Use this Section to specify requirements for general caretaking services.

This Specification Section is formatted in direct relation to the format of the Task and Frequency Schedule, Section 00 01 21 1.

This Master Specification Section contains:

.1 This Cover Sheet

.2 Specification Section Text:

**1. General**

1.1 Related Requirements

1.2 Maintenance Data

1.3 Submittals

**2. Products**

2.1 Restricted and Prohibited Products

2.2 Janitorial Equipment Guidelines

2.3 Cleaning Materials

2.4 Consumable Products

**3. Execution**

3.1 Caretaking Services: Generally

3.2 Processes

3.3 Waste Containers

3.4 Recycling Containers

3.5 Ashtrays and Sand Urns

3.6 Furniture and Related Fixtures

3.7 Horizontal Wall Surfaces

3.8 Hard Surfaced and Resilient Floors - Mopping

3.9 Hard Surfaced and Resilient Floors - Refinishing

3.10 Carpets

3.11 Chair Mats

3.12 Walls, Doors and Woodwork

3.13 Drinking Fountains

3.14 Elevators

3.15 Polished Metal Surfaces

3.16 Other Metal Surfaces

3.17 Countertops and Cabinetwork

3.18 Washrooms and Janitors Closets

3.19 Venetian Blinds

3.20 Drapes and Curtains

3.21 Light Fixtures and Air Diffusers

3.22 Outdoor Areas

3.23 Snow Removal

3.24 Flags

3.25 Holding Cells

1. GENERAL
   1. RELATED REQUIREMENTS
      1. Refer to Caretaking Task and Frequency Schedule for:
         1. which tasks are to be performed,
         2. frequency at which those tasks are to be performed, and
         3. hours of work during which the specified tasks shall be performed.
      2. Refer to Caretaking Materials and Equipment Schedule for:
         1. where operations specified in this Section and in the Task and Frequency Schedule are to be performed, and
         2. any materials or equipment to be supplied by the Minister.
   2. MAINTENANCE DATA
      1. Obtain applicable maintenance data in the Minister's possession for the materials, finishes and fixtures involved in the tasks specified in this Section.
   3. SUBMITTALS
      1. Submit a complete list of proposed cleaning materials intended for use on the premises.
2. PRODUCTS
   1. RESTRICTED AND PROHIBITED PRODUCTS
      1. Disinfectants:
         1. Combination disinfectant/cleaners are **not** permitted. Disinfectants may only be used in critical areas such as washroom touch surfaces, doorknobs, push bars and handles, telephones, elevator buttons and other surfaces with frequent public contact.
         2. Disinfectants shall have a Drug Identification Number (DIN) as verification of disinfection compliance.
      2. Specialty Products:
         1. Take every effort to select and obtain the safest products available. (e.g., cleaning products such as floor and baseboard strippers (to remove existing, non-compliant, finish), gum removers, graffiti removers, solvent spot removers, hydrochloric acid bowl cleaners, caustic drain cleaners, absorbent clean up powders, WD-40, ice melting products, and air fresheners).
         2. .Currently, no specialty products meet the minimum ECP criteria or U.S. Green Seal criteria.
         3. Obtain the Minister approval in advance of using any specialty products.
      3. Following products are not permitted for to be used:
         1. Anti-bacterial hand soaps.
         2. Aerosols.
         3. Urinal blocks containing Paradichlorobenzene.
         4. Bleach.
         5. Mop treatments.
         6. Vinegar
   2. JANITORIAL EQUIPMENT GUIDELINES
      1. Vacuum Cleaners: capable of capturing 96% of particulates 0.3 microns in size (minimum 3-stage filtration) and operate with a sound level less than 70dBA. Fitted with appropriate bags or HEPA filters.
      2. Hot Water Extraction Equipment: for deep cleaning carpets. Capable of removing sufficient moisture, so that carpets can dry in less than 24 hours.
      3. Powered Maintenance Equipment: including floor buffers, burnishers and automatic scrubbers shall be equipped with vacuums, guards and/or other devices for capturing fine particulates, operate with a sound level less than 70dBA.
      4. Propane-Powered Floor Equipment: with high-efficiency, low-emissions (and emission control) engines.
      5. Automated Scrubbing Machines: equipped with variable-speed feed pumps to optimize the use of cleaning fluids.
      6. Battery-Powered Equipment: equipped with environmentally friendly batteries, preferable gel batteries.
      7. Where appropriate use active micro-fiber technology to reduce cleaning chemical consumption and prolong life of disposable scrubbing pads.
      8. Powered Equipment: ergonomically designed to minimize vibration, noise and user fatigue.
      9. Use equipment with rubber bumpers to reduce potential damage to building surfaces.
   3. CLEANING MATERIALS
