

 **TORONTO** Shelter, Support & Housing Administration

Housekeeping Manual for Municipally Operated Shelters

Hostel Services
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1. Introduction

All persons working and living in Municipally-operated Shelters (MOS) expect that the environment is one where risk of infection is minimal. Housekeeping services, of which cleaning and disinfection is a key component, reduce the risk of transmission in every environment.

MOS provide housekeeping services in a proactive and responsible manner to maintain a healthy and safe shelter environment. However, there are no national or provincial standards for the shelter system in Canada regarding the provision of consistent, effective and efficient housekeeping services.

In preparing this housekeeping manual, Hostel Services reviewed resources and standards applicable to the health sector and adapted it to the shelter setting. While recognizing the unique characteristics of shelters including client density and age of facilities, the manual provides a framework for achieving consistency in the provision of housekeeping services.

The manual constitutes a primary resource regarding housekeeping standards and procedures across MOS. Its implementation will be guided by the philosophy of continuous learning and improvement. The expectation is that all employees will comply with the policies, procedures and practices in this manual to ensure a clean, healthy and safe shelter environment at all times.

1.1 Purpose

The manual provides guidelines regarding the provision of housekeeping services in MOS with the objective of ensuring a clean, safe and healthy environment for staff, clients and the public. It is also intended to help MOS meet requirements of the *Occupational Health and Safety Act* and the *Toronto Shelter Standards*.

1.2 Guiding Principles

The guiding principles underpinning the development of the standards for cleaning and disinfection in MOS are:

- Health and safety considerations must be integral to the development of housekeeping policies and procedures.
- Customer service orientation is required to maintain a workplace where health and safety considerations permeate all levels of decision-making.
- Reducing potential exposure to risk and harm of all types is required to secure a safe, clean and healthy environment.
- Cleaning is a continuous event and must be carried out in accordance with relevant legislative requirements, policies and practices.
- Education and training is essential to ensure that staff obtain required knowledge and skills they need to effectively discharge their responsibilities.
- Outcome driven approach to housekeeping helps achieve effectiveness and efficiency in the delivery of services.
- Accountability must be linked to clear definition of roles, responsibilities and outcomes.
- Regular monitoring of housekeeping services is required to ensure quality assurance.

1.3 Application

Everyone has a personal responsibility to identify issues of risks that affect their health and safety and that of others while in any MOS. The policies, procedures and practices set out in

this document are applicable to all employees of the City working in MOS. Where there is a conflict between this manual and any of the Shelter, Support and Housing Administration (SSHA) Division policies and corporate policies, the latter shall prevail.

1.4 Glossary of Terms

Alcohol-based Hand Rub (ABHR): A liquid, gel or foam formulation of alcohol (e.g., ethanol, isopropanol) which is used to reduce the number of microorganisms on hands in clinical situations when the hands are not visibly soiled. ABHRs contain emollients to reduce skin irritation and are less time-consuming to use than washing with soap and water.

Biomedical waste: A waste containing or derived from one or more of (a) human anatomical waste, (b) human blood waste, (c) animal anatomical waste, (d) animal blood waste, (e) microbiology laboratory waste, (f) sharps waste, (h) cytotoxic waste and (g) waste that has come into contact with human blood waste that is infected or suspected of being infected with any infectious substance (human).

Body substance: Fluids or tissues excreted or secreted directly from the body or indirectly in the form of a specimen. Body substances can be vectors for infectious diseases. Examples blood, sputum, urine and faeces.

Cleaning: Purposeful and systematic activity involving physical removal of foreign materials (e.g. soil) and organic materials (e.g. microorganisms) from an environment or a surface. Cleaning physically removes rather than kills microorganisms. It is accomplished with water, detergents and mechanical action.

Client: Any person living in or accessing services provided by Municipally-Operated Shelters (MOS).

Contamination: The presence of an infectious agent on hands or on a surface such as clothes, gloves, bedding, personal belongings, client care equipment or other inanimate objects.

Disinfectant: A product that is used on surfaces or equipment which results in disinfection of the surface or equipment. Disinfectants are applied only to inanimate objects. Some products combine a cleaning solution with a disinfectant.

Disinfection: A process used on inanimate objects and surfaces to kill micro-organisms. Disinfection kills most disease-causing micro-organisms, but may not kill all bacterial spores. For any surface or object to be properly disinfected, thorough cleaning is required as organic material may inactivate a disinfectant.

Hand Hygiene: A general term referring to any action of hand cleaning. It relates to the removal of visible soil and removal or killing of transient microorganisms from the hands. Hand hygiene may be accomplished using soap and running water or an Alcohol-based Hand Rub (ABHR).

Infection: The entry and multiplication of an infectious agent in the tissues of the host.

Infection Prevention and Control: Evidence-based practices and procedures that, when applied consistently can prevent or reduce the risk of infection.

Personal Protective Equipment (PPE): Clothing or equipment worn by staff for protection against hazards. PPE prevents transmission of micro-organisms, serving as barriers. It can be used individually or in combination to protect mucous membranes, airways, skin and clothing from getting into contact with blood, body fluids, secretions, excretions, non-intact skin or mucous membranes.

Material Safety Data Sheets (MSDSs): A document that contains information on the potential hazards (health, fire, reactivity and environmental) and how to work safely with a chemical product. It also contains information on the use, storage, handling and emergency procedures all related to the hazards of the material. MSDSs are prepared by the supplier or manufacturer of the material.

Microorganisms: Very small organisms invisible to the naked eye. Include bacteria, viruses, and fungi. Some microorganisms can cause infections while others do not.

Sharps: Any material that has the potential to cut or penetrate skin. Include needles, syringes and blades

Staff: Bargaining unit employees of the City working in designated Municipally-operated shelters.

Standards: Represent the minimum acceptable performance levels that will need to be maintained by all shelters. The standards aim to improve the quality of property services provision by ensuring that risks associated with cleaning and disinfection are identified and managed in a responsible and timely manner with the view to preventing, reducing and avoiding contamination and spread of infections within shelters.

Workplace Hazardous Materials Information System (WHMIS): The Workplace Hazardous Materials Information System (WHMIS) is Canada's national hazard communication standard. The key elements of the system are cautionary labelling of containers of WHMIS 'controlled products', the provision of Material Safety Data Sheets (MSDSs) and staff education and training programs.

2. Occupational Health and Safety

The City of Toronto is required by the *Occupational Health and Safety Act and Workplace Insurance Act* to take every precaution reasonable for the protection of City employees. MOS shall comply with these Acts, providing safe working conditions and promoting safe work practices.

MOS commitment to occupational health and safety is considered an important step to achieving a clean, safe and healthy shelter environment.

2.1 Safe Working Conditions

Occupational health and safety programs in shelters are designed to maintain health and safety standards. Every employee shall be personally responsible for his or her safety in the workplace by complying with instructions regarding procedures and training.

Property services supervisors are required to:

- Ensure exposure of staff and clients to risks and hazards is minimized.
- Ensure property services staff receive WHMIS training.
- Provide their staff with adequate training in the use of PPE.
- Ensure availability and access to adequate PPE by property service staff to discharge their responsibilities in a safe manner.
- Supervise property services staff while cleaning.
- Ensure working areas are clean and floors are free from slip hazards.
- Ensure electrical fixtures are in good condition.
- Ensure there is adequate lighting in all corridors, entrances and exits.

Property services staff must:

- Adhere to all workplace health and safety rules and procedures.
- Receive adequate training for all tasks assigned.
- Take reasonable precautions to safeguard their health and safety and that of others who may be affected by their work.
- Use appropriate health and safety equipment provided by the employer.
- Report all potential hazards and faulty equipment promptly to their supervisor.
- Report all incidents to their supervisor and complete an incident/accident form.

2.2 Safe Working Practices

Safe working practices involve the use of protective equipment/devices and/or clothing required by the City in addition to following the health and safety policies and procedures in place at any given time.

Property services supervisors are required to ensure their staff:

- Receive required training in the use of equipment or machinery before they are allowed to use them.
- Are familiar with and comply with all established policies, procedures and safety practices.

Property services staff must adhere to the following health and safety practices:

- Operate any item, equipment and machinery or use chemicals only after receiving properly training and authorization.

- Always assess risk and hazards and take the necessary precautions.
- Work in a controlled and systematic way.
- Refer to work schedule and confirm tasks to be performed.
- Identify type of activity and select appropriate equipment and supplies for the task.
- Use only cleaning and disinfectant products and equipment provided by employer.
- Prepare cleaning and disinfectant products in accordance with manufacturer's and training instructions.
- Apply knowledge from training and follow recommended procedures when performing cleaning task(s).
- Use only authorized access and exit routes of buildings.
- Maintain unobstructed aisles and passageways during and after cleaning.
- Use hazard signs to warn other users of the area in which a cleaning task is being carried-out.
- Store all cleaning and disinfectant products as per the MSDS.
- Leave all equipment clean, dry and tidy in a secure storage area after use.
- Participate in fire drills.

2.3 Use of Cleaning Agents and Disinfectants

MOS have a responsibility to reduce staff and clients' exposure to hazardous chemicals. The use, storage and disposal of cleaning and disinfectant products must be monitored and inspected to eliminate risk of contamination, inhalation, skin contact or personal injury.

Property services supervisors are required to:

- Provide their staff with Workplace Hazardous Materials Information System (WHMIS) training.
- Provide relevant Material Safety Data Sheet (MSDS) information on products to their staff.
- Monitor the calibration of the dispensing system.
- Provide training regarding the use of cleaning and disinfectant solution to their staff.

Property services staff must:

- Ensure they participate in WHMIS training.
- Ensure they are aware or knowledgeable of MSDS information on all products required for their work.
- Follow manufacturers' and training instructions when using cleaning and disinfectants products.
- Ensure surfaces remain free from visible soil, debris or dust before applying disinfectant solution.

2.4 Chemical Storage and Safety

Chemicals can function as irritants (e.g. bleach) or sensitizers (e.g. quaternary ammonium compounds - QUATs) resulting in respiratory symptoms or dermatitis. All chemical cleaning agents and disinfectants must be appropriately labelled, dated and stored in accordance with the WHMIS and in a manner that reduces risk of contamination, inhalation, skin contact or personal injury.

Property services supervisors are required to ensure:

- An inspection plan to monitor chemical safety is in place.
- Clean, dry, appropriately-sized bottles are used to store chemicals.
- Correct labelling/signage of chemicals.

- Correct handling and application of chemicals by staff.
- Safety precautions and hazard information are provided to staff.
- MSDSs are regularly updated.
- Property services staff are trained on remedial actions.
- Chemicals are stored in a safe and secure storage location.
- Products are discarded when past their expiry date.

Property services staff must:

- Ensure they receive MSDS information on all products required for their work.
- Store chemicals in accordance with manufacturers' and training instructions.
- Report any issues they identify regarding the safety of chemicals to their supervisor.

2.5 Purchase of Equipment and Machinery

Equipment and machinery purchased must be properly designed for use by property services staff. The specifications of equipment and machinery for cleaning and disinfection should meet the needs of the location and must be approved by the property services supervisor in consultation with occupational health and safety committees.

The following factors should be considered when making decisions regarding the purchase of equipment and machinery.

- Occupational health and safety requirements.
- Ontario health standards.
- Infection control policies and procedures.
- Energy efficiency.
- Ergonomic concerns as per the City's MSD prevention policy.
- Housekeeping policies and procedures.
- Procurement policies and procedures of the City.

Property services supervisors are required to ensure that the manufacturer or supplier provides:

- Information on the design of the equipment or machinery.
- Manuals/directions for use.
- Equipment-specific recommendations for cleaning and disinfection if required.
- Training for staff on use and cleaning of the equipment or machinery if required.
- Product warranty.

2.6 Use of Equipment and Machinery

As soon as the decision to purchase equipment is made, accountability for the safe use of equipment is transferred to the property services supervisor.

Property services supervisors are required to ensure:

- Equipment is inspected and tested before use.
- Property services staff are appropriately trained on the use the equipment or machinery.
- Property staff are aware of available safe operating procedures.
- Manufacturer's instructions are readily available to their staff.
- Detailed instructions with pictures are received if disassembly or reassembly of equipment is required.
- Property service staff are monitored to ensure the proper use of equipment or machinery.
- Equipment is kept clean and regularly serviced.
- Systems are put in place for reporting problems with any equipment or machinery

Property services staff must:

- Ensure they receive training on the use of the equipment.
- Use equipment in accordance with manufacturers' and training instructions.
- Report to the supervisor any problems with the use of the equipment.

2.7 Maintenance of Equipment

Maintenance of equipment is required to prevent transmission of infections in shelters while minimizing damage to equipment from inappropriate handling.

Property services supervisors are required to ensure:

- Property services staff are trained in the cleaning and storage of equipment and machinery.
- Unauthorized persons do not have access to cleaning and disinfection equipment.
- Staff responsible for cleaning equipment wear PPE appropriate for their tasks.
- Staff with access to equipment follow procedures for cleaning equipment (**see Appendix 4.17**).
- Materials and equipment are stored in a clean, dry and dust-free area.
- Equipment are discarded or replaced as required.

2.8 Reporting of Workplace Injuries, Accidents and Incidents

All work-related injuries, accidents, illnesses and incidents must be adequately investigated and reported following *the City's Human Resources (HR) Health and Safety Policy on Investigation and Reporting Work Related Injuries, Accidents and Injuries*. Workplace injuries, illnesses and incidents, whether reportable to the WSIB or MOL or not, should be reported to the joint health and safety committees or occupational health and safety representatives.

