training in the following, which represents current hospital industry practices:
 - Food preparation

E4 FOOD SERVICES

- Food hygiene, including: Applicable Law including, HACCP Standards, and the attainment of a Food Safe Level 1 Certificate and the attainment of a Food Safe Level 2 Certificate for all supervisory staff, managers and cooks.
- Ensure waste derived from the Food Services is disposed of safely according to agreed procedures, including compliance with recycling procedures.
- Performance of day-to-day cleaning tasks in the food production areas, including all work surfaces, refrigerated space and equipment. Housekeeping Services (as identified in the E5 Specific Service Specification) shall be responsible for cleaning of walls, ceilings, floors, hoods and waste removal.
- Provision of a range of snacks and beverages to inpatients as per dietary requirements.
- Source, procure and purchase all food and ingredients from Approved Certified Suppliers.
- Implementation of quality control procedures for all incoming ingredients and foodstuffs to ensure goods are within their stated expiry date, free from damage, pest infestation/damage, have been stored and transported at the correct temperature, and are suitable for consumption as per the HACCP Standards.
- Ensure that all food is handled, stored, prepared and cooked appropriately, that procedures are in place to ensure it is kept at the requisite temperature at all times, including, but not limited to, storage prior to preparation, during cooking, during transfer and at point of service around the facilities to the patients.
- Provision of all staffing, training, supplies and equipment (including food retherm carts as required), hardware, software, menus, dishware, utensils, disposables, personal protective equipment, cleaning materials and any other items required for the efficient delivery of Food Services, and maintain them in a safe and hygienic manner. Dishware and cutlery shall include specialist dishware and cutlery for patients with special requirements.
- Provision, distribution, collection, washing and drying, storing and replacing as necessary all dishware, cutlery and other implements and equipment used in connection with the Food Services and be responsible for their cleaning as per CFIA Standards.

E4.4.1.2 Project Co and all Project Co staff shall at all times adhere to, update and maintain as current the operational policies, procedures and practices set out and agreed upon with Health Co. Every 6 Payment Periods Project Co will provide Health Co's Representative or designate a report detailing where non-adherence has been identified. **SP01**

E4.4.2 Patient Services

E4.4.2.1 Project Co shall develop and implement appropriate operational policies, procedures and practices, together with customer service philosophy, relative to Patient Services prior to commencement of service which shall include, but not be limited to:

- Provide a minimum of a 14-day menu cycle for inpatients to ensure variety and selection and to avoid menu fatigue. Menu cycles shall be changed to take **SP02**

E4 FOOD SERVICES

account of the seasonal nature of customer preferences. Project Co shall provide suitable special menus for various ethnic and religious holidays (e.g., Christmas, Ramadan, etc.). Menus and nutritional content to be provided to Health Co (for approval) 28 days prior to end of each menu cycle.

- Provide menus in the format and style agreed with Health Co's Representative or designate, and shall take full regard of:
 - Nutritional requirements
 - Ethnic/religious requirements
 - Visually impaired patients
 - Genetically modified and/or allergenic contents
- Provide a technologically advanced meal ordering system (no more than 2 meals in advance), at the point of care, which is integrated with the patient information system.
- Gain approval from the designated Health Co's Representative or designate prior to the:
 - Use of potentially allergenic ingredients (e.g., nuts)
 - Use of genetically modified foods
 - Use of modified, special and therapeutic diets
- Provide a scheduled Food Service for all inpatients and outpatients on a 12-hour per day, 365(6) days per year basis with all scheduled deliveries made inside the meal service times detailed in Table 1: Meal Service Times Guideline. **SP03**

Table 1: Meal Service Times Guideline

Meal	Inpatients
Breakfast	0700 to 0900 hours
Lunch	1100 to 1300 hours
Evening Meal	1630 to 1830 hours
Ad Hoc Meal - Snacks	15 Minutes from request

- Provide ad hoc Food Services on a 24-hour per day, 365(6) days per year basis for the following: **SP04**
 - Inpatients who are admitted outside scheduled meal times, or are receiving treatment during scheduled meal times
 - Patients in Emergency or the Ambulatory Care (day care service) components as advised by Health Co's Representative or designate
 - Or any ad hoc request made by Health Co's Representative or designate

Where such a request is made during normal kitchen hours, meals shall be supplied in the usual manner. Ad hoc meals should first be delivered from Nourishment Station by Health Authority staff; if not available, then request is made per Table 1 of this Specific Service Specification. Where requests are made outside these hours, Project Co shall supply meals through the Unit "nourishment station" where it exists.

E4 FOOD SERVICES

When delivering meals, snacks or beverages through one of these methods Project Co shall ensure:

- In a calendar day, standard meals (in addition to the snack service) per Table 1 will be made available to a patient
 - Be responsible for procuring, storing and preparing snacks to the agreed specification
 - Provide the choice of at least three snack alternatives at any one time, one of which is designed for children
- Provide, on the instruction of Health Co's Representative or designate, special diet meals developed as per Dietitians of Canada specifications, including Food Supplements to designated patients on a scheduled and ad hoc basis and, wherever possible, such meals and or beverages should be served with the other scheduled meals. Special diets may include, but are not limited to:
 - Therapeutic (renal, diabetic, low sodium)
 - Special
 - Children/adolescent
 - Cultural
 - Religious
 - Pediatric
 - Texture modified
 - Tube feedings/nutritional supplements
 - Any other requirement as may be reasonably requested from Health Co's Representative or designate
- Delivery of all meals and nourishments to their intended patients and the collection and return of plates, dishware and any other equipment used in the delivery of meals and snacks. Project Co shall implement and maintain systems such that ensures:
 - Meals/trays are delivered to the correct patient with a tray accuracy of not less than 98% **SP05a**
 - No patients with known severe food allergies are delivered foods containing such allergens. **SP05b**
 - Dirty dishware, cutlery and uneaten food are removed within 60 minutes of delivery to a patient.
 - All carts for supply or return are not to be left in the corridors for longer than 10 minutes (only if not within standard meal delivery periods). Appropriate space for cart holding to be provided in the food galleys **SP05c**
- Movement of carts in a safe manner, so as not to:
 - cause injury to any member or staff, patient or visitor
 - impair food presentation/quality

E4.4.2.2 Project Co and all Project Co staff shall at all times adhere to, update and maintain as current the operational policies, procedures and practices set out and agreed upon with Health Co. Every 6 Payment Periods Project Co will provide Health Co's Representative or designate a report detailing where non-adherence has been identified. **SP06**

E4 FOOD SERVICES

E4.4.3 *Non-Patient Services*

E4.4.3.1 Project Co shall develop and implement appropriate operational policies, procedures and practices, together with customer service philosophy, relative to Non-Patient Services prior to commencement of service which shall include, but not be limited to:

- Provide a staff and visitor retail food service 365(6) days per year. The employees and visitor retail food services shall include:
 - Preparation and service of all meals to staff and visitors in the retail facility ensuring that such meals meet general customer satisfaction with respect to appearance, temperature, timeliness, taste and texture
 - Ensuring that a choice of meals is available to staff and visitors, including full hot and cold meals, normal, vegetarian/vegan and healthy options, and a range of snack/ takeaway options
 - Ensuring that snacks and beverages are available at all times when the retail facilities are not open. All food and beverages shall be displayed by Project Co in an attractive and appealing manner and shall include:
 - hot and cold beverages
 - sandwiches and light snacks
 - fresh fruit
 - Ensuring that meals, including hot food and hot drinks are available at all times
- Permit those Health Authorities staff access to the cafeteria who chooses to consume their own food in this area, and menus and pricing must be clearly displayed at all times.
- Ensure all tables shall be cleaned promptly after use and made available for the next customer.
- Ensure the service of, and payment for, meals and beverages in the retail areas by all customers shall take place within 5 minutes of customers joining the queue unless it is a special order meal. **SP07**
- Ensure chilled and ambient temperature drinking water and suitable receptacles are available free of charge at all times.
- Provide catering services, as and when requested by Health Authorities, and without limiting catering to others, to cater for:
 - Beverage service to meetings
 - Working meal service
 - Catering for functions
- Pricing for these catering services will be agreed between Project Co and Health Co and applied on a function by function basis at rates determined by factors such as numbers, function type, menu choice, time of day and location.

For the avoidance of doubt, the catering services shall include, where requested:

- Hot or cold beverages

E4 FOOD SERVICES

- Transportation of food
- Dishware, cutlery and all other equipment necessary to fully meet the obligations of this agreement
- Provision of waiting and/or serving staff
- Provision of table linen, napkins, etc.
- Preparing catering product/clearing before/after the function
- Any other reasonable requirement

- Maintain a portfolio of standard catering menus and prices, which should be available on request to Health Co's Representative or designate. The catering Food Service shall be itemized separately and included in Periodic Service Payments. **SP08**

- Deliver an out-of-hours Food Service by providing and supplying vending services in the retail facility and in patient facilities to ensure that the choice of snacks and beverages agreed with the designated Health Co's Representative or designate be available at all times. Project Co shall replenish all contents and maintain machine stocks ensuring sell by dates and good stock rotation methods are adhered to. Project Co to check stock levels to ensure adequate supplies are available. **SP09**

- Ensure vending machines/areas shall be unobtrusive and, where possible, integrated into the overall building design. The location of vending machines fitted retrospectively shall be agreed with Health Co's Representative or designate prior to installation. Vending areas should be located to provide a full vending service and be easily accessible from functional areas, outpatient areas and main reception.

- Procure, install, commission, maintain and clean vending machines according to manufacturer's instructions and any other ancillary equipment required, for meeting the out-of-hours Services. Equipment used for reheating shall be protected against misuse (e.g., microwaves).

- Provide all vending areas with garbage cans and ensure that all vending areas are kept clean and tidy at all times.

- Provide ingredient lists of vended goods upon request of customers or Health Co.

- Ensure vending prices are clearly displayed.

- Clearly display a telephone contact number for vending machine users to report faults or low stocks. All user complaints shall be the responsibility of Project Co.

- E4.4.3.2** Project Co and all Project Co staff shall at all times adhere to, update and maintain as current the operational policies, procedures and practices set out and agreed upon with Health Co. Every 6 Payment Periods Project Co will provide Health Co's Representative or designate a report detailing where non-adherence has been identified. **SP10**

E4 FOOD SERVICES

E4.4.4 Quality Monitoring

E4.4.4.1 Prior to Substantial Completion, Project Co and Health Co shall develop, maintain and implement a system for recording and acting on customer feedback and satisfaction with respect to the Food Services through the conduct of a customer user satisfaction survey/questionnaire to be carried out quarterly in a format consistent with Section 2 of Schedule 23-3A of the Project Agreement. Pursuant to Schedule 23-3A, a Quality Satisfaction Failure will occur if the results of the user satisfaction survey/questionnaire generate a quality satisfaction score that corresponds to a Quality Satisfaction Failure, as set out in the Quality Survey Indicators table in Appendix G of Schedule 23. **SP11**

E4.4.4.2 Provide a customer-focused menu development service, based on periodic surveys, that meets the dietary requirements of the patient-mix and actively takes account of patient, staff and visitor feedback regarding the: **SP12**

- Range of services on offer
- Choice of meals, snacks and drinks and portion size
- Quality of services
- Accessibility of service

Performance Indicators

Ref	Parameter	SF Type	Category	Response	Rectification	Recording Frequency	Monitoring Method
General Services							
SP01	Operational policies and procedures adhered to and current. Every 6 Payment Periods Project Co will provide Health Co's Representative or designate a report detailing where non-adherence has been identified.	QF	High	N/A	N/A	PR	
Patient Services							
SP02	The menu has a minimum 14-day cycle for acute care and includes the provision of festive meals when appropriate. Menus are to be submitted to Health Co's Representative or designate 28 days prior to the start of each menu cycle for approval.	QF	Medium	N/A	N/A	M	
SP03	Scheduled Food Services provided for all inpatients and outpatients on a 12-hour per day 365 (6) days per year basis adhering to meal service times.	FE	A - E	Table 1	N/A	M	
SP04	Ad hoc Food Services and snacks including special diets meals are delivered to the designated patient, within the designated timeframe.	FE	A - E	Table 1	N/A	PR	
SP05a	Meals/trays are delivered to the correct patient with a tray accuracy of not less than 98%.	QF	Medium	N/A	N/A	M	
SP05b	No patients with known severe food allergies are delivered foods containing	QF	High	N/A	N/A	M	

E4 FOOD SERVICES

Ref	Parameter	SF Type	Category	Response	Rectification	Recording Frequency	Monitoring Method
	such allergens.						
SP05c	All carts are removed from corridors within 10 minutes.	FE	A	N/A	10 minutes	R	
SP06	Operational policies and procedures adhered to and current. Every 6 Payment Periods Project Co will provide Health Co's Representative or designate a report detailing where non-adherence has been identified.	QF	High	N/A	N/A	PR	
	Non-Patient Services						
SP07	Ensure the Service of, and payment for, meals and beverages in the retail areas by all customers shall take place within 5 minutes of customers joining the queue unless it is a special order meal.	QF	Medium	N/A	N/A	R	
SP08	A portfolio of catering menus and current prices is available to Health Co's Representative or designate on reasonable demand.	QF	Low	N/A	N/A	PR	
SP09	An agreed range of vended snacks and beverages is available at all times. All items are within sell-by date.	QF	Low	N/A	N/A	W	
SP10	Operational policies and procedures adhered to and current. Every 6 Payment Periods Project Co will provide Health Co's Representative or designate a report detailing where non-adherence has been identified.	QF	High	N/A	N/A	PR	
	Quality Monitoring						
SP11	System of recording and acting on customer feedback and satisfaction in place and customer service survey/questionnaire is conducted quarterly in agreed format.	QF	Medium	N/A	N/A	Q/M	
SP12	Provide a customer-focused menu development service, based on periodic surveys, that meets the dietary requirements of the patient-mix and actively takes account of patient, staff and visitor feedback	QF	Low	N/A	N/A	M	

E5 HOUSEKEEPING SERVICES

E5.1 DEFINITIONS

Project Co shall refer to, and comply with, all Definitions included in the Introduction to this Section 4 – Facilities Management Services and Schedule 1 – Definitions and Interpretation. In addition, in this Housekeeping Services Specification, the following words and phrases shall have the following meanings:

Housekeeping Services	means all of the requirements of this Specific Service Specification.
Access Times	means times as set out in Table 2: Access Times of this Specific Service Specification during which Project Co shall be required to undertake the service.
Cleaning Services	means the cleaning to be provided by Project Co pursuant to this Specific Service Specification.
Cleaning Staff	means those persons engaged or employed from time to time by Project Co to carry out the cleaning services.
Elements	means items to be cleaned within the facilities as defined in Appendix A.
Materials	means those products necessary for the provision of the Cleaning Services.
Outbreak Cleaning	means special cleaning duties necessary to contain and eliminate an infection outbreak.
Periodic Planned Cleaning	means cleaning duties which are neither routine nor reactive, and which have a degree of flexibility in their completion requirements.
Reactive Cleaning	means ad hoc emergency, urgent and/or routine cleaning tasks.
Routine Cleaning	means the regular day-to-day cleaning tasks as defined in this specification.
Waste, Clinical	means any waste which consists wholly or partly of: a) human or animal tissue; b) blood or other body fluids; c) excretions; d) drugs or other pharmaceutical products, including cytotoxic; e) swabs or dressings; f) syringes, needles or other sharp instruments; including biohazard which unless rendered safe may prove hazardous to any person coming into contact with it. Additionally, Clinical Waste includes any other waste arising from medical, nursing, dental, pharmaceutical or similar practice, investigation, treatment, care, teaching or research, or the collection of blood for transfusion, being waste which may cause infection to any person coming into contact with it.
Waste, Non-Clinical	means all Waste not classified as Clinical Waste.
Waste Removal	means the removal of: waste, solid; waste, clinical; waste, non-clinical; and redundant furniture and equipment each as described in this Specific Service Specification.

E5 HOUSEKEEPING SERVICES

Waste, Solid means confidential waste, non clinical (household) waste, recyclable waste, and special/hazardous waste each as described in this Specific Service Specification.

E5.2 GENERAL REQUIREMENTS

- E5.2.1** Project Co shall comply with all requirements set out in E1 General Management Services Specification of this Section 4 relevant to the delivery of the Housekeeping Services.
- E5.2.2** In addition to complying with the relevant requirements set out in the General Management Services Specification, Project Co shall comply with all Service Standards and requirements of this Specific Service Specification.
- E5.2.3** Project Co shall provide Housekeeping Services 24 hours per day, 365(6) days per year on a scheduled, reactive and planned basis as may be required to meet the Service Standards of this Specific Service Specification. Project Co shall:
- Provide effective and efficient management of the environment.
 - Meet the Service Standard of cleanliness and infection control as defined in this E5 Specific Service Specification.
 - Ensure collaborative working relationships with other contractors and with Health Authorities employees.
 - Acquire and/or requisition and dispense of all Housekeeping Services consumables.
- E5.2.4** Project Co shall acknowledge that there may be services or tasks to be performed that are not described, but are necessarily ancillary to the Specific Services Specification and these shall be performed by Project Co as part of Project Operations.
- E5.2.5** The service detailed within this Specific Service Specification forms one aspect of what Project Co shall provide as a total facilities management solution; and Project Co will provide, integrate and coordinate this Service Category with all other Service Categories to provide, from Health Co's perspective, an integrated and complete facilities management solution.
- E5.2.6** Project Co shall exercise competent supervision of the work at all times.
- E5.2.7** Project Co shall ensure that all requisitions for Housekeeping Services may be completed electronically via the Helpdesk (refer to E2 Helpdesk Services for details).
- E5.2.8** Project Co shall be responsible for confirming or suggesting changes to space requirements for rooms/spaces located in the clinical components described in the Clinical Services Output Specification and Non-Clinical Services Output Specification (CSOS/NCSOS), which accommodate functions specific to E5 Housekeeping Services (shown in parenthesis in the CSOS/NCSOS) (e.g., janitors' closets, refuse storage area(s)).

E5 HOUSEKEEPING SERVICES

E5.2.9 Project Co shall prepare a periodic monitoring report in compliance with relevant aspects of the contents outlined in E1.4.2.1 and E1.4.3.1 of General Management Services Specification.

E5.3	SCOPE OF SERVICE	
-------------	-------------------------	--

E5.3.1 Housekeeping Services consists of three main elements as follows:

- Cleaning and Waste Management Services
- Pest Control Services
- Quality Monitoring

E5.4 SERVICE REQUIREMENTS

E5.4.1 *Cleaning and Waste Management Services*

E5.4.1.1 Project Co shall develop and implement appropriate policies, procedures and practices, together with customer service philosophy, relative to Cleaning and Waste Management Services prior to commencement of service which shall include, but not limited to:

- Cleaning of all Facility areas, with specified exceptions only (see those outlined below), and with due regard to the Functional Area Categorization (operational risk status) of each functional area as set out in Table 1 below.

Table 1: Functional Area Categorization

Category	Operational Risk Status	Functional Areas Included in Category
1	Very High Risk	Surgical Services (OR/PACU) Endoscopy rooms Isolation rooms (selected)
2	High Risk	SPD CCCU/ISCU Special Care Nursery Emergency Pharmacy Isolation rooms (selected) Maternal/Child Program Laboratory General Day Care Unit Treatment and procedure rooms Waiting areas Soiled utility rooms Surgical Services (SDC/SDA)

E5 HOUSEKEEPING SERVICES

Category	Operational Risk Status	Functional Areas Included in Category
3	Moderate Risk	Inpatient Units Day activity areas Rehabilitation Pharmacy Food Services Morgue & Autopsy Medical Imaging Ambulatory Care Centre Food Services
4	Low Risk	Administrative areas Non-sterile supply area On-call bedrooms Public areas Public washrooms
5	Minimal Risk	Record storage and archives Plant Services Mechanical engineering areas

- Cleaning to the standards as identified in this Specific Service Specification all elements (including building, fixtures, patient equipment and environment) as described in detail in Appendix A – Quality Standards (Tables 4 to 7), except where specifically excluded between Health Co and Project Co. **SP01**
- Project Co shall not clean or move to enable general cleaning (as part of this specification), items of equipment so identified by Health Co unless in agreement between Health Co and Project Co. This shall include, but not be limited to:
 - Surgical instruments
 - Anaesthesia machines
 - Microscopes
 - Laboratory benches
 - Physiological monitoring equipment
 - Patient medical equipment when in use (e.g., respirators, air tanks, infusion pumps)
 - Department based computers, visual display units and radiographic equipment or machine consoles including anything bearing radiation or hazard warning signs
 - Respiratory therapy equipment
 - Morgue/autopsy room between cases
- Compliance with the following standards for cleaning, inspections and surveys:
 - 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.
 - Rutala, WA. Selection and use of disinfectants in health care. In: Mayall, CG, Ed. Hospital epidemiology and infection control. Baltimore: Williams & Wilkins, 1996:913-36.

E5 HOUSEKEEPING SERVICES

- Canadian Standards Association Z317.10-01, Handling of Waste Materials in Health Care Facilities and Veterinarian Health Care Facilities.
- Guidelines for the Management of Biomedical Waste in Canada, under the direction of the Canadian Council of Ministers of the Environment (CCME), 2001.
- American Operating Room Nurses, 2002 Standards, Recommended Practices and Guidelines as may be amended or supplemented from time to time.
- Collect lost and found articles and forward to Protection Services (as per the E9 Specific Service Specification).
- Provide, maintain, clean, store and replace all cleaning equipment in accordance with Infection Control Policies and Procedures. This shall include but not be limited to ensuring equipment is:
 - Designated for specific use in specific areas of the facilities clearly marked and used only in these designated areas.
 - 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.
 - Compliant with all applicable Legislation and any other regulations and shall be individually marked, and not used beyond the portable appliance testing test date certificate.
- Responsible for the procurement, safe storage and use of all cleaning materials required for the provision of Housekeeping Services and for all costs incurred in their procurement, safe storage and use, including:
 - All washroom supplies, excluding hand soap and hand soap dispensers, such as, but not limited to, 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 Health Authorities Policies on infection control.
- Provide a listing of cleaning products used in the cleaning operation and also ensure that:
 - All materials must thoroughly clean the facilities and must not be detrimental to the life of systems and building components (e.g., floors, walls, carpet, etc.) or negatively affect indoor air quality (IAQ).
 - A copy of material safety data sheets (MSDS) of supplies used must be kept on-site in accordance to WHMIS and WCB regulations.
 - All cleaning supply materials and equipment used by Project Co as per the BCBC Cleaning Chemical Content Standard (www.bcbc.bc.ca) must be approved by Health Co's Representative or designate before use. Approval of

E5 HOUSEKEEPING SERVICES

materials does not relieve Project Co of general responsibility under this specification.

- Provide room set-ups for conference rooms, meeting rooms and various display areas as requested by Health Co staff and other clients within the designated sites through the Helpdesk. Project Co shall follow room set-up instructions as outlined in room set-up booking system. Health Co is responsible for all IT related set-up requirements.
- Establish and effective and user-friendly system to provide general furniture, minor office and equipment movement with start times as per Table 3. The nature of the service can range from day to day minor equipment movement within and between Functional Units (paid for by Project Co) to complete office/department moves within the facility (paid by Health Co). **SP02**
- Provide a Routine Cleaning service on a 24-hour a day, 365(6) days per year basis to meet the requirements of this contract in all areas of the Facility. Project Co shall provide the Service at such frequencies to comply with this Specific Service Specification including: **SP03**
 - The Functional Area Categorization (risk category) described in Table 1 above
 - The Access Times described in Table 2: Access Times below
 - The Quality Standards set out in Appendix A (Tables 4 to 7 inclusive)
 - Health Authority Policies on infection control

Table 2: Access Times

Functional Area	Access Times
Surgical Services	24-hours
Emergency	24-hours
Medical Imaging	2000 to 0600
CCCU/ISCU	24-hours
Maternal/Child Program	24-hours
Inpatient Care Units	24-hours
Ambulatory Care Centre	1800 to 0600
Learning Centre	1800 to 0600
Pharmacy	1800 to 0600
Administrative Office Areas	1800 to 0600

- Provide a Reactive Cleaning service on a 24-hour per day, 365(6) days per year basis to address ad-hoc emergency, urgent and/or routine cleaning requests. Project Co shall respond to such Service Requests within the Service Response Times set out in Table 3: Service Response Times – Reactive Cleaning and shall return the affected areas to the required Quality Standard within the allotted Rectification Time. Reactive cleaning tasks include, but are not to be limited to: **SP04**
 - Spillages/spoiling of blood and body fluids.
 - Replenishment of cleaning materials/disposables
 - Bed/stretchers linen changes of severely soiled linen, as required, during patients' stay

E5 HOUSEKEEPING SERVICES

- Discharge cleans, including bed/stretcher makeup, following patient discharge
- Cleans following Plant Service maintenance work
- Terminal cleans following construction/renovation projects prior to commissioning
- Cleans following incidents such as flooding
- Other requests received by the Helpdesk
- Cleans following isolation
- Operating room/birthing room cleaning between cases

Table 3: Service Response Times – Reactive Cleaning

Category	Service Response Time
Emergency	10 minutes (immediate)
Urgent	20 minutes
Routine	60 minutes

- Provide a number of periodic planned cleaning duties that are neither routine nor reactive, but are services where it is possible to provide notice of the need and/or have a degree of flexibility in their completion. Included will be deep cleaning of selected items (e.g., carpets and upholstery) to a frequency that will maintain the requirements of this Specific Service Specification.
- Implement and carry out special Outbreak Cleaning (considered as an emergency situation) procedures as per Infection Control policies and procedures when an outbreak has been identified, by Infection Control Services and/or Health Co's Representative or designate, and where a protocol is established, and work with the Health Authorities where a protocol has not been established.
- Provide a planned and ad hoc waste segregation and collection service in accordance with Tables 1 to 3 (see above). Project Co. must empty all refuse containers daily, and such that they do not achieve more than 75% capacity. **SP05**
- Collect, segregate and track waste stream volumes in accordance with Health Authorities policies and the requirements of the Governmental Authorities, including but not limited to: **SP06**
 - Implementing security procedures to ensure that confidential waste is collected and disposed of
 - Tying garbage bags securely and store these and other waste, in the appropriate receptacle and in the designated area prior to collection by Project Co
 - Segregating selected items of garbage in appropriate secured/labelled containers prior to transport to the central waste storage area. These will include:
 - o solid waste
 - o pharmaceutical waste
 - o biomedical (infectious) waste (incl. sharps, non-chemo waste)
 - o chemical waste
 - o confidential waste
 - o waste for recycling
 - o radioactive waste
 - o cytotoxic waste

E5 HOUSEKEEPING SERVICES

- Segregate waste for recycling (at source, where possible), including:
 - Waste paper
 - Cardboard
 - Laser cartridges
 - Glass
 - Tin
 - Plastic
 - Newsprint
 - Batteries
 - Deposit containers
 - Kitchen fat
 - Scrap metal
 - Pop cans
- Ensure that waste storage areas, both internal and external shall be:
 - Segregated
 - Kept clean, free from loose litter, malodour, spillages and debris
 - Free from pests and vermin
 - Secure and with access restricted to authorized personnel only
 - Stored to minimize the risk of fire
- Manage and provide the collection of all waste streams to the Facility loading docks for off-site disposal/ tipping/incineration by the Health Authorities approved contractor. Health Co will be responsible for off-site disposal and costs.
- Biomedical waste containers, sharps containers, and recycling bins shall be paid for by Health Co.
- No waste, except recycling waste, to be disposed of outside of Canada by either party.

