

Facility Services – Service Priority Matrix

PRIORITY #1 – Immediate / Same Day Response

Smell of gas / smoke
Flood or major water leaks
Live faulty electrical fixtures or devices
Fire or explosion
Power outage to an entire building, wing or floor
Faulty locking mechanisms not allowing exit or entrance of an area
Mechanical system failures on a building wide level
Elevator entrapment
Accessibility Issues
Computer server rooms overheating
Building heating systems—more than 5°C above from set point
Room Temperature –
 Summer temp < 18°C or > 30°C
 Winter temp < 15°C or > 25°C
Fume hood systems (group systems) in alarm
Underground service breaks
Building automation control failure
Safety issues with utilities services
Severe abnormal operating noises in fans / pipes
Thermostats are hissing
Tunnel alarms
Emergency clean-up of bodily fluids
Unlocking of exterior building & classrooms
Pest control
Removal of snow/ ice conditions
Broken irrigation line
Downed tree or broken limb
Hazardous grounds related request
Offensive graffiti
Deliveries of items associated with research, teaching & instructional courses, and Health & Safety requirements

Missing traffic signs impacting safety
Manholes or sewer backed up
Office moves required to support emergency building clean ups

The following items will also elicit an immediate response in order to render a situation safe or secure, with subsequent repairs following.

All fire safety device malfunctions
Damaged door posing security risk
Broken glass (window, door, endangers pedestrians)
Fixtures in danger of falling and causing personal injury
Items having a significant effect on classroom or examination

Facility Services – Service Priority Matrix

PRIORITY #2 – 48 Hour Response

<p>Clearing of hanging ice and snow accumulations Localized power outages (blown breaker) Elevator malfunctions Items having a minor effect on a classroom, or student commons areas Bike lock cut Bowing ceiling tiles from visible liquid Water fountains filters red E Phone repairs Toilets or urinals constantly flushing Plugged or leaking washroom/bathroom fixtures Water pressure low in building Reverse Osmosis repairs <u>Room Temperature –</u> Summer temp between 26°C -30°C Winter temp between 15°C - 19°C Individual fume hood malfunctions Moderate abnormal operating noises in fans / pipes</p>	<p>Modifying operating schedules for supply fans Poor air quality in rooms Loss of water to area in building Thermostat covers are damaged Washroom conditions Public space waste collection Urgent set up requests Emergency light requests General cleaning service request Bulk mail pick up for campus. Tripping hazards (internal or external) Damaged doors Faulty lock mechanisms not allowing the area to be secured Fixtures in danger of falling or causing personal injury Window A/C units leaking or not working and room temps 26°C -30°C Roof top access or mechanical / electrical room access.</p>
---	--

PRIORITY #3 – 5 to 10 Working Days Response

<p>Replace faulty toilet or faucet batteries Broken toilet seats Missing or malfunctioning soap, paper towel or toilet paper dispensers Broken or bent keys Key re-cuts Door closers and other door malfunctions Washroom stall door / lock issues Malfunctioning light fixtures Localized mechanical system failures Ceiling tiles with black mold.</p>	<p>Sump pump repairs (non-urgent) Broken Autoclaves or fume hoods, unless urgent for student learning or safety Utility underground locates Cleaning fan coils, air vents Water fountains filters yellow Insulation / re-insulation of building piping Water fountain filters yellow Air intake flaps Window A/C – filter changes</p>
---	---

Facility Services – Service Priority Matrix

PRIORITY #4 – Date Sensitive Jobs, Project Work, Customer Funded

Work planned for a specific date
Estimates
Event set ups
Requests for project cleaning
Renovation clean up
Confidential waste pick up
Compost box & liner delivery only
Furniture / office moves
Litter collection
Centre core drainage issues
Irrigation locates
Graffiti removal (non-offensive)
Pruning of hedges
Grass cutting

All non-hazardous grounds service requests
Special requests for exterior functions i.e. extra waste bins, help with exterior setup etc.
Delivery / pickup of equipment & machinery
Special mail pick ups
Heavy waste removal
Bio waste removal
Freon removal
Supplies for air handling units in all buildings
Delivery Cleaning supplies to all buildings
Large delivery requirements from general receiving
Off campus & out of town pick up / deliveries