Achieving a safe workplace requires that all employee make every effort to prevent accidents, incidents and injuries from occurring. This include following safe work practices, wearing required PPE and immediately informing their supervisor or designate, if they become aware of any unsafe practices or conditions.

Property services supervisors are required to:

- Assure medical assistance, as needed, is provided to the injured staff (e.g. first aid, transport to medical facility, 9-1-1).
- Provide a copy of the *Worker's Report of Injury/Illness* (WSIB Form 6) and a return-to-work package to the injured staff.
- Encourage staff to return the completed WSIB Form 6 to the supervisor and the WSIB.
- Immediately investigate all accidents and incidents to the extent needed to determine the cause including assessing the scene of accidents and interviewing of witnesses.
- Request the assistance of the designated worker member of the joint health and safety committee/health and safety representative in the investigation of critical injuries and other serious accidents/incidents.
- Complete all sections of the Supervisor's Report of Injury/Accident.
- Forward the *Supervisor's Report of Injury/Accident* to those assigned responsibility for completing Form 7s.
- Identify actions needed to prevent a recurrence.
- Promptly initiate and/or implement corrective actions within their control to prevent similar injuries/accidents/incidents or direct to other parties for action if outside their control.

- Promptly share necessary information regarding critical injuries and significant accidents and incidents with HR – Occupational Health and Safety, staff and joint health and safety committees or occupational health and safety representatives.

Property services staff must:

- Obtain medical treatment (e.g. medical aid, first aid, 9-1-1), if required.
- Immediately report work-related injuries, accidents, illnesses or incidents to their supervisors.
- Complete the Worker's Report of Injury/Illness (WSIB Form 6) if the injury or illness is reportable to the WSIB.
- Provide a copy of WSIB Form 6 to their supervisor and the WSIB if required.

In the event of workplace violence, property services supervisors and staff must comply with *City's Workplace Violence Policy and Guidelines* and follow procedures outlined in the *SSHA's Workplace Violence Policy*.

3. Infection Prevention and Control

Reducing risk of transmission requires the consistent application of infection prevention and control (IPAC) principles and practices. Property services supervisors, their designate and staff shall be trained in infection prevention and control to ensure they have the required knowledge and skills to safely undertake their assigned work. They must consistently apply the IPAC practices below in their day-to-day activities following recommended procedures (**see Appendix 3**).

3.1 Hand Hygiene

Hand hygiene is the single most important practice for reducing the transmission of micro-organisms. All MOS employees must adhere to hand hygiene practices in all situations involving potential or direct contact with contaminated items and surfaces (**see Appendix 3.1**).

The situations include but are not limited to:

- After contact with client environments such as rooms, dormitories and washrooms.
- After moving from one program to another.
- After cleaning equipment and changing dust mops and mop heads.
- Immediately prior to and after removing gloves and other personal protective equipment.
- Before and after having contact with food.
- After personal body functions such as using the toilet, sneezing or blowing one's nose.
- Before and after smoking.
- After contact with any item or surface likely to be contaminated with blood and other body fluids.

Property services supervisors are required to:

- Ensure continued access of their staff to adequate supplies of soap, disposable towels and Alcohol-based Hand Rub (ABHR).
- Provide appropriate training to staff on hand hygiene.

3.2 Personal Protective Equipment (PPE)

PPE in this situation refers to a variety of barriers used alone or in combination to protect people's mucous membranes, airways, skin and clothing from getting into contact with blood and other body substances. PPE reduces likely transmission of micro-organisms in addition to protecting the skin from all irritants used in cleaning and disinfecting surfaces, items and equipment (**see Appendix 3.2**).

Property services supervisors are required to ensure:

- Adequate supply of PPE are accessible to their staff.
- Property services staff are trained in the correct use, application and removal of PPE.
- Property services staff are mask fit-tested in accordance with the SSHA mask fit-testing program.
- PPE is stored in a manner that prevents contamination.
- PPE procedures are reviewed annually with staff.

Property service staff must:

- Participate in PPE training.
- Follow directions regarding the use and application of PPE.

- Put on and remove appropriate PPE as per their training and manufacturer's instructions.
- Participate in mask fit-test as required.
- Notify their supervisor when supplies are low.

3.3 Staff Immunization

Infection prevention and control has many aspects. Ensuring immunity to infections through immunization is an effective way of preventing infection. Property services supervisors, their designate and staff are responsible for consulting with their doctors to determine their susceptibilities to Vaccine Preventable Diseases (VPD) and updating their immunization records.

The Canadian Immunization Guide (CIG) recommends that all adults be immunized against the following:

- Diphtheria.
- Tetanus.
- Pertussis (Whooping cough).
- Measles (Red measles).
- Mumps.
- Rubella (German measles).
- Varicella (Chickenpox).

Additional immunizations are recommended for persons who come into contact with settings where the potential for transmitting or acquiring influenza or other infectious diseases is high. Such persons are recommended to receive influenza vaccine, Hepatitis B vaccine and other immunizations as specified by the Toronto Shelter Standards and the CIG.

Property services supervisors are required to ensure:

- Property services staff have access to information on VPD.
- Newly hired property services staff are provided with information on diseases such as TB, HIV, Hepatitis B and C as required by the Toronto Shelter Standards.

3.4 Safe Disposal of Sharps

Sharps are devices capable of causing a cut or puncture wound and may cause harm if not disposed of properly. Examples of sharps include blades, needles and syringes including safety engineered needles. MOS will be required to ensure the protection of staff, client and the public from injury and infection from discarded sharps.

Property services supervisors must:

- Educate staff about the risks associated with sharps.
- Make rigid, puncture-resistant sharps containers accessible.
- Train staff on safe recovery and disposal of sharps in puncture-resistant containers.
- Educate shelter staff and clients/residents on safe disposal of sharps.

All property services staff must follow proper procedure for the collection and disposal of sharps (see **Appendix 3.3**).

3.5 Waste Disposal

The City of Toronto is committed to reducing waste generated during cleaning and disinfection. MOS will be required to handle, store and dispose of waste properly and in accordance with the City's solid waste bylaws.

Property services supervisors are required to:

- Provide appropriate training to staff on waste collection and disposal.
- Engage staff in waste prevention and minimization.
- Provide containers with the capacity to withstand the weight of waste without tearing or breaking.
- Train staff to be able to identify and wear appropriate PPE.
- Conduct periodic review of waste management practices.

Property service staff must:

- Collect and dispose of waste in accordance with City's waste management policies.
- Put on appropriate PPE when collecting and disposing of waste.
- Place sharps in puncture-resistant sharps containers.
- Perform hand hygiene immediately after disposing of waste.

If a shelter provides healthcare and/or dietary services, property services supervisors must develop joint protocols with the healthcare staff (e.g. nurse manager or nurse) and/or food services supervisor respectively to ensure effective and efficient management of waste generated by Healthcare Services and Dietary Services.

3.6 Biomedical Waste

MOS that generate biomedical waste shall handle such waste in a manner that does not impact on the health and safety of staff and clients. Biomedical waste should be segregated from all other wastes and immediately deposited into an appropriate single use or reusable container (**see Appendix 6**). Biomedical waste should be stored in a secure location and transported by an authorized waste management company.

The minimum standards for biomedical waste containers as per the Ontario Ministry of Environment guideline on the management of biomedical waste in Ontario are as follows:

a. *Single Use Biomedical Waste Containers (Non Sharps Waste)*

The container must be:

- Made up of an unlined rigid and leak proof plastic drum or pail or an outer cardboard container that can be sealed and is lined with a liner made of a leak proof plastic film that can be securely tied.
- Capable of withstanding the weight of the biomedical waste without tearing, cracking, crushing, breaking or otherwise allowing the accidental release or discharge of the waste.
- Colour coded and clearly labelled.

b. *Reusable Biomedical Waste Containers*

The container must be:

- Made of a puncture resistant and leak proof material that can be cleaned and disinfected prior to reuse.

- Capable of withstanding the weight of the biomedical waste without tearing, cracking, crushing, breaking or otherwise allowing the accidental release or discharge of the waste.

c. *Single-Use Biomedical Waste Containers (Sharps Waste)*

A single-use sharps container should:

- Be made of rigid materials that are puncture resistant and leak resistant.
- Have a lid which cannot be removed after the container is sealed.

d. *Re-usable Biomedical Waste Containers (Sharps Waste)*

A reusable sharps container should:

- Be made of rigid materials that are puncture resistant and leak resistant.
- Have a lid that is securely attached to the container that can be closed and locked when the container is full.
- Designed or intended by the manufacturer to be suitable for reprocessing and reuse.

Property services supervisors are required to ensure that:

- Property services staff are trained in the safe collection and disposal of biomedical waste.
- Biomedical waste containers are available and waste is placed in appropriate containers by staff.
- Biomedical waste is transported in leak-proof containers using carts.
- Carts used to transport biomedical waste are cleaned on a regular basis.

Property services staff (if appropriate) must:

- Receive training in safe handling of biomedical waste.
- Take necessary safety precautions including using appropriate PPE and performing hand hygiene.
- Remove waste safely to central holding areas at frequent intervals using carts.
- Store waste in a safe and secure location prior to being transported.
- Clean cart used to transport biomedical waste.
- Report any accidents including sharp injuries immediately to their supervisors.

4. Housekeeping Services

Housekeeping services are an integral part of infection prevention and control. The delivery of housekeeping services will be driven by health and safety considerations and client needs. MOS shall provide effective and responsive housekeeping services to ensure a clean, safe and healthy environment is maintained.

4.1 Routine Cleaning and Disinfection

Cleaning and disinfection reduces the number and amount of infectious agents and routes for transferring micro-organisms from one person or object to another. Routine cleaning in MOS involves a pre-determined frequency based on the risk of transmission. All other cleaning and disinfecting activities may be categorized as periodic such as cleaning of biological spill, during outbreak and after flood.

4.1.1 Risk Assessment

Like any other setting, items and surfaces in shelters have the potential to harbour micro-organisms. MOS employees, clients and visitors with different levels of susceptibility to infection come into contact with contaminated items and surfaces every now and then. The level of risk of transmission of each individual to micro-organisms depends on the frequency of such contacts and their immunization status.

All property services supervisors, their designate and staff shall assess their individual exposure to risk of transmission in relation to their assigned duties as basis for determining the appropriate preventive measures, including equipment, training and supplies required to address identified risk.

MOS will be required to perform a detailed risk assessment to determine the cleaning frequencies for their routine cleaning services. Property services supervisors or designates shall use the risk assessment framework in **Table 1** below to assess and determine risk of transmission for their location. The assessment framework, adapted from the *Provincial Infectious Disease Prevention Committee's (PIDAC) Best Practices for Environmental Cleaning for Prevention and Control of Infections in All Health Care Settings* has been modified to reflect shelter conditions.

Table 1: Risk Assessment Framework

Probability of Contamination with Items and Surfaces	Potential for Exposure			
	High-touch surfaces (score = 3)		Low-touch surfaces (score = 1)	
	More susceptible clients, staff and visitors (score =1)	Less susceptible clients, staff and visitors (score = 0)	More susceptible clients, staff and visitors (score =1)	Less susceptible clients, staff and visitors (score = 0)
Heavy (score = 3)	7	6	5	4
Moderate (score = 2)	6	5	4	3
Light (score = 1)	5	4	3	2

Notes:

- 1. Probability of contamination of items and surfaces**
 - **Heavy:** Areas, items and surfaces highly likely to be in direct contact with blood or other body fluids.

- **Moderate:** Areas, items and surfaces less likely to be in direct contact with blood or other body fluids.
 - **Light:** Areas, items and surfaces not likely to be in direct contact with blood or other body.
2. **Frequency of contact with contaminated items and surfaces**
- **High-touch surface:** Include doorknobs, handrails, elevator buttons, telephones and light switches.
 - **Low-touch surface:** Include walls, ceilings, mirrors and window sills.
3. **Susceptibility of clients, staff and visitors**
- **More susceptible:** Clients, staff and visitors who are immunocompromised (e.g. people with chronic diseases, people with HIV infection, multiple antibiotic users and people with poor nutrition status).
 - **Less susceptible:** Clients, staff and visitors who are immunocompetent (i.e. people with have normal immune system).

As shown in **Table 1**, the highest level of risk of transmission (i.e. score of 7) is characterized by high-touch surfaces, heavy probability of contamination with items and surfaces, and more susceptible clients, staff and visitors. The lowest score of 2 is represented by low-touch surface, low probability of contamination with items and surfaces and clients, staff and visitors who are less susceptible.

The risk assessment framework may also be used to assess risks for periodic cleaning services if it is considered necessary.

4.1.2 Cleaning Frequency

Property services supervisors relying on their knowledge and experience will determine the risk level for a room or area by selecting a value for the probability of contamination (i.e. either 3, 2 or 1) and potential for exposure (i.e. either 3 for high-touch surfaces or 1 for low-touch surfaces and either 1 for more susceptible or 0 for less susceptible clients, staff and visitors). The risk level is categorized as high, moderate or low depending on the overall score.

Each level of risk of transmission has its corresponding cleaning frequency. In **Table 2** below, the recommended cleaning frequencies for each of the three risk levels are provided.

