Who are we?

The Custodial Support Services of Queen's University is an in-house environmental cleanliness service provider within Facilities.
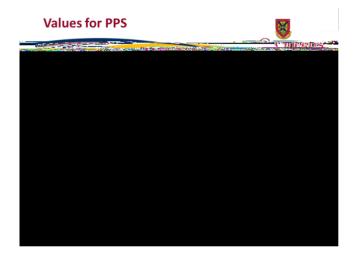
What is our vision and mission?

The department aligns itself with the vision of Queen's University "A Canadian research-intensive university with a transformative student learning experience – **Four Pillars**: International Research Engagement; International Mobility; International Enrollment Management and International at Home". Services provided by Custodial Support Services contributes to the enablement and realization of this vision.

The department also aligns itself with the mission of Facilities: "*Proudly builds, maintains and improves campus facilities to create a safe and welcoming environment in support of teaching, learning and research*"

What are our values?

Custodial Support Services **(hereinafter CSS)**, adheres to the corporate values of Facilities and Queen's University.

What are our standards?

CSS utilizes International Sanitation Supply Association (ISSA) and Association of Physical Plant Administrators (APPA) standards to gauge and deliver levels of cleanliness based on a set budget.

Service Delivery Model

CSS delivers quality cleaning services (APPA 2 for washrooms and APPA 3 for all other areas[i]) to all assigned buildings.

7. Elevators and Stairs

CSS provide services to all

Balanced workloads occur by dividing tasks (based on ft^2) amongst teams, taking into consideration equity, activity levels, travel time and frequencies.

Waste and Recycling

Please remember that all waste receptacles at Queen's University are for waste generated on campus only. Since not all rooms are cleaned daily, central waste pick-up stations have been introduced throughout campus. These stations are emptied daily. It is advisable to discard of food waste and wrappers at central waste locations, kitchens, or in lounge areas or other areas that are emptied 5 times a week.

Waste and Recycling Tips:

x Blue boxes at Queen's University are to be used for recycling of mixed paper only
x Contents of blue boxes that contain materials other than paper are discarded as waste
x Containers for cans, glass, and plastic recycling are available at central waste stations and near lounges and in public areas
x Cardboard boxes are recycled separately. Please flatten boxes for ease of handling
x Polystyrene packing chips should be bagged separately into clear plastic bags. Bags may be obtained from your custodian

For concerns about waste management issues, please e-mail the Sustainability Department: sustainability@queensu.ca

Special Requests

Requests for cleaning of spaces booked for special events can be accommodated if requested with sufficient advanced notice. These additional costs will be the responsibility of the requestor. Please ask your event coordinator for details. Special cleaning with additional cost includes the following:

x Cleaning of space or washrooms on a specific date/time in advance of a special event
x Provision of additional waste and/or recycling bins
x Servicing garbage and/or recycling bins on a specific date/time
x Setting up tables or chairs in support of a special event
x Additional carpet cleaning
x Upholstered furniture cleaning
x Additional floor refinishing

A clean area is mandatory following your event and if special cleaning is NOT requested in advance, event organizers WILL be assessed hourly custodial charges for events in the following circumstances:

x Food waste or recycling handling is required post-event
x Washrooms need to be restocked and/or serviced outside of the standard schedule
x The state of the booked space is found to be out of the "norm" following a booking (for example, classroom tables and chairs are moved during a booking and not reset according to the standard room configuration)
x Any type of room booking on weekends

Note: Overtime rates for cleaning will apply outside of standard University operating hours (8:30-4:30 MoB0B04:4: Un 8