PRIORITY #5 – 3 Month Response

Aesthetics conditions, that are not safety related
Flooring repairs
Cracked drywall
Painting

Repair window coverings
Light grid replacement
Stained ceiling tiles
Missing ceiling tiles

FACILITY SERVICES

Custodial Services Cleaning Tasks and Frequencies

The Custodial Service division of Facility Services provides the services to ensure a clean and safe physical work environment for all users of Academic and Administrative buildings. In addition, Custodial Services supports the smooth operation of sporting events, conferences, summer camps, family day, Alumni weekend, exams and convocation.

Custodial Services consists of 3 teams: North Team, South Team and our Night Team. Each team works closely with their staff to provide our customers with the highest possible service in support of their academic goals as well as our McMaster Community.

Below is our list of all space categories assigned to Custodial Services, Each category includes a list of tasks and frequencies that is the minimum level of service we provide. Adjustments to customer needs or a premium service is available upon request.

Cleaning Standard/Frequencies:

Auditorium	Custodial Frequencies
Empty all Waste Containers/recycling	Daily x 5 days
Sweep, dust mop floor (under seating)	Daily x 5 days
Damp mop floors	Daily x 5 days
Vacuum carpet	Daily x 5 days
Clean furniture arms and backs	Annually
Restorative carpet care	Annually
Spot clean walls and doors	Annually
Strip and refinish vinyl floors	Annually
High/Low Dusting	Annually

Hospitality Eateries/Dining Halls	Custodial Frequencies
Empty all Waste Containers/Recycling	Daily x 7 days
Dust Mop all hard flooring	Daily x 7 days
Damp mop all hard flooring with Degreaser	Daily x 7 days
Vacuum Carpeting	Daily x 7 days
Dust flat surfaces	Daily x 7 days
Spot clean walls and doors/Contact points	Weekly
Wash all waste containers	Monthly
Heavy scrub kitchen prep area with floor machine	Annually
Strip and refinish floors (VCT Tile)	Annually
Restorative carpet Care	Annually

FACILITY SERVICES

Custodial Services Cleaning Tasks and Frequencies

Classroom – Hard Flooring	Custodial Frequencies
Waste trash collection/Recycling	Daily x 5 days
Clean erasers Trays	Daily x 5 days
Damp mop floors	Daily x 5 days
Dust flat surfaces	Daily x 5 days
Clean trash containers	Weekly
Spot Clean walls and doors	Weekly
Dust Vents	Monthly
Clean chalkboards	Quarterly
Clean interior windows	Annually
Strip and refinish floors	Annually
Clean furniture and seating	Annually

Classroom - Carpet	Custodial Frequencies
Waste trash collection/Recycling	Daily x 5 days
Clean erasers Trays	Daily x 5 days
Damp mop floors	Daily x 5 days
Dust flat surfaces	Daily x 5 days
Spot Vacuum	Daily x 5 days
Thorough Vacuum	Weekly
Clean trash containers	Weekly
Spot Clean walls and doors	Weekly
Dust Vents	Monthly
Clean chalkboards	Semi-annually
Clean interior windows	Semi-annually
Restorative Carpet Care	Annually
Clean furniture and seating	Annually

Building Entrance	Custodial Frequencies
Sweep outside ramp and landing	Daily x 5 days
Dust mop floor	Daily x 5 days
Damp mop floors	Daily x 5 days
Clean Glass	Daily x 5 days
Dust flat surfaces	Weekly
Vacuum Entrance Mat	Daily
Shampoo walk off mats	Seasonal-Monthly
Strip and refinish floor	Annually
Clean Glass	Annually

Office – VCT	Custodial Frequencies
Sweep, dust mop floors	Every 10 days
Damp mop floors	Every 10 days

FACILITY SERVICES

Custodial Services Cleaning Tasks and Frequencies

Waste trash collection	Every 10 days
Recyclable trash collection	Every 10 days
Spot clean walls and door hardware	Every 10 days
Clean trash containers	Every 10 day s
Dust flat surfaces and furniture	Every 10 Days
Strip and refinish floor	Every 2 years
Clean interior windows	Annually
Dust vents	Annually