Table 2: Cleaning Frequencies

Risk Level	Risk Score	Cleaning Frequency
High	7	<ul style="list-style-type: none"> ▪ Clean immediately or as soon as possible ▪ Clean at least twice every 24 hours ▪ Service and clean additionally as required
Moderate	4-6	<ul style="list-style-type: none"> ▪ Clean at least once every 24 hours ▪ Service and clean additionally as required
Low	2-3	<ul style="list-style-type: none"> ▪ Clean according to a fixed schedule (i.e. cleaning frequencies extending beyond 24 hour interval) ▪ Service and clean additionally as required

An excel-based Assessment Tool (**see Appendix 1**) has been developed as part of this manual to assist in determining cleaning frequencies All MOS will be required to use the Cleaning Frequency Assessment Tool to determine cleaning frequencies (**see User Guide in Appendix 2**) in their respective locations.

Property services supervisors may seek professional advice from outside of Hostel Services regarding the risk assessment and determination of cleaning frequencies with the permission of their shelter manager as needed.

4.2 Management of Biological Spills

MOS must provide timely response and tools to contain and isolate biological spills. Spills of blood and other body substances must be contained, cleaned and the area disinfected immediately.

Property services supervisors (or designate) must:

- Clearly define and assign responsibility for cleaning spills.
- Provide access to PPE and supplies for staff.
- Ensure required training is provided to staff.
- Ensure proper disposal of waste.
- Document spill incident.

Property services staff and other shelter staff assigned the responsibility for cleaning biological spills will be required to follow procedures for cleaning of biological spills (**see Appendix 4.20**).

4.3 Cleaning After Flooding

In the event of flooding due to overflow from washing machine, dishwasher, toilet and sewer, the flood water should be assumed to be contaminated. The risk of mould should be assessed as it can potentially impact on the health and safety of staff and clients.

Property services supervisors or designate are required to:

- Immediately assess and determine the risk of contamination.
- Provide direction to property services staff or designate regarding procedures to use.
- Ensure all areas, items, surfaces and equipment affected by the flood is properly cleaned and disinfected.
- Prepare and submit a report to shelter manager.

Property services staff or designate must

- Assess risk of exposure to transmission.
- Take appropriate health and safety and infection preventive measures.
- Follow direction of property services supervisor or designate regarding procedure to use to clean affected areas, items and equipment.
- Consult with the supervisor or designate for clarification if required.

4.4 Cleaning During an Outbreak

An outbreak occurs whenever there is an increase (e.g. in a shelter) in the number of people with a particular disease or infection above what would normally be expected. Outbreaks are declared by the Toronto Public Health and MOS shall comply with their directives and guidelines.

As a preventive measure, MOS will be required to implement enhanced infection prevention and control measures to minimize the spread of micro-organisms causing the outbreak.

Property services supervisors or designate are required to:

- Monitor and assess exposure to risk of transmission by staff, clients and the public.
- Review cleaning frequencies to reflect increased exposure to infection.
- Provide information to staff and clients on effective ways to respond to the outbreak.
- Reinforce hand hygiene practices and the use of required PPE.
- Review with staff, infection prevention and control and outbreak management measures.
- Increase disinfection of items and surfaces including mattresses, beds, chairs and all high-touch surfaces.

Property services supervisors, their designate and staff will be required to perform hand hygiene and use PPE as required in addition to following directives from the Public Health and the Director of Hostel Services.

4.5 Linen and Laundry Services

Soiled linen can be contaminated with pathogenic microorganisms if linens are not handled, transported and laundered properly. Linen and laundry services in shelters shall be done properly to avoid cross-contamination.

Property services supervisors or their designate are required to ensure:

- Staff involved in the collection, transport, sorting, and washing of linens are adequately trained.
- PPE is accessible to staff.
- Contaminated linens are handled with minimum agitation to avoid contamination of air, surfaces and persons.
- Linens are placed in strong and appropriate bags and securely tied or closed to prevent leakage.
- Linens are washed with only approved cleaning solutions.
- Soiled linens in bags are transported to the laundry processing area using carts or containers with lids.
- Clean linens are transported and stored in a manner that prevents contamination.
- Separate designated areas for storing clean linens and soiled linens are maintained.

Property services staff and other shelter staff involved in laundry services will be required to:

- Perform hand hygiene.
- Wear appropriate PPE.
- Clean hands whenever gloves are changed or removed.
- Look out for sharps when collecting and placing soiled linens in bags.
- Follow procedures for handling of soiled linens (**see Appendix 4.19**).

4.6 Client Items and Equipment

Items and equipment used between clients such as mattresses, pillows, wheelchairs, assist bars and walking aids require cleaning and disinfection after each use.

Property services supervisors or designate are required to:

- Develop a schedule for the cleaning and disinfection of client items and equipment at their location.
- Ensure property services staff receive required training.
- Ensure client items and equipment are cleaned according to the schedule.

Property services staff must:

- Perform hand hygiene and use appropriate PPE as required.

- Follow proper cleaning and disinfection procedures.
- Clean and disinfect client items and equipment as per schedule.
- If client items and equipment is soiled or contaminated with blood or body fluids, clean and disinfect immediately or as soon as possible.

4.7 Pest Management

Each shelter must develop and implement an integrated pest management program that maximizes the use of to reduce opportunities for infestation. MOS must implement an effective pest management program to prevent, track and address pest infestations. In accordance with the Toronto Shelter Standards, all MOS must engage the services of a licensed pest control operator to help manage pests.

Property services supervisors and/or frontline staff (or designate) are required to implement the following measures to address bed bug infestations as part of the pest management program:

- Educate clients and staff on the health implications of pests.
- Train staff on how to manage bed bug infestations.
- Screen clients during intake.
- Frequently steam client mattresses and furniture in client rooms (e.g. lockers) and common areas.
- Develop and implement a mattress replacement plan.
- Frequently clean and disinfect rooms, equipment and surfaces.
- Provide laundry services to clients as needed.
- Regular inspection of rooms and facilities by licensed pest control operators.

4.8 Facility Maintenance

Maintenance of shelter facilities is an important part of housekeeping services. It directly impacts on the quality of cleaning and disinfection service. As buildings and fixtures age or are frequently used, they become more difficult to clean and maintain in an acceptable condition. MOS must ensure that buildings, equipment and machinery are properly maintained.

Property services supervisors are required to:

- Keep a maintenance log book where staff will log any damage to property and malfunctioning of any equipment, machinery or system defects may be identified.
- Ensure routine maintenance is carried-out as scheduled.
- Ensure items, equipment and/or machinery are repaired or replaced as needed.
- Conduct formal inspections of building and facilities and document their conditions.

Property services staff must:

- Report any defect in equipment, machinery or damage to property to their supervisor or designate.

4.9 Housekeeping Procedures

Procedures provide step by step guidelines on how to perform a given activity and ensure consistency in the delivery of services across shelter locations. MOS management shall provide their staff with adequate training on housekeeping procedures, equipment and supplies they need to perform their duties safely. Property services supervisors must supervise staff to ensure they follow the procedures.

In addition to following the policies and safe practices outlined in this manual, all MOS employees are required to follow the procedures on infection prevention and control, cleaning and disinfection and occupational health and safety outlined in **Appendices 3 to 5**.

4.10 Service Outcomes

Outcome standards provide the framework for assessing the delivery of services. The quality of housekeeping services in MOS will be measured against the expected outcomes outlined in **Table 3** below. Property services supervisors, their designate and staff will be accountable for service outcomes in the areas they have responsibility over. In services areas such as dietary and healthcare, where responsibility for cleaning is shared, property services staff and their counterparts in the departments concerned shall be jointly accountable for service outcomes.

Table 3: Expected Service Outcomes

Element	Service Components	Outcome Indicators
Fixtures and Fittings	<ul style="list-style-type: none"> Doors - include door frames and knobs 	<ul style="list-style-type: none"> Free of dirt, dust, removable residue, soil build-up and finger marks
	<ul style="list-style-type: none"> Electrical fixtures - include data/computer points, air conditioners, telephones, radios and TVs 	<ul style="list-style-type: none"> Free of dirt, dust, soil/fluid build-up and finger marks
	<ul style="list-style-type: none"> Light fixtures - include light switches, sockets, pull cords, desk lamps, ceiling lamps, emergency and exit lighting 	<ul style="list-style-type: none"> Free of dirt, soil/fluid build up, cobwebs, scuffs and finger marks Electrical cords in good working conditions Non-functional electrical fixtures replaced and or reported
	<ul style="list-style-type: none"> Vents, exhaust hoods and heat register 	<ul style="list-style-type: none"> Air vents, grilles and other ventilation free of dust grit, film and cobwebs (inside and outside) and outlets unblocked Vents, exhaust hoods and heat registers properly installed and in a state of good repair
	<ul style="list-style-type: none"> Sinks, tubs, showers heads and pipes 	<ul style="list-style-type: none"> Surfaces free of dust, dirt, debris, scum, lime scale, spillages, body substances and mineral deposits Metal surfaces of taps, handles and fixtures, dispensers and hold bars free of dust, dirt and spots Floor drains and shower area free of soap, soil build-ups, mineral deposits and hair
	<ul style="list-style-type: none"> Kitchen fixtures - include shelves, bench tops, cupboards and lockers 	<ul style="list-style-type: none"> Surfaces of fixtures and appliances free of dust, dirt, soil/fluid build-up, stains, cobwebs and finger prints Cooker/range hoods (interior and exterior), vents and filters free of dirt, dust, lint and grease
	<ul style="list-style-type: none"> Toilet and urinals (i.e. office and client areas) 	<ul style="list-style-type: none"> Free of dust, dirt, debris, scum, lime scale, spillages, body substances and mineral deposits
Furniture	<ul style="list-style-type: none"> Tables / desk, workstation, chairs and counters 	<ul style="list-style-type: none"> Hard surfaces free of dust, dirt, debris, spots, soil, film, fingerprints and spillage
	<ul style="list-style-type: none"> Soft/upholstered furniture - includes under cushions 	<ul style="list-style-type: none"> Furnishings free of dust, dirt, stains, soil, removable marks and unpleasant odour
	<ul style="list-style-type: none"> Beds - include bed frames, hand rails, head, foot and wheels 	<ul style="list-style-type: none"> Hard surfaces free of dust, dirt, debris, spots, soil, film, fingerprints and spillage Legs, wheels and casters free of mob strings, soil, film and dust Mattresses and pillows free of dust, dirt, pests, stains, spillages and unpleasant odour Defective mattresses repaired or replaced as required

Element	Service Components	Outcome Indicators
Floors	<ul style="list-style-type: none"> Hardwood, carpets, tiles, rugs and mats 	<ul style="list-style-type: none"> Hard floors free of dust, dirt, debris, spots, marks, scuffs, scratches, removable residue and soil build up Soft floors free of dust, dirt, debris and body substances, stains and water marks Floor edges, corners and areas around furniture (if applicable) free of dust, grit, lint and spots Washrooms/bathroom floors (if applicable) free of mould, soap, mineral build-up and body substances.
Walls, Ceiling and Stairwell	<ul style="list-style-type: none"> Include wall tiles, ledges, corners, baseboards and ceiling 	<ul style="list-style-type: none"> Walls free of dirt, dust, lint, soil build-up, smudges, cobwebs, mould, spillages, holes and dents Walls in shower and tub area (if applicable) free of soap or mineral build-up Ceiling free of dirt, lint, cobwebs, mould, removable marks and holes
	<ul style="list-style-type: none"> Stairs and rails 	<ul style="list-style-type: none"> Free of dust, dirt, debris, soil build-up, removable marks and spillages
	<ul style="list-style-type: none"> Internal plants 	<ul style="list-style-type: none"> Free of dust and litter
Windows and Mirrors	<ul style="list-style-type: none"> Windows, frames, sills and coverings 	<ul style="list-style-type: none"> All types of glass surfaces (internal and external) including mirrors free of dirt, soil/fluid build-up and finger marks Window frames and ledges free of dust, dirt, spots and in a state of good repair Window coverings properly hung and free of dirt, stains and soil/fluid build-up
Equipment	<ul style="list-style-type: none"> Kitchen equipment - includes fridge, microwave, toaster, hand sanitizers and other appliances 	<ul style="list-style-type: none"> Interior and exterior surfaces of equipment free of dirt, soil/fluid build-up and finger marks Refrigerators and freezers free of ice build-up
	<ul style="list-style-type: none"> Office equipment - includes computer equipment, fax machines, telephones, cabinets, lockers, pictures, bookcases, information boards 	<ul style="list-style-type: none"> Free of dirt, dust, debris, stains, spillages and finger marks
	<ul style="list-style-type: none"> Cleaning equipment - includes all mechanical and hand equipment, cleaning trolleys, waste receptacles, hand sanitizers, and caution signs 	<ul style="list-style-type: none"> Equipment free of dust, dirt, dry and stored in a safe and secure location Waste receptacles free of blood and other body substances, dust, dirt, debris, stains and spillage Waste and recycling container relined with appropriate liner
	<ul style="list-style-type: none"> Hand sanitizers dispensers 	<ul style="list-style-type: none"> Free of dirt, stains, spillages and finger marks Supplies replenished as required
	<ul style="list-style-type: none"> Laundry machines 	<ul style="list-style-type: none"> Free of dirt, debris, soil/fluid build-up, stains, spillages and finger marks
	<ul style="list-style-type: none"> Elevators 	<ul style="list-style-type: none"> No accumulation of waste, water, dust, dirt and oil in elevator hoist way, track, floors, walls and doors

5. Quality Assurance

Quality control measures are required to evaluate service standards, identify gaps and remedial actions required to maintain outcome expectations. To achieve continuous quality improvements in service delivery, the quality assurance process shall be guided by the following principles:

- a. **Health and safety:** Maintain a workplace where health and safety considerations permeate all levels of decision making.
- b. **Service specification:** Provide a clear statement of scope of work, deliverables and accountability for outcomes, ensuring that there is a common understanding of obligations among employees.
- c. **Training and education:** Implement a comprehensive training program that is relevant and enables employees to perform their work safely and responsibly.
- d. **Customer service:** Constantly engage staff and clients, solicit their input in planning of activities that affect their working and living environment.

