

Scope of Work

| | DDR | SPOC | Endeavors | Parkview | EG |
|---|------------|-------------|------------------|-----------------|-----------|
| Exterior Areas | | | | | |
| Ensure parking lots, schrub beds, lawns, trash enclosures and structures are clear of trash and debris. | Daily | Daily | Daily | Daily | Daily |
| Flush spills, bodily fluids, etc. on sidewalks and patios with warm water and detergent | Daily | Daily | Daily | Daily | Daily |
| Spot wipe any outdoor furniture | Daily | Daily | Daily | Daily | Daily |
| Empty outdoor trash receptacles and spot wipe | Daily | Daily | Daily | Daily | Daily |
| Power wash smoking patios in shelter areas | Weekly | Weekly | Weekly | X | Weekly |
| Remove graitti from building and grounds (as needed) | Weekly | Weekly | Weekly | Weekly | Weekly |
| Full damp wipe and polish of outdoor trash receptacles and outdoor furniture | Weekly | Weekly | Weekly | X | Weekly |
| Summer Months - Power wash main entrance walkway from main door to City sidewalk | X | X | Monthly | Monthly | Monthly |
| Common Areas: Exam Rooms,Shelters, Pay for Stay, Lobbies, Corridors, Stairs, Classrooms, Smoking Rooms, Indoor Play Gyms, and Gathering Spaces | | | | | |
| Empty any waste/recycling/compost receptacles, spot wipe & replace liners as needed. | Daily | Daily | Daily | X | Daily |
| Dust mop/sweep/spot wipe and dust client storage areas. | Weekly | Weekly | Weekly | X | Weekly |
| Clean vestibule entrance door glass | 2x Day | 2x Day | 2x Day | X | 2x Day |
| Damp wipe any "touch point" such as doorknobs, handrails, chair arms, etc. using disinfecting cleaner. | Daily | Daily | Daily | X | Daily |
| Ensure all areas are clear of trash and debris. | Daily | Daily | Daily | X | Daily |
| Dust and damp wipe other furniture such as tables, cabinets, etc. | Daily | Daily | Daily | X | Daily |
| Damp wipe drinking fountains using disinfecting cleaner. Remove water scale as needed. Polish and/or disinfect if appropriate. | Daily | Daily | Daily | X | Daily |
| Spot wipe vertical surfaces of cabinets including doors. | Daily | Daily | Daily | X | Daily |
| Spot wipe all chairs, tables, work surfaces, keyboards, mice and screens. | Daily | Daily | Daily | X | Daily |
| Spot wipe walls, switch plates, and doors removing smudges and spills. | Daily | Daily | Daily | X | Daily |
| Dust and spot wipe any interior glass, frames and sills. | Daily | Daily | Daily | X | Daily |
| Dust mop/sweep/vacuum floors, including edges and corners. | Daily | Daily | Daily | X | Daily |
| Polish stainless (including elevators) by applying polish onto cloth without over -spraying | Daily | Daily | Daily | X | Daily |
| Damp mop or machine scrub any hard surface floors, including steps and landings | Daily | Daily | Daily | X | Daily |
| Vacuum all walk -off mats | Daily | Daily | Daily | X | Daily |
| Clean/wipe outside of lockers | X | X | X | X | X |
| Clean/wipe bunk beds and mattresses in pay for stay if not in use. | X | X | X | X | X |
| Clean/wipe bunk beds and mattresses in shelter. | X | X | X | X | X |
| Clean/wipe inside of lockers in shelter and in pay for stay if open and empty. | X | X | X | X | X |
| Spot mop/extract any spills and stains from fabric furniture or carpets. | Daily | Daily | Daily | X | Daily |
| Damp wipe any vinyl or other wipeable furniture with disinfecting cleaner. | Daily | Daily | Daily | X | Daily |
| Make notation of any repairs needed for maintenance staff. | Daily | Daily | Daily | Daily | Daily |
| Wet mop baseboard. | Weekly | Weekly | Weekly | X | Weekly |
| Squeegee any interior glass, wipe frames and sills. | Weekly | Weekly | Weekly | X | Weekly |
| Damp wipe walls and remove stains within reach | Weekly | Weekly | Weekly | X | Weekly |
| Dust all high and low horizontal surfaces within normal reach. | Monthly | Monthly | Monthly | X | Monthly |
| Brush/vacuum any fabric furniture | Monthly | Monthly | Monthly | X | Monthly |
| Vacuum/detail edges and corners. | Monthly | Monthly | Monthly | X | Monthly |