Office - Carpet	Custodial Frequencies
Waste trash collection	Every 10 days
Recyclable trash collection	Every 10 days
Vacuum carpet	Every 10 days
Clean trash container	Every 10 days
Dust flat surfaces and furniture	Every 10 days
Spot clean walls and doors hardware	Every 10 days
Clean interior windows	Annually
Dust vents	Annually
Restorative carpet care	Every 2 years

Corridor – Hard Flooring	Custodial Frequencies
Dust mop floors	Daily x 5 days
Auto-scrub / wet mop floors	Daily x 5 days
Clean & sanitize water fountains	Daily x 5 days
Waste trash collection	Daily x 5 days
Recyclable trash collection	Daily x 5 days
Dust flat surfaces	Monthly
Clean trash containers	Monthly
Spot clean walls and doors	Annually
Burnish floors	Semi-Annually
Strip and refinish corridors	Annually
Dust vents	Annually

Corridor – Carpet	Custodial Frequencies
Waste trash collection	Daily x 5 days
Recyclable trash collection	Daily x 5 days
Clean water fountains	Daily x 5 days
Vacuum carpet and straighten furniture	Daily x 5 days
Dust flat surfaces	Weekly
Dust vents	Annually
Restorative carpet care	Annually
Spot clean walls and doors	Annually

FACILITY SERVICES

Custodial Services Cleaning Tasks and Frequencies

Research Laboratory/Dry	Custodial Frequencies
Sweep, dust mop floors	Every 10 days
Damp mop floors	Every 10 days
Waste trash collection	Every 10 days
Recyclable trash collection	Every 10 days
Clean trash containers	Monthly
Dust vents	Annually
Spot clean walls and doors	Annually
Strip and refinish floors	Annually

Teaching Laboratory/Wet	Custodial Frequencies
Sweep, dust mop floors	Every 5 days
Damp mop floors	Every 5 days
Waste trash collection	Every 5 days
Recyclable trash collection	Every 5 days
Clean trash containers	Monthly
Dust vents	Annually
Spot clean walls and doors	Annually
Strip and refinish floors	Annually

Washrooms - Male/Female	Custodial Frequencies
Clean Mirrors	Daily x 5 days
Waste trash collection	Daily x 5 days
Clean wash bowls	Daily x 5 days
Clean/disinfect urinals	Daily x 5 days
Restock soap, paper towel and toilet paper	Daily x 5 days
Clean partitions and doors/remove graffiti	Weekly
Clean trash containers	Monthly
Spot clean walls, doors and hand rails	Monthly
Dust vents	Quarterly

Lounge	Custodial Frequencies
Waste trash collection	Daily x 5 days
Recyclable trash collection	Daily x 5 days
Vacuum carpet and straighten furniture	Daily x 5 days
Clean sinks	Weekly
Dust flat surfaces	Weekly
Clean garbage containers	Monthly
Spot clean walls and doors	Monthly
Clean furniture arms and backs	Annually
Clean interior windows	Annually

FACILITY SERVICES

Custodial Services Cleaning Tasks and Frequencies

Stairwell	Custodial Frequencies
Damp mop stairs and landings	Daily x 5 days
Back-Pack vacuum / sweep stairs and landings	3 x weekly
Dust flat surfaces	Weekly
Interim floor care	Semi-annually
Spot clean walls and doors	Semi-Annually
Strip and refinish floors	Annually
Clean interior windows	Annually

Elevator	Custodial Frequencies
Sweep, dust mop floor	Daily x 5 days
Damp mop floors	Daily x 5 day
Spot clean walls and doors	Weekly
Clean elevator tracks	Weekly

Library – Carpet	Custodial Frequencies
Clean water fountains	Daily x 5 days
Waste trash collection	Daily x 5 days
Recyclable trash collection	Daily x 5 days
Clean water fountains	Daily x 5 days
Vacuum Carpet (complete)	Daily x 5 days
Dust flat surfaces	Weekly
Clean trash containers	Monthly
Clean windows	Annually
Dust vents	Annually
Spot clean walls and doors	Annually
Restorative carpet care	Annually