MOS will be required to maintain a monitoring system that is sufficiently flexible and capable of providing timely feedback that helps identify potential risks and provides critical input for programming.

5.1 Monitoring Service Delivery

Regular monitoring of the delivery of housekeeping services helps identify gaps early, enabling employees to take the necessary action required to ensure expected outcomes on time. Property services supervisors and shelter managers (as needed) shall respond appropriately and in a timely manner to any deficiencies regarding the delivery housekeeping services.

The monitoring process will involve:

- Risk assessment to ensure "high-risk" areas are monitored more frequently.
- Statement of roles and responsibilities of staff.
- Defining performance outcomes and measurement criteria.
- Scheduling cleaning activities and developing a checklist.
- Use of checklist to confirm performance of assigned tasks.

Property services supervisors or designate are required to:


- Develop criteria for assessing cleaning tasks performed by staff.
- Prepare an assessment schedule and checklist.
- Inspect and assess the activities of property services staff using a checklist.
- Provide timely feedback to staff after assessing cleaning tasks.
- Provide training to staff after observing deficiencies in service delivery.
- Involve clients in the assessment of cleaning activities.
- Analyse monitoring results as input for planning.
- Document and share of best practices across shelters.

If employees are unable to achieve the expected cleaning outcomes consistently, MOS managers shall request property services supervisors to submit a plan, outlining detailed actions and timeliness to address identified challenge(s).

5.2 Evaluating Quality of Service Delivery

Evaluation helps assess effectiveness, efficiency and sustainability of service delivery and can serve as a useful tool for recognizing staff performance, identifying staff training needs, improving existing training regimes and soliciting client input for improved service delivery. Assessment of housekeeping services in MOS will be carried-out using a combination of the following evaluation methods, depending on a shelter's circumstances.

Table 4: Evaluation Methods

Method	Scope/Process	Responsibility
Self Assessment	<ul style="list-style-type: none"> Involves the use of a checklist by property services staff. Checklist covers specified procedures for a particular room/area. Cleaning staff confirms performing assigned task(s) following required procedures and per instructions by signing off on completion. 	Cleaning staff
Visual Assessment	<ul style="list-style-type: none"> Property services supervisor or designate inspects and assesses task completed by staff as soon as staff signs off. Level of cleanliness assessed using the following criteria: 0 = Unacceptable (i.e. dirty - presence of dust, debris and soil) 1 = Acceptable (i.e. clean - absence of dust, debris and soil) Total number of unacceptable scores is expressed as a percentage of the total possible number of acceptable scores. For example, if a room/area had a maximum of 10 components, and 8 were scored as acceptable, the overall percentage cleanliness will be calculated as 80%. The pass rate for visually clean items/surfaces will vary with the type of activity taking place in an area. Cleaning rate of 90-100% for all areas is recommended. Property services supervisor or designate reviews scores with staff and signs off. If any deficiency is identified property services supervisor or designate provides required support to improve service outcome. 	Property services supervisor and shift leader
Observation of Performance	<ul style="list-style-type: none"> Property services staff observed by supervisor to ensure adherence to policies, procedures, practices and training instructions Property services supervisor or designate observes staff on a routine basis to ensure consistency and reproducibility of observations. Supervisor provides timely feedback to staff and retrains as needed. 	Property services supervisor, custodian and shift leader
Client Satisfaction Survey 	<ul style="list-style-type: none"> Involves measuring perceptions of clients about quality of cleaning services delivered using: "Yes" = positive response "No" = negative response Standardized deliveries of survey - e.g., collect data for the same two-week period each year from clients on the same floor and then compare percentage of positive responses to those of previous months/years. <p>Note: Perceptions may not reflect the quality of services provided as it represents the views of a select group of clients. It however, constitutes a useful source of information and input for quality assurance</p>	Shelter manager, property services supervisor and staff, and client representative(s)
Peer Review	<ul style="list-style-type: none"> Periodic assessment of cleaning activities of a site by a team of Property services supervisors from other sites. Assessment tools will include visual assessment and observation of performance 	Supervisor, building services and housekeeping/ property services supervisors

5.3 Education and Training

Continuous education and training is required to ensure that procedures and safe practices in this housekeeping manual are followed to achieve consistent service outcomes. MOS shall ensure that knowledge and skills of employees are updated by implementing the various levels of training outlined in **Table 5** as needed.

Table 5: Required Training for Property Services Supervisors and Staff

Type of Training	Target Group and Scope	Responsibility
Orientation	<p>Target Group: Newly hired property service staff</p> <p>Scope:</p> <ul style="list-style-type: none"> ▪ Hostel Services/City of Toronto orientation ▪ Human rights in the workplace ▪ Accessibility for Ontarians with Disability Act (AODA) ▪ Toronto shelter standards ▪ Deescalating an angry client ▪ Health and safety orientation ▪ Musculoskeletal injuries (MSD) ▪ Mask-fit testing program 	Training Coordinating Committee
Basic Cleaning Techniques	<p>Target Group: Newly hired property service staff</p> <p>Scope:</p> <ul style="list-style-type: none"> ▪ General cleaning procedures and practices ▪ Handling and application of cleaning and disinfectant solutions ▪ Techniques for cleaning and disinfection of surfaces and items ▪ Handling of mops and other cleaning equipment ▪ Cleaning and disinfection of blood and other body fluids ▪ Handling of waste 	Property services supervisors
Infection Control	<p>Target Group: All property services staff.</p> <p>Scope:</p> <ul style="list-style-type: none"> ▪ Chain of transmission ▪ Hand hygiene - include the use of ABHR and hand washing ▪ Use of PPE ▪ Safe disposal of sharps ▪ Respiratory etiquette and influenza vaccination 	Property services supervisor and Nurse Manager (or designate)
Occupational Health and Safety	<p>Target Group: All property services staff.</p> <p>Scope:</p> <ul style="list-style-type: none"> ▪ Health and safety policies ▪ WHMIS training on the use of cleaning agents and disinfectants ▪ Use of PPE including selection, safe application, removal and disposal ▪ Prevention of blood and body fluid exposure, including sharps safety ▪ Workplace violence prevention ▪ First aid ▪ Fire prevention and protection 	Property services supervisors and Joint Health and Safety Committee (JHSC)
Refresher Training	<p>Target Group: All property services staff.</p> <p>Scope:</p> <ul style="list-style-type: none"> ▪ Review of courses completed ▪ New updates and/or best practices 	Property services supervisors/Training Coordinating Committee
Training of Supervisors	<p>Target Group: All property services supervisors.</p> <p>Scope:</p> <ul style="list-style-type: none"> ▪ Chain of transmission ▪ Pest control management ▪ Outbreak response ▪ New equipment/technology ▪ Training skills ▪ Asbestos awareness ▪ <i>Occupational Health and Safety Act</i> 	Property services supervisors and shelter manager

Property services supervisors are required to:

- Organize and coordinate the delivery of the all trainings.
- Provide property services staff with education materials.
- Ensure staff are released to participate in scheduled training.
- Participate in training designed for supervisors as needed.
- Update the contents and delivery methods of training program to reflect emerging best practices and legislative changes.

5.4 Review of Policies and Procedures

This manual will be reviewed annually or as needed to reflect best practices, changes in legislation, health and safety considerations and introduction of new and more efficient technology and practices.

As part of the review process, shelter managers (or designate) will conduct client satisfaction surveys and resident meetings to obtain input for the review of the housekeeping manual. Shelter managers and property services supervisors, department heads, programs supervisors and a representative(s) of the Joint Health and Safety Committee are required to participate in the review process, providing feedback on the continued relevance of the housekeeping manual.

The manager, planning and development will coordinate revisions to this manual and submit to the director of Hostel Services for approval, any proposed revisions. Any revisions to policies and procedures must be dated and signed off following Hostel Services policy approval practices.

5.5 Key Performance Indicators (KPIs)

Key performance indicators will be used to measure the overall performance of property services as a department responsible for delivering housekeeping services in MOS. A baseline data for each of the key areas performance indicators in Table 6 will be collected to facilitate assessment of performance. MOS managers (or designate) must ensure that relevant data is routinely collected to enable comparative analysis of service quality.

Table 6: Performance Metrics

Area	Indicator	Definition	Means of Indicator Verification	Data Collection Responsibility	Frequency of Reporting
Health and Safety	▪ Property services illness rate	▪ Sum of reported cases of illness by Property services employees divided by total reported cases of illness by all shelter staff multiplied by 100	SAP system	▪ Administration supervisors (AS)/ Support assistant (SA)	▪ Quarterly/ annually
	▪ Per capita client access to hand hygiene facilities	▪ Average occupancy rate divided by the sum of hand washing sinks and hand sanitizer dispensers	SMIS	▪ Property services supervisor (PSS)	▪ Annually
	▪ Incidents reported by property services as a percentage of total reported incidents	▪ Number of incidents reported by property services employees divided by the total number of reported incidents multiplied by 100	Supervisor's report of injury/ incidents	▪ PSS	▪ Annually

Area	Indicator	Definition	Means of Indicator Verification	Data Collection Responsibility	Frequency of Reporting	
Training	<ul style="list-style-type: none"> Average property services staff training hours per staff category (management and bargaining unit) Percentage of property services employees who have completed required health and safety training 	<ul style="list-style-type: none"> Total property services staff training hours (per staff category) divided by total number of property services training hours Number of property services employees who completed all required training divided by total number of property services employees (per management and staff categories) 	<p>SAP system</p> <p>Training Tracker</p>	<ul style="list-style-type: none"> PSS/ AS/SA PSS/ AS/SA 	<ul style="list-style-type: none"> Annually Quarterly/ annually 	
	Efficiency	<ul style="list-style-type: none"> Percentage variance in cleaning expenditure and budget Property services staff turnover as a proportion of total shelter staff turnover 	<ul style="list-style-type: none"> Actual cleaning expenditure minus planned expenditure (budget) multiplied by 100 Property services staff turnover divided by shelter staff turnover. <u>Staff turnover:</u> Number of voluntary departures and lay-offs divided by average number of staff (staff at the beginning of year plus staff at year end divided by 2) 	<p>SAP system</p> <p>SAP system</p>	<ul style="list-style-type: none"> AS/PSS AS/PSS 	<ul style="list-style-type: none"> Annually Annually
Customer Service		<ul style="list-style-type: none"> Property services-related client complaints as a percentage of total client complaints Average number of days taken to respond to property services-related complaints Percentage escalated property services-related complaints Client satisfaction rate 	<ul style="list-style-type: none"> Total number of housekeeping-related complaints divided by the total shelter complaints multiplied by 100 Sum of days taken to respond to all Property Service-related complaints divided by total Property Service-related complaints Total number of Property Services-related complaints referred to Hostel Services divided total Property Services-related complaints Percentage of clients satisfied with housekeeping services 	<p>Complaints tracker</p> <p>Complaints tracker</p> <p>Complaints tracker</p> <p>Client satisfaction survey report</p>	<ul style="list-style-type: none"> Queue administrator Queue administrator Client services supervisor, Hostel Services Shelter manager 	<ul style="list-style-type: none"> Quarterly Quarterly Quarterly Annually
	Legislative Compliance	<ul style="list-style-type: none"> Number of orders received for non compliance with legislative requirements and standards 	<ul style="list-style-type: none"> Total number of orders issued by statutory agencies (e.g. Ministry of Labour) for non-compliance with housekeeping-related regulations 	<p>Minutes of Occupational Health and Safety Coordinating Committee</p>	<ul style="list-style-type: none"> JHSC Co-chair 	<ul style="list-style-type: none"> Annually

Appendix 1: Snapshot of Routine Frequency Assessment Tool

Shelter Location: _____

Assessment Date: _____

Prepared By: _____

Reviewed by Property Services Supervisor Team: _____

Approved by Shelter Manager: -----

Instructions:

Complete Part 1 & 2 of the following assessment, by selecting the responses presented in the drop-down boxes. The Assessment Tool will automatically recommend frequency of routine cleaning (Part 3). Submit completed assessment to a Property Services Supervisor.

Definitions:

Probability of contamination of an area or surface is considered:

Heavy - if an area, surfaces and/or equipment are highly likely to be in direct contact with blood or other body fluids.

Moderate - if an area, surfaces and/or equipment are less likely to be in direct contact with blood or other body fluids and the contaminated substances are contained or removed.

Light - if an area, surfaces and/or equipment are not likely to be in direct contact with blood or other body fluids.

Clients, staff and visitors are considered:

More susceptible - if they have low immunities.

Less susceptible - if they have normal immunities.

Frequency of surface contact is considered:

High-touch - if items and surfaces are frequently touched (e.g., doorknobs, elevator buttons, telephones, bedrails, light switches, and wall areas around the toilet).

Low-touch - if items and surfaces are infrequently touched (e.g., floors, walls, ceilings, mirrors and window sills).