      1. Use products meeting the Environment Canada’s criteria as set out under Terra Choice Eco-Logo Program standards or where Eco-Logo products are not available, United States Green Seal certified products are acceptable. Aerosols are not permitted.
      2. The Minister recognizes that there are other specialty products that will have to be used from time to time that currently do not fall under Environmental Choice or Green Seal Standards. These might include floor finish, floor stripper and other specialty “project products” including carpet spotters. These products will be used to handle specific situations. After use, remove them from the building and only bring them in when necessary to solve specific problems or situations. Use of environmentally friendly products is encouraged whenever possible.
      3. If not provided by the Minister, provide the following cleaning materials:
         1. neutral detergent
         2. heavy duty detergent
         3. wall washing detergent
         4. germicidal detergent (No combination germicidal/cleaners permitted)
         5. disinfectant detergent (No combination disinfectant/cleaners permitted)
         6. floor strippers
         7. floor neutralizer
         8. sealers
         9. spot removers
         10. graffiti removers
         11. cream cleaners
         12. vinyl cleaners
         13. leather cleaner
         14. waxes
         15. polishes
         16. glass cleaner
         17. liquid enzyme
      4. Cleaning materials shall not be harmful to the finishes to which they are applied or any person coming in contact with them.
      5. Do not smoke in cleaning equipment rooms.
      6. Do not use hot plates, other electrical appliances or utensils in cleaning equipment rooms.
   4. CONSUMABLE PRODUCTS
      1. If not provided by the Minister, provide the following environmentally friendly products:
         1. hand soap (no antibacterial/germicidal formulations permitted).
         2. paper towels (made from a minimum of 100% recovered materials and 40% post-consumer content)
         3. toilet paper (made from a minimum of 100% recovered materials and 20% post-consumer content)
         4. sanitary napkins/tampons
         5. plastic bags (minimum 10% recycled content)
      2. Refill all dispensers and waste containers with correct sized and shaped supplies.
3. EXECUTION
   1. CARETAKING SERVICES: GENERALLY
      1. Obtain appropriate guidance and training on product selection, methods and procedures for an environmentally friendly green cleaning program. If requested, provide evidence of successfully completing training.
      2. Tasks such as sweeping, cleaning, dusting, sanitizing, vacuuming, washing, polishing, disinfecting, buffing, dry, damp or wet wiping, shall remove all grit, dust, loose and caked dirt, stains, insects, finger marks, streaks, spots, cloudy films, mop strands, mop marks, graffiti, refuse, obnoxious odours and mold.
      3. Upon completion of any cleaning operation, return furniture and fixtures to designated locations.
      4. The contractor shall have training in the Workplace Hazardous Materials Information System (WHMIS). Keep Material Safety Data Sheet (MSDS) onsite for each chemical.
      5. Where lighting control is accessible by the contractor, unoccupied areas must have their lighting shut off upon completion of any cleaning operation, or where the space is found vacant and no work is being performed.
   2. PROCESSES
      1. Use industry standards that are commonly understood to be “green” cleaning practices. Environmentally friendly practices are defined as products and services that have a lesser or reduced effect on human health and the environment when compared to other products and services that are used for the same purpose.
      2. Apply all hard surface cleaners, including glass cleaners, onto a microfibre cloth, never sprayed directly to the surface or object.
      3. Use a chemical dispenser (equipped with CSA approved backflow prevention) for dilution control to ensure accurate and safe mixing.
      4. Only use microfibre cloths/dusters or a vacuum to contain and capture dust. Feather/poly dusters of any kind are not permitted.
      5. Only use microfibre flat mops or vacuums for hard floors. String mops are acceptable for large spills and floor stripper distribution.
   3. WASTE CONTAINERS
      1. Empty waste containers, damp-wipe clean, replace plastic liner.
      2. Do not place waste containers on desks or tables.
      3. Remove trash and waste materials from under desks, tables, chairs, bookcases behind doors and free standing radiators.
   4. RECYCLING CONTAINERS
      1. Recycling stations with appropriate containers must be easily accessible by all building occupants. It is recommended that one or more recycling stations with appropriate containers be located within each segregated office area.