Library – Hard Flooring	Custodial Frequencies
Clean water fountains	Daily x 5 days
Waste trash collection	Daily x 5 days
Recyclable trash collection	Daily x 5 days
Clean water fountains	Daily x 5 days
Dust/Damp Mop Floor	Daily x 5 days
Dust flat surfaces	Weekly
Clean trash containers	Weekly
Clean windows	Annually Custodial Frequencies
Dust vents	Quarterly
Spot clean walls and doors	Annually
Restorative carpet care	Annually

FACILITY SERVICES

Custodial Services Cleaning Tasks and Frequencies

Gymnasium	Custodial Frequencies
Sweep, dust mop floors (bleachers retracted)	Daily x 5 days
Damp mop Floor	Daily x 5 days
Dust flat surfaces	Weekly
Spot clean walls, doors	Annually

Locker Room	Custodial Frequencies
Clean lockers and benches	Daily x 7 days
Clean water fountains	Daily x 7 days
Waste trash collection	Daily x 7 days
Sweep, dust mop floors	Daily x 7 days
Wet-mop and scrub floor	Daily x 7 days
Clean trash containers	Monthly
Dust vents	Monthly
Spot clean walls and doors	Annually
Strip and refinish floors	Annually

Shower Room	Custodial Frequencies
Clean drains	Daily x 7 days
Clean / disinfect shower room	Daily x 7 days
Check and replace Soap	Daily x 7 days
Change Shower Curtains	As required

Lecture Theatre	Custodial Frequencies
Replace Chalk	As required
Clean chalk tray and erasers	Daily x 5 days
Damp wipe lectern table	Daily x 5 days
Empty / clean / reline waste receptacles	Daily x 5 days
Dust mop and damp mop/vacuum floors	Daily x 5 days

Meeting Room	Custodial Frequencies
Clean chalk tray and erasers	Daily x 5 days
Damp wipe furniture	Daily x 5 days
Dust mop and damp mop or vacuum floors	Daily x 5 days
Empty/ clean/reline waste receptacles	Daily x 5 days
Replace Chalk	As required
Spot clean walls	Monthly
Replace Chalk	As required



FACILITY SERVICES

Grounds Services (Service Standards)

Winter (December – February)

- Prune all trees and shrubs as required
- Arborist services deemed necessary by Grounds Manager
- Pick up and disposal of branches, debris, etc as required
- Litter control 3 times per week
- 24/7 response for emergencies as required

Spring (March – May)

- Prune all trees and shrubs as required
- Arborist services deemed necessary by Grounds Manager
- Check, adjust and/or remove tree supports as required
- Edge beds as required
- Cultivate and weed planting beds
- Design landscape
- Purchase and install annual plantings
- Purchase and install perennials, trees and shrubs
- Purchase and install interior courtyard plantings
- Mulch gardens as required
- Fertilize trees and shrubs
- Rake lawn areas
- Remove winter debris from site
- Fertilize turf with spring/summer fertilizer
- Supply seed and over-seed turf as necessary
- Cut turf areas as required
- Inspect lawns, trees and shrubs for insect damage and treat as required, according to Ontario government standards
- Water gardens as required
- Sweep all hard surfaces of sand / salt used over winter
- Mad-vac sidewalks / esplanade monthly
- Litter control 5 times per week
- Maintain all areas in a neat, tidy condition
- 24/7 emergency response



FACILITY SERVICES

Grounds Services (Service Standards)

Summer (May to Aug)

- Prune all trees and shrubs as required
- Arborist services deemed necessary by Grounds Manager
- Edge beds as required
- Cultivate and weed planting beds
- Maintain interior courtyard plantings
- Sweep and clean interior courtyards as required
- Weekly application of soluble fertilizer to floral gardens
- Weekly application of soluble fertilizer to courtyard gardens
- Daily watering of annuals as required
- Daily watering of courtyard displays as required
- Mulch as required
- Water gardens as required
- Rake lawn areas and remove debris as required
- Sweep / blow grass clippings from walks
- Cut turf areas minimum once per week
- Inspect lawns, trees and shrubs for insect damage and treat if required
- Litter control 5 times per week
- Maintain all areas in a neat, tidy condition