Part 1. Location					Part 2. Potential for Exposure			Part 3. Risk Level & Recommended Cleaning Frequency		
Service Area	Room / Area	Floor	Type of Space	Notes / Comments	Prob. of Contamination	Susceptibility of Clients, Staff & Visitors	Frequency of Surface Contact	Risk Score	Risk Level	Frequency
Client Areas	Dormitory		Common Areas	N/A	Moderate	More susceptible	High touch surface	6	Medium	Clean at least once every 24 hours; service & clean additionally as required.
Client Areas	Client Washroom		Common Areas	N/A	Heavy	More susceptible	High touch surface	7	High	Immediately or as soon as is possible; clean at least twice every 24 hours; service & clean additionally as required.
Client Areas	Client Room		Shared Dietary	Do not complete the rest of the assessment for this entry. See recommended frequency.	N/A	N/A	N/A		N/A	Property Services and Dietary Services (if applicable) review responsibilities and determine cleaning frequencies.

Part 1. Location					Part 2. Potential for Exposure			Part 3. Risk Level & Recommended Cleaning Frequency		
Service Area	Room / Area	Floor	Type of Space	Notes / Comments	Prob. of contamination	Susceptibility of Clients, Staff & Visitors	Frequency of surface contact	Risk Score	Risk Level	Frequency
Client Areas	Client Washroom		Independent Living	Do not complete the rest of the assessment for this entry. See recommended frequency.	N/A	N/A	N/A		N/A	Clean only at client discharge.
Staff Areas	Offices		Common Areas	N/A	Light	More susceptible	Low touch surface	3	Low	Clean according to a fixed schedule (i.e. cleaning frequencies extending beyond 24 hours); service & clean additionally as required.
Staff Areas	Staff Washroom		Common Areas	N/A	Moderate	More susceptible	High touch surface	6	Medium	Clean at least once every 24 hours; service & clean additionally as required.
Exterior	Parking Area		Common Areas	N/A	Light	Less susceptible	Low touch surface	2	Low	Clean according to a fixed schedule (i.e. cleaning frequencies extending beyond 24 hours); service & clean additionally as required
Property Services	Elevator		Common Areas	N/A	Moderate	More susceptible	High touch surface	6	Medium	Clean at least once every 24 hours; service & clean additionally as required.
Property Services	Laundry Room		Common Areas	N/A	Heavy	More susceptible	High touch surface	7	High	Immediately or as soon as possible; clean at least twice every 24 hours; service & clean additionally as required.
Healthcare Services	Exam Room		Shared Med.	Do not complete the rest of the assessment for this entry. See recommended frequency.	N/A	N/A	N/A		N/A	Property Services and nursing staff (if applicable) review responsibilities and determine cleaning frequencies

Appendix 2: User Guide for the Cleaning Frequency Assessment Tool

Introduction

The Cleaning Frequency Assessment Tool was developed by Hostel Services, in consultation with property services supervisors, to ensure a consistent and standardized approach to determining cleaning frequency for rooms and areas within MOS. **The tool is expected to be used by property services supervisors (or designate).**

This tool was also created to be user friendly and simplify the assessment process. As a result, users enter information (e.g., steps **2**, **3** and **4** below) using a series of drop-down boxes that include the most frequently occurring responses. The tool then automatically generates a recommendation for the user.

However, any tool is only effective if the user knows how to use the tool. Users can more effectively use the assessment tool if they understand the risk factors that are being assessed; apply appropriate risk levels; and adhere to the steps outlined in the section on "Procedure" below. All users of this Assessment Tool must ensure they are properly trained in its use.

Procedure

Step 1: Identify room(s) / area(s) to be assessed

- a) List all rooms/areas to be assessed by floor and type of space.

Step 2: Complete the General information section of the assessment tool

- a) Complete shelter location information and the date of assessment.
- b) Review the instructions and defined terms that are listed.

Step 3: Complete the location information section of the assessment tool

- a) Select the room/area to be assessed from the drop down box.
- b) Select the corresponding floor (i.e. where the room/area to be cleaned is located).
- c) Select type of space. If responsibility for cleaning is shared, cleaning frequency for the selected room/area is automatically generated after selecting the type of space. Go to **3a** to complete the list of rooms/areas in **1a**.
- d) Enter comments or note if required.

Step 4: Complete the risk of exposure information section of the assessment tool

- a) Select the probability of contamination for the selected room or area.
- b) Select susceptibility of clients, staff and visitors.
- c) Select frequency of surface contact. Cleaning frequency for the selected room/area is automatically generated after completing step **4c**
- d) Go to step **3a** and repeat the process for each room/area listed in **1a**.

Step 5: Finalize cleaning frequency assessment

- a) Review cleaning frequencies with staff when all rooms/areas listed in **1a** have been appropriately assessed. If the responsibility for cleaning is shared, review cleaning responsibilities and schedule with staff of appropriate departments.
- b) Revise assessment of cleaning frequency as needed after reviewing cleaning frequencies with staff.

- c) Review cleaning frequencies with the property services supervisors' team. Revise the team's assessment of cleaning frequency as needed.
- d) Finalize and submits cleaning frequencies for the shelter manager's approval.
- e) File approved cleaning frequencies in accordance with their location's record keeping practices.

Step 6: Update cleaning frequency assessment

- a) Review cleaning frequency assessment annually to determine whether update or revision is necessary.
- b) Update cleaning frequency as needed.
- c) Go to step **5c**.

Appendix 3: Sample Infection Prevention and Control Procedures

3.1 Hand Hygiene

Purpose: To outline hand hygiene methods and techniques to be used in MOS.

Application: Property services staff.

Equipment: Hand washing sink; hand sanitizer dispenser.

Supplies: Hand soap; ABHR; hand towel

Procedure:

Tips:

- ✓ Always clean hands with soap and water if hands are visibly dirty.
- ✓ Perform hand hygiene using alcohol-based hand rub (ABHR) when hands are not visibly dirty.
- ✓ Make sure hands are dry before using ABHR. Wet hands will dilute the product.
- ✓ Remove soil before using an ABHR if hands are soiled and soap and water are not available.

Steps

a. Hand Washing

- Wet hands with warm water. Do not use hot water.
- Apply liquid or foam soap. Use of bar soap is not recommended.
- Wash all surfaces of hands (front, back, thumbs, between fingers and under nails) for a minimum of 15 seconds.
- Thoroughly rinse soap from hands under running water using rubbing motion.
- Wipe and dry hands gently with a single-use paper towel or forced-air dryer.
- Turn off taps (if required) with paper towel to avoid recontamination of hands.

b. Using Alcohol-based Hand Rubs (ABHR)

- Apply between 1 to 2 full pumps of product or spray onto palm.
- Spread product over all surfaces of hands, concentrating on finger tips, between fingers, back of hands and base of thumbs.
- Rub hands together for a minimum of 15-20 seconds until hands are dry or product has evaporated

Expected Outcome:

- Reduced exposure of hands to disease causing organisms.

3.2 Putting on and Removing Personal Protective Equipment (PPE)

Purpose: To outline safe methods and techniques for putting on and removing PPE in MOS.

Application: Property services staff.

Equipment: Gloves; gown/apron; mask; eye protection; hand washing sink; ABHR.

Supplies: Garbage bags; hand soap; ABHR; paper towel.

Procedure:

Tips:

- ✓ Always clean hands before putting on and after removing PPE.
- ✓ Dispose contaminated single-use gloves as soon as possible.
- ✓ Wear eye protection (safety glasses, goggles or face shields) where there is a potential for splattering or spraying of blood and body fluids.
- ✓ Remove masks carefully using the straps. Do not self-contaminate.

Steps

1. Putting on PPE

- Perform hand hygiene.
- Put on PPE (if applicable) in the following order.
 - Put on gown.
 - Put on mask or N95 respirator.
 - Put on eye protection.
 - Put on gloves.
- a. How to Put on Gown/Apron** (*Use when recommended by the MSDS, WHMIS or as directed*)
 - Open gown/apron. Ensure it does not touch any surfaces such as floor or wall.
 - Place gown/apron on with opening to the back.
 - Fully cover torso from neck to knees, arms to end of wrists and wrap around the back.
 - Secure at neck and waist.
- b. How to Put on Mask - N95** (*Use when recommended by the MSDS, WHMIS or as directed*)
 - Examine mask for defects.
 - Slightly bend nose piece and secure ties or elastic bands at the middle of the head and neck.
 - Place mask over nose, mouth and chin.
 - Fit flexible nose piece over bridge and adjust to fit face and chin.
- c. Eye Protection** – (*Goggles Use when recommended by the MSDS, WHMIS or as directed*)
 - Position eye protection over eyes and secure to head using ear pieces.
- d. How to Put on Gloves**
 - Take a glove from the dispenser or package.
 - Hold the wrist end of glove open and ease fingers of the other hand inside.
 - Gently pull the wrist end of the glove while easing the hand into the glove.
 - Apply the second glove to the other hand using the same procedure.

2. Removing PPE

- Remove PPE (if applicable) in the following order:
 - Remove gloves.
 - Remove gown.

- Perform hand hygiene.
- Remove eye protection.
- Remove mask or N95 respirator.
- Perform hand hygiene.

a. How to Remove Gloves

- Use glove-to-glove and skin-to-skin handling method.
- Grasp outside wrist area with one glove using the other gloved hand.
- Pull grasped glove inside out, holding on to the other gloved hand. Do not touch skin or clothing with contaminated gloves.
- Take ungloved hand, reach inside wrist part of the second glove and pull it inside out.
- Discard used gloves into a garbage container.
- Clean hands.

b. How to Remove Gown/Apron

- Unfasten ties and pull away from neck or shoulders, touching inside of gown.
- Turn gown inside out.
- Fold or roll slowly into bundle.
- Discard gown/apron into designated garbage container.
- Clean hands.

c. How to Remove Eye Protection

- Grasp ear pieces with un-gloved hands and pull away from face.
- Place reusable eye protection in designated receptacle for cleaning or discard disposable eye protection into garbage bag for disposal.
- Clean hands.

d. How to Remove Mask

- Remove from face, in a downward direction, using ear-loops.
- Discard in designated waste container.
- Clean hands.

Expected Outcome:

- Exposure to occupational health and safety hazards reduced.

3.3 Disposal of Sharps

Purpose: To outline safe methods and techniques for disposing of sharps in MOS.

Application: All shelter staff.

Equipment: Puncture resistant gloves; sharps container; tongs; dust pan; caution/wet floor sign.

Supplies: Hand soap; ABHR; paper towel.

Procedure:

Tips:

- ✓ Never bend, twist, break or recap contaminated sharps.
- ✓ Never collect any sharp with bare hands.
- ✓ Never dispose of sharps in the regular garbage.
- ✓ Do not force or push down sharp object or place fingers and hands into a sharps container.

Steps

- Clean hands.
- Put on puncture resistant gloves.
- Use tongs or dustpan and broom (where appropriate) to pick-up sharps.
- If there is more than one sharp, pick them up one at a time.
- Place sharps into a puncture and leak proof container.
- Dispose of sharps container when "full" line is reached or $\frac{3}{4}$ full.
- Ensure sharps container is sealed when disposing of containers.
- Clean tongs/dustpan with disinfectant.
- Remove gloves and dispose of appropriately.
- Wash hands thoroughly with soap and water or use ABHR.
- Report all sharp related injuries to Supervisor or Shift Leader.

Expected Outcome:

- Exposure to sharp related injuries reduced or prevented.

Appendix 4: Sample Cleaning and Disinfection Procedures

4.1 Common Areas	
Purpose:	To outline safe methods and techniques for cleaning common areas in MOS.
Application:	Property services staff.
Equipment:	Nitrile gloves; Mop; bucket; buffing machine; standard vacuum; caution/wet floor sign.
Supplies:	Hand soap; paper towels; high dusting cloths; clean cloths; garbage bags; Department approved cleaning and disinfectant solutions.
Procedure:	<p>Tips:</p> <ul style="list-style-type: none">✓ Replace mop head and cleaning solutions throughout the cleaning process. <p>Steps:</p> <ol style="list-style-type: none">1. Preparation<ul style="list-style-type: none">▪ Clean hands.▪ Assemble cleaning and disinfectant solutions, equipment and other supplies.▪ Prepare cleaning and disinfectant solutions according to manufacturer's instructions.▪ Display caution/wet floor sign.2. Cleaning and Disinfection<ul style="list-style-type: none">▪ Remove all trash and/or debris.▪ Dust mop tiled areas using treated dust mop (if applicable).▪ Spot clean walls, doors and frames using approved cleaners (as required).▪ Dust mop, sweep, and wet mop any hard floor surfaces.▪ Vacuum carpeted areas and spot clean to remove stains and spills (if applicable).▪ Clean all windows with a glass cleaner to remove all marks and fingerprints and smudges.▪ Vacuum or damp wipe furniture (if applicable).▪ Buff or burnish polished tiled areas (as required).▪ Wipe down baseboards and walls to remove dust, cobwebs or spills (if required).▪ Vacuum and dust all heating vents/ducts, tops of doorways and picture frames (as required).▪ Remove all walk off mats and thoroughly vacuum around and underneath.3. Closing<ul style="list-style-type: none">▪ Clean and dry equipment.▪ Store equipment safely and tidily in designated storage location.▪ Remove gloves.▪ Clean hands.
Expected Outcome:	<ul style="list-style-type: none">▪ All surfaces free of dust, dirt, debris, soil build-ups, water mark, body fluids, spillages and stains.

4.2 Client Rooms and Dormitories

Purpose: To outline safe methods and techniques for cleaning client rooms and dormitories in MOS.

Application: Property services staff.