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| Winter Months: Pre -spray and extract traffic lanes/owned mats | Weekly | Weekly | Weekly | X | Weekly |
| Dust any horizontal blinds, report repair needs to facilities. | Monthly | Monthly | Monthly | X | Monthly |
| Dust ceiling diffusers, return air vents and exposed ductwork. | Monthly | Monthly | Monthly | X | Monthly |
| Dust all high and low horizontal surfaces not within normal reach. | Monthly | Monthly | Monthly | X | Monthly |
| Buff hard surface floor if waxed. | Quarterly | Quarterly | Quarterly | X | Quarterly |
| Scrub tile floors and clean grout hard surface floors | Annually | Annually | Annually | X | Annually |
| Summer Months: Pre -spray and extract traffic lanes/matting. | Quarterly | Quarterly | Quarterly | X | Quarterly |
| Pre-spray and extract any fabric furniture using sanitizing cleaner. | 2x Year | 2x Year | 2x Year | X | 2x Year |
| Pre-spray and extract carpets and walk off mats entirely. | Annually | Annually | Annually | X | Annually |
| Fully wipe tables, chairs and work surfaces. | Monthly | Monthly | Monthly | X | Monthly |
| Vacuum/detail ceiling diffusers, return air vents, edges and corners. | Monthly | Monthly | Monthly | X | Monthly |
| Dust all horizontal surfaces not within normal reach. | Monthly | Monthly | Monthly | X | Monthly |
| Dust hard to reach ledges, pipes, exposed ductwork and light fixtures. | Quarterly | Quarterly | Quarterly | X | Quarterly |
| Strip and re -finish VCT tile floor if appropriate. | Annually | Annually | Annually | X | Annually |
| Have exam tables and other furniture removed safely for complete floor care. | Annually | Annually | Annually | X | Annually |
| Pre-spray and extract any carpets. | Annually | Annually | Annually | X | Annually |

Restrooms and Showers

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|---|----------|----------|----------|----------|----------|
| Medical Respite restrooms - clean refill all dispensers | 2x Daily | 2x Daily | 2x Daily | 2x Daily | 2x Daily |
| Shelter restrooms - clean restrooms and refill all dispensers | Daily | Daily | Daily | Daily | Daily |
| Housing restrooms - clean and refill all dispensers EXEPT toilet paper | 2x Daily | 2x Daily | 2x Daily | 2x Daily | 2x Daily |
| Staff restrooms - clean and refill all dispensers | Daily | Daily | Daily | Daily | Daily |

*** RESTROOM CLEANING INCLUDES:** Use approved bowl cleaner in toilets and urinals; Swab the inside of toilets and urinals using care not to splatter or drip; Wipe dispensers and polish if appropriate; Fill all dispensers in need; Spray and wipe sinks, faucets and vanity; Spray and wipe mirror removing any splatter and film; Spot wipe all vertical surfaces including walls, doors and partitions; Damp wipe all "touch points" including: doorknobs, push plates, flush handles, dispenser levers, etc.; Spray and wipe all exterior surfaces of toilets and urinals including: porcelain, seats, plumbing pipes and flush valves/handles; Empty waste receptacles and sanitary boxes, and replace liners. Spot wipe and polish if appropriate; Sweep, dust mop, wet mop, or machine scrub hard surface floor.

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| Make notation of any repairs needed for maintenance staff. | Daily | Daily | Daily | Daily | Daily |
| Full clean and sanitize partitions, shower stalls and tile walls. | Daily | Daily | Daily | Daily | Daily |
| Remove water scale/deposits from sinks, faucets and vanity. | Weekly | Weekly | Weekly | Weekly | Weekly |
| Dust any horizontal surfaces such as partition tops, dispenser tops, etc. | Weekly | Weekly | Weekly | Weekly | Weekly |
| Dust ceiling air intake vents. | Monthly | Monthly | Monthly | Monthly | Monthly |
| Dust hard to reach ledges, pipes, exposed ductwork and light fixtures. | Quarterly | Quarterly | Quarterly | Quarterly | Quarterly |
| Steam cleaning of grout, walls, ceilings, stainless steel surfaces | 2x Year | 2x Year | 2x Year | X | X |
| Replace full SHARPS containers with new containers | Daily | Daily | Daily | Daily | Daily |

Trash Rooms

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|---|-------|-------|-------|---|-------|
| Dust mop/sweep hard surface floors | Daily | Daily | Daily | X | Daily |
| Wet mop hard surface floors or power wash (if applicable) | Daily | Daily | Daily | X | Daily |
| Disinfect door handles | Daily | Daily | Daily | X | Daily |
| Spot wipe containers | Daily | Daily | Daily | X | Daily |