Fall (Sept – November)

- Cut lawns once per week as required
- Prune trees and shrubs as required
- Inspect lawns, trees and shrubs for insect damage and treat if required
- Water gardens as required
- Fertilize turf with fall fertilizer
- Cut back perennials as required
- Remove annuals
- Supply and plant spring bulbs
- Weed gardens as required
- Rake / blow and remove leaves and autumn debris
- Litter control 5 times weekly
- Mad-vac sidewalks and esplanade monthly
- Maintenance of interior courtyard plantings and winter preparation
- Water interior courtyard plantings as required
- Sweep and clean interior courtyards as required

CAMPUS SNOW/ICE REMOVAL PLAN

Objective

The objective of the Facility Services/Grounds Campus Snow Removal Standard Operating Procedure is to reduce snow and ice hazards on sidewalks, steps, ramps, accessible curb cuts and parking lots on campus for the safety of our campus community.

Procedure

The objective stated above will be achieved by the implementation and execution of procedures and tasks outlined in the Snow Removal and Ice Control plan. Due to the many variable weather conditions, every storm and/or weather conditions may require slightly different effort and/or emphasis on any number of snow maintenance tasks, which together, determine the overall winter maintenance snow removal or ice control strategy.

Level of Service

It is the goal of the team to provide safe access during a storm. The department shall strive to achieve safe and accessible roadways, walkways, steps, ramps, curb cuts and parking lots on campus. All operational decisions regarding the pre-salting, scheduling of equipment operators and private contractors shall be based upon this goal. The Department shall conduct removal operations throughout snow storms to keep priority accesses open for vehicles and pedestrian traffic.

It is our policy to begin the on-call snow removal operations process upon the accumulation of two 1.27 cm of snowfall or at the direction of security as noted within their Standard Operation Procedures for Sergeants.

Pre-treatment and ice control may be addressed in advance of a storm, during the actual storm as seen effective, and preceding the storm. It should be noted that clearlane or ice treatments have a much slower effect on melting snow and ice at temperatures below 20 degrees. Other options may be required to assist with these conditions. i.e. sand

Snow Management

Snow management involves staff and services from the following areas: Grounds, Custodial, residence custodial, Security, Parking and Motor Pool. After hours (4pm-6am weekdays weekends and holidays), the Security Department monitors sidewalk, road and parking lot conditions. Based on the weather conditions, Security initiates the snow removal call-in process after hours and on weekends.

After hours Snow Call in Procedure

The University is open seven days a week. The first priorities for snow removal and ice control are to ensure emergency access to the hospital and helipad is maintained, main campus roadways for emergency access, accessible parking spaces, bus routes are cleared, pedestrian walkways for residence and priority access routes areas addressed. Once priority areas are managed appropriately, heavily traveled pedestrian routes are cleared for areas on campus open after normal business hours.

- *Libraries*
- *Student Center*
- *Boiler Room*
- *Security*
- *Museum of Art (weekends)*

Equipment

The Snow Response Team utilizes all the assets of the department as needed to address snow emergencies. Equipment is maintained by our staff as well as outside service provider on a regular basis. Records of all equipment services performed are maintained and are available in the grounds department office. Snow equipment shall be operational November 1st. of every year.

Routes

The campus has been divided into various snow clearing routes that have been established amongst the Snow/Ice Response Team and feedback from various campus stakeholders ie. Health and safety committees, PACBIC etc. These snow clearing routes consist of truck/plow routes, hand shoveling routes and sidewalk routes. Each member is responsible for a designated section of campus and all snow responses are documented and date/time stamped. Routes are maintained by each team member and coordinated by the Manager responsible for snow removal operations or his/her designate.