Equipment: Nitrile gloves; high dusting tool; mop; bucket; caution/wet floor sign.

Supplies: Hand soap; ABHR; hand towel; paper towels; clean cloths; laundry garbage bags; facility approved cleaning and disinfectant solutions.

Procedure:

Tips:

- ✓ Ensure all required equipment is available and in good working condition.
- ✓ Change cleaning cloth frequently and after cleaning heavily soiled areas.
- ✓ Pay attention to edges, corners, under beds and lockers for visible debris, body fluids etc.

Steps:

1. Preparation

- Clean hands.
- Put on nitrile gloves.
- Assemble cleaning and disinfectant solutions, equipment and other supplies.
- Prepare cleaning and disinfectant solutions according to manufacturer's instructions.
- Display caution/wet floor sign.

2. Cleaning and Disinfection

- Clean doors, door handles and push plate.
- Clean and remove from walls any visible soil or marks.
- Clean light switches, thermostats and wall mounted items. Disinfect as required.
- Check and remove fingerprints and soil from interior glass partitions and door panels, mirrors and windows.
- Clean all furniture and furnishings including chairs, desks, beds, bedrails and window sill.
- Clean floors (see Appendix 2.14 and 2.16).
- Place soiled cloths in designated container for laundering (if applicable).
- Remove soiled linen if dirty linen bag is full.
- Check sharps container and change when $\frac{3}{4}$ full (if applicable).
- Place waste in garbage bag.
- Dispose of garbage.

3. Closing

- Clean and dry all equipment.
- Store equipment safely and tidily in a designated storage location.
- Remove gloves.
- Clean hands.

Expected Outcome:

- All surfaces free of dust, dirt, debris, soil build-ups, water mark, body fluids, spillages and stains.

4.3 Offices

Purpose: To outline safe methods and techniques for cleaning offices in MOS.

Application: Property services staff.

Equipment: Nitrile gloves; standard vacuum; high dusting tool; mop; bucket; caution/wet floor sign.

Supplies: Hand soap; ABHR; paper towels; clean cloths; garbage bags; Department approved cleaning and disinfectant solutions.

Procedure:

Steps:

1. Preparation

- Clean hands.
- Put on nitrile gloves.
- Assemble cleaning and disinfectant solutions, equipment and other supplies.
- Prepare cleaning and disinfectant solutions according to manufacturer's instructions.
- Display caution/wet floor sign.

2. Cleaning and Disinfection

- Visually check area for debris, pick items up or vacuum and dispose into garbage bag.
- Empty garbage containers, damp wipe and re-line container with appropriate liner.
- Remove any spots or stains on carpets, floors, walls, mirrors, light switches, furniture or baseboards.
- Dust all surfaces, including filing cabinets, shelves, blinds, information boards and bookcases.
- Damp wipe desks, chairs and telephones.
- Dust vents, ledges, door frame, door knobs and window sills.
- Dust mop tiled or hard floor surfaces.
- Sweep up debris and dispose of into garbage bag.
- Wet mop hard floor surfaces and/or vacuum carpeted floors (as required).
- Clean all windows.
- Remove all garbage and place it in a garbage bag.
- Dispose of garbage.

3. Closing

- Clean and dry all equipment.
- Store equipment safely and tidily in a designated storage location.
- Remove gloves.
- Clean hands.
- Replenish supplies as required (e.g. paper towel).
- Return any moved object or furniture to its original positions.

Expected Outcome:

- All surfaces free of dust, dirt, debris, soil build-ups, spillages, stains and water mark.

4.4 Storage Rooms/Areas

Purpose: To outline safe methods for cleaning storage rooms/areas in MOS.

Application: Property services staff.

Equipment: Nitrile gloves; high dusting tool; mop; bucket; caution/wet floor sign.

Supplies: Hand soap; ABHR; paper towels; clean cloths; garbage bags; Department approved cleaning and disinfectant solutions.

Procedure:

Steps:

1. Preparation

- Clean hands.
- Put on nitrile glove.
- Assemble cleaning and disinfectant solutions, equipment and other supplies.
- Prepare cleaning and disinfectant solutions according to manufacturer's instructions.
- Display caution/wet floor signs.

2. Cleaning and Disinfection

- High-dust ceilings, high areas around windows, light fixtures, shelving, air vents and other high areas.
- Clean surfaces and items in the following order:
 - high ledges
 - furniture and fixtures
 - light switches
 - doors
 - windows
- Mop floor (**see Appendix 3.14**).
- Dispose of garbage.

3. Closing

- Clean and dry all equipment.
- Store equipment safely and tidily in a designated storage location.
- Remove gloves.
- Clean hands.

Expected Outcome:

- Surfaces including items and equipment free of dust, dirt, debris, soil build-ups, spillages and stains.

4.5 Washrooms/Bathrooms

Purpose: To outline methods and techniques used in cleaning bathrooms in MOS.

Application: Property services staff.

Equipment: Nitrile gloves; high dusting tool; mop; bucket; caution/wet floor sign.

Supplies: Hand soap; ABHR; paper towels; clean cloths; toilet paper; duster head; dusting cloth; garbage bags; facility approved cleaning and disinfectant solutions.

Procedure:

Steps:

1. Preparation

- Clean hands.
- Put on nitrile gloves.
- Assess supplies that need to be replaced (e.g. toilet paper, paper towels, soap).
- Assemble cleaning and disinfectant solutions, equipment and other supplies.
- Prepare cleaning and disinfectant solutions according to manufacturer's instructions.
- Display caution/wet floor sign.
- Visually inspect bathroom and note any damaged, broken or non-functioning items.

2. Cleaning and Disinfection

- Wipe up any spills.
- Empty garbage containers, damp wipe and reline waste containers.
- Dust ceiling, light fixtures, walls, partitions, ledges, shelves and other horizontal surfaces.
- Sweep floor and spray inside and outside of toilets and urinals. Do not flush.
- Allow for sufficient contact time.
- Spot clean walls, doors, frames, shelves and partitions.
- Clean all windows, mirrors, counters and cabinets.
- Clean and disinfect inside and outside of sinks and sink faucets,
- Clean and disinfect shower/tub faucets and dispensers including soap dish, faucets and shower head, walls and railing (if applicable).
- Scrub inside and outside of toilet and urinal and flush.
- Wipe outside of toilet and/or urinal. Clean and disinfect handle and underside of flush rim.
- Wet mop floor.
- Remove and dispose of garbage.

3. Closing

- Clean and dry equipment.
- Store equipment safely and tidily in a housekeeping closet.
- Remove gloves
- Clean hands.
- Replenish supplies (e.g. toilet tissue, paper towels and hand soap) as required.
- Change shower curtains as required.
- Clean hands.
- Report mould, cracked, leaking or damaged areas for repair to supervisor or shift leader.

Expected Outcome:

- All surfaces free of dust, dirt, debris, soil build-ups, body substances, spillages, stains and water mark.

4.6 Sinks, Tubs, Showers and Dispensers

Purpose: To outline methods and techniques for cleaning sinks, tubs, showers and in MOS.

Application: Property services staff.

Equipment: Nitrile gloves; mop; bucket; caution/wet floor sign

Supplies: Hand soap; ABHR; paper towels; clean cloth; garbage bags; Department approved cleaning and disinfectant solutions

Procedure:

Steps:

1. Preparation

- Clean hands.
- Put on nitrile gloves.
- Assemble cleaning and disinfectant solutions, equipment and other supplies.
- Prepare cleaning and disinfectant solutions according to manufacturer's instructions.
- Display caution/wet floor sign.

2. Cleaning and Disinfection

- Empty bath and sink.
- Clear all objects from shower cubicle and surrounding area if necessary.
- Remove paper towel, hair from plug, drain, plug chain and dispose of in garbage bag.
- Clean underside and inside surface of bath tub/sink. Work from outside to inside.
- Clean sink faucets, counters, mirrors, cabinets, wall tiles, ledges, pipe work and edges.
- Apply disinfectant to interior of sink. Allow for sufficient contact time.
- Rinse sink(s) and dry fixtures.
- Clean shower/tub faucets including faucets and shower head, walls and railing. Inspect grout for mould.
- Clean and disinfect showers/bathtubs.
- Clean shower curtain, rail first, head, hose, taps, soap trays and wall tiles.
- Clean taps, overflow, plug, plug chain and drain.
- Rinse cleaned area with new cloth and dry with a well wrung cloth or paper towels.
- Clean soap dispenser:
 - Open dispenser and check if soap needs to be replenished.
 - Remove empty cartridge and place in a waste bag if required.
 - Damp-dust all external and internal areas of dispenser. Use non-abrasive pad, if necessary.
 - Watch exit point and nozzle of cartridge for build-ups of soap.
 - When dispenser is dry, fit new cartridge and close dispenser.
 - Check floor below dispenser for leakages and clean deposits on floor.
 - Remove and appropriately dispose of garbage.

3. Closing

- Clean and dry all equipment.
- Store equipment safely and tidily in a designated storage location.
- Remove gloves and clean hands.
- Report dripping taps, leaking dispensers, loose fittings and any other fault to supervisor or shift leader.

Expected Outcome:

- Sinks, tubs, showers and dispensers free of dust, debris, mineral deposits or soil build-up.

4.7 Doors

Purpose: To outline methods and techniques for cleaning doors in MOS.

Application: Property services staff.

Equipment: Nitrile gloves; caution/wet floor sign

Supplies: Hand soap; ABHR; paper towels; clean cloth; Department approved cleaning and disinfectant solutions

Procedure:

Steps:

1. Preparation

- Clean hands.
- Put on nitrile gloves.
- Assemble cleaning and disinfectant solutions, equipment and other supplies.
- Prepare cleaning and disinfectant solutions according to manufacturer's instructions.
- Display caution/wet floor sign.

2. Cleaning and Disinfection

- Immerse disposable cloth in cleaning solution.
- Wring out as dry as possible.
- Begin damp-dusting.
- Remove all forms of soiling and graffiti (if any).
- Change cleaning solution when dirty and prior to moving to different location.

3. Closing

- Clean and dry all equipment.
- Store equipment safely in a designated storage location.
- Remove gloves.
- Clean hands.

Expected Outcome:

- All surfaces free of dust, grit, lint, chewing gum, soil, film, fingerprints and cobwebs.

4.8 Walls and Ceilings

Purpose: To outline methods and techniques for cleaning walls and ceilings in MOS.

Application: Property services staff.

Equipment: Nitrile gloves; mop; bucket; high dusting tool; caution/wet floor sign.

Supplies: Hand soap; ABHR; paper towels; clean cloth; Department approved cleaning and disinfectant solutions.

Procedure:

Tips:

- ✓ Start at the highest point and work methodically to the lowest point.
- ✓ Check pictures, clocks and other hangings to ensure that they are secure before dusting.
- ✓ Immediately inform Supervisor or Shift Leader if any damage to painted surface occurs during cleaning.

Steps:

1. Preparation

- Clean hands.
- Put on nitrile gloves.
- Assemble cleaning and disinfectant solutions, equipment and other supplies.
- Prepare cleaning and disinfectant solutions according to manufacturer's instructions.
- Display caution/wet floor sign.

2. Cleaning and Disinfection

- Dust tops of high surfaces (e.g. picture frames, pipes, clocks, cupboard and high ledges).
- Dust wall surfaces, Replace and discard duster heads or duster cloths when soiled.
- Wipe mark, scuff or soiling from wall.
- Dry and remove any drips and runs.
- Remove items from surfaces to be cleaned and damp-dust surfaces. Change solution when soiled.
- Dispose of cloth on completion of cleaning.

3. Closing

- Clean and dry all equipment.
- Store equipment safely and tidily in a designated storage location.
- Remove gloves.
- Clean hands.
- Report stained or misplaced ceiling tiles or fixtures to supervisor or shift leaders.

Expected Outcome:

- All surfaces free of dust, removable marks, soil/ fluid build-up, streaking, cobwebs and adhesive residue.
- Wall fixtures (e.g. switches, sockets) free of dust, dirt, debris, substances, adhesive tape or spillages.

4.9 Windows and Mirrors

Purpose: To outline methods and techniques for cleaning windows and mirrors in MOS.

Application: Property services staff.

Equipment: Nitrile gloves; squeegee; caution/wet floor sign.

Supplies: Hand soap; ABHR; paper towels; clean cloth; spray bottle; Department approved cleaning and disinfectant solutions.

Procedure:

Tips:

- ✓ Start from top edge and work downwards in an overlapping figure-of-eight pattern.

Steps:

1. Preparation

- Clean hands.
- Put on nitrile gloves.
- Assemble cleaning and disinfectant solutions, equipment and other supplies.
- Prepare cleaning and disinfectant solutions according to manufacturer's instructions.
- Display caution/wet floor sign.

2. Cleaning and Disinfection

- Spray cleaning solution onto cloth.
- Clean all glass surfaces.
- Buff with cloth to remove smears.
- Wet squeegee and wipe excess off the squeegee.
- Buff with squeegee starting at the top of window/mirror through to the bottom.
- Wipe windowsill and frame.
- Dust window screen.
- Remove any tape residue.
- Change and dispose of towel upon completion of cleaning.

3. Closing

- Clean and dry the spray bottle.
- Store spray bottle safely and tidily in a secure storage area.
- Remove gloves.
- Clean hands.

Expected Outcome:

- Glass partitions and panels free of dust, soil, smears and finger prints.
- All surfaces of glass free of streaks, chewing gum, spots, fingerprints and smudges.
- Window frames, tracks and ledges are clear and free of dust, grit, marks and spots.