E5.4.1.2 Project Co and all Project Co staff shall at all times adhere to, update and maintain as current the operational policies, procedures and practices set out and agreed upon with Health Co. Every 6 Payment Periods Project Co will provide Health Co's Representative or designate a report detailing where non-adherence has been identified. **SP07**

E5.4.2 Pest Control Services

- E5.4.2.1** Project Co shall develop and implement appropriate operational policies, procedures and practices, together with customer service philosophy, relative to Pest Control Services prior to commencement of service which shall include, but not be limited to:
- Provide a comprehensive preventative, reactive and on-call (out-of-hours) pest control service, using personnel who are fully trained, qualified and able to provide

E5 HOUSEKEEPING SERVICES

high quality professional and practical advice. Types of pests to be controlled shall include, but not be limited to insects, rodents and birds.

- Provide emergency pest control advice and services to Health Co; an on-call emergency service outside normal working hours for dealing with non-routine, urgent and emergency requests.
- Undertake all work in a safe and cost effective manner which maximizes availability of Health Authorities resources and reduces to an absolute minimum the risk in terms of safety, food hygiene, infection control, and damage to the Facility and Site, loss of clinical service activity, etc. from pest infestation.
- Provide safe and efficient methods of catching, destroying and safely disposing of pests (adopting safe and humane procedures in all instances). Project Co shall ensure all insect and rodent control systems shall be tamper resistant.
- Use chemical treatment only with Health Co's consent and where other forms of prevention are ineffective in controlling pests. Project Co shall ensure the use of chemicals, including pesticides, are strictly controlled and monitored and fully comply with HASEP requirements – records of their use must be available for inspection by Health Co and other authorized organizations/personnel. Project Co is to advise Health Co's Representative or designate at least every 13 periods (or as the need arises if new chemicals are intended for use) on the type of chemicals it is using or that it intends to use. If Project Co wishes to use any other form of chemical product which has not been formally authorized by Health Co in writing, it must obtain written authority prior to use. In all cases, no chemicals shall be used that may come into contact with patients, staff, or visitors directly or indirectly. **SP08**
- Project Co is to provide to Health Co's Representative or designate, on an agreed date each period, a service report giving a complete overview on pest control activity within the Facility during the previous period and identifying future action. Project Co shall measure, record and report the following information: **SP09**
 - Any pest/vermin infestation problem immediately on discovery
 - Provide a signed and dated report detailing the locations and areas inspected and treated and the product names and product number of the pesticide used if applicable
 - Number, type and location of infestations reported
 - 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
 - Recommend preventative measures to minimize re-infestation.

- E5.4.2.2** Project Co and all Project Co staff shall at all times adhere to, update and maintain as current the operational policies, procedures and practices set out and agreed upon with Health Co. Every 6 Payment Periods Project Co will provide Health Co's Representative or designate a report detailing where non adherence has been identified **SP10**

E5 HOUSEKEEPING SERVICES

E5.4.3 *Quality Monitoring*

- E5.4.3.1** Prior to Substantial Completion, Project Co and Health Co shall develop, maintain and implement a system for recording and acting on customer feedback and satisfaction with respect to the Housekeeping Services through the conduct of a customer user satisfaction survey/questionnaire to be carried out quarterly in a format consistent with Section 2 of Schedule 23-3A of the Project Agreement. Pursuant to Schedule 23-3A, a Quality Satisfaction Failure will occur if the results of the user satisfaction survey/questionnaire generate a quality satisfaction score that corresponds to a Quality Satisfaction Failure, as set out in the Quality Survey Indicators table in Appendix G of Schedule 23. **SP11**

E5 HOUSEKEEPING SERVICES

APPENDIX A – QUALITY STANDARDS

Table 4: Building

Element	Requirement
External features, fire exits and stairwells	<ul style="list-style-type: none"> 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. Handrails are clean and free of stains. Garden furniture is clean and operational.
Walls, assist rails, baseboards and ceilings/ tile and support frames	<ul style="list-style-type: none"> Internal and external walls and ceilings are free of dust, grit, lint, soil, film, graffiti and cobwebs. Walls and ceilings are free of marks caused by furniture, equipment or users of the Facility. Light switches are free of fingerprints, scuffs and any other marks. Light fittings are free of dust, grit, lint and cobwebs. Polished surfaces are of a uniform lustre.
Windows	<ul style="list-style-type: none"> External and internal surfaces of glass are clear of all streaks, chewing gum, spots and marks, including fingerprints and smudges. Window frames, tracks and ledges are clear and free of dust, grit, marks and spots.
Doors	<ul style="list-style-type: none"> Internal and external doors and doorframes are free of dust, grit, lint, chewing gum, soil, film, fingerprints and cobwebs. Doors and doorframes are free of marks caused by furniture, equipment or staff. Air vents, grilles and other ventilation outlets are kept unblocked and free of dust, grit, soil, film, cobwebs, scuffs and any other marks. Door tracks and doorjamb are free of grit and other debris. Polished surfaces are of a uniform lustre.
Hard floors	<ul style="list-style-type: none"> The floor is free of dust, grit, litter, chewing gum, marks and spots, water or other liquids. The floor is free of polish or other build-up at the edges and corners or in traffic lanes. The floor is free of spots, scuffs or scratches on traffic lanes, around furniture and at pivot points. Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots. Polished or buffed floors are of a uniform lustre. Appropriate signage and precautions are taken regarding pedestrian safety on newly cleaned or wet floors. Dust control mats are free from ingrained dust, dirt and stains, and the edges and reverse side are free from dust and dirt.
Soft floors	<ul style="list-style-type: none"> The floor is free of dust, grit, litter, chewing gum, marks and spots, water or other liquids. The floor is free of stains, spots, scuffs or scratches on traffic lanes, around furniture and at pivot points. Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots. 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. Dust control mats are free from ingrained dust, dirt and stains, and edges and reverse side are free from dust and dirt.
Ducts, grills and vents	<ul style="list-style-type: none"> All ventilation outlets are kept unblocked and free of dust, grit, chewing gum, soil, film cobwebs, scuffs and any other marks. All ventilation outlets are kept clear and uncluttered following cleaning.

E5 HOUSEKEEPING SERVICES

Table 5: Fixtures

Element	Requirement
Electrical fixtures and appliances	<ul style="list-style-type: none"> • Electrical fixtures and appliances are free of grease, dirt, dust, deposits, marks, stains and cobwebs • Electrical fixtures and appliances are kept free from signs of use or non-use. • Hygiene standards are satisfied where the fixture or appliance is used in food preparation. • Motor vents, etc., are clean and free of dust and lint. • Insect killing devices are free of dead insects, and are clean and functional.
Furnishings and fixtures	<ul style="list-style-type: none"> • Hard surface furniture is free of spots, soil, film, dust, fingerprints and spillage. • Soft furnishings are free from stains, soil, film and dust. • Furniture legs, wheels and castors are free from mop strings, soil, film, dust and cobwebs. • Inaccessible areas (edges, corners, folds and crevices) are free of dust, grit, lint and spots. • All high surfaces are free from dust and cobwebs. • 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. • Equipment is free of tapes/plastic, etc., which may compromise cleaning. • Furniture has no unpleasant or distasteful odour. • Shelves, bench tops, cupboards and wardrobes/lockers are clean inside and out, and free of dust and litter. • Internal plants are free of dust and litter. • Waste/rubbish bins or containers are clean inside and out, free of stains and mechanically intact. • Waste is removed in accordance with the Service Standards of the Waste Management Specific Service Specification. • Fire extinguishers and fire alarms are free of dust, grit, dirt and cobwebs, and mechanically intact. • All decorative plants are free of dust and debris.
Kitchen fixtures and appliances	<ul style="list-style-type: none"> • Fixtures, surfaces and appliances are free of grease, dirt, dust, deposits, marks, stains and cobwebs. • Electrical and cooking fixtures and appliances are kept free from signs of use or non-use. • Cooker hoods (interior and exterior) and filters are free of grease and dirt on inner and outer surfaces. • When cleaning food preparation areas, fixtures or appliances, the requirements of the Hazard Analysis Critical Control Points (HACCP) Standards and Health Authorities Environmental Health officer, as appropriate, must be satisfied. • Motor vents, etc., are clean and free of dust and lint. • Refrigerators/freezers are clean and free of ice build-up. • Waste is removed in accordance with the Service Standards of the Waste Management Specific Service Specification.
Toilets and bathroom fixtures	<ul style="list-style-type: none"> • Porcelain, cubicle rails and plastic surfaces are free from smudges, smears, body fluids, soap build-up, mineral deposits, and hair inside and outside. • Metal surfaces, shower screens and mirrors are free from streaks, soil, smudges, soap build-up and oxide deposits. • 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. • Shower curtains and bath mats are free from stains, smudges, smears, odours, mould and body fluids. • Plumbing fixtures are free of smudges, dust, soap build-up and mineral deposits. • Bathroom fixtures are free from unpleasant or distasteful odours. • Polished surfaces are of a uniform lustre. • Sanitary disposal units are clean and functional. • Consumable items are in sufficient supply. • Waste is removed in accordance with the Service Standards of the Waste Management Specific Service Specification.

E5 HOUSEKEEPING SERVICES

Table 6: Patient Equipment

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

Table 7: Environment

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

Performance Indicators

Ref	Parameter	SF Type	Categ.	Response	Rectification	Recording Freq.	Monitoring Method
<i>Cleaning and Waste Management Services</i>							
SP01	All elements of areas cleaned to the standards as detailed in, Tables 4 to 7 of this Specific Service Specification, with the exception of identified exclusions.	QF	High	N/A	N/A	M	
SP02	All movement of equipment of furniture is carried out within Service Response Times specified in Table 3	FE	A-C	As per Table 3	N/A	R	
SP03	Routine cleaning service completed to quality standards and infection control policies for all functional categories, and service standards met as described in Table 2- Access Times and Appendix A, Table 4 to 7 inclusive.	QF	High	N/A	N/A	M	
SP04	Reactive Cleaning service completed to quality standards and Health Authorities Policies on infection control policies for all cleaning requests within the allocated response and Rectification Time described	FE	A - E	As per Table 3	N/A	PR	

E5 HOUSEKEEPING SERVICES

Ref	Parameter	SF Type	Categ.	Response	Rectification	Recording Freq.	Monitoring Method
	in Table 3 of these specifications.						
SP05	Planned and ad hoc segregation and collection of waste is carried out as required.	FE	A - E	As per Tables 1-3	N/A	PR	
SP06	Collection, segregation, and tracking of waste stream volumes are in accordance with Health Authorities Policies and the requirements of the Governmental Authorities.	QF	Medium	N/A	N/A	M	
SP07	Operational policies and procedures adhered to and current. Every 6 Payment Periods Project Co will provide Health Co's Representative or designate a report detailing where non-adherence has been identified.	QF	High	N/A	N/A	M	
SP08	Project Co is to advise Health Co's Representative or designate at least every 13 Payment Periods (or as the need arises if new chemicals are intended for use) on the type of chemicals it is using or that it intends to use. Project Co shall not use any chemicals that have not been approved by Health Co's Representative or designate.	QF	High	N/A	N/A	M	
Pest Control Services							
SP09	Project Co to provide to Health Co's Representative or designate a service report is delivered by the agreed date, to the standard, as detailed in this Specific Service Specification.	QF	Low	N/A	N/A	M	
SP10	Operational policies and procedures adhered to and current. Every 6 Payment Periods Project Co will provide Health Co's Representative or designate a report detailing where non-adherence has been identified.	QF	High	N/A	N/A	M	
Quality Monitoring							
SP11	System of recording and acting on customer feedback and satisfaction in place and customer service survey/ questionnaire conducted quarterly in agreed format.	QF	Medium	N/A	N/A	Q/M	

E6 LAUNDRY/LINEN SERVICES

E6.1 DEFINITIONS

Project Co shall refer to, and comply with, all Definitions included in the Introduction to this Section 4 – Facilities Management Services and Schedule 1 – Definitions and Interpretation. In addition, in this Laundry/Linen Services Specification, the following words and phrases shall have the following meanings:

Laundry/Linen Services means all of the requirements of this Specific Service Specification.

Materials means those products necessary for the provision of the Laundry/Linen Services.

E6.2 GENERAL REQUIREMENTS

E6.2.1 Project Co shall comply with all requirements set out in E1 General Management Services Specification of this Section 4 relevant to the delivery of the Laundry/Linen Services.

E6.2.2 In addition to complying with the relevant requirements set out in the General Management Services Specification, Project Co shall comply with all Service Standards and requirements of this Specific Service Specification.

E6.2.3 Project Co shall provide Laundry/Linen Services 24 hours per day, 365(6) days per year on a scheduled, reactive and planned basis as may be required to meet the Service Standards of this Specific Service Specification. Project Co shall:

- Provide cost efficient, quality driven, comprehensive linen/textile/uniform management services,
- Ensure sufficient clean linen, textiles and uniforms are available at all times to all Functional Units in order to ensure that Clinical/Non Clinical Services are not interrupted due to any short-falls.
- Maintain a safe environment and safe working practices including the use of a recognized risk assessment/management system to ensure that standards of cleanliness are maintained, and that any reduction in the quality of service is recognized and corrected.
- Maximize the use of circulating stocks, control loss, minimize requirements for linen inventories at each site, and reduce the amount of handling as linen and linen bundles pass from point of processing to point of use.

E6.2.4 Project Co shall acknowledge that there may be services or tasks to be performed that are not described, but are necessarily ancillary to the Specific Services Specification and these shall be performed by Project Co as part of Project Operations.

E6.2.5 The service detailed within this Specific Service Specification forms one aspect of what Project Co shall provide as a total facilities management solution; and Project Co will provide, integrate and coordinate this Service Category with all other Service Categories to provide, from Health Co's perspective, an integrated and complete facilities management solution.

E6 LAUNDRY/LINEN SERVICES

E6.2.6 Project Co shall prepare a periodic monitoring report in compliance with relevant aspects of this task outlined in E1.4.2.1 and E1.4.3.1 of General Management Services Specification.

E6.2.7 Project Co shall exercise competent supervision of the work at all times.

E6.2.8 Project Co shall ensure that all requisitions for Laundry/Linen Services may be completed electronically via the Helpdesk (refer to E2 Helpdesk Services for details).

E6.2.9 Project Co shall be responsible for confirming or suggesting changes to space requirements for rooms/spaces located in the clinical components described in the Clinical Service Output Specification and Non-Clinical Service Output Specification (CSOS/NCSOS), which accommodate functions specific to E6 Laundry/Linen Services (shown in parenthesis in the CSOS/NCSOS) (e.g., linen cart alcoves).

E6.2.10 Project Co shall provide portering functions (e.g., movement and distribution of stock and non-stock items).

E6.3 SCOPE OF SERVICE

E6.3.1 The Laundry/Linen Services consists of two main elements as follows:

- Linen and Uniform Handling, Inventory Monitoring and Control
- Quality Monitoring

E6.4 SERVICE REQUIREMENTS

E6.4.1 *Linen and Uniform Handling, Inventory Monitoring and Control*

E6.4.1.1 Project Co shall develop and implement appropriate operational policies, procedures and practices, together with customer service philosophy, relative to Linen and Uniform Handling, Inventory Monitoring and Control prior to commencement of service which shall include, but not be limited to:

- Ensure, through continuous liaison with (off-site) Laundry, that all articles are:
 - Thermally or chemically disinfected
 - Checked for damage and staining
 - Repaired/condemned as required
 - Delivered clean and finished fit for use
 - Verifiably delivered and charged
 - Light tabled where applicable (i.e., surgical drapes)
- Provide the following administrative services:
 - Continuously liaise with all off-site service providers
 - Develop, manage and implement a laundry and textile policy
 - Comply with all statutory and Health Authority infection control requirements
 - Formulate and operate procedures for condemning linen and minimizing stock loss

E6 LAUNDRY/LINEN SERVICES

- Provide periodic laundry and textile management information to Health Co
- Provide Health Co with regular, standard periodic monitoring reports for management information and contract monitoring purposes, no later than 5 days after the end of each period. This is to include, but not be limited to, analyses of: **SP01**
 - Stock purchases
 - Linen pieces condemned
 - Stock losses
 - Laundry volumes delivered and fitness for use (fill and reject) rates per 10,000 pieces
 - Average linen usage by Health Authorities-provided cost centres
- Provide laundry/linen services to points of use to established fill rates and reject rates set out in Table 1: Fill Rates and Table 2: Reject Rates as described in this Specific Service Specification. **SP02**
- Carry out tasks, including:
 - Provide a scheduled, reactive and planned Laundry/Linen Service on a 24-hour per day, 365(6) days per year to address ad-hoc, emergency, urgent or routine laundry/linen requests. Tasks shall include, but not be limited to: **SP03**
 - Delivery and collection of clean linen exchange carts between the central laundry/linen receiving areas and the inpatient units and other patient care areas within agreed timescales.
 - Routine collection of laundry/linen exchange carts for periodic cleaning to agreed standards.
 - Routine and separate collection of soiled linen from all points-of-use to the soiled linen handling areas prior to return to the central laundry.
 - Project Co will respond to such Service Requests within the Service Response Times set out in Table 3: Service Response Times.
 - Respond to emergency situations that Health Authorities may face, including but not limited to major incidents where Health Authorities will have to deal with a large number of incoming casualties
 - Ensure contingency plans are in place for the continuous supply of linen. For example, in the case of a major laundry failure
 - Secure used soiled linen in laundry bags and store in the appropriate receptacle in the designated area prior to portering
 - Return empty carts to their designated dispatch/collection point in a clean and contamination free condition
 - Ensure soiled linen is always kept and transported separate from clean linen in designated containers for each category

E6 LAUNDRY/LINEN SERVICES

- Maintain a record of the volume/weight collected from each Functional Unit
- Supply Health Co with all linen necessary for the effective servicing of Health Authorities linen requirements in all Functional Units
- Provide a cart stocking service, including, where appropriate, standard exchange carts, other standard carts and custom carts as required.

Table 1: Fill Rates

Category	Fill Rate
General linen	98%
OR and SPD linen/packs	99%
Uniforms	98%

Table 2: Reject Rates

Category	Reject Rate
General linen	5 pieces per 10,000
OR and SPD linen	2 pieces per 10,000
Uniforms	5 pieces per 10,000

Table 3: Service Response Times

Category	Service Response Time	Rectification Time
Reactive (emergency)	10 minutes (immediate)	10 minutes
Reactive (urgent)	10 minutes	20 minutes
Reactive (routine)	30 minutes	30 minutes
Planned	Within 20 minutes of agreed start time.	N/A
Scheduled	Within 20 minutes of agreed start time.	N/A

- Ensure that linen is cleaned and maintained to the following standard (Health Canada Infection Control Guidelines – routine practices and additional precautions for preventing the transmission of infection in health care 07199). All repairs will be done quickly and efficiently until such time as the linen is no longer functional and will be condemned. Project Co shall determine when items are to be condemned, in accordance with this E6 Specific Service Specification.

SP04

E6 LAUNDRY/LINEN SERVICES

- Provide a linen pack making service including, but not limited to, Surgical, Obstetrical, Ambulatory Care and Emergency packs to be forwarded through the SPD where appropriate for sterilizing with a pack assembly reject rate not greater than as per Table 2 above. **SP05**
- Provide a uniform service to the fill rate set out in Table 1: Fill Rates and reject rates set out in Table 2: Reject Rates carrying out the following tasks: **SP06**
 - Ensure that all Health Authorities staff are provided with clean, fit-for-use uniforms as outlined in the Table 3, as required and as applicable. Provide clean, fit-for-use uniforms to selected new members of staff. The service methodology must relate to the type of uniform proposed. Project Co will determine uniform requirements of their staff; such uniforms to be different than those supplied to Health Authorities staff.

Table 4: Uniform Requirements

Category	Type
OR and SPD Staff	Scrubs (bulk)
Maternity	Scrubs (bulk)
Renal	Scrubs (bulk)
All Staff	Scrubs (some infection control requirements may dictate need)

- Replace all linen and textiles that are condemned, lost or stolen to the specified standard.
- Provide all linen, as per Appendix A to this Specific Service Specification
- Agree to the final specification of all items with Health Co prior to purchase. This to be reviewed with Health Co from time-to-time as appropriate.
- Ensure that daily clean linen and textile requirements are met, rotation of linen is conducted, and fitness for use, including cleanliness standards, are maintained.
- Ensure all linen and textiles supplied to the Health Authorities comply with all Service Standards, and these being checked prior the delivery to each of the Functional Units.

- E6.4.1.2** Project Co and all Project Co staff shall at all times adhere to, update and maintain as current the operational policies, procedures and practices set out and agreed upon with Health Co. Every 6 Payment Periods Project Co will provide Health Co's Representative or designate a report detailing where non-adherence has been identified. **SP07**

E6.4.2 Quality Monitoring

- E6.4.2.1** Prior to Substantial Completion, Project Co and Health Co shall develop, maintain and implement a system for recording and acting on customer feedback and satisfaction with respect to the Laundry/Linen Services through the conduct of a customer user **SP08**

E6 LAUNDRY/LINEN SERVICES

satisfaction survey/questionnaire to be carried out quarterly in a format consistent with Section 2 of Schedule 23-3A of the Project Agreement. Pursuant to Schedule 23-3A, a Quality Satisfaction Failure will occur if the results of the user satisfaction survey/questionnaire generate a quality satisfaction score that corresponds to a Quality Satisfaction Failure, as set out in the Quality Survey Indicators table in Appendix G of Schedule 23.

Performance Indicators

Ref	Parameter	SF Type	Categ.	Response	Rectification	Recording Freq.	Monitoring Method
<i>Linen and Uniform Handling, Inventory Monitoring and Control</i>							
SP01	Standard monitoring reports provided to Health Co as identified in this Specific Service Specification and within 5 days of the end of each period.	QF	Medium	N/A	N/A	M	
SP02	Laundry/linen services are provided to points of use at established fill and reject rates described in Tables 1 and 2 of this Specific Service Specification.	QF	Medium	N/A	N/A	M	
SP03	Laundry/linen services provided 24-hours per day, 365 (6) days per year addressing all requests and at the Service Response Times described in Table 3 of this Specific Service Specification.	FE	A - C	Table 3	Table 3	N/A	
SP04	All linen meets Canadian Infection Control Guideline standards and all repairs are done quickly and efficiently. Articles to be condemned are determined by taking into account specified output standards.	QF	Medium	N/A	N/A	M	
SP05	Pack making services are provided at the accuracy rates described in Table 2 of this Specific Service Specification.	QF	High	N/A	N/A	W	
SP06	Uniform services are provided to points of use at established fill and reject rates described in Tables 1 and 2 of this Specific Service Specification.	QF	Medium	N/A	N/A	M	
SP07	Operational policies and procedures adhered to and current. Every 6 Payment Periods Project Co will provide Health Co's Representative or designate a report detailing where non-adherence has been identified.	QF	High	N/A	N/A	M	
<i>Quality Monitoring</i>							
SP08	System of recording and acting on customer feedback and satisfaction in place and customer service survey/questionnaire is conducted quarterly in agreed format.	QF	Medium	N/A	N/A	Q/M	

E6 LAUNDRY/LINEN SERVICES

Appendix A

STANDARD LINEN ITEM LIST

(Inventory Owned by Project Co)

Standard Linen Service includes the laundering of those items listed below as may be amended from time to time, in compliance with the Health Canada Infection Control Guidelines – Handwashing, Cleaning, Disinfection and Sterilization in Health Care, and where all other quality standards are met, including laundering and delivery to end user.