Snow Response Team

The snow/ice response on campus requires the support of many areas within Facility Services department. Our Facility Services Grounds team removes snow and ice from our roads and sidewalks. Our custodial teams and residence custodial remove snow and ice from our building entrances and accessible ramps leading to buildings. To support these areas during snow conditions and outside of normal working hours, a team of on-call Facility Services staff will be utilized.

Contacting the team will be the responsibility of the Director of Custodial Services or his/her designate. Contracts are retained to assist with snow clearing and ice control response on campus parking lots and other areas as requested.

Communication with the contractor will be made by the Director responsible for Snow removal operations or his/her designate.

Execution

The SOP outlined above is intended to serve as the normal operating procedures for winter maintenance, snow removal and or ice control. One or more of the following conditions may affect the implementation of the SOP.

- *Equipment breakdown*
- *Excessive snow accumulation*
- *Freezing rain or other icing conditions*
- *Personnel related issues (sickness, personal leave etc)*
- *excessive hours of work (max 16 hrs)*

Snow Clearing Priorities on Campus *(snow clearing by equipment)*

First Priority

- *Helipad-Landing area and route to/from Hospital*
- *Cootes Drive-bridge and on/off ramps*
- *Bus routes*
- *Accessible parking*
- *Accessible routes including curb cuts*
- *All other roads*
- *Heavily travelled pedestrian routes*

Second Priority

- *parking lots*
- *secondary traveled sidewalks*
- *Bus stops*

Third Priority

- *all other sidewalks*

Snow Clearing Hand Routes

First Priority

- *Outside steps (parking lot)*
- *east side of bridge (pedestrian route)*
- *Accessible parking access routes*

Second Priority (within 24 hrs of snowfall)

- *Fire hydrants*
- *Emergency phones*

Snow Removal Call in Procedure

Facility Services

The Snow Team will respond to emergency snow/ice control requests from security within 1 hours. The staff member on call will be available during their on-call rotation. The director responsible for snow removal operations will be contacted by security as the same time. If there is a delay in response from the on-call staff member security will contact the director responsible for snow removal for follow-up.

When called in by Security, the following procedure will happen:

1. *Answer call from Security.*
2. *Respond to request.*
3. *Report to Security upon arrival on campus.*
4. *Receive instructions and or assess conditions on campus.*
5. *Take necessary action to make improvements to campus conditions.*
6. *Assess and correct priority areas and plow/salt as required.*
7. *Report snow conditions and if required, additional staffing needs will be assessed.*
8. *At completion of call-in shift check in with security.*
9. *At completion of shift, equipment will be prepared for future use.*

External Service Provider

External service contractors will provide labor, equipment and materials to remove snow/ice from parking lots on campus as well as roads within parking lots as outlined in their terms and conditions of the snow contract. Snow clearing generally occurs in evening and/or nights to limit disruption during peak campus hours.

The Following procedure is to be followed by outside contractors:

1. *Director or his/her designate will contact contractor.*
2. *Receive instructions on priorities of zones to be cleared.*
3. *Upon arrival on campus contractor will sign out transponders from security.*
4. *Each contractor vehicle will sign-out their own transponder.*
5. *Co-ordinate activities with grounds staff to clear snow.*
6. *When contractor has completed their assigned work each driver will return transponders at security*
7. *Security to notify Director or designate of any problems during the shift*

Snow Clearing Responsibilities

Call-In Priorities

The following Priorities are areas Treated for Snow/ice Conditions:

1. *Bridge over Cootes drive*
2. *Cootes Drive on/off ramps*
3. *Main street entrance to Sterling St.*
4. *Southwest corner of College crescent*
5. *South of T13 Prelim Laboratory from University Avenue to Hospital entrance*
6. *Sterling street entrance to Stern Drive curve*
7. *Stearn drive from Arts to McKay Hall*
8. *Accessible Parking Spaces*

Hand Shoveling on Campus

The following Priorities are areas Treated for Snow/ice Conditions:

1. *Steps in Zone M and P parking lots as well as ADL stairs*
2. *Cootes bridge*
3. *Steps at Campus Service Building*
4. *Steps in Zone 4 parking lots*
5. *Steps SE of Bates Residence*
6. *Steps N of Moulton and Wallingford Hall*
7. *Steps N of refectory*
8. *Sidewalk between Les Prince Field*
9. *Shuttle bus Kiosks*
10. *Bus stops*
11. *Accessible curb cuts*
12. *Check that fire hydrants are clear*

Backhoe Responsibilities for Loading Docks

Clear loading docks in the order:

1. #35 Woodstock hall
2. #28 Commons
3. #8 Alumni Memorial Hall
4. #23 Chester New Hall
5. #38 KTH
6. #51 Student Center
7. #10 Mills Library

8. #21 *Wentworth House/Daycare Center*
9. #39 *Life Science*
10. #37 *Animal Quarter/MUMC*
11. #4 *Refectory*
12. #11 *Burkes Sciences*
13. #16 *John Hodgins Engineering*
14. #34 *Psychology*
15. #52 *MDCL*

Campus Snow Removal Contact Information

Carlos Figueira

Snow Phone

McMaster Hospital

Hospital entrances and all access routes around the hospital and leading to the hospital are not part of the University Snow response plan. Contracted service provider is utilized by the Facility Service Department of the hospital provide the necessary response for snow and ice conditions.

Ron Joyce Center

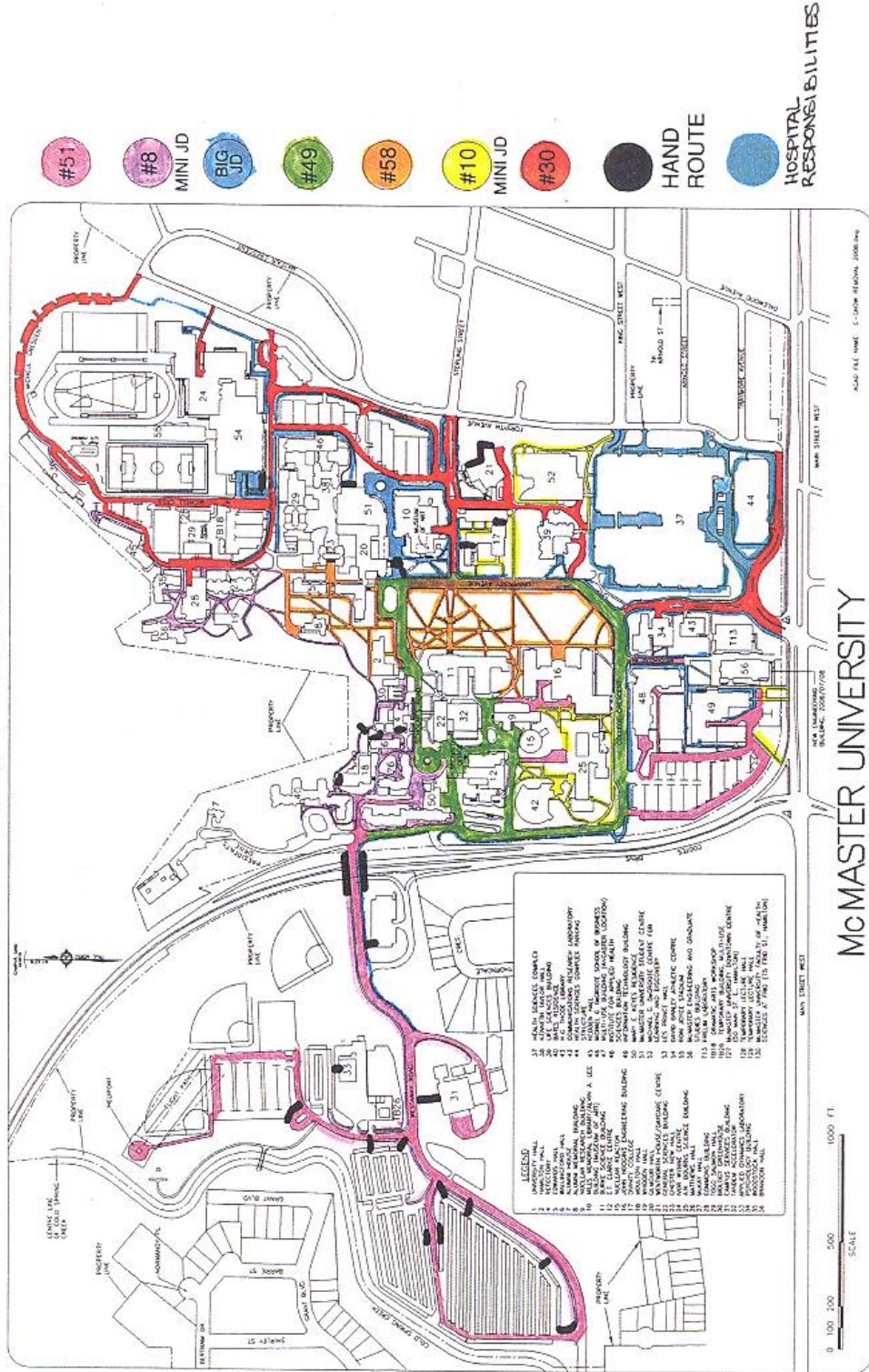
Contractor will respond to the RJC when there is an accumulation of 1.27cm of snow on the parking lots or at the direction of the Sodexo Services Management responsible for the building services. Services to be performance are specified within the terms of the Service Agreement.