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|---|-----------|---------|-----------|-------|---------|
| Remove waste/recycling to designated area, place excess trash in dumpster | Daily | Daily | Daily | Daily | Daily |
| Notify facilities of additional pick up if needed. | Daily | Daily | Daily | X | Daily |
| Clean and disinfect chute doors and around chute doors | Weekly | Weekly | Weekly | X | Weekly |
| Wash and disinfect inside and outside of client owned containers. Does not apply to 2 and 4 yard dumpsters | Monthly | Monthly | Monthly | X | Monthly |
| Hot Box | | | | | |
| Spot wipe walls, switch plates and doors removing smudges and spills. | Weekly | X | Weekly | X | x |
| Dust mop/sweep and damp mop any hard surface floors. | Weekly | X | Weekly | X | x |
| Dust all high and low horizontal surfaces, including shelving, within normal reach | Monthly | X | Monthly | X | x |
| Vacuum/detail ceiling diffusers, return air vents, edges and corners. | Quarterly | X | Quarterly | X | x |
| Dust all horizontal surfaces not within normal reach. | Quarterly | X | Quarterly | X | x |
| Dust hard to reach ledges, pipes, exposed ductwork and light fixtures. | 2x Year | X | 2x Year | X | x |
| Client Lounges, Kitchenettes and Laundry | | | | | |
| Empty and spot wipe any waste/recycling/composting receptacles and replace liners as needed | Daily | Daily | Daily | X | Daily |
| Spray and wipe table tops. | Daily | Daily | Daily | X | Daily |
| Brush/spot wipe chairs. | Daily | Daily | Daily | X | Daily |
| Spray and wipe sinks, faucets and counter tops. | Daily | Daily | Daily | X | Daily |
| Spot wipe, switch plates and door handles removing smudges and spills. | Daily | Daily | Daily | X | Daily |
| Spot wipe walls, exterior vertical surfaces of cabinets, refrigerators, ovens, washers, dryers, etc. | Daily | Daily | Daily | X | Daily |
| Clean inside and outside of microwave. | Daily | Daily | Daily | X | Daily |
| Check lint traps and empty if needed. | Daily | Daily | Daily | X | Daily |
| Spot wipe any interior glass, frames and sills. | Daily | Daily | Daily | X | Daily |
| Refill any designated dispensers as needed. | Daily | Daily | Daily | X | Daily |
| Dust mop/sweep/vacuum floors including edges and corners. | Daily | Daily | Daily | X | Daily |
| Damp mop or machine scrub any hard surface floors. | Daily | Daily | Daily | X | Daily |
| Clean outside of oven and range top. | Daily | Daily | Daily | X | Daily |
| Damp wipe all furniture including tables, chairs, stools, etc. | Daily | Daily | Daily | X | Daily |
| Damp wipe and sanitize all service equipment, microwaves, coffee machines, table tops and edges; spot wipe all dining chairs. | Daily | Daily | Daily | X | Daily |
| Make notation of any repairs needed for maintenance staff. | Daily | Daily | Daily | X | Daily |
| Empty kitchen grease to collection container in trash room or as directed. | 2x Week | 2x Week | 2x Week | X | 2x Week |
| Spot extract carpet stains and spills. | Daily | Daily | Daily | X | Daily |
| Brush/vacuum any fabric chairs as needed. | Weekly | Weekly | Weekly | X | Weekly |
| Squeegee any interior glass, wipe frames and sills. | Weekly | Weekly | Weekly | X | Weekly |
| Clean inside of oven with oven cleaner if applicable. | Weekly | Weekly | Weekly | X | Weekly |
| Dust all high and low horizontal surfaces within normal reach. | Weekly | Weekly | Weekly | X | Weekly |
| Dust and spot wipe accessible areas of shelving. | Weekly | Weekly | Weekly | X | Weekly |
| Damp wipe waste/recycle/compost receptacles in need using disinfecting cleaner. | Weekly | Weekly | Weekly | X | Weekly |
| Dust all horizontal surfaces not within normal reach. | Weekly | Weekly | Weekly | X | Weekly |
| Remove water scale/deposits from any sinks or faucets | Weekly | Weekly | Weekly | X | Weekly |
| Damp wipe walls, exterior vertical surfaces of cabinets, refrigerators, ovens, etc. | Weekly | Weekly | Weekly | X | Weekly |
| Treat sinks with grease agent to prevent slow drains and clogs | Monthly | Monthly | Monthly | X | Monthly |