BEDDING

- Flat Sheet
- Fitted Sheet (white with green or blue trim)
- Draw Sheet
- Fitted Stretcher Sheet (white with Orange trim)
- Flannel Sheet
- Thermal Blanket
- Warmspread (blanket / bedspread combination)
- Pillow Case
- Pillow Protector
- Underpad (regular, large and wheelchair sizes)

PATIENT APPAREL

- Patient Gown
- Patient Gown Magna (XXXL)
- IV Gown
- Housecoat / Bath robe
- Housecoat / Bath robe – (Psych)
- Adult Bib
- Adult PJs Tops & Bottoms
- Adult PJ's – (Psych)
- X-Ray Shorts
- Baby Gown
- Child Patient Gown,
- Child IV Gown
- Receiving Blanket
- Baby Towel

OTHER

- Facecloth
- Bath Towel
- Hand Towel
- Isolation Gown
- Precaution Gown
- Telemetry Bag
- Laundry Bag

KITCHEN

- Apron
- Tea Towel
- Dish cloth

E6 LAUNDRY/LINEN SERVICES

STAFF UNIFORM LIST

(Inventory owned by Project Co)

Uniform Service includes all the laundering processes, inspection, minor repair, tracking and delivery (folded or on hangers as required) to point of use, or to the loading dock of staff uniform items listed below, as may be amended from time to time.

- Coverall
- Ladies' Top
- Ladies' Pant
- Princess Dress
- Scrub Tops
- Scrub Pants
- Shop Coat
- Work Pant
- Work Shirt

STAFF UNIFORM LIST

(Inventory owned by Health Authorities)

Uniform Service includes all the laundering processes, inspection, minor repair, tracking and delivery (folded or on hangers as required) to point of use, or to the loading dock of staff uniform items listed below, as may be amended from time to time.

- Warm Up Jacket
- Lab Coat

O.R. LINEN LIST

(Inventory Owned by Project Co)

O.R. Service includes all the laundering processes, inspection, tracking and delivery to point of use, or to the loading dock of O.R. Linens of the category listed below as may be amended from time to time in accordance with the Canadian Standard (CSA.Z314.10-97), the Infection Control Guidelines, and all other applicable quality standards. It includes the regular replacement of items which comprise the linen inventory within the O.R. Service in order to meet linen quality standards and Service Levels. Such replacement of O.R. Linen to be in accordance with the Canadian Standard (CSA.Z314.10-97), purchase standards described in Agreement Appendix, or as approved by the Fraser Health Authority.

GOWN PACKS

- Standard Gowns (Qty 1,2,or 3)
(Medium / XL)
- GORE Gowns (Qty 1,2,or 3)
(Medium / XL / XXL)
- GORE Sleeves

COMBINATION PACKS

- Delivery Pack
- Laparotomy Pack
- Large Split Pack
- Small Split Pack
- Basic Pack
- Cysto Pack
- Lithotomy Pack
- Cardiac Cath pack
- Burn pack
- Chest / Breast Pack

E6 LAUNDRY/LINEN SERVICES

SINGLE PACKS

- Mayo Covers
- Knee Bolster
- Huck Towels
- Fen Drape (Small / Medium / Large)
- Split Drape (Small / Large)
- Receiving Blanket
- Half Sheet
- Medium Barrier
- Burn Wrapper
- Laparotomy Drape
- Table Cover (regular / large)
- 3/4 Sheet
- Full Sheet
- Spinal Drape
- Open Drape
- Chest / Breast Drape

BULK ITEMS

- Micro fibre wrappers, various sizes
- Huck Towels
- Fen Drapes (Small / Medium / Large)
- Mayo Covers
- Tray/Pillow Covers
- Open Drapes
- Spinal Drapes
- Surgical Caps
- Precaution Gowns
- Standard Gowns (Medium / XL)
- GORE Gowns (Medium / XL / XXL)
- Chest Roll Drapes
- Surgical Towels
- Polycotton Wrappers (Various Sizes)

SPECIALTY LINEN ITEM LIST

(Inventory owned by Health Authorities)

Specialty Linen Service includes the laundering of Health Authority owned miscellaneous items listed below as may be amended from time to time, in accordance with the Infection Control Guidelines, manufacturers laundering instructions and all other quality standards described in the Proposal including tracking, labeling, and delivery floor to end user.

- Adult restraints
- Bedpan covers
- Binders
- Comforters
- Cubicle Curtains
- Floor Mops (Wet or Dry)
- Hot Water Bottle Covers
- Hot Packs
- Lifting Slings
- Mesh Panties
- Napkins
- O.R. Shoe Covers
- Oven Mitts
- Pillows (Launderable)
- Sheepskins
- Tablecloths
- Transfer Belts
- Urinal Covers
- Wandering Patient Apparel

E6 LAUNDRY/LINEN SERVICES

Purposely left blank for pagination.

E7 MATERIEL SERVICES

E7.1 DEFINITIONS

Project Co shall refer to, and comply with, all Definitions included in the Introduction to this Section 4 – Facilities Management Services and Schedule 1 – Definitions and Interpretation. In addition, in this Materiel Services Specification, the following words and phrases shall have the following meanings:

Materiel Services	means all of the requirements of this Specific Service Specification.
Contamination	refers to Project Agreement.
General and Ad Hoc Services	means the general and ad hoc services to be provided by Project Co pursuant to this Specific Service Specification.
Material, Equipment and Furnishings	means all clinical and non-clinical inventory and non-stock supplies, medical and non-medical equipment and furnishings required by Health Co. and Project Co.
Waste	means Waste and each element of Waste as defined within E5 Housekeeping Services Specific Service Specification.

E7.2 GENERAL REQUIREMENTS

- E7.2.1** Project Co shall comply with all requirements set out in E1 General Management Services Specification of this Section 4 relevant to the delivery of Materiel Services.
- E7.2.2** In addition to complying with the applicable provisions set out in the General Management Services Specification, Project Co shall comply with the Service Standards and requirements of this Specific Service Specification.
- E7.2.3** Project Co shall provide Materiel Services 24 hours per day, 365(6) days per year on a scheduled and reactive basis as required to meet the Service Standards of this Specific Service Specification. Project Co shall:
- Provide an efficient and cost-effective high quality service for the safe and secure receipt and distribution of all materiel to all Functional Units and elsewhere throughout the Facility to provide optimum levels of materiel at the agreed quality and quantity.
 - Ensure Service Standards are achieved through provision of a flexible Materiel Services team with a culture that incorporates continuous development and innovation relating to changes in patients' and Health Authorities needs, together with equipment, effective management systems, clear performance targets and appropriate levels of monitoring.
- E7.2.4** Project Co shall acknowledge that there may be services or tasks to be performed that are not described, but are necessarily ancillary to the Specific Services Specification and these shall be performed by Project Co as part of Project Operations.
- E7.2.5** The service detailed within this Specific Service Specification forms one aspect of what Project Co shall provide as a total facilities management solution; and Project Co will provide, integrate

E7 MATERIEL SERVICES

and coordinate this Service Category with all other Service Categories to provide, from Health Co's perspective, an integrated and complete facilities management solution.

- E7.2.6** Project Co shall prepare a periodic monitoring report in compliance with relevant aspects of this task outlined in E1.4.2.1 and E1.4.3.1 of General Management Services Specification.
- E7.2.7** Project Co shall exercise competent supervision of the work at all times.
- E7.2.8** Project Co shall ensure that all requisitions for Materiel Services may be completed electronically via the Helpdesk (refer to E2 Helpdesk Services for details).
- E7.2.9** Project Co shall be responsible for confirming or suggesting changes to space requirements for rooms/spaces located in the clinical components described in the Clinical Services Output Specification and Non-Clinical Services Output Specification (CSOS/NCSOS), which accommodate functions specific to E7 Materiel Services (shown in parenthesis in the CSOS/NCSOS) (e.g., clean utility rooms).

E7.3 SCOPE OF SERVICE

E7.3.1 Materiel Services consists of four main elements as follows:

- Acquisition and Storage of Material, Equipment and Furnishings
- Receipt and Distribution of Material
- Portering of goods
- Quality Monitoring

E7.4 SERVICE REQUIREMENTS

E7.4.1 *Acquisition and Storage of Material, Equipment and Furnishings*

- E7.4.1.1** Project Co shall develop and implement appropriate operational policies, procedures and practices, together with customer service philosophy, relative to Acquisition and Storage of Materiel, Equipment and Furnishings prior to commencement of service which shall include, but not be limited to:
- Purchase all inventory items and direct-charge non-inventory items for non-clinical Materiel Services (all inventory items and direct-charge non-inventory items that Project Co will require to provide the Service Categories as described in this Section 4). Health Authorities will purchase all inventory and non-inventory clinical items, which will be distributed by Project Co.
 - Integrate with and directly access Meditech for ordering, receiving and financial reporting requirements.

E7 MATERIEL SERVICES

- Transport all furnishings and equipment that may be purchased from time to time by Project Co or Health Co to its required destination within the Facility.
- Coordinate with Health Co's Representative or designate on a quarterly basis regarding Health Co's specifications and standards where applicable to Materiel Services purchasing and implement changes required by the Health Authorities. **SP01**
- Manage and operate an electronic stock control system that provides up-to-date stock records of all stock lines and integrates with the Health Authorities systems. Project Co shall: **SP02**
 - Be responsible for obtaining and replenishing stock items when stock levels of any stock item falls below prearranged minimum stock levels, to the extent that such stock items are available from the Health Authority warehouse.
 - Comply with the requirements of Health Authorities to achieve the minimum/maximum stock levels for stock items
 - Provide to Health Co periodic management reports as agreed
 - Operate and integrate with the existing Health Authorities electronic requisitioning inventory management and distribution system
- Provide and maintain safe and secure custody, in line with Project Co security procedures pursuant to the Protection Services Specific Services Specification, for all material 24 hours a day, 365 (6) days per year. In this regard, the loss rate (being theft, obsolescence or damage) of items under the management of Project Co shall not exceed 0.5%. The Materiel Services shall: **SP03**
 - Store material in accordance with manufacturer's recommendations and CSA standards as may be amended from time-to-time
 - Regularly review stock items to avoid obsolescence
 - Store and handle sterile supplies so integrity of supplies is not compromised
- E7.4.1.2** Project Co and all Project Co staff shall at all times adhere to, update and maintain as current the operational policies, procedures and practices set out and agreed upon with Health Co. Every 6 Payment Periods Project Co will provide Health Co's Representative or designate a report detailing where non-adherence has been identified. **SP04**

E7.4.2 *Receipt and Distribution of Material*

- E7.4.2.1** Project Co shall devise, implement and maintain a comprehensive range of operational policies, procedures, practices and support systems prior to the commencement of service, to support the receipt, distribution and stock management including, but not limited to the following:
- setting and monitoring par level quotas based on Health Co requirements
 - integrate with delivery schedule from central warehouse
 - par level quotas and delivery/top up schedule to Functional Areas

E7 MATERIEL SERVICES

- electronic notification to Health Co in the form and content required to integrate with Health Co's purchasing system
- discrepancy/synchronization reports (including incorrect shipments, short shipments, department usage by period, returns, obsolescence, outdates, par levels by department, stock out rate by department).
- maintain, monitor and manage Health Co provided manifest of shipped items and notification of back-orders in summary format.
- process for adding an item to the warehouse.
- Materiel inventory control system which shall monitor information including:
 - Inbound logistics and supplier collection
 - Electronic Materiel Tracking System (e.g., bar-coding)
 - Performance reporting and management information for all issues to all Health Authority departments.
 - Real time inventory management of stock in stores, including integration with Fraser Health's Meditech system
 - Detail transaction feeds (periodic interface) to the Health Authorities systems or alternative/summary details permitting unit level costs and transactions to be posted to the Health Authorities general ledger accounts.
- Remote on-line receipt & distribution user access system.
- Auditable control system, which identifies separately the stock usage, fast moving and non-moving stock as well as stock out of individual Functional Units.
- A system for receiving and issuing ad hoc non-stock items received against authorized requisitions from Health Authorities and for producing consolidated reports of non-stock issues.
- A protocol for liaison and contact with other Subcontractors contributing to Health Co's total internal logistics solution.
- An effective protocol for timely and effective communication with users of the service.
- A responsive and effective receipt and distribution service.
- Provision of all material, uniforms, consumables and equipment required to provide the Service and to meet the requirements of this Specific Service Specification. This shall include but not be limited to all carts, movement equipment and tote bins.
- Compliance with all Applicable Law and Health Authority Policies.
- Control the inward and outward movement of material through the Facility's designated material receipt and dispatch area(s). Tasks include, but are not limited to:
 - Marshalling vehicle traffic to prevent site congestion caused by deliveries
 - Unloading, from the tailgate of the delivering vehicle, signing consignment notes and transferring goods to stores using appropriate handling aids if appropriate

E7 MATERIEL SERVICES

- Unpacking all material and equipment ensuring material received is checked for damage and/or shortages prior to distribution
 - Logging receipts and maintaining records of material which present a risk and informing the designated Health Co and Project Co health and safety representatives. Material which are damaged, short supplied or overdue where dates have been specified, to be reported to the supplied Functional Units within 2 hours **SP05**
 - Providing appropriate documentation to validate changes and satisfy Health Co of appropriate and complete delivery
 - Securing custody within 30 minutes of receipt or as otherwise agreed
 - Ensuring damaged packages and incorrect deliveries are recorded, rejected and returned
 - Coordinating the return of material
 - Packing material for return/collection
 - Inventory and control of stock items
 - Rejecting or holding in suspension, pending investigation, any goods arriving at the receipt and dispatch bay without the relevant documentation
 - Devising and implementing product recall procedures that ensure prompt recall and collection of faulty products or products that are the subject of hazard notices
 - Undertaking the sorting and integration of goods, ensuring that excess packaging is removed before internal distribution, and minimize the accumulation of packing waste on-site
- Provide a customer-focused break-out service to ensure material is supplied to Health Authorities in economical units and where orders have been consolidated (from aggregated demand) or items are held as stock, break down bulk consignments to suitable units for Health Authorities to minimize wastage or obsolescence while maintaining the security and integrity of materiel during distribution. The break-out stock shall be incorporated into Materiel Services operational control support systems as devised, implemented and maintained by Project Co.
 - Ensure that the receiving and dispatch bays and associated equipment are maintained to a clean, tidy and hygienic standard, in compliance with WHMIS regulations. Cardboard packing boxes to be flattened and placed in holding area pending recycling removal. **SP06**
 - Ensure that the stock levels are optimized to provide Functional Units with agreed range of lines, in sufficient quantities to meet Health Authorities immediate daily needs.
 - Record details of all stock issues/returns made to/from Functional Units in the appropriate unit of issue to provide proof of correct delivery against topping up schedules, and provide such information to Health Co's Representative or designate on a periodic basis. **SP07**
 - Management staff shall liaise with Health Co's Representative or designate with regard to determining minimum and maximum topping up levels of all relevant Facility stock items.

E7 MATERIEL SERVICES

- Ensure all stock items are supplied to users in line with the agreed topping-up and delivery schedule, allowing special provision to be made for the rapid delivery of urgent items where normal stock levels have become depleted.
- Ensure each delivery is made according to an electronic delivery manifest generated for each receiving location, listing the orders contained within that delivery along with a brief item description and price, and batch/reagent number, if appropriate.
- All deliveries to Functional Units are unpacked and placed in designated storage facilities in each Functional Units.
- A protocol for routine and emergency deliveries with timed schedules and order deadlines.
- Management staff shall liaise closely with Health Co management staff to facilitate the timely and efficient delivery and collection of all materiel.
- Determine storage shelving specifications in accordance with Health Authority Policies in relation to infection control.
- Ensure that a full audit trail of all activity involved in operating and managing the service is implemented and adhered to at all times. The audit trail shall be agreed in advance with Health Co management and must be available for Health Co inspection. **SP08**
- Retain responsibility for all materiel from the point of receipt until they pass to the custody of Health Co's Representative, designate or designated area. Ownership of Clinical and Non Clinical materiels received and distributed by Project Co. will remain with Health Co.
- In respect to all purchased goods, material and stock items, provide an ad hoc and scheduled distribution service in accordance with the Service Response Times detailed in Table 1 – Service Response Times to ensure the prompt and safe distribution of materiel to the relevant points-of-use. In undertaking this task, Project Co shall: **SP09**
 - Be responsible for the safe custody of all such materiel while in transit throughout the Facility.
 - Ensure that consignments are suitably labeled with end user name, Functional Units and Health Authorities internal order number and are accompanied by delivery/ advice notes.
 - Ensure that written confirmation of internal deliveries are obtained when materiel is delivered to the Functional Unit.
 - Ensure correct stock rotation within the allocated stores.
 - Ensure IT-based systems have the ability to communicate with appropriate Health Authorities systems.
 - Maintain all necessary records.
 - Provide receipt and distribution advice and recommendations to Health Co.
 - Provide regular receipt and distribution management information to Health Co.
 - Provide a top-up service 365(6) days per year to maintain stockholding of agreed range of items at the individual Functional Units level as required by Health Authorities, but with respect to SPD stores such service will be limited to a delivery service to a drop off point. Stock will be provided on an ad hoc and

E7 MATERIEL SERVICES

scheduled basis in accordance with agreed response/delivery times. Top-up systems shall be part of the integrated logistics service framework

- Ensure that transport of soiled materials/supplies is always kept separate from clean/sterile materials/supplies.

Table 1: Service Response Times

Category	Description	Example	Service Response Time
Emergency	Requires instant response to emergency situation	<ul style="list-style-type: none"> • Major incidents • Fire calls • Clinical emergency • Emergency blood/specimen transport 	5 minutes
Urgent	Action needed to secure the continuation of core clinical service	<ul style="list-style-type: none"> • Collection/delivery of x-rays out of hours for emergency procedures • Urgent delivery of medical gas cylinders 	10 minutes for patients 15 minutes for materials
Routine (Ad hoc)	Requirements not warranting immediate or urgent handling	<ul style="list-style-type: none"> • Movement of goods and supplies • Movement of specimens and blood • Movement of laboratory goods • Movement of medical gas cylinders 	30 minutes
Planned	Pre-arranged to a mutually agreed time scale	<ul style="list-style-type: none"> • Disposal of redundant portable equipment and furniture • Planned movement of ward or department portable equipment 	Within 10 minutes of agreed time
Scheduled	A schedule of work agreed with wards and departments for recurring work	<ul style="list-style-type: none"> • Delivery/collection of pharmacy products • Delivery collection of mail • Medical gas check delivery 	Within 30 minutes of agreed time

- E7.4.2.2** Project Co and all Project Co staff shall at all times adhere to, update and maintain as current the operational policies, procedures and practices set out and agreed upon with Health Co. Every 6 Payment Periods Project Co will provide Health Co's Representative or designate a report detailing where non adherence has been identified. **SP10**

E7.4.3 Portering of goods

- E7.4.3.1** Project Co shall develop and implement appropriate operational policies, procedures and practices, together with customer service philosophy, relative to Portering of goods prior to commencement of service which shall include, but not be limited to:

- Establish and operate an effective and user-friendly system to handle movement of goods as requested. Movement requests may be on an emergency, urgent, routine, planned or scheduled basis involving all forms of 'transport' throughout the Facility. All requests for movement of goods shall be in accordance with Table 1 **SP11**

E7 MATERIEL SERVICES

Service Response Times.

- In carrying out movement of goods Project Co staff shall:
 - Respond in a professional manner at all times
 - Be trained, properly supervised and use the correct modes of transportation to transport goods.
 - Utilize the proper methods required in safely transferring goods to and from transport as mentioned in above bullet.
- Provide a planned and ad hoc materiel distribution service for the delivery of inventory and non-inventory items in accordance with Table 1 Service Response Times. Tasks shall include but not be limited to: **SP12**
 - Delivery and collection of inventory and non-inventory items/materiel between the receipt and distribution areas and Functional Units. Majority of items will be cross docked (i.e., initially received at a Health Authority central warehouse) but large items such as equipment will be shipped directly to Health Co.
 - Return of all containers, tote boxes and/or other transport media to designated areas in a clean, litter/debris free, condition
- Establish an effective and user-friendly system to provide an internal mail service in accordance with Table 1 Service Response Times. Mail services include, but are not limited to: **SP13**
 - Sorting incoming, outgoing and internal mail according to categories defined by the Health Authorities
 - Segregating, weighing and 'franking' appropriate mail on behalf of Health Authorities
 - Re-directing incorrectly addressed mail as appropriate
 - Establishing and maintaining a separate recording system for recorded mail
 - Securing all mail
 - Delivering courier deliveries and recorded deliveries
 - Receiving and sorting mail relating to courier services to non-Facility premises
 - Providing incoming and outgoing mail services, including delivery of mail, parcels, recorded and registered letters to and from Functional Units, in accordance with the performance standards set out below. The mailroom is not required to copy/print, insert and fold large mail-outs. Health Authorities' departments are to be charged for postage and courier. Transportation within regional distribution system will be provided and paid for by Health Co. Departments may be charged for extraordinary costs of transportation within the regional distribution system outside of the Facility, such as for rush deliveries.
 - Circulating internal flyers/posters/newsletters as produced by Health Authorities
 - Taking all precautions as may be reasonably required during security alerts
- Ensure all mail to be sorted and placed in central mailboxes within a maximum of 1 day (during office hours) of arrival in the mailroom. **SP14**
- Provide central, internal mailboxes near the Retail Food Services for internal and

E7 MATERIEL SERVICES

external mail.

- Provide the following information to Health Co's Representative or designate on a Payment Period (periodic) basis: **SP15**

- Postage machine totals
- Itemized cost of regular, special delivery and registered mail sent through Canada Post which is billed back to Health Co. on a Payment Period basis.

- Provide a planned and ad hoc delivery and collection service for SPD sterile supplies within Service Response Times detailed in Table 1 Service Response Times. Tasks shall include, but not be limited to: **SP16**

- Delivery and collection of sterile and soiled supplies by case cart between SPD and Surgical Services, Maternal Child Program area (LBRP area) and other patient care areas within agreed timescales.
- Collection and return to point-of-use of all clean equipment.
- Delivery and collection of all other sterile items to points-of-use within agreed timescales.