4.10 Mopping of Hard Floors

Purpose: To outline methods and techniques for mopping hard floors in MOS.

Application: Property services staff.

Equipment: Nitrile gloves; mop; bucket; caution/wet floor sign.

Supplies: Hand soap; ABHR; paper towels; clean cloth; garbage bag; Department approved cleaning and disinfectant solutions.

Procedure:

Tips:

- ✓ Leave a dry margin for people to pass when damp mopping corridors or high traffic areas.
- ✓ Handle soiled equipment in a manner that reduces risk of exposure and/or injury.

Steps:

Dust Mop

1. Preparation

- Clean hands.
- Put on nitrile gloves.
- Assemble cleaning and disinfectant solutions, equipment and other supplies.
- Display caution/wet floor sign.

2. Cleaning and Disinfection

- Remove dust, litter and loose dirt from all hard floor surfaces.
- Dust mop starting from the edges and work backwards.
- Change and clean mop head when heavily soiled.
- Collect and place garbage in a garbage bag.

3. Closing

- Clean and dry equipment.
- Store equipment in a safe, tidy and secure storage area.
- Remove gloves.
- Clean hands.

Damp/Spot Mop

1. Preparation

- Clean hands.
- Put on nitrile gloves.
- Assemble cleaning and disinfectant solutions, equipment and other supplies.
- Prepare cleaning and disinfectant solutions according to manufacturer's instructions.
- Display caution/wet floor signs.
- Move furniture (if necessary) and remove debris.

2. Cleaning and Disinfection

- Immerse mop into cleaning solution and wring out.
- Mop edges first to remove all soils. Avoid splashing on walls and furniture.
- Mop open areas, working in a backwards direction.
- Turn mop head over every five or six strokes.
- Mop, rinse and wring mop. Repeat process until entire floor is done.
- Change mop head when heavily soiled.
- Rinse floor with clean warm water to remove remaining detergent.

- Remove spots, spillage or ingrained dirt from hard floors.
- Allow floor to dry.
- Return furniture to original position when floor is completely dry.

3. Closing

- Clean and dry all equipment.
- Store equipment safely and tidily in a designated storage area.
- Clean/ discard mop head according to shelter location's practices.
- Remove gloves.
- Clean hands.

Expected Outcome:

- Hard floors free of dust, grit, litter, chewing gum, marks, spots, water or other liquids.

4.11 Stripping of Hard Floors

Purpose: To outline methods and techniques for stripping hard floors in MOS.

Application: Property services staff.

Equipment: Nitrile gloves; goggles; mop; bucket; floor stripper; wax mop; wet dry vacuum; caution/wet floor sign.

Supplies: Hand soap; ABHR; paper towels; high dusting tool; clean cloth; vinegar; garbage bag; black floor pad; Department approved cleaning and disinfectant solutions.

Procedure:

Tips:

- ✓ Perform stripping only when scrub and recoat no longer brings back a deep shine.
- ✓ Avoid splashing stripping solution onto surfaces such as doors, walls, cabinets.

Steps:

1. Preparation

- Clean hands.
- Put on nitrile gloves and goggles.
- Remove furniture (if appropriate).
- Dust mop floor.
- Tape off doorways and edges.
- Prepare and place floor stripper solution according to manufacturer's instructions.
- Display caution/wet floor signs.

2. Cleaning and Disinfection

- Spray baseboard cleaner on baseboards and vertical surfaces and wipe clean.
- Use scraper to remove all gum and other adhesives.
- Attach floor pad to machine.
- Apply stripping solution to floor using a mop. Allow 5-10 minute contact time.
- Unwind cable and plug into an electrical socket. Adjust handle to a comfortable height.
- Hold machine firmly and ensure cable is behind machine before switching on. Beware of initial "kick".
- Strip floor.
- Scrub a section of floor at a time with a clean black pad. Repeat application of solution if necessary.
- Use hand pad to treat perimeter. Unplug machine and replace pad when floor pad is dirty.
- Suction dry entire area to remove slurry. Repeat process if polish residue remains.
- Remove final floor pad and place in laundry bag.
- Damp mop floor with clean water and use neutralizer as needed.
- Allow floor to dry thoroughly.

3. Closing

- Clean and dry equipment.
- Store equipment in a safe, tidy and secure storage area.
- Remove gloves.
- Clean hands.

Expected Outcome:

- All surfaces free of dust, grit, litter, gum, marks, spots, scratches, water or other liquids.

4.12 Soft Floors (Carpets)

Purpose: To outline methods and techniques for cleaning soft floors in MOS.

Application: Property services staff.

Equipment: Nitrile gloves; standard vacuum; crevice tool; floor head; caution/wet floor sign.

Supplies: Hand soap; ABHR; paper towels; clean cloth; filters; garbage bag; Department approved cleaning and disinfectant solutions.

Procedure:

Tips:

- ✓ Carpeting is not recommended for areas where spills of blood or other body substances are anticipated or bed bugs may exist.
- ✓ Start vacuuming at furthest point from the intended point of finish.

Steps:

1. Preparation

- Clean hands.
- Put on nitrile gloves.
- Assemble cleaning and disinfectant solutions, equipment and other supplies.
- Display caution/wet floor sign.

2. Cleaning and Disinfection

- Pick up debris from floor.
- Empty drink cans and similar items.
- Remove gum or other sticky residue.
- Inspect vacuum bag, if full, replace bag.
- Check filters for cleanliness and obstructions.
- Unwind cable and plug vacuum cleaner into an electric socket.
- Clean floor edges and corners using crevice tool
- Clean main floor using floor head.
- Suction clean floor using short, parallel, overlapping lanes.
- Check filters and replace per manufacturer's instructions.
- Remove plug from electrical socket and rewind cable after vacuuming floor areas.

3. Closing

- Return any items moved to their original positions when area is completely dry.
- Clean and dry all equipment.
- Store equipment in appropriate storage place.
- Remove gloves.
- Clean hands.

Expected Outcome:

- All surfaces free of dust, grit, litter, chewing gum, marks, spots, water or other liquids.

4.13 Extraction (Shampooing) of Soft Floors (Carpets)

Purpose: To outline methods and techniques for the extraction of soft floors in MOS.

Application: Property services staff.

Equipment: Nitrile gloves; standard vacuum; extractor; spot cleaner; caution/wet floor sign.

Supplies: Hand soap; ABHR; paper towels; clean cloth; Department approved cleaning and disinfectant solutions.

Procedure:

Tips:

- ✓ Suction clean carpet prior to extraction (shampooing).
- ✓ Protect feet of furniture, which cannot be moved, with strips of cardboard or plastic.

Steps:

1. Preparation

- Clean hands.
- Put on nitrile gloves.
- Assemble cleaning and disinfectant solutions, equipment and other supplies.
- Prepare cleaning and disinfectant solutions according to manufacturer's instructions.
- Display caution/wet floor sign.

2. Cleaning and Disinfection

- Spot clean heavy stains.
- Pour cleaning solution into the extractor.
- Unwind cable, plug into a socket and turn on extractor.
- Move extractor slowly backwards and forwards in straight overlapping lines. Start at the furthest point from planned point of finish.
- Use attachment to reach areas inaccessible to the machine.
- Turn off machine and dispose of dirty water when dirty water tank is filled.
- Empty dirty water tank on completion.
- Dry hands.
- Remove plug from electricity socket and rewind the electricity cable.
- Dispose of dirty water on completion.

3. Closing

- Clean and dry equipment.
- Store equipment in a safe, tidy and secure storage area.
- Remove gloves.
- Clean hands.

Expected Outcome:

- All surfaces free of dust, grit, litter, chewing gum, marks, spots, water or other liquids.

4.14 Furniture

Purpose: To outline methods and techniques for cleaning furniture in MOS

Application: Property services staff.

Equipment: Nitrile gloves; caution/wet floor sign.

Supplies: Hand soap; ABHR; paper towels; clean cloth; garbage bag; Department approved cleaning solution.

Procedure:

Steps:

1. Preparation

- Clean hands.
- Put on nitrile gloves
- Assemble cleaning and disinfectant solutions, equipment and other supplies.
- Prepare cleaning solution according to manufacturer's instructions.
- Temporarily remove items to be cleaned to a new, safe location.
- Remove debris from between and underneath cushions and from corners and edges.

2. Cleaning and Disinfection

- Dip cleaning cloth in cleaning solution and wring out as dry as possible.
- Damp-dust edges and undersides of surfaces, starting from top and work downwards.
- Wipe in straight lines for small flat surfaces starting with the edges.
- Damp-dust using an overlapping figure-of-eight pattern for large surfaces.
- Repeat passes of cleaning cloth for greasy or stubborn deposits.
- Rinse cloth regularly in cleaning solution.
- Change cleaning solutions when soiled and prior to starting a different area.
- Return items temporarily removed to their original location.
- Dispose of cloth on completion in a garbage bag.

3. Closing

- Remove gloves.
- Clean hands.

Expected Outcome:

- Hard surface furniture free of spots, soil, film, dust, fingerprints and spillage.
- Soft furnishings free from stains, soil, film and dust and unpleasant odour.

4.15 Electrical Fixtures and Appliances

Purpose: To outline techniques for cleaning electrical fixtures and appliances in MOS.

Application: Property services staff.

Equipment: Nitrile gloves; caution/wet floor sign.

Supplies: Hand soap; ABHR; paper towels; clean cloth; department approved cleaning and disinfectant solutions.

Procedure:

Steps:

1. Preparation

- Clean hands.
- Put on nitrile gloves.
- Assemble cleaning and disinfectant solutions, equipment and other supplies.
- Prepare cleaning and disinfectant solutions according to manufacturer's instructions.

2. Cleaning and Disinfection

- Damp or rinse cloth in cleaning solution.
- Unplug appliance(s).
- Damp-dust all surfaces carefully starting at the base. Avoid bulb and bulb fittings.
- Repeat passes of cleaning cloth for greasy or stubborn deposits.
- Rinse cloth regularly in cleaning solution.
- Change cleaning solution when soiled.
- Leave fixture and/or appliances to dry.
- Replace light bulbs as required.
- Dispose of cloth into a garbage bag on completion.

3. Closing

- Clean and dry equipment.
- Store equipment safely and tidily in a secure storage location.
- Remove gloves.
- Clean hands.

Expected Outcome:

- Light fixtures free of dust, cobwebs, debris, adhesive tape, strings and soil/fluid build-up.

4.16 Ducts and Vents

Purpose: To outline methods and techniques for cleaning ducts and vents in MOS.

Application: Property services staff.

Equipment: Nitrile gloves; high dusting tool; caution/wet floor sign.

Supplies: Hand soap; ABHR; paper towels; clean cloth; department approved cleaning and disinfectant solutions.

Procedure:

Steps:

1. Preparation

- Clean hands.
- Put on nitrile gloves.
- Assemble cleaning and disinfectant solutions, equipment and other supplies.
- Prepare cleaning and disinfectant solutions according to manufacturer's instructions.
- Display warning/caution signs.

2. Cleaning

- Place duster head or duster cloth onto high-dusting tool.
- Firmly hold tool handle and begin dusting.
- Replace duster heads or duster cloths when soiled.
- Damp-dust edges and surfaces. Wipe in straight lines for small surfaces and damp-dust using overlapping figure-of-eight pattern for larger surfaces.
- Dispose of used cloth and reusable heads on completion.

3. Closing

- Clean and dry all equipment.
- Store equipment safely and tidily in a secure storage location.
- Remove gloves.
- Clean hands.

Expected Outcome:

- Vents, hoods and heat registers free of dust, removable marks, cobwebs, debris and soil/fluid build-up.

4.17 Cleaning of Equipment

Purpose: To provide guidelines for cleaning equipment in MOS.

Application: Property services staff.

Equipment: Nitrile gloves; bucket.

Supplies: Hand soap; ABHR; paper towels; clean cloth; garbage bag; Department approved cleaning and disinfectant solutions.

Procedure:

Steps:

1. Preparation

- Clean hands.
- Put on nitrile gloves.
- Assemble cleaning and disinfectant solutions, equipment and other supplies.
- Prepare cleaning and disinfectant solutions according to manufacturer's instructions.
- Display warning/caution signs.

2. Cleaning and Disinfection

- Unplug and disassemble equipment prior to cleaning (if required).
- Remove gross soil using brushes and cloths (if appropriate).
- Use non-abrasive pad for greasy or stubborn marks.
- Rinse item or surface of equipment thoroughly with water to remove residues (if appropriate).
- Dry equipment using clean, lint-free towel.
- Dry stainless steel equipment immediately after rinsing to prevent spotting.
- Visually inspect equipment while drying to ensure it is free of all soil and other matter. Repeat cleaning process if item is not clean.
- Dispose of towels into garbage bags.

3. Closing

- Remove gloves.
- Clean hands.
- Store equipment safely in a designated storage location.

Expected Outcome:

- Cleaning equipment free of dust, cobwebs, debris, adhesive tape and soil build-up.

4.18 Elevators

Purpose: To outline methods and techniques for cleaning elevators in MOS.

Application: Property services staff.

Equipment: Nitrile gloves; standard vacuum; scrapper; mop; bucket; caution/wet floor sign.

Supplies: Hand soap; ABHR; paper towels; clean cloth; garbage bag; Department approved cleaning and disinfectant solutions.

Procedure:

Tips:

- ✓ Do not prop elevator door with sticks, buckets or any other device.
- ✓ Do not put elevator back into service until floor is completely dry.