Collect paper, cardboard, plastic, metal, glass, lamps, mercury containing devices and batteries, in suitable marked containers and recycle in a manner consistent with the Ministers Green Guide. The Green Guide is accessible at:  
<https://www.alberta.ca/system/files/custom_downloaded_images/tr-greenguide.pdf>

* + 1. Empty recycling containers weekly or more often as necessary to ensure an orderly well kept appearance.
    2. Arrange for pick-up or delivery of recyclable materials with the local Waste Management Authority and Infrastructure's Lamp and Battery Recycling program.
    3. The Minister will provide recycling containers and pay for any local Waste Management Authority recycling fees as well as costs associated with the Lamp and Battery Recycling Program.
  1. ASHTRAYS AND SAND URNS
     1. Remove all refuse, cigarette and cigar butts from ashtrays and sand urns.
     2. Damp-wipe or wash ashtrays and sand urns. Clean and polish chrome parts of sand urns.
     3. Replace sand in urns to required depth: 50 - 60 mm.
     4. Empty refuse from ashtrays and ash urns into a metal container separate from waste container trash.
  2. FURNITURE AND RELATED FIXTURES
     1. Dust and damp-clean furniture, fixtures, telephones, glass furniture tops, chair framing and trim, vinyl, plastic, wood and leather covered surfaces.
     2. Polish all wood surfaces with approved product. (No aerosols permitted).
     3. Vacuum all upholstered furniture.
  3. HORIZONTAL WALL SURFACES
     1. Clean window sills, partition ledges, baseboards, chalkboard ledges and other horizontal surfaces.
  4. HARD SURFACED AND RESILIENT FLOORS – MOPPING/BURNISHING
     1. Vacuum or flat mop all hard surfaced floors, stairs and landings.
     2. Throughout mopping operation prevent liquids from collecting against and under furniture legs and cabinets.
     3. Burnish floors to high gloss as required.
  5. HARD SURFACED AND RESILIENT FLOORS - REFINISHING
     1. Scrub and re-coat using appropriate products for the type of floor for periodic cleaning. Completely strip floor finish from all hard surfaced and resilient floors no more than once a year.
     2. Re-seal clean flooring surface (only after stripping) until uniform gloss appears and top with three coats of appropriate floor finish.
     3. Remove residual floor finishes from bases, walls, furniture and fixtures.
  6. CARPETS
     1. Spot clean carpeted areas, rugs and mats.
     2. Vacuum carpet areas, rugs and mats in open areas under furniture, chair mats, radiators, behind doors and at edges of rugs and runners.
     3. Carpet pile shall be laid in one direction upon completion of vacuuming operations.
  7. CHAIR MATS
     1. Remove rubber and plastic chair mats from under desks. Damp mop and return to designated position.
  8. WALLS, DOORS AND WOODWORK
     1. Spot cleaning:
        1. Spot clean walls, doors, woodwork, glass partitions and related surfaces.
           1. Do not remove finish lustre or colour from surfaces.
     2. Dusting:
        1. Remove dust, without visible streaks or dust. (Only use microfibre dusting products. No poly/feather dusters are permitted).
     3. Washing:
        1. Wash all surfaces including vinyls, sealed and painted surfaces.
        2. Prevent water and cleaning solutions from coming in contact with floor finishes or furniture.
     4. Wood surfaces:
        1. Clean and polish wood panel walls, doors and handrails in accordance with Minister's directions.
        2. Interior glass partitions:
           1. Clean interior windows.
  9. DRINKING FOUNTAINS
     1. Clean, disinfect and de-scale all drinking fountains. Clean all surfaces, including walls and floors around drinking fountains.
  10. ELEVATORS
      1. Remove all refuse.
      2. Clean and polish ceilings, walls, doors, and trim.
      3. Vacuum and spot clean all carpets and mats.