- Provide miscellaneous ad hoc movement requests from the Health Authorities departments and wards including:
 - General and ad hoc tasks on a day-to-day basis
 - General and ad hoc service to all areas of the portering service site comprising:
 - dealing with each ad hoc request for the portering services within the Service Response Times set out in Table 1 above
 - ad hoc duties for special incidents
 - assistance in the planned or emergency movement of Functional Units/area to new location on the Facility

Such ad hoc duties include, but are not limited to:

- Collection, distribution and retrieval of some 'hardcopy' health and medical imaging records
- Site messenger service
- Photocopying supplies
- Pest control reporting
- Major incident support including assistance in the event of a fire
- Liaise with Health Co management staff to resolve any discrepancies with purchasing and delivery of material.
- Project Co and all Project Co staff shall at all times adhere to, update and maintain as current the operational policies, procedures and practices set out and agreed upon with Health Co. Every 6 Payment Periods Project Co will provide Health Co's Representative or designate a report detailing where non-adherence has been identified. **SP17**

E7 MATERIEL SERVICES

E7.4.5 *Quality Monitoring*

- E7.4.5.1** Prior to Substantial Completion, Project Co and Health Co shall develop, maintain and implement a system for recording and acting on customer feedback and satisfaction with respect to the Materiel Services through the conduct of a customer user satisfaction survey/questionnaire to be carried out quarterly in a format consistent with Section 2 of Schedule 23-3A of the Project Agreement. Pursuant to Schedule 23-3A, a Quality Satisfaction Failure will occur if the results of the user satisfaction survey/questionnaire generate a quality satisfaction score that corresponds to a Quality Satisfaction Failure, as set out in the Quality Survey Indicators table in Appendix G of Schedule 23. **SP18**

E7 MATERIEL SERVICES

Performance Indicators

Ref	Parameter	SF Type	Category	Response	Rectification	Recording Freq.	Monitoring Method
Acquisition and Storage of Material, Equipment & Furnishings							
SP01	Specifications and standards applicable to Materiel Services purchasing are coordinated with Health Authorities staff on a quarterly basis and report on performance for the quarter is provided to Health Co's Representative or designate one week after quarters end.	QF	Medium	N/A	N/A	Q	
SP02	A stock control system is in operation and functioning as required and integrates with the Health Authorities systems and for all items stock levels do not fall below the agreed levels with Health Authorities.	QF	High	N/A	N/A	R	
SP03	Provide and maintain safe and secure custody, in line with Project Co security procedures, for all material 24 hours a day, 365 (6) days per year. In this regard, the loss rate of items under the management of Project Co shall not exceed 0.5%.	QF	Medium	N/A	N/A	PR	
SP04	Operational policies and procedures adhered to and current. Every 6 Payment Periods Project Co will provide Health Co's Representative or designate a report detailing where non-adherence has been identified.	QF	High	N/A	N/A	PR	
Receipt and Distribution of Material							
SP05	Material which are damaged, short supplied or overdue where dates have been specified, to be reported to the supplied Functional Units within 2 hours.	FE	A - E	As per Table 1	N/A	M	
SP06	Receiving and dispatch bays and associated equipment are in compliance with WHMIS regulations.	QF	Medium	N/A	N/A	M	
SP07	Details of all stock issues/returns made to/from Functional Units are recorded appropriately proving correct delivery against topping up schedules and provided to Health Co's Representative or designate on a weekly/periodic basis.	QF	Medium	N/A	N/A	M	
SP08	A full audit trail of activity is implemented and adheres to agreed standards.	QF	Medium	N/A	N/A	M	
SP09	Scheduled distribution of material is carried out in accordance with Service Response Times as specified in Table 1.	FE	A - C	As per Table 1	N/A	PR	
SP10	Operational policies and procedures adhered to and current. Every 6 Payment Periods Project Co will provide Health Co's Representative or designate a report detailing where non-adherence has been identified.	QF	High	N/A	N/A	PR	

E7 MATERIEL SERVICES

Ref	Parameter	SF Type	Category	Response	Rectification	Recording Freq.	Monitoring Method
Portering of goods							
SP11	All requests (emergency/urgent/routine/planned/scheduled) for movement of goods are responded to within Service Response Times as specified in Table 1.	FE	A-C	As per Table 1	N/A	R	
SP12	Planned distribution of stock and/or non-stock item(s) is/are carried out within Service Response Times specified in Table 1.	FE	A - C	As per Table 1	N/A	R	
SP13	All internal mail services are carried out within Service Response Times specified in Table 1.	FE	A - B	As per Table 1	N/A	M	
SP14	All mail is sorted within 1 day after arrival in the mailroom.	QF	Medium	N/A	N/A	M	
SP15	Mail service periodic report is delivered to Health Co's Representative or designate in the agreed format following each Payment Period.	QF	Low	N/A	N/A	M	
SP16	Planned, ad hoc delivery and collection service for SPD sterile supplies adhere to Service Response Times in Table 1.	FE	B	As per Table 1	N/A	M	
SP17	Operational policies and procedures adhered to and current. Every 6 Payment Periods Project Co will provide Health Co's Representative or designate a report detailing where non-adherence has been identified.	QF	High	N/A	N/A	PR	
Quality Monitoring							
SP18	System of recording and acting on customer feedback and satisfaction in place and customer service survey/ questionnaire conducted quarterly in agreed format.	QF	Medium	N/A	N/A	Q/M	

E8 PLANT SERVICES

E8.1 DEFINITIONS

Project Co shall refer to, and comply with, all Definitions included in the Introduction to this Section 4 – Facilities Management Services and Schedule 1 – Definitions and Interpretation. In addition, in this Plant Services Specification, the following words and phrases shall have the following meanings:

Plant Services	means all of the requirements of this Specific Service Specification.
Basic Maintenance	means Demand Maintenance and repairs to specific items of Equipment listed in Schedule 35 and identified as “Basic Maintenance” so as to maintain such furniture and equipment to a functional and operational level (reasonable wear and tear accepted). For the avoidance of doubt, there will be no maintenance requirements in respect of Category A Equipment, Category C Equipment, or Category D Equipment.
Building Maintenance	means those building maintenance services to be carried out pursuant to this Specific Service Specification.
Building Management System (BMS) Reporting Requirements	means those building management system (BMS) reporting requirement services to be carried out pursuant to this Specific Service Specification.
Demand Maintenance	means all ad hoc maintenance and repairs other than Scheduled Maintenance.
Equipment	means fixed or loose equipment for which Project Co has a responsibility for maintaining, repairing and or replacing during the life of the Agreement.
First Response Maintenance	<p>means Demand Maintenance and repairs to specific items of Equipment listed in Schedule 35 and the Output Specifications identified as “First Response Maintenance” which includes the response to malfunctions and provision of minor repairs, adjustments and general maintenance as follows:</p> <ul style="list-style-type: none"> (i) first response to equipment malfunctions and assessment of the problem (e.g., operator error, utility problem, minor or major failure) and required response; (ii) performance of minor repairs and general maintenance including filter changes, topping-up fluids, adjustments, resets, clearing blockages and replacing minor parts such as rollers, wheels, pulley and hoses; and (iii) in the case of repairs that cannot be resolved under the immediately preceding subsection, arranging for and overseeing third party service representatives to make necessary repairs provided that Project Co has, acting reasonably, obtained approval from Health Co for such third party repairs.

E8 PLANT SERVICES

Grounds & Gardens	means all external elements of the Facility.
Grounds & Gardens Maintenance Service	means those Grounds & Garden Maintenance Services to be carried out pursuant to this Specific Service Specification.
Maintenance	means any maintenance, upkeep, repair, replacement or renewal of any part of the Facility and Equipment.
Maintenance Users	means Health Authorities employees, agents, visitors and patients who are affected by or are users of the Plant Services.
Mechanical and Electrical Services	means those services listed in E8.4.2.1 and any other services required by this Specific Service Specification and/or Good Industry Practice
Plant	is the infrastructure, building, fixed and immovable equipment systems installed pursuant to the Construction Contract (excluding Equipment) as replaced from time-to-time to be provided and/or maintained by Project Co pursuant to the Agreement.
Plant Services Information Management	means those plant services information management services to be carried out pursuant to this Specific Service Specification.
Scheduled Maintenance	means the program prepared by Project Co to carry out planned preventative maintenance requirements on a scheduled basis on Plant and all relevant Equipment in accordance with the provisions of this Specific Service Specification and the Project Agreement.
Site Fire Management/Fire Management Plan	means the policy by that name, as developed by Project Co.
Suitably Qualified Person	Means, where applicable, persons with appropriate Trade Certification from a professional or industry body and licensed to undertake the work in the Facility or on the Site.

E8.2 GENERAL REQUIREMENTS

- E8.2.1** Project Co shall comply with all requirements set out in E1 General Management Services Specification of this Section 4 relevant to the delivery of the Plant Services.
- E8.2.2** In addition to complying with the applicable provisions set in the General Management Services Specification, Project Co shall comply with the Service Standards and requirements of this Specific Service Specification.

E8 PLANT SERVICES

- E8.2.3** Project Co shall provide Plant Services 24 hours per day, 365(6) days per year on a scheduled and demand basis as may be required to meet the Service Standards of this Specific Service Specification. Project Co shall:
- Provide efficient, responsive, continuous, reliable, comprehensive and effective Plant Services, including maintenance of all buildings, building services, infrastructure, building fabric, Mechanical and Electrical Services, building and property management, which are based on sound technical and operational requirements and standards in accordance with Good Industry Practice, in order to meet the operational needs of Health Authorities; and also to ensure that they do not cause or create any safety or environmental hazard to the environment and/or any person on the Facility, and to minimize disruption of Health Authorities operations.
 - Provide Basic Maintenance and First Response Maintenance for specific items of Equipment as listed in Schedule 35.
 - Maintain a safe, compliant, functional working, barrier-free, healing environment, applying the necessary available safe working practices, including the use of recognized risk assessment/management systems to ensure that standards are maintained, and that any adverse variance is recognized and corrected.
 - Maintain the Grounds and Gardens to facilitate the smooth running of Health Authorities operations, including ensuring safe, logical, clear and barrier-free access to the Facility and across the site at all times for all staff and patients/visitors in such a way as to promote a positive image of the Facility.
- E8.2.4** Project Co shall acknowledge that there may be services or tasks to be performed that are not described, but are necessarily ancillary to the Specific Services Specification and these shall be performed by Project Co as part of Project Operations.
- E8.2.5** The service detailed within this Specific Service Specification forms one aspect of what Project Co shall provide as a total facilities management solution; and Project Co will provide, integrate and coordinate this Service Category with all other Service Categories to provide, from Health Co's perspective, an integrated and complete facilities management solution.
- E8.2.6** Project Co shall prepare a periodic monitoring report in compliance with relevant aspects of this task outlined in E1.4.2.1 and E1.4.3.1 of General Management Services Specification.
- E8.2.7** Project Co shall exercise competent supervision of the work at all times.
- E8.2.8** Project Co shall ensure that all requisitions for Plant Services may be completed electronically via the Helpdesk (refer to E2 Helpdesk Services for details).
- E8.2.9** Project Co shall be responsible for confirming or suggesting changes to space requirements for rooms/spaces located in the clinical components described in the Clinical Services Output Specification and Non-Clinical Services Output Specification (CSOS/NCSOS), which accommodate functions specific to E8 Plant Services (shown in parentheses in the CSOS/NCSOS).
- E8.2.10** Project Co shall provide Plant Services related delivery functions (e.g., movement of equipment).
- E8.2.11** Project Co shall, using its onsite resources to the extent available, provide ad hoc plant and handyman services.

E8 PLANT SERVICES

E8.3 SCOPE OF SERVICE

E8.3.1 Plant Services consists of nine main elements as follows:

- Statutory Testing and Permission to Work
- Building and Equipment Maintenance
- Internal & External Facility Condition/Environment
- Building Management System (BMS) Reporting Requirements
- Fire Management
- Elevators and Vertical Transportation Services
- Grounds and Gardens Maintenance
- Plant Services Information Management
- Quality Monitoring

E8.4 SERVICE REQUIREMENTS

E8.4.1 *Statutory Testing and Permission to Work*

E8.4.1.1 Project Co shall develop and implement appropriate operational policies, procedures and practices, together with customer service philosophy, relative to Statutory Testing and Permission to Work prior to commencement of service which shall include, but not be limited to:

- Maintain records of all statutory and regulatory tests and legislation, which may be required to be carried out and attend upon and undertake where appropriate insurance, statutory and regulatory tests which may be required by Applicable Law or Health Authorities insurers in liaison between Project Co management staff and Health Co management staff including, but not limited to:
 - Prepare boilers, elevators, calorifiers, sterilizers, etc. for regulatory and insurance company inspections
 - Routine/regular testing of standby generators, standby domestic pumps, fire alarms, emergency lighting systems and exit signs and electrical distribution systems, medical gas systems, demineralized water system for heating plant, etc. in accordance with recommended manufacturers guidance and Good Industry Practice.
 - Testing and servicing of hand fire appliances
 - Testing for Legionella
 - Testing, labeling and recording of all portable appliances, as required under applicable legislation with test results stored electronically and made available

E8 PLANT SERVICES

to Health Co on reasonable request. This shall include, but not be limited, to the following tasks:

- testing and certifying all portable test equipment, pressure gauges and recording equipment
 - testing and certifying all fixed instrumentation and shall take the necessary action to repair, replace and adjust such devices as required
 - ensuring that all test equipment is itself tested and carrying the necessary valid certification
- Provide reports on a periodic basis to Health Co, which provide a status and results of all statutory testing and perform any rectification requirements to ensure compliance is achieved. **SP01**
 - Commissioning and recommissioning all new plant operations, systems and equipment.
 - Annual review of maintenance manuals and concurrent updating of changes or notifications by manufactures/suppliers. Report to Health Co's Representative or designate on such changes annually. **SP02**
 - Apply to Health Co through management staff with a 30-day advance notice, for permission to work where any scheduled work may affect Health Authorities operations in a large or substantive way. Where disruptions are determined by Project Co to be minimal, shorter requests for permission may be made. This includes, but is not limited to, work involving or affecting Clinical and Non-clinical Services, including the following: **SP03**
 - All code systems
 - Any other area or type of work so identified by Health Co
 - Boiler and pressure systems
 - Call centres
 - Confined spaces
 - Dictation system
 - Electrical systems
 - Energy management system
 - Energy systems
 - Fire protection systems
 - Patient entertainment and education system
 - Hot and noisy work, including drilling and cutting
 - Indoor and outdoor lighting system
 - Information technology system
 - Elevators
 - Intercom system
 - Mechanical supply and exhaust air systems
 - Medical gas systems
 - Panic duress system
 - Plumbing systems
 - Public address system
 - Pure water systems
 - Radioactive and acid waste systems
 - Roof work
 - Security systems
 - Steam
 - Structured cabling system
 - Telephone system
 - Wireless system
 - Nurse call system
 - Pneumatic tube system

In the event that a Functional Unit/department is in use by Health Authorities during the access times detailed in Table 1 below, Health Co may inform Project Co that Plant Services shall not be carried out in order to avoid disruption to Health Authorities operations. Project Co management staff shall liaise with Health Co management staff

E8 PLANT SERVICES

to agree upon an alternative time to carry out the service. Where Project Co subsequently carries out the service at the agreed alternative time, Project Co shall be deemed to have complied with carrying out the service.

Table 1: Access Times

Service Category	Access Times
Scheduled Maintenance	As agreed with Health Co management staff at the time included in the Scheduled Maintenance Plan.
Demand Maintenance	As required to meet the relevant Service Response Time and Rectification Times specified in Table 2.
Plant Services Information Management	As agreed with Health Co management staff at the time included in the Maintenance Program.
Fire Management	As agreed with Health Co management staff at the time included in the Maintenance Program.

- E8.4.1.2** Project Co and all Project Co staff shall at all times adhere to, update and maintain as current the operational policies, procedures and practices set out and agreed upon with Health Co. Every 6 Payment Periods Project Co will provide Health Co's Representative or designate a report detailing where non-adherence has been identified. **SP04**

E8.4.2 *Building and Equipment Maintenance*

- E8.4.2.1** Project Co shall develop and implement appropriate operational policies, procedures and practices, together with customer service philosophy, relative to Building Maintenance and Mechanical and Electrical Services prior to commencement of service which shall include, but not be limited to:

- Maintenance including maintenance, repair, and updating where appropriate of the following elements of the Facility in accordance with the Service Standards and Service Requirements of this Plant Services Specification including, but not limited to:

E8 PLANT SERVICES

- All roofs
 - All directional, departmental and safety signage
 - Chimneys and flues
 - External and internal repairs
 - External replacement programs
 - Fire escapes and staircases
 - Interior and exterior painting and re-decoration
-
- | | |
|--|--|
| – All air conditioning and ventilation systems | – Medical gas system including scavengers |
| – All electrical plant and equipment, including HV and LV systems | – Natural gas system |
| – All mechanical plant and plant areas | – Nurse call systems(First Response Maintenance) |
| – All refrigerators and freezers | – Other essential building alarm systems |
| – All water storage, distribution and treatment systems, including changing hepa filters | – Panic duress systems |
| – Battery systems | – Patient wandering systems (First Response Maintenance) |
| – Building alarm systems | – Pneumatic tube system |
| – Building and energy management systems | – Pressure vessels, main boiler plant, calorifiers and heat exchanger systems |
| – Cardiac and emergency alarm systems and equipment (First Response) | – Prevention of Legionella in all hot and cold water services |
| – Catering and food distribution equipment | – Prevention of Legionella in condensate and air conditioning drainage systems |
| – Chilling plant and chilled water storage and distribution systems | – Public address |
| – Compressors and vacuum plant systems | – Pure water systems |
| – Elevators/escalators/dumbwaiters | – Radioactive and acid waste systems |
| – External lighting installation | – Patient education/entertainment system |
| – Eyewash Stations | – Sanitary and storm water waste systems |
| – Fire alarm and fire protection systems | – Sanitary vent systems |
| – Fire equipment, fire doors, automatic holdbacks and emergency lights | – Security and surveillance equipment and systems and street lighting |
| – Fixed and portable electrical appliances (Basic Maintenance) | – Steam, hot water and pressurized pip-work systems |
| – Fixed and portable first aid fire fighting system | – Structured cabling |
| – | – |

E8 PLANT SERVICES

- | | |
|---|---|
| <ul style="list-style-type: none"> – Fuel oil system – Heating and hot water systems – High voltage and medium voltage distribution systems – Hoppers – Indoor air quality – Intercom systems – Internal electrical power and lighting installations – Isolation room air pressures/exchanges – Laboratory gas systems and equipment – Lightning conductor system – Generator(s) and auto-change over systems and emergency power supply systems – Patient Wandering Systems (First Response Maintenance) | <ul style="list-style-type: none"> – Telecommunication systems during warranty period (First Response Maintenance) – Thermal systems and distribution systems – Uninterruptible power supplies (UPS) – Water disposal systems – Water treatment systems – Wireless network system during warranty period (First Response Maintenance) – Equipment, as required to be maintained by Project Co pursuant to Schedule 35-Plant Services B1 and B2 Equipment |
|---|---|

This list is not exhaustive and Project Co is to fully ascertain the total requirements.

- Provide, purchase and install unless otherwise stated, all requisite plant, equipment, apparatus and consumable items required for the proper execution of all work which Project Co is required to carry out under this Specific Service Specification; including scaffolding, crange, tackle, machinery, tools or other appliances and everything else necessary for the work, and shall be responsible for their conveyance, use, subsequent removal, making good and cleaning.
- In maintaining the Facility, adhere to operations and maintenance principles in the use of products, processes and operating methodologies at the site consistent with the initially applicable LEED™ Silver certification points.
- Provide comprehensive and effective Scheduled Maintenance and Demand Maintenance service by way of a Helpdesk accessible by telephone, electronic mail or other suitable means of communication such that any member of Health Authorities staff or any patient or visitor can report any failure in need of repair or any other matter which he or she believes to require Demand Maintenance at any time, on a day-to-day basis to meet the requirements of Health Authorities in all areas of the site in accordance with this Service Specification, the Service Standards, set out in Tables 3-9c inclusive and within the Service Response and Rectification Times set out in Table 2 (see below).

E8 PLANT SERVICES

- Provide a Scheduled and Demand Maintenance service that shall regularly maintain, repair and replace where necessary all fire prevention/detection equipment, including fire safety systems and equipment, automatic fire detection and alarm systems, portable and fixed fire fighting systems and equipment, at the facilities as may be required from time to time to maintain all fire equipment in compliance:
 - With applicable legislation and any other regulations in force from time-to-time, including ULC standards S5536 Inspection and Testing of Fire Alarm Systems.
 - Where any such equipment requires replacement, Project Co shall replace such equipment with equipment of equivalent or higher standard.
- Establish and maintain suitable systems and procedures to ensure that all fire equipment is examined and tested and keep records of all tests and the dates thereof in an accurate and sufficiently detailed manner.
- Whenever possible, avoid the need for service diversions. Where diversions are necessary, Project Co management staff shall (other than in an emergency) contact Health Co and gain approval to divert the same as required. The work shall be carried out with the minimum of interference to existing installations and the normal operation of the building.
- Ensure sufficient authorized persons, who are competent, Suitably Qualified Persons and experienced, with appropriate trade certification, are available 24 hours a day 365(6) days per year.
- Establish and maintain suitable systems and procedures to ensure that Scheduled Maintenance is carried out at such times and in such manner that the Service Standards and regulatory requirements are met in relation to the Facility, Plant and Equipment. Project Co shall provide a Scheduled Maintenance Service, which actively reduces the risk of disruption and maintenance work adversely affecting Health Authorities operations.
- Scheduled maintenance service shall include, but not limited to:
 - Site utility services (connections and on-site infrastructure, including inspection and maintenance of sanitary sewers, storm drainage systems, water supply systems and appurtenances).
 - Interior and exterior fabric of the facilities so that they are properly and safely maintained and remain functional, safe, operationally sound and of good appearance.
 - Mechanical and electrical, including heating, ventilation and air conditioning systems, hot and cold water system, pure water system, sanitary waste and storm water systems, fire alarm system, medical gases, vacuum and anaesthetic scavenging systems, electrical and cabling systems, such that they are properly and safely maintained and remain functional, safe and operational.

E8 PLANT SERVICES

- Maintenance and on-going testing verification and recommissioning to ensure the building systems continue to perform as intended, e.g., of indoor air quality, space pressurization, etc., including by independent testing agencies.
- Commissioning, inspecting, testing and electronically monitoring building fabric and utilities, and all Mechanical and Electrical Services to ensure they are fully operational and compliant with applicable Legislation, Health Authorities requirements, and Good Industry Practice.
- Producing such reports as required by applicable legislation and other regulations, informing Health Co which statutory reports have been carried out and making available to Health Co copies of such reports.
- Produce and issue to Health Co for approval:
 - Rolling 5 Year Maintenance Plan for the facilities, including life-cycle maintenance, planned improvement and replacement programs, and a report for the facilities, on every anniversary of the agreement, from the commencement date, in a format to be agreed between the parties. **SP05a**
 - Detailed 1 year maintenance program produced annually in advance and available for review at all times. The programs shall include but not be limited to information relating to any implications arising from carrying out the work and its effects, if any, on Clinical Services while work is in progress, including: **SP05b**
 - all maintenance (planned or otherwise) undertaken in that period
 - a list of all failures, failure analysis and corrective action plan, to comply with the requirements of this Specific Service Specification and Project Co's procedures in connection with the provision of Services as previously agreed with Health Co
 - details of testing (statutory, insurance company and Legionella) and changes to established working practices that have occurred in that period and that shall be undertaken during the following one period
- Include details of the forthcoming period's work in periodic meetings to be held with Health Co including the following information: **SP06**
 - Failure analysis report(s)
 - Location of the work to be undertaken clearly identifying activities which are anticipated to cause disruption to Health Authorities operations
 - Risk assessment, including health and safety, and manufacturer's recommendations
 - Method statement
 - Time period when the work is to be undertaken
 - Asset conditions
 - Resources/sub-Contractors used
 - Permission to work required
- Provide a complete and comprehensive Demand Repairs and Maintenance (DRM) service, including a service giving immediate technical and managerial support and advice 24 hours per day, 365(6) days per year. The service shall be consistently delivered, sensitive to clinical and patient care needs and responsive to the

E8 PLANT SERVICES

changing health program requirements.