Steps:

1. Preparation

- Clean hands.
- Put on nitrile gloves.
- Assemble cleaning and disinfectant solutions, equipment and other supplies.
- Prepare cleaning and disinfectant solutions according to manufacturer's instructions.
- Put elevator out of service.
- Display caution/wet floor sign.

2. Cleaning and Disinfection

- Remove gum or sticky residue from floor. Do not scratch floor.
- Damp dust inside of doors.
- Check for grease and dust accumulation.
- Wipe railings, knobs and control panel, signage and lights.
- Clean vents.
- Spot clean fingerprints and marks from walls.
- Vacuum elevator tracks.
- Dust and wet mop floor including edges. Rinse and wring out mop frequently.
- Discard soiled mop heads and cleaning cloths into garbage container.

3. Closing

- Clean and dry all equipment.
- Store equipment safely and tidily in a secure storage location.
- Remove gloves.
- Clean hands.
- Put elevator back in service when floor is completely dry.

Expected Outcome:

- Elevator cabins, floors, walls, doors and tracks free from oil, dirt, dust and mold.
- No accumulation of water, dust, dirt, debris and oil in elevator pit, hoist way and beam.

4.19 Soiled Linen

Purpose: To provide guidelines for handling soiled linen in MOS.

Application: Property services staff.

Equipment: Nitrile gloves.

Supplies: Hand soap; ABHR; paper towels; laundry bags; Department approved cleaning and disinfectant solutions.

Procedure:

Steps:

1. Perform Hand Hygiene

- Clean hands.
- Put on nitrile gloves.

2. Collection of Dirt/Soiled Linen

- Handle all soiled linens in the same way for all clients.
- Handle linens with a minimum of agitation and shaking.
- Avoid sorting and rinsing of linens in client areas.
- Do not remove excrement by spraying with water.

3. Bagging and Containment

- Avoid the use of water soluble bags.
- Bag soiled linens at the site of collection.
- Use a single, leak proof bag or a single cloth bag to prevent contamination or soaking.
- Use a second outer bag to contain a leaking inner bag.
- Tie bags securely and ensure they are not over-filled.

4. Transportation

- Securely bag and close tightly, bags containing soiled linens when a laundry chute is used.
- Avoid mixing clean and dirty linens.
- Use separate carts for dirty and clean linens.
- Clean carts used to transport soiled linens with appropriate cleaning product.

5. Storage of Linen

- Designate an area (e.g. dedicated closet, clean supply room) for storing clean linens separate from that of dirty/soiled linen.
- Store linens in a manner that prevents contamination by dust and other airborne particles.

6. Perform Hand Hygiene

- Remove gloves.
- Clean hands.

Expected Outcome:

- Linens are handled safely and clean linens free from stains, dirt, dust and unpleasant odour.

4.20 Biological Spill

Purpose: To outline safe methods and techniques for cleaning biological spills in MOS.

Application: Property services staff.

Equipment: Nitrile gloves; mop; bucket; caution/wet floor sign.

Supplies: Hand soap; paper towels; clean cloths; garbage bags; Department approved cleaning and disinfectant solutions.

Procedure:

Tips:

- ✓ Staff assigned to clean up biological spill should be given appropriate education and training.

Steps:

1. Preparation

- Clean hands.
- Put on nitrile gloves.
- Wear a gown and facial protection (mask and eye protection) if there is a possibility of splashing.
- Cordon off area around the spill until area is cleaned, disinfected and is completely dry.
- Display caution/wet floor sign.
- Assess and assemble materials required for cleaning spill.
- Prepare cleaning and disinfectant solutions according to manufacturer's instructions.
- Inspect area around the spill thoroughly for splatters or splashes.
- Prepare garbage bag and ensure it is close to the spill area.

2. Cleaning and Disinfection

- Wipe up spill using disposable paper towels.
- Discard used paper towels into a garbage bag.
- Clean spilled area using soap and water and/or a detergent solution.
- Rinse and dry area with disposable paper towel or cloth. Change cloth as needed.
- Disinfect contaminated areas and surfaces.
- Allow for sufficient contact time as per the manufacturer's recommendations.
- Wipe up area again using disposable towels or cloth and discard into regular garbage.
- Remove and discard PPE.
- Clean hands.
- Double bag and secure garbage bag before discarding.

3. Closing

- Soak mops or non-disposable materials in disinfectant solution and air dry them.
- Remove gloves.
- Clean hands.



Expected Outcome:

- All surfaces free of dirt, debris, soil build-ups, blood and body fluids, spillages and stains.

Appendix 5: Sample Occupational Health and Safety Procedure

5.1 Use of Equipment and Machinery	
Purpose:	To ensure staff take necessary precautions when using equipment or machines in MOS.
Application:	Property services staff.
Equipment:	Nitrile gloves.
Supplies:	Hand soap; ABHR; paper towels; Department approved cleaning and disinfectant solutions.
Procedure:	<p>Tips:</p> <ul style="list-style-type: none">✓ Use equipment only after being properly trained.✓ Ensure hands are dry when plugging or unplugging electrical machinery.✓ Do not use water or steam directly on electrical sockets. <p>Steps:</p> <ul style="list-style-type: none">▪ Check equipment before and after use for damage or wear including breaks or cracks on plug or cable.▪ Report any damaged or untested equipment immediately to Supervisor.▪ Always place cable behind the machine when using electrical equipment.▪ Ensure switch is in the “off” position before plugging machinery into an electric socket.▪ Always unplug machinery before changing fittings or settings.▪ Do not leave unattended machinery attached to a power source.▪ Stop work and inform Supervisor should a machine switch off automatically.▪ Ensure defective sockets are made safe before work commences.
Expected Outcome:	<ul style="list-style-type: none">▪ Staff adequately trained and aware of precautionary measures to take while operating equipment or machines.





Appendix 6: Containment and Labelling for Biomedical Waste

Waste Category	Containment		Container Label		Refrigeration Storage at or below 4°C	
	Single-use container acceptable	Reusable container acceptable	Label colour 	Label 	Refrigerated at all times	Refrigeration if stored for more than 4 days
Human blood waste	✓	✓	Yellow	Universal biohazard symbol	-	✓
Sharps waste	✓	✓	Yellow	Universal biohazard symbol	-	-

Adapted from Guideline C-4: The Management of Biomedical Waste in Ontario, 2009, Ontario Ministry of Environment

Appendix 7: List of Cleaning Equipment and Supplies

			
Nitrile Gloves	Safety Gloves	Safety Glasses	Safety Goggles
			
Signage	Disposable Gown	Mask	Caution/Wet Floor Sign
			
Mop Handle	Mop Head	Bucket	Wringer
			
Dust Mop	Corn Broom	Dustpan	Automatic Scrubber

			
Paper Towel	Toilet Paper & Dispenser	Cleaning Cloth	Abrasive Pad/ Scouring Pad
			
Toilet Bowl Swab	Wall Washer	Labelled Spray Bottle	Squeegee c/w Blade
			
Scrapper	Garbage Bag	Biohazardous Waste Liner	Wet / Dry Vacuum
			
Floor Maintenance Machine	Mobile Platform Steps	Cleaning Trolley	Steam Cleaning Unit

Appendix 8: List of Tables

Table 1: Cleaning Assessment Framework

Table 2: Cleaning Frequencies

Table 3: Expected Service Outcomes

Table 4: Evaluation Methods for Cleaning Services

Table 5: Required Training for Property Services Supervisors and Staff

Table 6: Performance Metrics

Appendix 9: Resources

Applicable Legislation

- ***Environmental Protection Act, R.S.O, 1990, Part V, Sections 19 and 27; Part XVII, Section 197: Guideline C-4, 'The Management of Biomedical Waste in Ontario***
http://www.ene.gov.on.ca/environment/en/resources/STD01_075989.html
- ***Occupational Health and Safety Act, R.S.O. 1990: Chapter 0.1***
http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90o01_e.htm
- ***Occupational Health and Safety Act, R.S.O. 1990: Health Care and Residential Facilities Ontario Regulation 67/93.***
[http://www.e-laws.gov.on.ca/Download?dDocName=elaws_regs_930067_e.](http://www.e-laws.gov.on.ca/Download?dDocName=elaws_regs_930067_e)

Corporate Policies

- ***Corporate Occupational Health and Safety Policy***
<http://wi.toronto.ca/intra/hr/policies.nsf/9fff29b7237299b385256729004b844b/d076b3ce1ce9236b85257967005da7f8?OpenDocument>
- ***Human Resources (HR) Health and Safety Policy on Investigation and Reporting Work Related Injuries, Accidents and Injuries.***
<http://wx.toronto.ca/intra/hr/policies.nsf/9fff29b7237299b385256729004b844b/31bce7ebdca46d2c852579b90068dd7c?OpenDocument>
- ***WHMIS Policy***
<http://wi.toronto.ca/intra/hr/policies.nsf/9fff29b7237299b385256729004b844b/d9fb0f703a5bf9cc85257138005d80f4?OpenDocument>
- ***Corporate Human Resources Procedures/Guidelines, Communicable Disease Policy***
<http://wx.toronto.ca/intra/hr/policies.nsf/9fff29b7237299b385256729004b844b/ca7f225a60dd400985256b50006f6a3d?OpenDocument>
- ***Addressing Employee Concerns Respect to Bed Bugs Policy***
<http://wi.toronto.ca/intra/hr/policies.nsf/9fff29b7237299b385256729004b844b/7ddbd9311139b18b8525792e0055bb5d?OpenDocument>
- ***Workplace Violence Policy***
<http://wi.toronto.ca/intra/hr/policies.nsf/9fff29b7237299b385256729004b844b/45601b9b06744b4c8525773600692d>

Related Documents

- ***SSHA, 2015. Toronto Shelter Standards***
<http://www1.toronto.ca/City%20Of%20Toronto/Shelter%20Support%20&%20Housing%20Administration/Article/Hostels/Toronto%20Shelter%20Standards/toronto-shelter-standards-2016-functional.pdf>
- ***Toronto Public Health (TPH), 2006. Breaking the Chain: Infection Control Manual - Infection Prevention and Control for Homeless and Housing Service Providers***
<http://www.toronto.ca/health/cdc/pdf/infectioncontrolmanual.pdf>

- **TPH. Bed Bugs Fact Sheet**
http://www.toronto.ca/health/pdf/bedbugs_factsheet.pdf
<http://www.toronto.ca/health/bedbugs/pdf/avoidingbedbughitchhikers.pdf>
<http://www.toronto.ca/health/bedbugs/pdf/mythsandfacts.pdf>
- **TPH, 2011. Employee Immunizations Policy**
http://insideto.toronto.ca/health/policies/pdf/employee_pol.pdf

Others

- **Department of Health, New South Wales, 1996. Cleaning Service Standards, Guidelines and Policy for NSW Health Facilities.**
<http://www.health.nsw.gov.au/resources/policies/manuals/pdf/cleaning.pdf>
- **Health Canada (in Collaboration with Public Health of Canada), 2009. The Benefits of Hand Washing.**
http://www.hc-sc.gc.ca/hl-vs/alt_formats/pacrb-dgapcr/pdf/iyh-vsv/diseases-maladies/hands-mains-eng.pdf
- **Ministry of Health, British Columbia, 2007. Best Practice Guidelines for the Cleaning, Disinfection and Sterilization of Medical Devices in health Authorities.**
http://www.health.gov.bc.ca/library/publications/year/2007/BPGuidelines_Cleaning_Disinfection_Sterilization_MedicalDevices.pdf
- **NHS National Patient Safety Agency, 2009. The Revised Health Care Cleaning Manual.**
<http://www.npsa.nhs.uk/cleaning>
- **National Patient Safety Agency, 2007. The National Specifications for Cleanliness in the NHS.**
- **NHS South East Essex, 2010. Infection Prevention & Control: Cleaning Manual & Room Specifications**
<http://www.see.nhs.uk/content/file/GP%20Zone/IP&C/SEE%20Cleaning%20Manual.pdf>
- **Provincial Diseases Advisory Committee (PIDAC), 2011. Routine Practices and Additional Precautions in All Health Care Settings.**
<http://www.oahpp.ca/resources/documents/pidac/RPAP%20-%20PHO%20template%20-%20FINAL%20-%202011-07-26.pdf>
- **Provincial Diseases Advisory Committee (PIDAC), 2010. Best Practices for Hand Hygiene in All Health Care Settings.**
<http://www.oahpp.ca/resources/documents/pidac/2010-12%20BP%20Hand%20Hygiene.pdf>
- **Provincial Diseases Advisory Committee (PIDAC), 2009. Best Practices for Environmental Cleaning for Prevention and Control of Infections in All Health Care Setting.**
<http://www.oahpp.ca/resources/documents/pidac/Best%20Practices%20for%20Environmental%20Cleaning.pdf>
- **Public Health Agency of Canada, 2006. Canadian Immunization Guide, Seventh Edition.**
http://www.phac-aspc.gc.ca/publicat/cig-gci/pdf/cig-gci-2006_e.pdf

- **Vancouver Island Health Authority (VIHA), 2012. Infection Prevention and Control Manual.**
http://www.viha.ca/NR/rdonlyres/18AA28E4-E3F1-4AE7-8A3F-E4EC3A18D5E5/0/ipcp_manual.pdf
- **Westech Systems, Inc. and British Columbia Participating Health Authorities, 2007. Health Care Cleaning Outcome Standards Version 6.**
<http://www.fraserhealth.ca/media/WestechBCHApdf.pdf>