      4. Damp-wash all hard surfaced floors, including metal thresholds.
      5. Burnish all hard surfaced floors.
  11. POLISHED METAL SURFACES
      1. Clean and polish handrails, metal doors, frames and other polished metal surfaces.
  12. OTHER METAL SURFACES
      1. Wash painted metal surfaces.
  13. COUNTERTOPS AND CABINETWORK
      1. Wash and sanitize all countertops, splash backs, exposed plumbing and sinks, removing any soap scum or scale build up.
      2. Refill paper towel dispensers, soap and cup dispensers with correct sized materials.
      3. Damp-wipe counter and upper cabinet fronts and sides.
  14. WASHROOMS AND JANITORS CLOSETS
      1. Wash basins, showers and plumbing fixtures:
         1. Clean and disinfect all surfaces including exposed pipes and polished chrome
         2. Clean and disinfect all surfaces of toilet bowls, seats and urinals. Replace urinal blocks.
      2. Sanitary napkin and waste receptacles:
         1. Empty, damp wipe, clean with disinfectant, replace paper liners.
      3. Washroom dispensers:
         1. Clean and disinfect all toilet tissue, soap, towel and paper cup dispensers.
         2. Refill toilet tissue, soap, towel, sanitary napkin, and paper cup dispensers with correct sized and shaped supplies.
      4. Partitions and walls:
         1. Clean all partitions, walls, doors, ledges, and related surfaces, disinfect human touch surfaces.
      5. Mirrors:
         1. Wash and polish all mirrors, chrome and other bright surfaces, including flushometres, piping and toilet seat hinges.
      6. Floors:
         1. Ensure floor drains are not blocked. Fill floor drain traps with water and liquid enzyme.
         2. Wet mop floors with neutral or general purpose cleaner.
         3. Rinse floor and remove excess water. Clean bases and wall surfaces of splash marks and water.
  15. VENETIAN BLINDS
      1. Dusting:
         1. Vacuum both sides of venetian blinds as scheduled.
      2. Washing:
         1. Remove venetian blinds from window sash.
         2. Wash venetian blinds including all slats, tapes and chords.
         3. Reinstall clean, dry, and in working order to window sash.
  16. DRAPES AND CURTAINS
      1. Vacuuming:
         1. Vacuum all drapes and curtains including all pulls, valances and rods.
      2. Drycleaning:
         1. Remove drapes and curtains from rods. Remove hooks and pulls from curtains and drapes.
         2. Drycleaning of drapes and curtains shall be carried out by a firm specializing in this type operation.
         3. Wash and wipe clean all drapery and curtain rods, chains, chords and valances.
         4. Reinstall hooks to curtains and drapes, replacing damaged or missing items.
         5. Reinstall drapes and curtains with creases and wrinkles removed with steam; hems and headers level; chains, chords, and pulls in working order.
  17. LIGHT FIXTURES AND AIR DIFFUSERS
      1. Bulb replacement:
         1. Replace burned out and flickering, incandescent and fluorescent light bulbs.
      2. Dusting:
         1. Vacuum or damp wipe all light fixtures inside and out.
         2. Vacuum or damp wipe air diffusers including ceiling and wall areas surrounding diffusers.
      3. Washing:
         1. Remove light fixture lens. Wash and wipe clean.
         2. Damp-clean interior of light fixture including bulb.
         3. Reassemble fixture and replace cleaned lens.
         4. Wash and wipe-clean all surfaces of air diffusers.
         5. Clean-up all dirt and debris dropped on furniture and flooring.
  18. OUTDOOR AREAS
      1. Sweep and hose down walkways.
      2. Remove refuse from landscaping, lawns, rockeries, walkways, driveways and parking lots.
      3. Remove graffiti from exterior walls.
  19. SNOW REMOVAL
      1. Remove snow from roof access entrances.
  20. FLAGS