Equipment Maintenance including:

	<ul style="list-style-type: none"> Respond to and rectify all equipment matters referenced in the following 16 main bullet points (and their sub-points) within the parameters stated in Table 2 below: 	SP07
	<ul style="list-style-type: none"> Project Co shall provide Basic Maintenance for those specific items of Category B1 Equipment and Category B2 Furniture as identified in Schedule 35 as "Project Basic Maintenance". Project Co will ensure that Basic Maintenance will be performed by Project Co personnel with operator level training provided under Section 21.15(c)(i) of the Project Agreement (for clarity, such personnel will not be required to have specialty training, electronics or other technical training or certification related to medical or medical gas equipment). 	
	<ul style="list-style-type: none"> Project Co shall provide First Response Maintenance for those specific items of Category B1 Equipment as identified in Schedule 35 as "Project Co First Response". Project Co will ensure that First Response Maintenance will be performed or supervised by Project Co personnel with specialized training provided under Section 21.15(c)(ii) of the Project Agreement and who must also be familiar with the general operations of applicable equipment. 	
	<ul style="list-style-type: none"> For clarity, Project Co will not be responsible as part of the Services to maintain items of Category B1 Equipment and Category B2 Furniture indicated as "Project Co not Maintain" in Schedule 35 of the Project Agreement . 	
	<ul style="list-style-type: none"> If Health Co approves repairs by third party service representatives as defined in "First Response Maintenance". then Health Co will be responsible for the cost of such third party repairs and to make payments directly to the suppliers for all resulting invoices. 	
	<ul style="list-style-type: none"> If Project Co reasonably believes that the nature of the repairs for a specific item of Category B1 Equipment or Category B2 Furniture is outside the scope of Basic Maintenance or First Response Maintenance (as applicable), then, subject to Health Co's prior written agreement, acting reasonably, Project Co will arrange to have such items repaired or maintained by third party service providers. Health Co will be responsible for the direct, supplier invoice cost of third party repairs arranged under this Section, and to make payments directly to the suppliers for all resulting invoices. 	
	<ul style="list-style-type: none"> Project Co will maintain at its cost a basic spare parts inventory for the items of Category B1 Equipment and Category B2 Furniture that Project Co is required to maintain hereunder, which inventory will consist of readily available common maintenance parts used in multiple items of equipment and furniture, not manufactured for a specific inventory item in Schedule 35 of the Project Agreement. 	
	<ul style="list-style-type: none"> Project Co will maintain an inventory of specialty parts related to the repair and maintenance of the items of Category B1 Equipment and Category B2 	

E8 PLANT SERVICES

	Furniture that Project Co is required to maintain hereunder, as recommended by the manufacturer and approved by Health Co. Health Co will be responsible for the direct, supplier invoice cost of all such specialty parts and to make payments directly to the suppliers for all resulting invoices.	
	<ul style="list-style-type: none"> Other than as provided in the two bullet points immediately above, Project Co is not required to ensure that the inventory of Category B1 Equipment and Category B2 Furniture contains spare items. 	
	<ul style="list-style-type: none"> Project Co will keep service records for the items of Category B1 Equipment and Category B2 Furniture that Project Co is required to maintain hereunder. Such service records will include information such as the current condition of, and the method, frequency and cost of repairs of such Category B1 Equipment and Category B2 Furniture. Based on such service records, Project Co will keep a list of such Category B1 Equipment and Category B2 Furniture that it believes should be replaced or removed from use by reason of being beyond its useful life or non-repairable, which list the Parties will periodically review. If Health Co agrees, acting reasonably, that particular items are beyond their useful life or non-repairable, then the following subsections will apply: <ul style="list-style-type: none"> all replacement or removal from use of such items will be at Health Co's option; if Health Co does not choose to replace or remove from use any such items, then Project Co will be reimbursed by Health Co for all incremental, reasonable, direct costs of maintaining such items, and will reimburse Project Co as if it was a Variation, provided that all such costs have been pre-approved by Health Co; and there will be no Failure Event or Quality Failure deductions under the Payment Mechanism or accumulation of Service Failure Points under the Payment Mechanism on account of items that are beyond their useful life or non-repairable. 	
	<ul style="list-style-type: none"> Project Co will compile and maintain the following information in respect to Category B1 Equipment and maintenance activities: <ul style="list-style-type: none"> number of calls to the Helpdesk by type (i.e., Emergency, Urgent or Routine as defined in Table 2 of the Output Specifications, Section E8); description of equipment and furniture (including category, condition/age and equipment item number); description of maintenance provided and time spent to rectify; who performed the maintenance (i.e., Project Co, third party provider, or manufacturer's service representative under warranty); direct cost of maintenance, including parts, or third party provider's invoiced cost; and Project Co commentary on how the maintenance could be better handled 	

E8 PLANT SERVICES

	in the future (e.g., if the maintenance were done by a third party provider, could it have been done by Project Co personnel if they had received additional training, parts or personnel).	
	<ul style="list-style-type: none"> Within a reasonable time after each anniversary of the Substantial Completion Date, the Parties will meet and review the information referred to in the immediately preceding bullet and six (6) sub-bullets above. The Parties will consider as part of their review issues such as personnel, training, parts, third party provision of maintenance and any other matters pertaining to Category B1 Equipment. Any Variations to Project Co's Maintenance responsibilities in respect of Category B1 Equipment shall be processed in accordance with and subject to the procedures set out in Schedule 25 – Variation Procedure. 	
	<ul style="list-style-type: none"> Based on the statistics obtained from above, and the criticality of the service provided, Health Co shall maintain an allotment of spare inventory items for B1 Equipment and B2 Furniture as may be required by a prudent hospital facility operator in operating and maintaining a similar acute care hospital and cancer treatment centre in Canada to ensure Project Co is able to meet its obligations in respect of Service Response and Rectification Times associated with the B1 Equipment and B2 Furniture. 	
	<ul style="list-style-type: none"> Project Co shall maintain all Category E Equipment and Category F Equipment as required by the Output Specifications. Project Co will not maintain but will be responsible for administering manufacturers' warranties during the relevant warranty periods for the Network Equipment described in Section 6.2 of the Output Specifications, the Telephone Equipment described in Section 6.3 of the Output Specifications, and the Nurse Call System, Patient Wandering System and Wireless Network System described in Section 5.3 of the Output Specifications. Upon expiry of the equipment warranty period, Project Co will provide "First Response Maintenance" for the Nurse Call System Hardware, Patient Wandering System and Wireless Network System components and Health Co will provide Maintenance (including software) for the Nurse Call System, Patient Wandering System, Wireless Networking System, Network Equipment and Telephone Equipment. 	
	<ul style="list-style-type: none"> Health Co shall maintain an inventory listing of B1 Equipment and B2 Furniture in a format similar to Schedule 33, Procurement Schedule, and include the Date of Disposition or Removal from Service. There will be no Failure Event or Quality Failure deductions under the Payment Mechanism or accumulation of Service Failure Points under the Payment Mechanism on account of Maintenance provided by third parties for Maintenance beyond that contemplated by Basic Maintenance and First Response Maintenance 	

E8 PLANT SERVICES

For the purpose of determining Service Category, Service Response Times and Rectification Times, the failure or request for Service shall be categorized as Emergency, Urgent or Routine. Table 2 provides the relevant definitions.

Table 2: Failure or Request for Service Categories, Response and Rectification Times

Service Category	Definition	Service Response Time	Rectification Time
Emergency	Any Events felt to be life or limb threatening or serious enough to cause significant economic or environmental damage. Any request for a Service which is required to avoid a life or limb threatening event or an event serious enough to cause significant damage or disruption.	Immediately (5 minutes)	1 hour (or as reasonably required by nature of repair)
Urgent	Any faults that shall cause operational problems if not attended to quickly, or which may develop into an emergency if not remedied. Any request for a Service which requires attendance quickly to avoid operational problems, or an Emergency if not remedied.	15 minutes	6 hours (or as reasonably required by nature of repair)
Routine	Any faults that are not seen as immediately detrimental and not causing significant operational problems. Any request for a Service that is not seen as immediately detrimental and not causing significant operational problems if not attended to.	2 hours	24 hours dependent on temporary rectification (or as reasonably required by nature of repair)

E8.4.2.2 Project Co and all Project Co staff shall at all times adhere to, update and maintain as current the operational policies, procedures and practices set out and agreed upon with Health Co. Every 6 Payment Periods Project Co will provide Health Co's Representative or designate a report detailing where non-adherence has been identified. **SP08**

E8.4.3 Internal & External Facility Condition/Environment

E8.4.3.1 Project Co shall ensure that at all times the Facility is provided to the standards as outlined in this Service Specification. In addition, Project Co must deliver the Plant Services Facility Management Specifications to the standard as identified in this Specific Service Specification.

Having regard to the internal and external environment of the Facility, Project Co will ensure that:

- Project Co shall maintain the Facility and Equipment (except Equipment specified to be maintained by the Health Authorities) including the Equipment listed in Schedule 35 to the standards specified in Tables 3 and 4 of this Specific Service **SP09**

E8 PLANT SERVICES

Specification at all times.

- Heating, air conditioning, humidity and mechanical ventilation systems (including fume cupboards and other local ventilation systems) function as intended with the correct circulation rates and air filters installed and maintained as outlined in Table 7a of this Specific Service Specification. **SP10**
- The defined Functional Areas in Table 7a will be kept at the temperatures defined in Table 7a of this Specific Service Specification. **SP11**
- The background noise level in each Functional Area will not be greater than the maximum sound levels defined in Table 7a of this Specific Service Specification. **SP12**
- The acoustic performance of the Facility conforms to Table 9 of this Specific Service Specification. **SP13**
- All lighting systems must be fully functional, safe, remain at the lux levels specified in Table 8 of this Specific Service Specification and operate without flickering. **SP14**
- During the warranty period for the Information Technology networks, including telecommunication systems, Project Co will be responsible for making first contact with the warrantor, recording contact details and coordinating an anticipated response with Health Co IT and the call originator. **SP15a**
- All cabled infrastructure systems (including communication infrastructure and cabling) throughout the contract term function as intended (First Response Maintenance). **SP15b**
- The public address system, nurse call systems hardware (First Response Maintenance), radio paging systems and Patient Entertainment System operate as intended. **SP16**

E8.4.4 Building Management System (BMS) and Reporting Requirements

E8.4.4.1 Project Co shall develop and implement appropriate operational policies, procedures and practices, together with customer service philosophy, relative to Building Management System and Reporting Requirements prior to commencement of service which shall include, but not be limited to:

- Maintenance of the BMS specified in Output Specification 5.3.15.16.1.
- When requested by Health Co, Project Co will provide for the BMS to initiate an alarm related to the occurrence of a nominated event.
- Upon the occurrence of any event nominated by Health Co, the BMS will automatically and immediately notify the nominated Health Authority staff of the incident particulars. Such incidents will include, but not be limited to:
 - Changes in the temperature of a blood fridge;
 - Changes in the temperature of the morgue;

E8 PLANT SERVICES

- Changes in the temperature of pharmacy fridge
 - Changes in the morgue cabinet status;
 - Where the morgue cabinet failure alarm is triggered;
 - Changes in the status of the cool room;
 - Where the cool room failure alarm is triggered;
 - Where there is a fault in the steam generator;
 - Where an alarm is triggered in accordance with an event covered by the Fire System; and
 - Other installed alarms, as notified by Health Co from time-to-time.
 - Where hardware is in place, provide alarms as notified by Health Co
- When requested by Health Co, Project Co will link the occurrence of a nominated event to the paging system. Health Co may nominate any number of Health Authority staff to be notified, via the paging system, of the occurrence of a nominated event.
 - Project Co BMS system initiates the appropriate alarms as specified in this Specific Service Specification. **SP17**

BMS Reports

- Project Co will provide to Health Co the following BMS reports on a periodic basis:
 - Critical incident failures;
 - Daily, weekly, periodic status reports;
 - Exception report by element status;
 - Time of occurrence, response and rectification;
 - Any other requirement of Project Co or Health Co to ensure that all systems are functioning effectively.
- Project Co will provide Health Co with the BMS Reporting requirements as specified in Section E8.4.4 of this Specific Service Specification. **SP18**

E8.4.5 Fire Management

E8.4.5.1 Project Co shall develop and implement appropriate operational policies, procedures and practices, together with customer service philosophy, relative to Fire Management prior to commencement of service which shall include, but not be limited to:

- Prepare a comprehensive Fire Management Plan which shall include, but not be limited to, the following: **SP19a**

E8 PLANT SERVICES

- Collaborate with Health Co within timescales set out by applicable national and provincial codes and/or other Applicable Law, or where these are not stated within reasonable periods of time, to agree to all emergency procedures and contingency plans as these shall relate to the provision of any aspect of Project Co's obligations and responsibilities as set out in the Contract.

For the avoidance of doubt Project Co shall have a sole obligation to maintain in readiness and implement where necessary, contingency plans should any of the fire safety systems in the facilities fail to function as intended.

- Establish and implement procedures for fire drills on all work shifts in liaison with the fire authority, or as required by regulations in relation to buildings on the Facility. Project Co's nominated fire officer (a management employee) shall liaise with Health Co's Representative or designate in respect of procedures for the evacuation of buildings in the event of fire. Project Co shall ensure that fire drills are carried out as agreed with the fire authority or as may be directed by Health Authorities fire officer or other authorized person, in relation to buildings in the facilities.
- Ensure that, Project Co and Health Authorities staff shall, if at any time they believe that any matter constitutes a fire risk, report this immediately to Project Co's nominated fire officer and take such remedial action as may be necessary.
- Ensure all Project Co Staff are given fire safety instruction/ education in compliance with applicable legislation.
- Ensure emergency vehicles have access to the Facility and to the faces of the buildings. Project Co shall ensure alternative fire paths are used where roads do not give the required access. The service shall ensure all fire access is agreed with Health Authorities and the fire department, and in accordance with Applicable Law. The service shall ensure use of hatched road markings to help to prevent misuse of emergency vehicle access routes.
- Ensure there is minimal interference to access routes for emergency vehicles, including ambulances. In addition, congestion and speed restriction measures shall be avoided on any access routes required by the Fire Department. Fire Department access-routes shall be clearly sign-posted.
- Project Co shall ensure that all on duty Security Staff shall attend and provide whatever assistance is necessary to all reports of fire in any areas of the Facility in support of Health Authorities, fire response team, and/or the automated electronic paging system. This shall include, but not be limited to:
 - responding to a fire alarm
 - reporting blocked fire access routes to the Helpdesk
 - assisting portering staff in limiting unauthorized access to the scene of the fire
 - assisting in the evacuation of the affected areas in the event of fire
 - liaising with external agencies, including the Fire Department as part of its response in relation to an incident

E8 PLANT SERVICES

- Prepare an annual written report for Health Co providing the following information on the Sites: **SP19b**
 - confirmation that the Facilities used by the Health Authorities in the delivery of its healthcare services, including, but not limited to, fire compartmentalization design, provision of escape routes and provision of fire fighting equipment and systems, complies with the requirements of municipal, provincial, and federal bylaws and regulations, and all other Applicable Law relating to fire safety
 - confirmation that procedures for which Project Co is responsible, including emergency procedures and contingency plans, as these relate to the Fire Management Plan agreed with Health Co, comply with the requirements of municipal, provincial, and federal bylaws and regulations, and all other Applicable Law relating to fire safety
 - current status of Fire Alarm System Certification
 - all circumstances where Project Co believes, using due skill and care, Health Authorities is conducting its activities in a way where there are non-compliances with municipal, provincial, and federal bylaws and regulations, and/or other Applicable Law relating to fire safety

E8.4.5.2 Project Co and Project Co staff shall at all times adhere to, update and maintain as current the operational policies, procedures and practices set out and agreed upon with Health Co. Every 6 Payment Periods Project Co will provide Health Co's Representative or designate a report detailing where non-adherence has been identified. **SP20**

E8.4.6 *Elevators and Vertical Transportation Services*

E8.4.6.1 Project Co shall develop and implement appropriate operational policies, procedures and practices, together with customer service philosophy relative to Elevators and Vertical Transportation Services prior to commencement of services, which shall include, but not be limited to:

- Passenger and service elevators ("elevators")
- Associated elevators motor rooms
- Dumb waiters
- Escalators (if any)

E8 PLANT SERVICES

- If the elevators are used for the distribution of meals or for the delivery of bulk food to patient areas, routine maintenance should not be scheduled during the Category 1 Periods (refer below).
- In no case will routine maintenance or elevator failure be allowed to take off line all elevators in a bank of elevators or all elevators servicing a Functional Area. **SP21a**
- Each elevator shall be maintained to achieve the Service Standards for Elevator Availability as detailed in this Specific Service Specification. For these purposes Elevator Availability is defined as:
 - Elevator Availability (%) = (Total Time – Down Time) x100 / Total Time

Where:

Down Time is the time during which the elevator is unavailable for normal use. It should be noted that the time for which the elevators are out of use while they are being maintained contributes to the Down Time.

Total Time is the total time for which the elevators should be in use, which is 24 hours per day, 365 days per week.

For the purpose of this Section E8.4.6, Category 1 Periods are:

- 0700 hrs to 0900 hrs
- 1100 hrs to 1300 hrs
- 1630 hrs to 1830 hrs

For the purpose of this Section E8.4.6, Category 2 Periods are all other times that are not Category 1 Periods.

- Project Co shall immediately respond (as defined in Table 2) to all elevator alarms or telephone calls from an elevator and initiate the required action to rectify faults and release occupants.
- Project Co should have personnel on Site to immediately attend to minor elevator faults and release occupants as soon as practicable given the nature of the fault.
- In meeting this Service Specification, the following shall apply:
 - Elevators will be maintained so as to operate at the speeds specified in Division 14, Conveying Systems of Section 5-Design and Technical Output Specifications.
 - All elevators must level to +/- 6 mm under all circumstances.
- In the event of mechanical failure, elevator occupants must be released from the elevator as soon as practicable, and in any event within ½ hour if the failure occurs or subsists during the period from 8:00 am to 5:00 pm, and within 1 hour otherwise. **SP21b**
- Elevator Availability for any one elevator shall be 99.0% as measured over a Payment Period. **SP22**

E8 PLANT SERVICES

E8.4.7 *Grounds and Gardens Maintenance*

E8.4.7.1 Project Co shall develop and implement appropriate operational policies, procedures and practices, together with customer service philosophy relative to Grounds and Gardens Maintenance prior to commencement of services, which shall include, but not be limited to:

- Provide a scheduled and Demand Maintenance Grounds and Gardens maintenance service based on a periodic maintenance program. Project Co shall identify and schedule all preventative work, the nature of the work and the affected area(s) in a program format agreed with Health Co's Representative or designate. The program shall also highlight areas where Health Co's or Project Co's cooperation is required before work can be started for example in areas where Car Parking Areas may need to be temporarily closed.
- Comply with the current British Columbia Landscape Standard, as published by the B.C. Society of Landscape Architects and Nursery Trades including, but not limited to:
 - Pesticide Service License for the application of pesticides/herbicides on the site and shall submit the required Pesticide Management Plans to the Pesticide Branch as required by the Act.
- Provide a full horticulture service across the Facility in addition to the Horticulture Service Standards described in Table 5 below. This shall include, but not be limited to: **SP23**
 - Tree maintenance/surgery
 - Lawn care, including mowing and edging
 - Flower bed maintenance
 - Weeding
 - Planting, including shrubs, trees, flower beds
 - Effective, but economical, irrigation procedures
- Ensure all external areas of the Facility are sound, safe, tidy and maintained in accordance with the Service Standards described in Table 6 and Response and Rectification Times in Table 2. **SP24**
- In complying with Table 6 of this Specific Service Specification, Project Co will: **SP25**
 - Protect from damage, all existing and new plants, site services, curbs, paving, structures, finishes and any other features, during the course of providing services.
 - State in advance all products intended for use during the contract:
 - type of herbicides and pesticides
 - type of lawn and shrub fertilizers
 - type of lime
- Maintain all records, showing areas occupied, status, materials used, activities carried out, date of activity and conduct inspections to ensure that all areas are in **SP26**

E8 PLANT SERVICES

good order. Develop, document and maintain procedures required for the effective operation of the roads and paths activities to ensure availability of access to all essential areas for all services.

- Provide and maintain a daily log book stating all work done per day. The log book is to be left on-site at a mutually agreed location. **SP27**

E8.4.7.2 Project Co and Project Co staff shall at all times adhere to, update and maintain as current the operational policies, procedures and practices set out and agreed upon with Health Co. Every 6 Payment Periods Project Co will provide Health Co's Representative or designate a report detailing where non adherence has been identified. **SP28**

E8.4.8 *Plant Services Information Management*

E8.4.8.1 Project Co shall develop and implement appropriate operational policies, procedures and practices, together with customer service philosophy, relative to Plant Services Information Management prior to commencement of service which shall include, but not be limited to:

- Provide a comprehensive, computerized Plant Services Information Management System that shall include:
 - Maintenance of Plant Services records and information.
 - Provision of Plant Services information to authorized persons or Governmental Authorities.
 - Administration of Plant Services information and business.
 - Provide hardware and software to run relevant systems meeting Health Co's interfacing standards.
 - With any upgrade of software or systems Project Co is to ensure that Health Authorities systems are compatible and, if not, pay for the upgrade of Health Authorities systems to meet the requirements. Conversely, Health Authorities will be required to pay for the upgrade of Project Co's systems should the Health Authorities upgrade or change systems and create incompatibilities with Project Co's software or systems. Ensure that all Project Co staff or users of specific software/ systems are trained and competent to meet the requirements.
 - Backup and storage in safe custody of the data, materials and documents in accordance with Good Industry Practice.
- Collect, manage and update all Plant Services records and information on behalf of Health Co. This shall include but not be limited to the information regarding:
 - Physical characteristics of the Plant and Equipment including, but not limited to:
 - the description and address of the facilities
 - all area and buildings volume data
 - condition surveys
 - all location plans, boundaries and titles relating to the Site

E8 PLANT SERVICES

- up-to-date CAD drawings for both building and Services, which are to be linked to Health Authorities systems to current CAD standards. Ensure that all systems provided are compatible for access of information by the Health Co Representative and Project Co
- All CAD and line drawings are kept up to date and a new set of drawings are to be provided to Health Co in the format requested annually, where changes have occurred. Otherwise Health Co is to be advised that no changes have occurred and that the drawings remain current for the forthcoming 13 Payment Periods. **SP29**
- Maintain records and details of legal or equitable interests in or rights over the facilities or site and, in addition, Project Co shall retain to keep safe all original documentation relating to any such rights or interests.
- Maintain records and details of specific license requirements where Project Co is responsible for obtaining such licenses. Where Health Co is responsible, Project Co shall only be obliged to maintain records that have been provided to it by Health Co.
- Test certificates and appropriate documentation and records (in particular those relating to any aspects of safety or statutory compliance) shall be maintained accurately and shall be updated appropriately and shall be available for inspection by Health Co or any other relevant authorized party.
- Use data and communications systems which are compatible with Health Authorities systems.
- Ensure all information and records are complete, precise and clearly identifiable. All such information shall be available for inspection at the reasonable request of Health Co's Representative or designate or any other relevant authorized person.
- Maintain hazard notices and safety signs including those issued by Health Co and maintain a record of all such hazard notices and safety signs and put in place procedures to ensure they are located and displayed correctly, and are fully serviceable. **SP30**
- Ensure that all required notification procedures to the Ministry of Health (MOH) and Medical Devices Group (MDG) of any equipment or plant failure are complied with.
- Supply, administer and distribute equipment evaluation records required by the MOH and MDG in accordance with required distribution procedures to the extent that Project Co is required.
- Prepare and supply all information reasonably required by any person, firm, Governmental Authority to whom Health Co is obliged to present information at any time in relation to the performance of the Plant Services. **SP31**

For the avoidance of doubt this shall include relevant Health Capital Assessment and Planning System (HCAPS) data.

E8 PLANT SERVICES

E8.4.8.2 Project Co and Project Co staff shall at all times adhere to, update and maintain as current the operational policies, procedures and practices set out and agreed upon with Health Co. Every 6 Payment Periods Project Co will provide Health Co's Representative or designate a report detailing where non-adherence has been identified. **SP32**

E8.4.9 *Quality Monitoring*

E8.4.9.1 Prior to Substantial Completion, Project Co and Health Co shall develop, maintain and implement a system for recording and acting on customer feedback and satisfaction with respect to the Plant Services through the conduct of a customer user satisfaction survey/questionnaire to be carried out quarterly in a format consistent with Section 2 of Schedule 23-3A of the Project Agreement. Pursuant to Schedule 23-3A, a Quality Satisfaction Failure will occur if the results of the user satisfaction survey/questionnaire generate a quality satisfaction score that corresponds to a Quality Satisfaction Failure, as set out in the Quality Survey Indicators table in Appendix G of Schedule 23. **SP33**

Table 3: Service Standards, Building Element	Standard
General	<ul style="list-style-type: none"> In general, all elements of building fabric, fixtures and fittings, floor and floor coverings, and furniture and Equipment shall at all times be functional, operational and satisfy the same performance requirements as required for Substantial Completion, subject to reasonable wear and tear, which is in turn subject to refurbishment obligations.
Building Fabric External Including, but not limited to: <ul style="list-style-type: none"> External walls Roof Fire escapes Walkways Safety barriers Balconies Eaves Rendering Chimneys/flues 	<ul style="list-style-type: none"> Sound secure and weatherproof where appropriate. Free from damp penetration or spalling. Claddings, copings and parapets are structurally sound and secure. Free from vermin and/or pests. Chimney stacks/flues are structurally sound and secure and flue is free from blockages/excess soot. Free from debris, moss growth and bird droppings.
Building Fabric Internal Including, but not limited to: <ul style="list-style-type: none"> Internal walls Partitions Ceilings Elevators, escalators, dumbwaiters Pneumatic tube 	<ul style="list-style-type: none"> Free from structural cracks and/or deflection. Free from damp and vermin. Free from undue damage and of reasonable appearance for location. Comply with the requirements set out in CIBSE guidelines. Free from asbestos and other hazardous materials.
Fixtures and Fittings Including, but not limited to: <ul style="list-style-type: none"> Doors (external, internal and fire) Windows and sills Hatches Vents Ironmongery Shelving Cupboards Railings 	<ul style="list-style-type: none"> Operate as intended, in a safe way, without making undue noise and without including observable stains on hinges, locks, catches and handles, and without binding, rubbing or catching in any way. Shall function as intended, and shall be free from all but minor surface blemishes and wear and tear. Luminescent strips, signs, notices, warning signs where appropriate are intact, legible and illuminated where appropriate. Free from corrosion.

E8 PLANT SERVICES

<ul style="list-style-type: none"> • Racking • Notice boards • Mirrors • Balustrades • Magnetic door holders <p>Floor and Floor Coverings</p>	<ul style="list-style-type: none"> • The floor coverings are complete, according to their specification. • The floor covering is fully fixed to the floor so as not to cause a health and safety hazard. • The floor/floor covering is free from tears, scoring, cracks or any other damage that is unsightly and/or could cause a health and safety hazard. • Floor coverings/surfaces shall be maintained in such a way as to provide a suitable uniform surface (taking into account the pre-existing sub-surface), with minimal resistance, for wheeled beds trolleys, wheel chairs and any other wheeled vehicle in use in the Facilities. • Allow adequate drainage where necessary. • Free from pests.
<p>Decorative Finishes Including, but not limited to:</p> <ul style="list-style-type: none"> • Paintwork • Fabric • Special finishes applied to walls, ceilings, woodwork, metalwork, pipework and other visible elements) 	<ul style="list-style-type: none"> • Decorative finishes are complete according to their specification. • Free from all but minor surface blemishes or undue wear and tear. • Free from cracks, or any other surface degradation inconsistent with a building maintained in accordance with Good Industry Practice.
<p>Furniture & Equipment</p>	<ul style="list-style-type: none"> • Is free from splits, cracks, and other defects (including squeaks) and is free from all but minor surface blemishes or undue wear and tear. • Will be maintained in accordance with Occupational Health and Safety requirements of the WCB. • Will be maintained in accordance with manufacturer's requirements.