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| Vacuum ceiling diffusers and return air vents. | Monthly | Monthly | Monthly | X | Monthly |
| Dust hard to reach ledges, pipes, exposed ductwork and light fixtures. | Quarterly | Quarterly | Quarterly | X | Quarterly |
| Clean behind machines | Quarterly | Quarterly | Quarterly | X | Quarterly |
| Pre-spray and extract any carpets. | Annually | Annually | Annually | X | Annually |
| Strip and re -finish floor if appropriate. | Annually | Annually | Annually | X | Annually |

Commercial Serving, Prep Kitchens and Dining Rooms

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|--|------------|------------|------------|---|---|
| Clean interior door and window glass | Weekly | Weekly | Weekly | X | X |
| Clean kitchen walls, appliances and surfaces including removal of grease | Monthly | Monthly | Monthly | X | X |
| Steam clean, scrub kitchen floor, including grout | Monthly | Monthly | Monthly | X | X |
| Dust hard to reach ledges, pipes, exposed ductwork and light fixtures. | Monthly | Monthly | Monthly | X | X |
| Strip, clean, refinish and machine polish kitchen floor if applicable | Quarterly | Quarterly | Quarterly | X | X |
| Empty any waste/compost/recycling receptacles, spot wipe and replace liners. | After Meal | After Meal | After Meal | X | X |
| Dust mop/sweep/vacuum floors. | After Meal | After Meal | After Meal | X | X |
| Spot wipe tables, chairs, walls, switch plates and doors removing smudges and spills. | After Meal | After Meal | After Meal | X | X |
| Spot wipe any interior glass, frames and sills | Daily | Daily | Daily | X | X |
| Refill any designated dispensers as needed. | Daily | Daily | Daily | X | X |
| Damp mop any hard surface floors including under tables, chairs and equipment. | Daily | Daily | Daily | X | X |
| Damp wipe and sanitize all service equipment, microwaves, coffee machines, table tops and edges; spot wipe all dining chairs. | Daily | Daily | Daily | X | X |
| Damp wipe drinking fountains or ice/water machines using disinfecting cleaner. | Daily | Daily | Daily | X | X |
| Remove water scale as needed. Polish and/or disinfect if appropriate. Buff hard surface floor if appropriate. | Daily | Daily | Daily | X | X |
| Wash and sanitize interior and exterior of all trash/compost/recycling containers. | Weekly | Weekly | Weekly | X | X |
| Dust mop/sweep/spot wipe and dust dry storage areas. | Weekly | Weekly | Weekly | X | X |
| Damp wipe and sanitize exterior of cabinets, including removing smudges. | Weekly | Weekly | Weekly | X | X |
| Damp wipe all horizontal surfaces within normal reach. | Weekly | Weekly | Weekly | X | X |
| Damp wipe all dining chairs | Weekly | Weekly | Weekly | X | X |
| Damp wipe all horizontal surfaces not within normal reach. | Monthly | Monthly | Monthly | X | X |
| Vacuum ceiling diffusers and return air vents. | Monthly | Monthly | Monthly | X | X |
| Damp wipe all walls. | Monthly | Monthly | Monthly | X | X |
| Dust all high and low horizontal surfaces not within normal reach. | Monthly | Monthly | Monthly | X | X |
| Squeegee any interior glass, wipe frames and sills. | Quarterly | Quarterly | Quarterly | X | X |
| Damp wipe all table legs and fully damp wipe all surfaces of dining chairs | Quarterly | Quarterly | Quarterly | X | X |
| Machine scrub any hard surface floors. Apply additional finish if appropriate. | Quarterly | Quarterly | Quarterly | X | X |
| Pre-spray and extract any carpeted areas. | Quarterly | Quarterly | Quarterly | X | X |
| Dust hard to reach ledges, pipes, exposed ductwork and light fixtures. | Quarterly | Quarterly | Quarterly | X | X |
| Strip and re -finish floor if appropriate. | Annually | Annually | Annually | X | X |
| Steam clean of walls, ceilings, stainless steel surfaces and equipment, inside of convection oven, exterior of all appliances. | 2x Year | 2x Year | 2x Year | X | X |

Medical Respite Turnover Request (Must complete within 24 hrs as requested by Work Order) / Housing Room Turnover Request

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|--|---|---|------------|---|---|
| Make notation of any repairs needed for maintenance staff. | x | X | w/in 24 hr | X | x |
| Empty any waste/recycling receptacles or debris from room. | x | X | w/in 24 hr | X | x |
| Wash and sanitize interior and exterior of all trash/compost/recycling containers. | x | X | w/in 24 hr | X | x |