      1. At the beginning of each day, attach and raise flags on flagpoles.
      2. At the end of each day, remove flag from flagpole and store where designated by Minister.
      3. Report flagpole and flag damage to Minister.
  21. HOLDING CELLS
      1. Materials
         1. Use coloured or disposable cloths to prevent cross-contamination.
      2. Definitions
         1. Disinfect: to clean by destroying harmful bacteria.
         2. Sanitize: to make hygienic or to clean to prevent disease.
      3. Practices
         1. Any individuals involved with cleaning holding cells shall be trained in Standard Precautions and First Aid Procedures for contact with blood borne pathogens and other potentially infectious materials.
         2. Any individuals involved in cleaning holding cells shall be knowledgeable in the requirements under the *Occupational Health and Safety Act* as well as requirements under the Public Health Act and Communicable Disease Regulations. Training is available from many janitorial supply companies or through the Work Safe Alberta Information Sharing Network.
         3. Stringent safety precautions shall be used around electrical outlets and proper Personal Protection Equipment (PPE) such as gloves, boots, goggles, aprons etc. shall be worn.
         4. A log book shall be maintained and kept on site for incident reporting and signing upon completion of any potentially hazardous clean-ups and periodical services performed. All entries shall be recorded by trained personnel listed in the front of the log book.
      4. Disposal
         1. All cleaning cloths and items contaminated with blood or fluids capable of transmitting blood borne pathogens shall be placed in leak proof containers or double bagged and disposed of within 24 hours with standard building waste.
      5. Daily Cleaning
         1. Pick up and remove all garbage.
         2. Damp wipe cell bars if needed using a disinfectant solution.
         3. Clean and disinfect toilet bowls and sinks including undersides of the bowls.
         4. Damp wipe benches with disinfectant solution.
         5. Spot clean all walls, doors and frames.
         6. Sweep and wash floors with a general purpose cleaner.
         7. Wash tiled floor areas with a neutral cleaner.
         8. Spot clean glass in Control Room.
         9. Sanitize all telephone handsets and cradles with pre-moistened disposable germicidal wipes containing no less than 70% alcohol content.
      6. Periodic Services
         1. Damp wipe cell bars with a disinfectant solution weekly.
         2. Strip and refinish tiled floor surfaces two times per year.
         3. Clean exterior control room glass weekly.
         4. Clean and disinfect entire jail cell two times per month.
      7. Entire Jail Cell Cleaning and Disinfection
         1. Preliminary Cleaning (Step One)

***SPEC NOTE: Use ONE of the following three procedures, depending if site is conducive to the use of a pressure washer (e.g. floor drain).***

* + - * 1. Pressure wash the area using a general purpose cleaner. Where a floor drain is not present, use a CSA approved wet vacuum for pickup of slurry.
        2. Rinse all surfaces.

**OR**

* + - * 1. Manually wash all areas with standard wall washing tools. Apply general purpose cleaner to all surfaces and scrub in accordance with manufacturer’s recommendations.
        2. Rinse all surfaces.

**OR**

* + - * 1. A hands free (No Touch/All Suface) type cleaning machine shall be used.
      1. Primary Cleaning (Step Two)
         1. Apply approved pH balanced Quaternary Germicidal disinfectant solution (Hospital Grade) to all surfaces.
         2. Allow disinfectant contact time of 10 minutes or according to manufacturer’s recommendations.
         3. Rinse all surfaces ensuring removal of all residues
         4. Dry/polish plumbing fixtures.

**END OF SECTION**