Table 4: Service Standards, Systems

Element	Standard
General	<ul style="list-style-type: none"> • In general, all elements of building systems and Services systems including the elements outlined below shall at all times be functional, operational and satisfy the same performance requirements as required for Substantial Completion.
Emergency Power Supply	<ul style="list-style-type: none"> • Standby power supply shall be operational, secure and tested regularly in compliance with standards CSA Z32.2 and CSA Z32.4 and free from dust. • Balance load between generators. • Test using live loads and demonstrate transfer scheme. • Emergency lighting units shall comply with CSA Standards, be free from dust, operational and fully charged. • Batteries shall be adequately ventilated, free from acid leakage; batteries shall be topped up and fully charged.
<p>MV Distribution System Including, but not limited to:</p> <ul style="list-style-type: none"> • Distribution equipment and protective devices fuse switches • Isolators • Distribution boards • Fuses • MCB's, ACB, ELCB's and RCE's • Exposed distribution cables 	<ul style="list-style-type: none"> • Ratings shall be clearly marked. • Fuse elements or circuit breaker mechanisms in working order. • Contacts and connections clean and mechanically tight. • No overheating during normal operating loads. • Secure to authorized access only. Recording instruments operational where necessary. • Torque all bus connectors to manufacturer recommendations. • Provide lock out procedure. • Megger test all cables. • Balance all loads on each phase. • Coordinate all protective relaying to ensure lower-rated breakers trip first.

E8 PLANT SERVICES

Element	Standard
	<ul style="list-style-type: none"> Regularly test all breakers and transformers. Regularly clean all switchgear and transformers. Do injection testing at least every two years. Test all alarm functions. Identification notices where necessary.
HV Distribution Systems Including, but not limited to: <ul style="list-style-type: none"> Distribution equipment Isolators Distribution units OCBs, ACBs and ELCBs 	<ul style="list-style-type: none"> Ratings shall be clearly marked. Fuse elements or circuit breaker mechanisms in working order. Contacts and connections clean and mechanically tight. No overheating during normal operating loads. Secure to authorized access only. Recording instruments operational where necessary. Transformers are maintained as per manufacturer's recommendations at least every two years. Protective coatings are intact. No signs of excessive heating. Provide lock out procedure. Balance loads. Test all protective relaying including injection testing at least every two years. Provide coordination study after initial installation and after every significant change or at minimum every 10 years. Indicate fault levels. Check electronic operation of all breakers and that power source is battery operated. Provide DC Hipot test after initial installation. Torque all bolted connections. Identify all current transformer and potential transformer ratios. Provide ground fault relaying as needed. Marker and covering notices where necessary.
Hot & Cold Water Systems	<ul style="list-style-type: none"> Deliver water at the temperatures (43°C in patient areas and 60 °C in all other areas) and flow rates as required to serve the facility needs without undue noise and vibration. Taps, valves and other related fittings and fixtures function as intended. Pipework and fittings shall be fastened securely to their intended points of anchorage. There shall be no persistent drips or leaks of water from pipework, taps, valves and/or fittings.
Heating, Ventilation and Air Conditioning Systems Including, but not limited to: <ul style="list-style-type: none"> Fume hoods Humidifiers Heaters Ductwork Mixing boxes and dampers Coolers Inlet/outlet grilles Refrigeration plant Cooling towers (and other local ventilation systems); Pneumatic tube system 	<ul style="list-style-type: none"> All ventilation systems shall function as intended without undue noise or vibration. Air changes and ventilation levels as required to achieve CSA and ASHRAE Standards. Ductwork, fittings and pipework shall be securely fastened to their intended points of anchorage. There shall be no persistent or unreasonable leakages of water (or other heating/cooling medium) or air from ventilation systems. Secure to authorized access only. Free from corrosion, erosion and organic growth; Pneumatic tube system operates to the Manufactures and Health Authorities requirements as determined from time to time.
Sanitary and Other Drainage Systems (Including all sanitary ware and associated fittings)	<ul style="list-style-type: none"> Shall function as intended, without undue noise and vibration. Provide a safe and comfortable environment. All pipework and fittings fastened securely to their intended points of anchorage.

E8 PLANT SERVICES

Element	Standard
	<ul style="list-style-type: none"> There shall be no leakage of waste and/or foul water and/or rain water.
Fire Fighting Equipment	<ul style="list-style-type: none"> Fire extinguishers and other fire fighting equipment shall be maintained in accordance with relevant codes and standards (e.g., CSA Standards).
Medical Gases	<ul style="list-style-type: none"> Medical gas systems shall be maintained in accordance with all relevant codes and standards.
Communications Systems <ul style="list-style-type: none"> All infrastructure cabling, including telecommunications and data cabling; IT/data other than backbone during warranty period Public address system; PABX (during warranty period); Nurse call system hardware (First Response Maintenance), including radio paging; Patient education/entertainment system; and All communication and information technology equipment installed in the Facility (during warranty period). 	<ul style="list-style-type: none"> The Communications system shall be maintained in accordance with all relevant codes and standards. All electrical communications and data transmission installations to comply with relevant codes and standards (e.g., CSA Standards). Fully operational within manufacturer's recommendations. Shall function as intended.
Electrical Systems Including, but not limited to: <ul style="list-style-type: none"> Lighting Safety Alarm systems 	<ul style="list-style-type: none"> Weatherproof where appropriate. Function as intended without undue noise or vibration; wiring, fittings, fixtures, controls and safety devices shall be properly housed and fastened securely to their intended point of anchorage¹ and labeled. Lightning conductor should be complete, isolated and comply with CSA Standards. MICC cable protective coatings intact. Light emittance at the design Lux levels as specified in Table 8 of this Specific Service Specification.

¹ Safety devices shall be deemed to include all Un-Interruptible Power Supplies (UPS) and power surge devices specified to protect personnel and equipment.

E8 PLANT SERVICES

Element	Standard
Table 5: Service Standards, Horticulture	
Element	Standard
Trees, Shrubs & Hedges	<ul style="list-style-type: none"> Trimmed, pruned and/or cut to maintain healthy growth and so as to minimize: <ul style="list-style-type: none"> the risk of crime and/or vandalism the opportunity for storm wind damage risk of fire the obstruction of roadways, pathways, car parks, street lighting, etc. Are secure and safe. Free from dead or dying branches. Free from litter. Free from disease and/or aphid infestation. Replaced as and when necessary to maintain appearance. Irrigated.
Grassed Areas	<ul style="list-style-type: none"> Shall be of uniform appearance with no patches. Edges shall be trimmed. Free from mole, rabbit or other vermin infestation. Free from fallen leaves, weeds and litter, excrement. Shall be maintained to a uniform length between 25 and 50 mm. Irrigated.
Flower Beds	<ul style="list-style-type: none"> Fully stocked with an appropriate mix of annual, perennial and display plants to provide aesthetically pleasing beds throughout the year, which are non-allergenic to patients and staff. Free from fallen leaves, weeds and litter. Free from disease and/or aphid infestation. Irrigated. Proper handling of debris from roof gardens.

Table 6: Service Standards, Grounds & Gardens Maintenance

Element	Standard
Site Circulation Routes Including, but not limited to: <ul style="list-style-type: none"> Pavings Paths Driveways Roads Car Parking Areas Hardstandings Facility entrances External staircases External fire escapes 	<ul style="list-style-type: none"> Sound safe and even surface with no potholes or sinkings. Free from standing water, ice, snow. Free from fallen leaves, moss algae or interstitial weeds. Free from fallen trees. Curbs and edgings are sound. No loose curbs or paving stones. Road markings and parking stripings are clear and complete. Free from graffiti and/or vandalism. Provides provision for good disabled access such as the visually impaired and wheelchair users. Protection of all vehicles from chemical sprays during any applications.

E8 PLANT SERVICES

Element	Standard
External Furniture and Structures Including, but not limited to: <ul style="list-style-type: none"> • Street lights • Guard rails • Copings • Statues or ornamental objects • Bollards • Bus stops • Street lights 	<ul style="list-style-type: none"> • Sound secure safe and free from damage. • Operating at their design performance where applicable. • Free from moss algae and/or interstitial weeds. • Free from graffiti and/or vandalism. • Replacement of light elements.
Boundaries Including, but not limited to: <ul style="list-style-type: none"> • Fences/walls • Gates 	<ul style="list-style-type: none"> • Intact safe sound and secure. • Free from graffiti and damage. • Locks are operational. • Free from graffiti and/or vandalism.
External Play/Recreational Areas Including, but not limited to: <ul style="list-style-type: none"> • Courtyards • Patios 	<ul style="list-style-type: none"> • Safe secure. • Suitable for disabled and elderly access. • Accessible and easily observable by carers and staff. • Free from graffiti and/or vandalism.
External Sign Posting (incl. lighting)	<ul style="list-style-type: none"> • Compliant with Section 1.2.4.3 "Signage & Wayfinding" of the 4 Technical Specifications • Secure and sound. • Not hinder visibility to car and pedestrians at junctions. • Be in appropriate locations. • Highly visible, both day and night. • Offer clear and concise information. • Free from graffiti and/or vandalism. • Replacement of light elements.
Gutters and Drains	<ul style="list-style-type: none"> • Swept. • Free from litter, leaves, weeds and extraneous material.
Facility	<ul style="list-style-type: none"> • Free from litter, including cigarette ends and chewing gum residue. • Garbage bins shall be less than 75% capacity and free from malodour.

E8 PLANT SERVICES

Table 7a: Heating, Ventilation and Air Conditioning Design Criteria

Room or Area	Temp. Range Deg C	Relative Humidity Range, %	Total Air AC/Hour	Min. Outdoor % or l/s Per Person	Relative Pressuriza- tion (Note 1)	Filter Efficiency % ASHRAE	Background Noise NC (A)
Class I Room or Area							
Operating rooms	17-27	45-55	20	100	Note 2	HEPA	25-35
Recovery rooms (PACU)	24	50-60	20	100	+	95%	30
Isolation rooms	24	30-60	12	100 Note 1	Note 1	HEPA	30
Nurseries	24-27	30-60	12	100	+	95%	30
Associated areas	24-27	30-60	9	100	Note 3	95%	30
ICU/CCU	24-27	30-60	12	100	+	95%	25-35
Vaults, Note 10	22-24	30-60	12	30	-	85%	35
Class II Room or Area							
Patient rooms	22-24	30-60	6	30	-	85%	25-35
Medical imaging	22-24	30-60	9	30	-	85%	35
Emergency Note 9	22-24	30-60	12	30	-	85%	35
Other treatment areas	22-24	30-60	12	30	-	85%	35
Associated areas (Refer to Note 5)	22-26	30-60	6	30	Note 3	85%	35
SPD	20-23	30-60	12	30	Note 4	85%	35
Class III Room or Area							
Laboratories	24	30-60	12	30	-	85%	35
Pharmacy Note 8	24	30-60	9	30	Notes 6&7	85%	35
Offices	24	30-60	6	10 l/s	Note 3	55%	35
Physiotherapy	21-24	30-60	9	30	Note 3	55%	35
Therapy pools	24	30-60	9	30	-	55%	35
Associated areas	22-26	30-60	6	30	Note 3	55%	35
Food Services	24	30-60	6	30	Note 3	55%	35
Laundry	20-23	30-60	12	30	-	55%	35
Meeting rooms	24	30-60	To suit load	10 l/s	Note 3	55%	35

Note 1: Refer to Output Specifications Section 1 - Key Site and Building Design Criteria: Subsection 1.2.4.5 Infection Control, Table 1.2.4.5 Selected Isolation and Infection Control Design Requirements, for Negative Pressure Ventilation and all switchable to neutral pressure.

The Isolation rooms which will be served from the Class I air handling systems will be on 100% outdoor air and will be HEPA filtered. The Isolation rooms located in the Nursing Tower will be served from the Nursing Tower air handling systems, which operate on a minimum of 30% outdoor air and do not have HEPA filters.

All isolation rooms shall be 100 percent exhausted through dedicated exhaust system, Exhaust shall be located far and high enough from the intakes to ensure no cross contamination.

Note 2: All OR's shall be at positive pressure, except for 1 OR that shall be equipped with switchable pressure capability.

Note 3: Generally a neutral relative pressurization, but may be influenced by the class of the adjacent room or area.

Note 4: Clean areas positively pressurized to surroundings, soiled areas negatively pressurized to surroundings.

Note 5: The equipment rooms associated with medical imaging and radiation therapy generate significant amount of heat and are sensitive to overheated environment. Adequate cooling and ventilation shall be provided in these rooms to meet the indicated design criteria and meet the equipment manufacturer's requirements.

Note 6: The IV Admixture Preparation Room in Pharmacy Services (Hospital) shall be at positive pressure. Air supply to the room shall be HEPA filtered.

Note 7: The Chemo Room adjacent to the IV Admixture Prep Room (Hospital) shall be at negative pressure. Air supply to the room shall be HEPA filtered.

Note 8: The Cancer Centre Pharmacy Chemo Room shall be at negative pressure. Air supply to the room shall be HEPA filtered.

E8 PLANT SERVICES

Note 9: Emergency department shall be 100 percent exhausted via a separate exhaust system. Exhaust shall be located far and high enough from the intakes to ensure no cross contamination.

Note 10: HVAC equipment serving the LINAC area shall be provided with adequate redundancy to maintain minimum air exchange rate of 12 per hour at all times and maintain the temperature set point for safe running of the equipment.

Table 7b: Selected Isolation and Infection Control Design Requirements

Location	Negative pressure ventilation required	Enclosed Anteroom for each isolation room	Hand-washing facilities inside the isolation room
Emergency	2 adult isolation rooms 2 pediatric rooms	Yes	Yes
General Day Care Unit	2 bronchoscopy procedure rooms as per Canadian guidelines	No	Yes
Renal Services	2 isolation rooms in patient care area.	Yes	Yes
Comprehensive Cardiology Care Unit	2 isolation rooms	Yes	Yes
General Medical/Surgical Inpatient Care Unites	23 isolation rooms	Yes	Yes
Oncology Inpatient Unit	1 isolation room	Yes	Yes
Tertiary Palliative Care Unit	1 isolation room	Yes	Yes
Intensive Care Unit	4 isolation rooms	No	Yes
Step-down Care Unit	1 isolation room	Yes	Yes
Maternal Child Program; Special Care Nursery	2 isolation rooms	No	Yes
Maternal Child Program; Pediatric Inpatient Unit	2 isolation rooms	Yes	Yes
Maternal Child Program; LBRP	1 isolation room	Yes	Yes
Maternal Child Program; Pediatric Inpatient Unit, special care area	2 isolation rooms	Yes	Yes
Mental Health/Psychiatry Program	1 Intensive Observation Unit	Yes	Yes
Surgical Services	1 in Adult Inpatient Unit	Yes	Yes
PACU	1 isolation room	Yes	Yes
Surgical Services Operating Suite	1 General Surgery operating room to have capability to switch to negative pressure	No	No
Emergency Waiting/Isolation Room	1 isolation room	No	No
Pharmacy (Hospital) Chemo Room	1 Chemo room	Yes	Yes

E8 PLANT SERVICES

Cancer Centre Chemo Room	1 Chemo Room	Yes	Yes	
---------------------------------	--------------	-----	-----	--

Table 8: Light Level Requirements
Area / Activity

Area / Activity	Illuminance Lux	Comments
Rehabilitation		
Work areas general	320	
Exercise rooms/therapy room	810	Multilevel control
Radiation Treatment Rooms		
Patient treatment	330	Multilevel control
Setup	540	
Cleanup	810	
Imaging Suite		
Patient treatment	330	Dimmable
Setup	540	Multilevel control
Cleanup	810	
Chemotherapy Treatment Unit	540	Multilevel control
Renal Services		
General	330	Multilevel control
Patient care area	540	
Emergency Department		
General	540	Multilevel control
Examination / Treatment (fixed)	1500	
Examination & Treatment Rooms		
General	540	Multilevel control
Exam / Treatment	1290	May be portable
Hand wash locations	320	
Surgical Suite		
Operating room, general	1290	Multilevel control
Operating table	10000	Operating Room light
Scrub areas	810	
Instruments and sterile supply areas	320	
Clean up	540	
Patient Holding Areas	840	
Critical Care Areas		
General (entire room)	540	
Examination (local) fixed	1290	
Patient Rooms		
Observation	540	Patient/Staff control switching
Critical examination	1200	May be portable
Reading location (reading lamp or overbed fixture)	320	Patient/Staff control switching
Maternal Child		
Delivery suite	1290	
LBRP Rooms	590	
Special care nursery	810	
Nursing Stations		
General	320	
Desk	540	
Medication station	810	

E8 PLANT SERVICES

Pharmacy		
General	810	Multilevel control
Laboratories		
General	540	Task lighting
Morgue		
Autopsy room	810	Task lighting for table
Morgue, general	400	
Sterile Processing Services		
Work areas	540	
Processed storage	320	
Charting	540	
Corridors		
Day	220	
Night	110	
Food Services		
General	320	
Dish washing	540	
Assembly	540	
Food storage	220	
Dining room	320	Multilevel control
General Areas		
Stairways	220	
Storage rooms	220	
Offices	540	
Lobbies		
Day	330	Building Management Control
Night	220	
Waiting areas		
Day	330	Building Management Control
Night	220	
Storage	320	
Locker rooms	220	
Maintenance department	320	
Wash rooms	320	
Utility rooms	320	
Housekeeping closet	220	
Exterior walkway	100	
Parking areas	75	Control light spill to no more than 5% off-site
Main Entrances	200	
Other exterior entrances	100	

E8 PLANT SERVICES

Table 9a: Sound Transmission Limitation

Note: Treatment rooms shall be treated the same as patient Note

<i>Space Adjacencies</i>	<i>STC Class¹-Walls</i>	<i>STC Class¹-Floors</i>
<i>Patient room to patient room</i>	45	50
<i>Public space to patient room²</i>	45	50
<i>Service areas to patient rooms³</i>	50	50
<i>Patient room access corridor⁴</i>	40	50
<i>Exam/consultation room to exam/consultation room-Ambulatory Care and Cancer Centre</i>	45	-
<i>Exam/consultation room to Exam/consultation room - typical</i>	50	-
<i>Exam/consultation to public space</i>	40	-
<i>Exam/consultation room to wait room</i>	50	-
<i>Toilet room to public space</i>	45	-
<i>Conference rooms to public space</i>	45	-
<i>Conference rooms to patient rooms</i>	50	-
<i>Staff lounges to patient rooms</i>	45	-
<i>Staff lounges to public space</i>	40	-

Explanatory Notes for Table 1.2.5.4 (a)

1. Sound Transmission Class (STC) tests shall be done on the wall and ceiling construction conditions on site, using a methodology in general accordance with ASTM E336 Standard Test Method for Measurement of Airborne Sound Insulation in Buildings

2. Public space includes corridors, lobbies, dining rooms, recreation rooms, and similar space.

3. Service areas include kitchens, elevators, elevator machine rooms, laundries, garages, maintenance rooms, boiler and mechanical equipment rooms, and similar spaces of high noise. Mechanical equipment located on the same floor or above patient rooms, offices, nurses stations, and similar occupied spaces shall be effectively isolated from the floor.

4. Patient room access corridors contain composite walls with doors/windows and have direct access to patient rooms.

E8 PLANT SERVICES

Space Type	Recommended NC or RC
Inpatient Unit (patient rooms, nursery)	30
Inpatient Unit (occupational therapy)	35
Inpatient Unit (other)	35
Intensive Care Unit, Comprehensive Cardiology Care Unit	30
Outpatient Services	35
Operating rooms	30
Emergency	35
Medical Imaging	35
Obstetrics	35
Pathology/Morgue & Autopsy	35
Pharmacy Services	35
Laboratory Medicine	35
Sterile Processing Services	35
Education - Offices	35
Education - Classrooms	30
Administration (, board rooms,)	30
Administration (offices, computer rooms, reception)	35
General Support Areas	35

Table 9b: Recommended Background Noise Criterion (NC) Levels

Space Type	Recommended NC or RC
Inpatient Unit (patient rooms, nursery)	30
Inpatient Unit (occupational therapy)	35
Inpatient Unit (other)	35
Intensive Care Unit, Comprehensive Cardiology Care Unit	30
Outpatient Services	35
Operating rooms	30
Emergency	35
Medical Imaging	35
Obstetrics	35
Pathology/Morgue & Autopsy	35
Pharmacy Services	35
Laboratory Medicine	35
Sterile Processing Services	35
Education - Offices	35
Education - Classrooms	30
Administration (, board rooms,)	30
Administration (offices, computer rooms, reception)	35
General Support Areas	35

Table 9c: Exterior Environmental Noise Source Guidelines

Space Type	Sound Pressure Limit (dBA)
Operating rooms, patient rooms	45
Private offices, waiting rooms	45
General offices, reception, television rooms, lobby & corridors	50

E8 PLANT SERVICES

Performance Indicators

Ref	Parameter	SF Type	Categ.	Resp.	Rectification	Recording Freq.	Monitoring Method
Statutory Testing and Permission to Work							
SP01	The status on all statutory testing is reported on a periodic basis at joint Project Co/Health Co meetings.	QF	Medium	N/A	N/A	M	
SP02	Annual review of maintenance manuals to include notifications and changes by manufacturers/suppliers. Health Co's Representative or designate advised in a report annually that such changes have been acknowledged and/or incorporated into the Maintenance Manuals.	QF	Medium	N/A	N/A	A	
SP03	Project Co is not to proceed with any scheduled maintenance works that may affect Health Authorities operations in a large or substantive way unless advised 30 days in advance and approved by Health Co's Representative or designate.	QF	High	N/A	N/A	M	
SP04	Operational policies and procedures adhered to and current. Every 6 Payment Periods Project Co will provide Health Co's Representative or designate a report detailing where non adherence has been identified	QF	High	N/A	N/A	M	
Building Maintenance							
SP05a	5-year rolling Maintenance Plans for facilities are produced at the agreed time to the agreed format and quality.	QF	Low	N/A	N/A	A	
SP05b	13 Payment Periods detailed Maintenance program for facilities is produced at the agreed time to the agreed format and quality.	QF	Medium	N/A	N/A	M	
SP06	Periodic meetings are held with Health Co and detail forthcoming period's work and includes information as identified in this Specific Service Specification or as otherwise agreed.	QF	Low	N/A	N/A	M	
SP07	Response to requests for maintenance are carried out in accordance with Table 2 of this Specific Service Specification.	FE	A - E	N/A	N/A	M	
SP08	Operational policies and procedures adhered to and current. Every 6 Payment Periods a report identifying non-adherence is provided to Health Co's Representative or designate.	QF	High	N/A	N/A	M	
Internal & External Facility Condition/Environment							
SP09	The Facilities and Equipment are maintained to the Standards specified in Tables 3 & 4 of this Specific Service Specification at all times.	FE	A - E	Per Table 2	Per Table 2	M	

E8 PLANT SERVICES

Ref	Parameter	SF Type	Categ.	Resp.	Rectification	Recording Freq.	Monitoring Method
SP10	The heating, air conditioning, humidity and mechanical ventilation systems (including fume cupboards and other local ventilation systems) function as intended with the correct circulation rates and air filters installed and maintained as outlined in Table 7a of this Specific Service Specification.	FE	A - E	Per Table 2	Per Table 2	M	
SP11	The defined Functional Areas in Table 7a are kept at the temperatures defined in Table 7a of this Specific Service Specification.	FE	C - E	Per Table 2	Per Table 2	M	
SP12	The sound level in each Functional Area is not greater than the maximum sound levels defined in Table 7a of this Specific Service Specification.	FE	A - C	Per Table 2	Per Table 2	M	
SP13	The acoustic performance of the Facility conforms to Table 9 of this Specific Service Specification.	FE	A - D	Per Table 2	Per Table 2	M	
SP14	All lighting systems are fully functional, safe, remain at the lux levels specified in Table 8 of this Specific Service Specification and operate without flickering.	FE	C - E	Per Table 2	Per Table 2	M	
SP15a	During the warranty period for the Information Technology networks, including telecommunication systems, Project Co will be responsible for making first contact with the warrantor, recording contact details and coordinating an anticipated response with Health Co IT and the call originator.	QF	High	N/A	N/A	R	
SP15b	All cabled infrastructure systems (including communication infrastructure and cabling) throughout the contract term function as intended.	FE	C - E	Per Table 2	Per Table 2	M	
SP16	The public address system, nurse call systems hardware (First Response Maintenance), radio paging systems and Patient Entertainment System operate as intended.	FE	C - E	Per Table 2	Per Table 2	M	
Building Management System (BMS) Reporting Requirements							
SP17	The BMS system initiates the appropriate alarms.	FE	C - E	Per Table 2	Per Table 2	M	
SP18	The BMS Reporting requirements are provided to Health Co.	QF	Medium	N/A	N/A	M	
Fire Management							
SP19a	A comprehensive Fire Management Plan is in place at all times and includes the elements as described in this part of the Specific Service Specification.	QF	High	N/A	N/A	M	
SP19b	Annual report is provided to Health Co's Representative or designate on the anniversary of the contract commencement date in the agreed format, quality and standard as described in this Specific Service Specification.	QF	Medium	N/A	N/A	A	
SP20	Operational policies and procedures adhered to and current. Every 6 Payment	QF	High	N/A	N/A	M	

E8 PLANT SERVICES

Ref	Parameter	SF Type	Categ.	Resp.	Rectification	Recording Freq.	Monitoring Method
	Periods Project Co will provide Health Co's Representative or designate a report detailing where non adherence has been identified.						
	<i>Elevators and Vertical Transportation Services</i>						
SP21a	At all times at least one elevator is functional and operating to specification in each bank of elevators and in each set of elevators servicing a Functional Area.	FE	A-E	Per Table 2	Per Table 2	M	
SP21b	Elevator occupants are released as soon as practicable in the event of mechanical failure.	FE	A-E	Per Table 2	Per Table 2	R	
SP22	Elevator Availability for any one elevator is 99.0% as measured over a Payment Period.	QF	High	N/A	N/A	M	
	<i>Grounds and Gardens Maintenance</i>						
SP23	Full horticulture service is provided on routine basis to the levels described in this Specific Service Specification and adheres to standards as identified in Table 5 of this Specific Service Specification.	QF	Low	N/A	N/A	M	
SP24	All external areas of the Facility are maintained in accordance with the Service Standards and Response and Rectification Times as described in Table 2 of this Specific Service Specification.	QF	Medium	N/A	N/A	M	
SP25	Grounds and Gardens Maintenance Service is carried out in accordance with the descriptions of this Specific Service Specification as well as Table 6.	QF	Medium	N/A	N/A	M	
SP26	Records of all inspections and activities undertaken are complete, documented in the agreed format and available for inspection by Health Co's Representative or designate.	QF	Low	N/A	N/A	M	
SP27	Daily log maintained and accessible from an agreed location on-site.	QF	Low	N/A	N/A	M	
SP28	Operational policies and procedures adhered to and current. Every 6 Payment Periods Project Co will provide Health Co's Representative or designate a report detailing where non-adherence has been identified.	QF	High	N/A	N/A	M	
	<i>Plant Services Information Management</i>						
SP29	All CAD and line drawings are kept up to date and a new set of drawings are to be provided to Health Co in the agreed format annually, where changes have occurred and Health Co is advised in the event that no changes have occurred.	QF	Medium	N/A	N/A	A	
SP30	All hazard notices and safety signs are maintained, recorded, located and displayed correctly, and fully serviceable.	QF	Medium	N/A	N/A	M	
SP31	Requests for information from authorized personnel is provided by the agreed date, quality and format with Health Co being informed.	QF	Low	N/A	N/A	M	

E8 PLANT SERVICES

Ref	Parameter	SF Type	Categ.	Resp.	Rectification	Recording Freq.	Monitoring Method
SP32	Operational policies and procedures adhered to and current. Every 6 Payment Periods Project Co will provide Health Co's Representative or designate a report detailing where non-adherence has been identified.	QF	High	N/A	N/A	M	
Quality Monitoring							
SP33	A system to monitor customer feedback and satisfaction is in place and Plant Services User customer satisfaction questionnaires are distributed quarterly in the agreed format.	QF	Medium	N/A	N/A	M/Q	

E9 PROTECTION SERVICES

E9.1 DEFINITIONS

Project Co shall refer to, and comply with, all Definitions included in the Introduction to this Section 4 – Facilities Management Services and Schedule 1 – Definitions and Interpretation. In addition, in this Protection Services Specification, the following words and phrases shall have the following meanings:

Protection Services	means the service to be provided pursuant to this Specific Service Specification.
Protection Service Users	means Health Authorities employees, medical staff, volunteers, patients, and visitors who are users of the Protection Services.
Security Staff	means personnel engaged or employed by Project Co from time-to-time to carry out the Protection Services.