Ron Joyce Center (Burlington)

*Linda Desantis
Ldesantis@blackandmcdonald.com*

Contractor: Clintar

SNOW REMOVAL SCHEDULE



McMaster University Grounds Department
Snow Clearing Log



Date: _____ Equipment Type: _____ Location: _____ Notes: _____	Driver: _____ Time: _____
Date: _____ Equipment Type: _____ Location: _____ Notes: _____	Driver: _____ Time: _____
Date: _____ Equipment Type: _____ Location: _____ Notes: _____	Driver: _____ Time: _____

FACILITY SERVICES

Material handling & Trucking

(Service Standards)

Light Receiving

Frequency

- Light receiving campus deliveries from general receiving to various campus buildings • Daily
- Deliveries from campus store to various campus locations • Daily
- Deliveries from general receiving to area shops • Daily
- Delivery of copy paper from general receiving to various campus buildings • Daily
- Grand and Toy deliveries from general receiving to various campus buildings • Weekly
- Dry ice delivery from general receiving to Building #25 • Bi-Weekly
- Delivery and pick up for Audio visual • Daily
- Delivery and pickup of off campus mail to hospitals • Daily
- Pick up pouches from building #31 and deliver to various locations on campus • Daily

Exterior Waste Collection

Frequency

- Supply and maintain garbage and recycle bins for outside functions • As requested



FACILITY SERVICES

Material handling & Trucking

(Service Standards)

Mail

Frequency

- Pickup and delivery of mail between mail services and all buildings across campus • Daily
- Delivery of mail bag from mail services to the Credit Union in Westdale • Daily
- Delivery and pickup of mail to the Medical Centre • Daily

OJN/Utility

Frequency

- Pick up mail from mail services and deliver off campus to OJN, return any mail from OJN back to mail services • Daily
- Pick up mail from mail services and deliver to MIPS • Daily
- Pick up and deliver perishable goods from general receiving to various campus buildings as addressed • Daily
- Pickup of Grand and Toy bags and cartridges from mail services to #31 • Weekly
- Pick up and deliver mail from building #10 to HSC receiving and all other libraries on campus, return mail to #10 • Daily
- Pick up pay stubs from mail services and deliver to building #31 • Bi-Monthly
- Pick up cheques from mail services and deliver to #31 • Weekly
- Pick up boxes from campus store and deliver off campus • Daily
- Pick up and deliver packages for off campus locations from general receiving • Daily



FACILITY SERVICES

Material handling & Trucking (Service Standards)

Heavy Receiving

- Deliver heavy receiving materials from general receiving to various locations on campus
- Cleanup and disposal of garbage in the loading docks of all buildings
- Supply and remove filters for air handling equipment in all buildings. Remove refuse from equipment rooms as required.

Frequency

- Daily
- Daily
- Daily