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|---|---|---|------------|---|---|
| Dust mop/vacuum and wet mop or auto scrub hard surface floors. | x | X | w/in 24 hr | X | x |
| Squeegee any interior glass, wipe frames and sills. | x | X | w/in 24 hr | X | x |
| Collect linens if applicable. | x | X | w/in 24 hr | X | x |
| Wipe and sanitize walls, bed frame, mattress, tables, chairs, and other room furniture. | x | X | w/in 24 hr | X | x |
| Report ripped or torn mattress to maintenance staff for replacement. | x | X | w/in 24 hr | X | x |
| Vacuum, wipe and sanitize as needed any cabinetry, drawers and closet areas. | x | X | w/in 24 hr | X | x |
| Clean window blinds, report any necessary repairs to facilities. | x | X | w/in 24 hr | X | x |
| Spray and wipe sinks, faucets and counter tops. | x | X | w/in 24 hr | X | x |
| Wipe and sanitize switch plates and door handles. | x | X | w/in 24 hr | X | x |
| Refill any designated dispensers as needed. | x | X | w/in 24 hr | X | x |
| Clean bathroom according to bathroom specifications if applicable. | x | X | w/in 24 hr | X | x |
| Clean and sanitize refrigerator. | x | X | w/in 24 hr | X | x |
| Clean oven, range hood and stove top if applicable. Notify facilities if hood filter needs replacement. | x | X | w/in 24 hr | X | x |
| Wipe down air conditioner if applicable. | x | X | w/in 24 hr | X | x |
| Dust hard to reach vents, ledges, pipes, exposed ductwork and light fixtures. | x | X | w/in 24 hr | X | x |
| Machine scrub hard surface floors, apply finish or strip and re -finish floor if appropriate. | x | X | w/in 24 hr | X | x |

General Staff Areas: Offices, Break Rooms, Kitchenettes, Storage, Warehouse, Corridors, and Conference Rooms, and stairwells

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|---|-----------|-----------|-----------|-----------|-----------|
| Empty any waste/recycling/composting receptacles and replace liners as needed | Daily | Daily | Daily | Daily | Daily |
| Damp wipe any counters and conference tables removing smudges and spills. | Daily | Daily | Daily | Daily | Daily |
| Spray and wipe table tops, brush/spot wipe chairs. | Daily | Daily | Daily | Daily | Daily |
| Refill any designated dispensers as needed. | Daily | Daily | Daily | Daily | Daily |
| Dust and damp mop any hard surface floors. | Daily | Daily | Daily | Daily | Daily |
| Spot wipe any interior glass, frames and sills. | Weekly | Weekly | Weekly | Weekly | Weekly |
| Vacuum carpet and blot spots. | Weekly | Weekly | Weekly | Weekly | Weekly |
| Dust and damp wipe public phones in need using disinfecting cleaner. | Weekly | Weekly | Weekly | Weekly | Weekly |
| Dust all high and low horizontal surfaces within normal reach. | Weekly | Weekly | Weekly | Weekly | Weekly |
| Spot extract reported carpet stains and spills. | Weekly | Weekly | Weekly | Weekly | Weekly |
| Dust and wipe accessible areas of any desktops, credenzas and cabinets. | Monthly | Monthly | Monthly | Monthly | Monthly |
| Vacuum/detail edges and corners. | Monthly | Monthly | Monthly | Monthly | Monthly |
| Machine scrub polished concrete floors | Monthly | Monthly | Monthly | Monthly | Monthly |
| Spot wipe waste/recycle receptacles in need. | Monthly | Monthly | Monthly | Monthly | Monthly |
| Dust ceiling diffusers and return air vents. | Monthly | Monthly | Monthly | Monthly | Monthly |
| Brush/vacuum any chairs as needed. | Quarterly | Quarterly | Quarterly | Quarterly | Quarterly |
| Dust all high and low surfaces not within normal reach. | Quarterly | Quarterly | Quarterly | Quarterly | Quarterly |
| Dust hard to reach ledges, pipes, exposed ductwork and light fixtures. | Quarterly | Quarterly | Quarterly | Quarterly | Quarterly |
| Pre-spray and extract carpet traffic lanes. | 2x Year | 2x Year | 2x Year | 2x Year | 2x Year |
| Damp wipe and sanitize interior and exterior of all trash/compost/recycling containers. | Annually | Annually | Annually | Annually | Annually |
| Squeegee any interior glass, wipe frames and sills. | Annually | Annually | Annually | Annually | Annually |
| Scrub and recoat hard surface floors | Annually | Annually | Annually | Annually | Annually |
| Pre-spray and extract any carpets. | Annually | Annually | Annually | Annually | Annually |