E9.2 GENERAL REQUIREMENTS

- E9.2.1** Project Co shall comply with all requirements set out in E1 General Management Services Specification of this Section 4 relevant to the delivery of the Protection Services.
- E9.2.2** In addition to complying with the applicable provisions set in the General Management Services Specification, Project Co shall comply with the Service Standards and requirements of this Specific Service Specification.
- E9.2.3** Project Co shall provide Protection Services 24 hours per day, 365(6) days per year on a planned preventive, scheduled, and reactive basis as may be required to meet the Service Standards of this Specific Service Specification. Project Co shall:
- Provide professional Protection Services on a scheduled and ad hoc basis, which are efficient, effective and timely. Ad hoc security requests for services that are outside of the scope of service specified in Section E9.3.1 (e.g. “patient sitting”) shall be performed to the extent they do not interfere with the regular duties of the Security Staff. If additional staff are required for such ad hoc duties, they will be billed to Health Co on a time and materials basis.
 - Maintain the safety of all persons and their belongings on the Facility. This includes the protection of patients, Health Authorities and contracted employees, service providers and visitors against violent acts or abuse.
 - Protect the Facility and Health Co’s property against theft, vandalism, malicious tampering and criminal damage.
- E9.2.4** The service detailed within this Specific Service Specification forms one aspect of what Project Co shall provide as a total facilities management solution; and Project Co will provide, integrate and coordinate this Service Category with all other Service Categories to provide, from Health Co’s perspective, an integrated and complete facilities management solution.

E9 PROTECTION SERVICES

- E9.2.5** Project Co shall acknowledge that there may be services or tasks to be performed that are not described, but are necessarily ancillary to the Specific Services Specification and these shall be performed by Project Co as part of Project Operations.
- E9.2.6** Project Co shall prepare a periodic monitoring report in compliance with relevant aspects of this task outlined in E1.4.2.1 and E1.4.3.1 of General Management Services Specification.
- E9.2.7** Project Co shall exercise competent supervision of the work at all times.
- E9.2.8** Project Co shall ensure that all requisitions for Protection Services may be completed electronically via the Helpdesk (refer to E2 Helpdesk Services for details).
- E9.2.9** Project Co shall be responsible for confirming or suggesting changes to space requirements for rooms/spaces located in the clinical components described in the Clinical Services Output Specification and Non-Clinical Services Output Specification (CSOS/NCSOS), which accommodate functions specific to E9 Protection Services (shown in parenthesis in the CSOS/NCSOS) (e.g., Security Room).

E9.3 SCOPE OF SERVICE

E9.3.1 Protection Services consists of six main elements as follows:

- General Services and Staff Screening and Training
- Patrols, Surveillance and Alarm Systems
- Escort Duties and Lost and Found Property/Patient Possessions
- Control of Access
- Incident Reporting and Crime Prevention
- Quality Monitoring

E9.4 SERVICE REQUIREMENTS

E9.4.1 *General Services and Staff Screening and Training*

E9.4.1.1 Project Co shall develop and implement appropriate operational policies, procedures and practices, together with customer service philosophy, relative to general services and staff screening and training prior to commencement of service which shall include, but not be limited to:

- Ensure, in liaison with E1 General Management Services requirements, that all Protection Services staff have been screened prior to commencement of employment in accordance with the Private Investigators and Securities Act, or other current Act in place.
- Provide uniformed Protection Services 24 hours per day, 365(6) days per year. The Service shall be provided on a planned preventative and reactive basis and shall be

SP01

E9 PROTECTION SERVICES

manned by competently trained staff at all times. Project Co shall respond to all ad hoc, emergent, urgent, routine and planned requests for Protection Services within the Service Response Times described in Table 1 below.

Table 1: Service Response Times

Category	Response/Delivery Times
Emergency	Immediate (up to 5 minutes)
Urgent	6 to 10 minutes
Routine	11 to 30 minutes
Planned	On time (within 5 minutes)

- Provide sufficient competent Security Staff to continuously maintain a safe and secure environment throughout the Facility and will ensure that all on duty Security Staff are at all times contactable to/from the Helpdesk.
- Formulate and operate a staff identification system that is compatible with the I.D. system used within other Health Authorities facilities. This system will serve Health Authorities staff, physicians, volunteers and (temporary) sub-contractors working on-site and be 99.9% effective at all times. **SP02**
- Provide Occupational First Aid Level 2 Services (incl. cardiopulmonary resuscitation) to Health Authorities staff and visitors in accordance with WCB regulations in accordance with the Service Response Times in Table 1 above. **SP03**
- Provide suitably trained Security Staff to respond to emergency requests or situations as they occur from time to time. Such emergencies may include, but are not limited to, those included in Contingency Plans such as Code Red (Fire), Code Blue (Cardiac Arrest), Code Green (Evacuation), Code Orange (Disaster), Code Black (Bomb Threat), Code Yellow (Missing Patient), Code White (Aggressive Behaviour), Code Brown (Chemical Spill), and Code Grey (Air Exclusion), which will be announced through the Health Authorities switchboard/call centre located off the Facility. **SP04**

E9.4.1.2 Project Co and all Project Co staff shall at all times adhere to, update and maintain as current the operational policies, procedures and practices set out and agreed upon with Health Co. Every 6 Payment Periods Project Co will provide Health Co's Representative or designate a report detailing where non-adherence has been identified. **SP05**

E9.4.2 Patrols, Surveillance and Alarm Systems

E9.4.2.1 Project Co shall develop and implement appropriate operational policies, procedures and practices, together with customer service philosophy, relative to patrols, surveillance and alarm systems prior to commencement of service which shall include, but not be limited to:

- Develop, implement and carry out frequent, but random, security patrols of the Facility.

E9 PROTECTION SERVICES

- Undertake the following tasks during patrols and shall take appropriate action as may be necessary to maintain the safety of patients, staff, visitors and property: **SP06**
 - Report to the Helpdesk immediately:
 - any observed damage or interference to physical security protective measures (e.g., perimeter fencing or door locks)
 - any observed damage to any property (e.g., graffiti, damage to visitor's car, etc.)
 - any observable water, steam, gas, oil, electrical and medical gas breakdowns
 - Secure any doors or windows left open in vacated locations without apparent reason which may present a security risk and switch off lights that are not required
 - Ensure that all fire fighting equipment remains in designated locations and is not interfered with to prevent its immediate use, and that fire exits are not obstructed
 - Escort from the Facility any loiterers, hawkers or any other persons who do not have bona fide reason to be on the Facility
 - Receive notification from Health Co of any incident brought to Health Co's attention that Project Co shall investigate and report
 - Maintain, operate and replace as required a comprehensive 24 hours a day, 365(6) days per year fully staffed and monitored surveillance and alarm systems of vulnerable areas of the Facility agreed by Health Co's Representative or designate which shall electronically record all incidents through main security monitors located at the Helpdesk or designated security office and a second backup set of monitors located in Emergency (security room) and shall be accessible or where appropriate fully integrated with Health Authorities systems, including, but not limited to: **SP07a**
 - Emergency
 - Maternal/Child Program
 - Mental Health/Psychiatry Program
 - Public corridors, exits and entrances
 - Finance and cashier
 - Pharmacy
 - Parking areas
 - Surgery
 - Maintain a record of all recorded incidents for a minimum of 30 days active and archived permanently on some electronic back-up system. **SP07b**
- E9.4.2.2** Project Co and all Project Co staff shall at all times adhere to, update and maintain as current the operational policies, procedures and practices set out and agreed upon with Health Co. Every 6 Payment Periods Project Co will provide Health Co's Representative or designate a report detailing where non-adherence has been identified. **SP08**

E9 PROTECTION SERVICES

E9.4.3 Escort Duties and Lost and Found Property/Patient Possessions

E9.4.3.1 Project Co shall develop and implement appropriate operational policies, procedures and practices, together with customer service philosophy, relative to escort duties and lost and found property/patient possessions prior to commencement of service which shall include, but not be limited to:

- Provide escort services, including routine escort duties as defined in Table 1: **SP09**
Service Response Times including the following:
 - To Health Authority staff during their collection and movement of cash around the Facility
 - Escorting Health Authorities employees on the Facility at all times, including after dark as necessary
 - Patients requiring escort
 - Transport of narcotics from pharmacy to care areas
- Provide and administer a lost and found/custodial property system. This shall include, but not be limited to:
 - Safe custody/custody of 'lost and found' items
 - Managing a lost property room (on-call as required)
 - Contacting property owners when known
 - Disposing of property after 3 Payment Periods in storage through an established mechanism
 - Supporting the movement of patient's valuables to safe-keeping

E9.4.3.2 Project Co shall and all Project Co staff shall at all times adhere to, update and maintain as current the operational policies, procedures and practices set out and agreed upon with Health Co. Every 6 Payment Periods Project Co will provide Health Co's Representative or designate a report detailing where non-adherence has been identified. **SP10**

E9.4.4 Control of Access

E9.4.4.1 Project Co shall develop and implement appropriate operational policies, procedures and practices, together with customer service philosophy, relative to control of access to the Facility prior to commencement of services which shall include, but not be limited to:

- Develop, manage and implement a policy regarding the issue and recovery of security passes, keys and other security related material to and from authorized personnel.
- Issue a security card with photo I.D. that interfaces with Health Authorities data systems, to all authorized Health Authorities personnel, physicians, volunteers and (temporary) sub-contractors working on-site.
- Issue a security card with photo I.D. to all Project Co staff, such card to have a different look than those issued to Health Authorities staff, physicians, volunteers and (temporary) sub-contractors.
- Develop, manage and implement a policy regarding the issue of access devices or their equivalent.

E9 PROTECTION SERVICES

- Not admit any unauthorized persons into non-public areas
- Ensure that all access points to all buildings and grounds comprising Health Co's premises are secured and locked down at the scheduled times
- Administer locking up procedures in compliance with agreed schedules
- Undertake access device controls as directed within the assignment instructions
- Provide out-of-hours access to locked departments upon request by authorized staff, as well as access to on-call rooms, maintaining records of such access

For the avoidance of doubt, the provisions of this task shall not apply to access devices for the Pharmacy, cashier office, and narcotics cupboards.

E9.4.4.2 Project Co shall maintain proper and accurate records of controlled access devices and shall provide Health Co with a periodic summary report as to changes that have occurred. This report is to be provided to the Health Representative within 5 Business Days from the end of the period. **SP11**

E9.4.4.3 Project Co shall and all Project Co staff shall at all times adhere to, update and maintain as current the operational policies, procedures and practices set out and agreed upon with Health Co. Every 6 Payment Periods Project Co will provide Health Co's Representative or designate a report detailing where non-adherence has been identified. **SP12**

E9.4.5 Incident Reporting and Crime Prevention

E9.4.5.1 Project Co shall develop and implement appropriate operational policies, procedures and practices, together with customer service philosophy, relative to incident reporting and crime prevention prior to commencement of service which shall include, but not be limited to:

- Ensure Security Staff take reasonable action to apprehend, restrain, detain and/or take other reasonable action as is appropriate in respect of any person who is in the act of, or is about to commit an offence, or any type of disruption or disturbance, providing that such Security Staff use lawful force.
- Implement and maintain systems and procedures to report periodically, record and collate all security incidents (including, but not limited to, criminal offences) correctly, accurately and of a suitable quality.
- Provide a report containing all incidents together with date, time, nature of incident, location and action taken, to Health Co's Representative or designate by 10:00 hours daily with the exception of serious incidents in which case Health Co's Representative or designate should be contacted immediately by Project Co's management representative responsible for the security service. Project Co shall provide periodic security management information reports to Health Co. **SP13**
- Summon the police where a crime is committed, where a crime is suspected of being committed or in any other situation where police assistance is required.

E9 PROTECTION SERVICES

- Act with public relations considerations, disciplinary considerations and other material considerations in mind at all times.
 - Report all significant security incidents within 15 minutes to a Health Co's Representative or designate following the discovery of such incident. **SP14**
 - Respond to any alarm activated by any security system or any request for assistance by any user anywhere in the Facility or on the Site immediately. In any case attend at the site of the alarm or request, as appropriate, within a maximum of 5 minutes of such alarm or request. In addition, any security monitoring devices will be observed at all times, with criminal activity and possible security breaches being identified and responded to immediately. **SP15**
 - Attend every event or incident, which they reasonably consider may jeopardize the security of the Facility and attend at any event or incident where any member of Health Authorities staff reasonably considers that the presence of the service provider's staff may be of assistance with regard to security challenge and remove or detain undesirable persons as appropriate, and if necessary, ensure police involvement.
 - Assist Health Authorities in the management of prisoners. Ad hoc security requests for services that are outside of the scope of service specified in Section E9.3.1 (e.g. "patient sitting") shall be performed to the extent they do not interfere with the regular duties of the Security Staff. If additional staff are required for such ad hoc duties, they will be billed to Health Co on a time and materials basis.
 - Assist Health Authorities in the management of aggressive persons using the minimal level of force required.
 - Develop and implement a risk assessment plan to deal with all security matters which may occur at the Facility (with police involvement as required and directed within the assignment instructions), including, but not limited to, terrorism, vandalism, infant abduction and serious assault (including sexual assault) on any patient, member of staff, visitor or their property. This plan is to be reviewed at least annually with Health Co and any relevant authorities. Project Co shall establish and maintain substantial and continual liaison on a periodic basis with:
 - All user components, represented by Health Co management staff
 - External services such as the police
 - All support service departments
 - Promote security and safety consciousness of all staff through the development and dissemination of security and safety information through a variety of media, including, but not limited to, briefings and posters.
 - Provide basic crime prevention advice and undertake Health Authorities staff training and surveys, in liaison with Health Authorities risk management team. This service to be provided for planned activities and upon specific requests by Health Co.
- E9.4.5.2** Project Co and all Project Co staff shall at all times adhere to, update and maintain as current the operational policies, procedures and practices set out and agreed upon with Health Co. Every 6 Payment Periods Project Co will provide Health Co's Representative **SP17**

E9 PROTECTION SERVICES

or designate a report detailing where non-adherence has been identified.

E9.4.6 *Quality Monitoring*

- E9.4.6.1** Prior to Substantial Completion, Project Co and Health Co shall develop, maintain and implement a system for recording and acting on customer feedback and satisfaction with respect to the Protection Services through the conduct of a customer user satisfaction survey/questionnaire to be carried out quarterly in a format consistent with Section 2 of Schedule 23-3A of the Project Agreement. Pursuant to Schedule 23-3A , a Quality Satisfaction Failure will occur if the results of the user satisfaction survey/questionnaire generate a quality satisfaction score that corresponds to a Quality Satisfaction Failure, as set out in the Quality Survey Indicators table in Appendix G of Schedule 23 . **SP18**

E9 PROTECTION SERVICES

Performance Indicators

Ref	Parameter	SF Type	Category	Response	Rectification	Recording Frequency	Monitoring Method
General Services and Staff Screening and Training							
SP01	Protection Services are provided 24 hours a day 365(6) days per year, and all requests for Protection Services are attended to within Service Response Times as detailed in Table 1.	FE	B - D	Per Table 1	N/A	PR	
SP02	Staff identification system is integrated with I.D. system used within other Health Authorities facilities and is 99.9% effective.	QF	Medium	N/A	N/A	Q	
SP03	Occupational First Aid Level 2 Services are provided to Health Authorities staff and visitors in accordance with WCB regulations adhering to Service Response Times as described in Table 1.	QF	Medium	N/A	N/A	M	
SP04	Trained Security Staff respond to emergency requests or situations as described by Codes Red, Blue, Green, Orange, Black, Yellow, White, Brown and Grey in this Specific Service Specification.	QF	High	N/A	N/A	M	
SP05	Operational policies and procedures adhered to and current. A report every 6 Payment Periods identifying non-adherence is to be provided to Health Co.	QF	High	N/A	N/A	M	
Patrols, Surveillance and Alarm Systems							
SP06	Appropriate action as described in this Specific Service Specification and as developed by Project Co is taken when necessary during patrols to maintain the safety of patients, staff, visitors and property.	QF	High	N/A	N/A	M	
SP07a	Surveillance/alarm systems in full operation year round and remote surveillance/alarm systems are in operation in high-risk areas.	FE	C - D	Per Table 1	N/A	M	
SP07b	A record of all incidents maintained for a minimum of 30 days and archived electronically.	QF	Low	N/A	N/A	M	
SP08	Operational policies and procedures adhered to and current. A report every 6 Payment Periods identifying non-adherence is to be provided to Health Co.	QF	High	N/A	N/A	M	
Escort Duties and Lost & Found Property/Patient Possessions							
SP09	Security Staff attend and carry-out escort duties as described in E9.4.3 of this Specific Service Specification and within Service Response Times as detailed in Table 1.	FE	B	As per Table 1	N/A	PR	
SP10	Operational policies and procedures adhered to and current. A report every 6 Payment Periods identifying non-adherence is to be provided to Health Co.	QF	High	N/A	N/A	M	

E9 PROTECTION SERVICES

Ref	Parameter	SF Type	Category	Response	Rectification	Recording Frequency	Monitoring Method
Control of Access							
SP11	Accurate records of controlled access devices are maintained and monitoring summary reports detailing changes are provided to a Health Co's Representative or designate within 5 Business Days from the end of the period.	QF	Medium	N/A	N/A	M	
SP12	Operational policies and procedures adhered to and current. A report every 6 Payment Periods identifying non-adherence is to be provided to Health Co.	QF	High	N/A	N/A	M	
Incident Reporting and Crime Prevention							
SP13	All incidents are recorded in the correct format and quality and provided to Health Co daily by 10:00 hours. A security management information report is provided periodically.	QF	Medium	N/A	N/A	D/M	
SP14	All significant security incidents are reported within 15 minutes to a Health Co's Representative or designate.	QF	High	N/A	N/A	R	
SP15	For emergency requests, attendance at any alarm site within 5 minutes of the alarm being received by Project Co Security Services.	FE	C - E	5 mins.	N/A	R	
SP16	Risk assessment plans are reviewed at least annually and liaison with the relevant authorities as described in this Specific Service Specification is undertaken on a periodic basis or as agreed.	QF	High	N/A	N/A	Q	
SP17	Operational policies and procedures adhered to and current. A report every 6 Payment Periods identifying non-adherence is provided to Health Co.	QF	High	N/A	N/A	M	
Quality Monitoring							
SP18	System of recording and acting on customer feedback and satisfaction in place and customer service survey/questionnaire is conducted quarterly in agreed format.	QF	Medium	N/A	N/A	Q/M	

E10 PATIENT PORTERING SERVICES

E10.1 DEFINITIONS

Project Co shall refer to, and comply with, all Definitions included in the Introduction to this Section 4 – Facilities Management Services and Schedule 1 – Definitions and Interpretation. In addition, in this Patient Portering Services Specification, the following words and phrases shall have the following meanings:

General and Ad Hoc Services	means the general and ad hoc services to be provided by Project Co pursuant to this Specific Service Specification.
Patient Portering Services	means the Patient Portering Service to be provided by Project Co pursuant to this Specific Service Specification.

E10.2 GENERAL REQUIREMENTS

E10.2.1 Project Co shall comply with all requirements set out in E1 General Management Services Specification of this Section 4 relevant to the delivery of Patient Portering Services.

E10.2.2 In addition to complying with the applicable provisions set out in the General Management Services Specification, Project Co shall comply with the Service Standards and requirements of this Specific Service Specification.

E10.2.3 Project Co shall provide Patient Portering Services 24 hours per day, 365(6) days per year on a scheduled and reactive basis as required to meet the Service Standards of this Specific Service Specification. Project Co shall:

- Provide an efficient and cost-effective high quality service for the safe and secure Patient Portering Service to all Functional Units and elsewhere throughout the Facility to provide optimum levels of Patient Portering at the agreed quality and quantity.
- Ensure Service Standards are achieved through provision of a flexible Patient Portering Services team with a culture that incorporates continuous development and innovation relating to changes in patients' and Health Authorities needs, together with equipment availability, effective management systems, clear performance targets and appropriate levels of monitoring.
- Provide a comprehensive, patient-focussed, programmed, reactive and flexible portering service that is reliable, safe, caring, timely and tailored to the needs of the patients, Health Authorities staff, visitors, materiel and equipment.

E10.2.4 Project Co shall acknowledge that there may be services or tasks to be performed that are not described, but are necessarily ancillary to the Specific Services Specification and these shall be performed by Project Co as part of Project Operations.

E10 PATIENT PORTERING SERVICES

- E10.2.5** The service detailed within this Specific Service Specification forms one aspect of what Project Co shall provide as a total facilities management solution; and Project Co will provide, integrate and coordinate this Service Category with all other Service Categories to provide, from Health Co's perspective, an integrated and complete facilities management solution.
- E10.2.6** Project Co shall prepare a periodic monitoring report in compliance with relevant aspects of this task outlined in E1.4.2.1 and E1.4.3.1 of General Management Services Specification.
- E10.2.7** Project Co shall exercise competent supervision of the work at all times.
- E10.2.8** Project Co shall ensure that all requisitions for Patient Portering Services may be completed electronically via the Helpdesk (refer to E2 Helpdesk Services for details).
- E10.2.9** Project Co shall be responsible for confirming or suggesting changes to space requirements for rooms/spaces located in the clinical components described in the Clinical Services Output Specification and Non-Clinical Services Output Specification (CSOS/NCSOS), which accommodate functions specific to E10 Patient Portering Services (shown in parenthesis in the CSOS/NCSOS) (e.g., clean utility rooms).

E10.3 SCOPE OF SERVICE

E10.3.1 Patient Portering Services consists of two main elements as follows:

- Patient Portering
- Quality Monitoring

E10.4 SERVICE REQUIREMENTS

E10.4.3 *Patient Portering Services*

E10.4.3.1 Project Co shall develop and implement appropriate operational policies, procedures and practices, together with customer service philosophy, relative to Patient Portering Services prior to commencement of service which shall include, but not be limited to:

- Establish and operate an effective and user-friendly system to handle patient movement requests. Patient movement requests may be on an emergency, urgent, routine, planned or scheduled basis involving all forms of patient 'transport' throughout the Facility. All requests for patient movement shall be in accordance with Table 1 Service Response Times. Project Co.'s portering staff will be required to assist or perform moves/lifts as requested by Clinical staff in the course of their portering duties. These responsibilities will be shared by the parties acting reasonably.

SP01

The following areas are high users of a portering service and Project Co shall put in place appropriate arrangements to meet demand:

- All Inpatient Units
- Emergency
- Medical Imaging
- Surgical Services

E10 PATIENT PORTERING SERVICES

- Ambulatory Care Centre
- In carrying out patient movement tasks Project Co staff shall:
 - Respond in a professional manner, have the appropriate attitude towards all patients and maintain patient dignity at all times
 - Be trained, properly supervised and use the correct modes of patient transportation and the methods used in safely transferring patients to and from such transport, including those requiring isolation precautions
- Establish and operate an effective and user-friendly system to handle requests for the movement of deceased patients to the mortuary in a sensitive manner that maintains the dignity of the deceased at all times. Requests to the Helpdesk shall be in accordance with Table 1 Service Response Times. **SP02**
- Develop and ensure that Project Co employees comply with appropriate policies regarding the movement and documentation of deceased patients, particularly as it may apply to different religions, and to those requiring isolation precautions.
- Transfer of deceased patient and the receipt of 'brought in dead' and 'dead on arrival' and transport to Morgue in accordance with Health Authority Policies including executing all required documentation during periods when Health Authorities mortuary staff are not in attendance (including after hours).
- Establish and operate an effective and user-friendly system to ensure safe collection and handling for the collection, delivery and conveyance of specimens, blood, blood plasma, drugs, and reports between user components, including during pneumatic tube failures. Helpdesk requests, including on an ad hoc or planned/scheduled basis shall be responded to in accordance with Table 1 Service Response Times. **SP03**
- Ensure that portering staff are properly trained and oriented for the collection and handling of specimens and implement such policy when transferring specimens, samples, blood, blood products and empty specimen containers. **SP04**
- Establish an effective and user-friendly system to provide a portable medical gas delivery/collection service in accordance with Table 1 Service Response Times above. Project Co shall be responsible for the distribution of appropriate medical gases to all patient treatment areas throughout the Facility. Duties shall include but not be limited to: **SP05**
 - Maintaining appropriate safe stock levels in liaison with Health Authorities.
 - Loading/unloading of cylinders and exchanging cylinders at service points.
 - Collection of empty cylinders from service points and transportation to central collection point.
- Ensure that only staff trained in the handling, storage and supply of medical gases will undertake duties associated with them. Appropriate training records shall be available for inspection by Health Co's Representative or designate. **SP06**

E10 PATIENT PORTERING SERVICES

Table 1: Service Response Times

Category	Description	Example	Service Response Time
Emergency	Requires instant response to emergency situation	<ul style="list-style-type: none"> Major incidents Cardiac arrest Clinical emergency Emergency blood/specimen transport 	5 minutes
Urgent	Action needed to secure the continuation of core clinical service	<ul style="list-style-type: none"> Urgent patient transfers requiring clinical treatment/assessment Collection/delivery of x-rays out of hours for emergency procedures Urgent delivery of medical gas cylinders 	10 minutes for patients 15 minutes for materials
Routine (Ad hoc)	Requirements not warranting immediate or urgent handling	<ul style="list-style-type: none"> Inter-departmental or external/internal patient movement Movement of deceased patients Mortuary duties Movement of specimens and blood Movement of laboratory goods Movement of medical gas cylinders 	30 minutes
Planned	Pre-arranged to a mutually agreed time scale	<ul style="list-style-type: none"> Patient movements scheduled appointments for clinical assessments or episodes Planned movement of ward or department portable equipment 	Within 10 minutes of agreed time
Scheduled	A schedule of work agreed with wards and departments for recurring work	<ul style="list-style-type: none"> Delivery/collection of pharmacy products Medical gas check delivery 	Within 30 minutes of agreed time

E10.4.5 Quality Monitoring

E10.4.5.1 Prior to Substantial Completion, Project Co and Health Co shall develop, maintain and implement a system for recording and acting on customer feedback and satisfaction with respect to the Materiel Services through the conduct of a customer user satisfaction survey/questionnaire to be carried out quarterly in a format consistent with Section 2 of Schedule 23-3A of the Project Agreement. Pursuant to Schedule 23-3A, a Quality Satisfaction Failure will occur if the results of the user satisfaction survey/questionnaire generate a quality satisfaction score that corresponds to a Quality Satisfaction Failure, as set out in the Quality Survey Indicators table in Appendix G of Schedule 23.

SP07

Performance Indicators

Ref	Parameter	SF Type	Category	Response	Rectification	Recording Freq.	Monitoring Method
Acquisition and Storage of Material, Equipment & Furnishings							
Patient Portering							
SP01	All requests (emergency/urgent/routine/planned/scheduled) for patient movement are responded to within Service Response Times as specified in Table 1.	FE	A - C	As per Table 1	N/A	R	

E10 PATIENT PORTERING SERVICES

Ref	Parameter	SF Type	Category	Response	Rectification	Recording Freq.	Monitoring Method
SP02	Sensitive collection of deceased patients is responded to within Service Response Times and ad hoc requests from the Helpdesk are carried out within Service Response Times specified in Table 1.	FE	A - C	As per Table 1	N/A	R	
SP03	Patient Portering staff adhere to the policies on the collection and handling of specimens as per turnaround times specified in Table 1.	QF	High	N/A	N/A	M	
SP04	Patient Portering staff properly trained in collection and handling of specimens and implement policies when transferring.	QF	Medium	N/A	N/A	M	
SP05	Effective and user-friendly portable medical gas delivery/collection service is in place, distributed to all patient treatment areas, and adheres to Service Response Times in Table 1.	FE	B	As per Table 1	N/A	M	
SP06	Portering staff are suitably trained in the storage and handling of medical gases.	QF	Low	N/A	N/A	B	
Quality Monitoring							
SP07	System of recording and acting on customer feedback and satisfaction in place and customer service survey/questionnaire conducted quarterly in agreed format.	QF	Medium	N/A	N/A	Q/M	

E10 PATIENT PORTERING SERVICES

Purposely left blank for pagination.

E11 UTILITIES MANAGEMENT

E11.1 DEFINITIONS

Project Co shall refer to, and comply with, all Definitions included in the Introduction to this Section 4 – Facilities Management Services and Schedule 1 – Definitions and Interpretation. In addition, in this Utilities Management Services Specification, the following words and phrases shall have the following meanings:

Utilities	means energy/power supplies and waste recovery, including electricity, telephone, cable/satellite television, natural gas/fuel oil, water, sanitary waste, storm water, and bulk medical gas compounds.
Utilities Management Service	means those services to be carried out pursuant to this Specific Service Specification.
Utility Company	means any company or companies designated by Project Co to provide Utilities
Utility User(s)	means those parties using utilities at the Facility or on the Site.

E11.2 GENERAL REQUIREMENTS

- E11.2.1** Project Co shall comply with all requirements set out in E1 General Management Services Specification of this Section 4 relevant to the delivery of Utilities Management.
- E11.2.2** In addition to complying with the applicable provisions set in the General Management Services Specification, Project Co shall comply with the Service Standards and requirements of this Specific Service Specification.
- E11.2.3** Project Co shall provide Utilities Management Service 24 hours per day, 365(6) days per year on a scheduled and reactive basis as may be required to meet the Service Standards of this Specific Service Specification. Project Co shall:
- Procure and continuously provide all necessary Utilities to meet the requirements of Health Authorities operations, efficiently, economically, and with due regard to current principles of sustainable technology/ management procedures.
- E11.2.4** The service detailed within this Specific Service Specification forms one aspect of what Project Co shall provide as a total facilities management solution; and Project Co will provide, integrate and coordinate this Service Category with all other Service Categories to provide, from Health Co's perspective, an integrated and complete facilities management solution.
- E11.2.5** Project Co shall acknowledge that there may be services or tasks to be performed that are not described, but are necessarily ancillary to the Specific Services Specification and these shall be performed by Project Co as part of Project Operations.
- E11.2.6** Project Co shall prepare a periodic monitoring report in compliance with relevant aspects of this task outlined in E1.4.2.1 and E1.4.3.1 of General Management Services Specification.

E11 UTILITIES MANAGEMENT

E11.2.7 Project Co shall exercise competent supervision of the work at all times.

E11.2.8 Project Co shall ensure that all requisitions related to Utilities Management may be completed electronically via the Helpdesk (refer to E2 Helpdesk Services for details).

E11.3 SCOPE OF SERVICE

E11.3.1 Utilities Management consists of two main elements as follows:

- Procurement and Management
- Quality Monitoring

E11.4 SERVICE REQUIREMENTS

E11.4.1 *Procurement and Management*

E11.4.1.1 Project Co shall develop and implement appropriate operational policies, procedures and practices, together with customer service philosophy, relative to procurement and management prior to commencement of service which shall include, but not be limited to:

- Procure and manage all utility services including, but not limited to:
 - Electricity
 - Telephone
 - Cable/satellite television
 - Natural gas/fuel oil
 - Water (incl. water conservation)
 - Sanitary waste
 - Storm water
 - Bulk medical gas compounds
- Ensure the service is cost effective, comprehensive in nature, addresses all technical, managerial, operational and purchasing issues, and maintains the integrity of supply of utilities. The Utilities Management service shall include, but not be limited to:
 - Administering hazard and safety notices, recording, distributing and evaluating such notices and ensuring that all required notification procedures regarding any equipment or plant failure are complied with.
 - Use of products, processes and operating methodologies at the Site consistent with the initially applicable LEED™ Silver certification points detailed in Section 1 & 5 of the Output Specifications and are achieved.
 - Advising on Utilities consumption and cost implications throughout the Operational Term for plant upgrading/modernization schemes and new

SP01a

E11 UTILITIES MANAGEMENT

developments.

- Providing, managing and operating of an effective building management system that includes an integrated energy management system.
- Producing an annual utilities report for the Facility (together with progress reports at each Payment Period) sufficient for the operation of Schedule 23 – Payment Mechanism and that provides user configurable reports, detailing time stamped usage history, status, event history, consumption history and other required energy usage and control information in detailed and summary formats. **SP01b**
- Forming and chairing a joint utilities working group. This group will meet at least annually and Project Co shall agree with Health Co that a utilities conservation policy shall establish consumption targets.
- Ensuring that any sub-contractor staff are made aware of the aims of the energy policy and are given guidance on its implementation.
- Procure and manage telephone and data services from Telus under a master agreement and Project Co will ensure all physical connections are provide and maintained at all times.
- Be responsible for:
 - Securing and maintaining connections to Utility Company services of appropriate specifications and adequate capacity to supply the requirements of Health Authorities under all anticipated operating conditions (including standby provisions in the event of an earthquake or other catastrophic events).
 - Undertaking all testing, cleaning and maintenance, including as required by the Utility Company.
 - Putting in place a procurement procedure that ensures aggregate Utility Company charges are minimized.
- Procure all utilities at minimum cost with consideration given to purchasing energy derived from renewable energy sources. Project Co shall lead contract negotiations with the Utilities Company to identify the most appropriate tariffs to Health Co and liaise with other relevant parties (such as service providers) regarding other elements of the energy package, such as alternative energy options.
- Regularly review and amend as required the utility supply specifications such that they are consistent with the requirements of Health Authorities operations. **SP02**
- Ensure that an adequate continuous supply of all utilities is available 24 hours a day, 365(6) days per year to all applicable Facility locations for the duration of the Project Agreement. In the event that there is a disruption from the Utility Company, Project Co will supply emergency utilities as defined in Design and Technical **SP03**

E11 UTILITIES MANAGEMENT

Output Specifications.

- Inform Health Co's Representative or designate of all scheduled interruptions to any utility supply that may or may not affect Health Authorities and/or Project Co's operations immediately upon notice of disruption. **SP04**
- Maintain appropriate records in relation to all specific permits and license requirements where Project Co is responsible for obtaining such permits and licenses including, but not limited to: **SP05**
 - Ensure all test certificates and appropriate documentation and records (in particular those relating to any aspects of safety or statutory compliance) are maintained accurately and updated appropriately and are available for inspection by Health Co or any other relevant party.
 - Ensure all information and records are up to date, precise and accurate and available for inspection by Health Co or any other relevant party.
 - Prepare and supply all information reasonably required by any party, to whom Health Authorities are obliged to present information at any time in relation to the performance of the Utility Management Service, plus all statistical records which may be required provincially or federally.
 - Maintain records detailing any complaints made with respect to the Service and action taken.
 - Where Health Co is responsible, Project Co shall only be obliged to maintain records that have been provided to it by Health Co.

- E11.4.1.2** Project Co and all Project Co staff shall at all times adhere to, update and maintain as current the operational policies, procedures and practices set out and agreed upon with Health Co. Every 6 Payment Periods, Project Co will provide Health Co's Representative or designate a report detailing where non-adherence has been identified. **SP06**

E11.4.2 *Quality Monitoring*

- E11.4.2.1** Prior to Substantial Completion, Project Co and Health Co shall develop, maintain and implement a system for recording and acting on customer feedback and satisfaction with respect to the Utility Management Services through the conduct of a customer user satisfaction survey/questionnaire to be carried out quarterly in a format consistent with Section 2 of Schedule 23-3A of the Project Agreement. Pursuant to Schedule 23-3A, a Quality Satisfaction Failure will occur if the results of the user satisfaction survey/questionnaire generate a quality satisfaction score that corresponds to a Quality Satisfaction Failure, as set out in the Quality Survey Indicators table in Appendix G of Schedule 23. **SP07**

E11 UTILITIES MANAGEMENT

Performance Indicators

Ref	Parameter	SF Type	Category	Resp.	Rectification	Recording Frequency	Monitoring Method
Procurement and Management							
SP01a	Service is comprehensive, cost effective, addresses all issues, and maintains the supply of utilities.	QF	High	N/A	N/A	M	
SP01b	Annual Utility report to Health Co is provided along with periodic progress reports at each Payment Period.	QF	Low	N/A	N/A	A/M	
SP02	Utility supply specifications are regularly reviewed and amended as required and are consistent with the requirements of Health Authorities operations.	QF	Low	N/A	N/A	M	
SP03	An adequate, continuous supply of all utility services is maintained 365 (6) days per year, 24 hours a day, for the duration of the Project Agreement. In the event that there is a disruption from the Utility Company, Project Co will supply emergency utilities as defined in Design and Technical Output Specifications.	FE	A - E	Per Table 2 in Output Spec E8	Per Table 2 in Output Specification E8	M	
SP04	Health Co is informed of all scheduled interruptions to any utility supply.	QF	High	N/A	N/A	M	
SP05	All Utility licenses are current, correct for the current supply requirements and available for inspection by Health Co, Governmental Authorities and/or Utility Supplier.	QF	High	N/A	N/A	R	
SP06	Operational policies and procedures adhered to and current. A report is provided to a Health Co's Representative or designate every 6 Payment Periods.	QF	High	N/A	N/A	M	
Quality Monitoring							
SP07	System of recording and acting on customer feedback and satisfaction in place and customer service survey/questionnaire is conducted quarterly in agreed format.	QF	Medium	N/A	N/A	Q/M	

E11 UTILITIES MANAGEMENT

Purposely left blank for pagination.

E12 PARKING SERVICES

E12.1 DEFINITIONS

Project Co shall refer to, and comply with, all Definitions included in the Introduction to this Section 4 – Facilities Management Services and Schedule 1 – Definitions and Interpretation. In addition, in this Parking Services Specification, the following words and phrases shall have the following meanings:

Parking Services	means all of the requirements of this Specific Service Specification.
Car Parking Areas	means all car parking lots and all other areas designated for parking including on road parking.
Car Parking Users	means users of those parking areas listed in 12.4.1.1 of this Specific Service Specification.

E12.2 GENERAL REQUIREMENTS

- E12.2.1** Project Co shall comply with all requirements set out in E1 General Management Services Specification of this Section 4 relevant to the delivery of the Parking Services.
- E12.2.2** In addition to complying with the relevant requirements set out in the General Management Services Specification, Project Co shall comply with all Service Standards and requirements of this Specific Service Specification.
- E12.2.3** Project Co shall provide Parking Services 24 hours per day, 365(6) days per year on a planned and ad hoc basis as may be required to meet the Service Standards of this Specific Service Specification. Project Co shall:
- Provide a secure and safe car parking environment for patients, staff, medical staff, volunteers, and visitors to the Facility, their vehicles and their property.
 - Provide traffic management across the Site to ensure the free flow of traffic ensuring access to the Facility at all times.
 - Provide an administration service that controls all parking-related administration and revenue collection.
 - Promote initiatives that encourage the use of sustainable transport modes.
- E12.2.4** The service detailed within this Specific Service Specification forms one aspect of what Project Co shall provide as a total facilities management solution; and Project Co will provide, integrate and coordinate this Service Category with all other Service Categories to provide, from Health Co's perspective, an integrated and complete facilities management solution.
- E12.2.5** Project Co shall acknowledge that there may be services or tasks to be performed that are not described, but are necessarily ancillary to the Specific Services Specification and these shall be performed by Project Co as part of Project Operations.

E12 PARKING SERVICES

E12.2.6 Project Co shall prepare a periodic monitoring report in compliance with relevant aspects of the contents outlined in E1.4.2.1 and E1.4.3.1 of General Management Services Specification.

E12.2.7 Project Co shall exercise competent supervision of the work at all times.

E12.2.8 Project Co shall ensure that all requisitions related to Parking Services may be completed electronically via the Helpdesk (refer to E2 Helpdesk Services for details).

E12.3 SCOPE OF SERVICE

E12.3.1 Parking Services consists of three main elements as follows:

- Provision of Parking and Traffic Management
- Parking Administration & Management
- Quality Monitoring

E12.4 SERVICE REQUIREMENTS

E12.4.1 *Provision of Parking and Traffic Management*

E12.4.1.1 Project Co shall provide parking which must be clearly signed and separately designated for each of the following categories:

- Patient parking
- Staff parking
- Medical staff parking
- Visitor parking
- Persons with disabilities car parking
- Drop off zones
- Taxi parking/queuing
- Emergency patient/visitor parking
- Patient transport parking
- Priority staff parking
- Bicycle and motorcycle parking
- Ambulance parking

E12.4.1.2 In providing the Parking Service, Project Co shall develop and implement appropriate policies, procedures and practices, together with customer service philosophy, relative to the provision of parking and traffic management prior to commencement of service which shall include, but not be limited to:

- Provide, maintain, operate, and replace when necessary, access and egress equipment, mechanical or otherwise to ensure all Car Parking Areas are used by patients, staff, medical staff, volunteers and/or visitors only. Such control measures shall minimize the potential for causing congestion in so doing and shall have sufficient capacity to cope with peak traffic flow.

E12 PARKING SERVICES

- Ensure that the entry to any staff parking areas is restricted to authorized persons
- Provide, maintain, operate and replace when necessary, revenue collection equipment, mechanical or otherwise to ensure all charges are collected. This shall include, but not be limited to:
 - Collection of revenue
 - Replenishment of consumables such as tickets
 - Displaying current parking charges and car park regulations
- Ensure all equipment and machinery are commissioned, operated and maintained in good safe working order (at all times) and in accordance with manufacturer's instructions and requirements. **SP01**
- In conjunction with Health Co, indicate mechanism to handle lot full or capacity problems (i.e., overflow access, perpetual stall counter system, etc.).
- Regularly inspect the parking areas and internal roadways and report any damage to the Helpdesk promptly and ensure appropriate repairs are taken. Such damage to be repaired includes, but is not limited to: **SP02**
 - Damaged car park or road surface
 - Curbing and footpaths
 - Overhanging or obtrusive vegetation
 - Inadequate street and or car park lighting
 - Road or space definition markings
 - Inadequate, or damaged signage
- Keep all entrances, exits and internal roadways within the Site clear from vehicular and other obstructions thus maintaining free flow of traffic at all times. These responsibilities include but are not limited to: **SP03**
 - Enforced removal of such obstructions at Project Co's expense
 - Violation fee structure and impoundment policies
 - Dealing with customer complaints in accordance with Project Co's complaint's policy
 - Administration of parking fines and penalties if appropriate
 - Acting at all times in courteous and polite manner
- E12.4.1.3** Project Co and all Project Co staff shall at all times adhere to, update and maintain as current the operational policies, procedures and practices set out and agreed upon with Health Co. Every 6 Payment Periods Project Co will provide Health Co's Representative or designate a report detailing where non-adherence has been identified. **SP04**

E12 PARKING SERVICES

E12.4.2

Parking Administration & Management

E12.4.2.1 Project Co shall develop and implement appropriate policies, procedures and practices, together with customer service philosophy, relative to parking administration & management prior to commencement of service which shall include, but not be limited to:

- Implement, maintain and administer a comprehensive parking permit system to:
 - Provide the necessary equipment and systems to maintain a permit administration database to maintain a record of all permit issues and transactions
 - Issue and reclaim hangers and programmable access cards in accordance with Project Co policy which is integrated with Health Authorities parking systems
 - Ensure that permits are despatched within 24 hours of receipt of Health Authorities-approved applications
- Implement the parking charging levels set by Health Co on an annual basis. The payment system will be based upon an hourly/daily charge for patient/visitors, and the issue and payment for an annual permit for staff, which may be through payroll deductions on a per pay period basis. Project Co shall not change the rates payable by users of the car parks without written direction from the designated Health Co's Representative or designate.
- Project Co shall pay to Health Co within 15 business days of the end of each Payment Period an amount equal to the gross revenue shown on the revenue statement (referred to below) for that Payment Period, net of permit sales paid for by Health Authority employees through payroll deduction.
- Agree to the fine charges for parking violations with Health Co on an annual basis, with such revenues flowing to the account of Project Co. Health Co may, from time to time, have any violation cancelled (at no cost to Health Co.)
- Ensure all parking rates and regulations, including the policy for lost tickets, shall be displayed at every entrance to the Parking lots and at each payment station.
- Ensure all staff, patients and visitors comply with the payment system
- Provide to Health Co the following auditable reports:
 - Ticket sales – periodically within 15 business days of the end of each Payment Period
 - Revenue statement – periodically within 15 business days of the end of each Payment Period
 - The revenue statement shall be reasonably detailed and shall show gross revenue to be a product of the ticket and permit sales and parking charge levels without reduction for any reason. Project Co shall be responsible for and bear the risk of all collections and cash management except for collections for permits through Health Authority employee payroll deduction. Project Co shall keep detailed records of ticket sales including time and charge for each ticket such that Health Co may audit revenue statements. Project Co shall not be responsible for lost revenue due to vandalism of ticket vending machines,
 - Permits issued and reclaimed - periodically
 - All incidents of crime within the Car Parking Areas - daily

SP05

E12 PARKING SERVICES

- Develop and manage a simple car pool scheme that includes the following:
 - bulletin board notices to facilitate car pool opportunities
 - provision of information regarding public transportation

E12.4.2.2 Project Co and all Project Co staff shall at all times adhere to, update and maintain as current the operational policies, procedures and practices set out and agreed upon with Health Co. Every 6 Payment Periods Project Co will provide Health Co's Representative or designate a report detailing where non-adherence has been identified. **SP06**

E12.4.3 Quality Monitoring

E12.4.3.1 Prior to Substantial Completion, Project Co and Health Co shall develop, maintain and implement a system for recording and acting on customer feedback and satisfaction with respect to the Parking Services through the conduct of a customer user satisfaction survey/questionnaire to be carried out quarterly in a format consistent with Section 2 of Schedule 23-3A of the Project Agreement. Pursuant to Schedule 23-3A, a Quality Satisfaction Failure will occur if the results of the user satisfaction survey/questionnaire generate a quality satisfaction score that corresponds to a Quality Satisfaction Failure, as set out in the Quality Survey Indicators table in Appendix G of Schedule 23. **SP07**

Performance Indicators

Ref	Parameter	SF Type	Categ.	Response	Rectification	Recording Freq.	Monitoring Method
Provision of Parking							
SP01	All equipment and machinery are commissioned, operated and maintained in good safe working order at all times and are in accordance with manufacturer's instructions and requirements.	FE	C - E	Per E8 Table 2	Per E8 Table 2	M	
SP02	Parking areas and internal roadways are regularly inspected and any damage is reported promptly to Helpdesk.	QF	Medium	N/A	N/A	M	
SP03	All entrances, exits and internal roadways within the Facility are free from vehicular and other obstructions at all times.	QF	High	N/A	N/A	M	
SP04	Operational policies and procedures adhered to and current. A report detailing where non-adherence has been identified is provided to a Health Co's Representative or designate every 6 Payment Periods.	QF	Medium	N/A	N/A	M	
Parking Administration & Management							
SP05	All reports related to ticket sales, permits and crime incident reports are provided to Health Co as described in this Specific Service Specification.	QF	Medium	N/A	N/A	M	
SP06	Operational policies and procedures adhered to and current. A report detailing where non-adherence has been identified is provided to a Health Co's Representative or designate every 6 Payment Periods.	QF	Medium	N/A	N/A	M	

E12 PARKING SERVICES

Ref	Parameter	SF Type	Categ.	Response	Rectifi- cation	Recording Freq.	Monitoring Method
<i>Quality Monitoring</i>							
SP07	A system to monitor customer feedback and satisfaction is in place and Parking User customer satisfaction questionnaires are distributed quarterly in the agreed format.	QF	Medium	N/A	N/A	M/Q	