

Communiqué

Cleaning and Disinfecting Surfaces

March 23, 2020

Public Services and Procurement Canada (PSPC) remains committed to providing healthy and productive work environments for our clients during this unprecedented time.

This communication is meant to inform you of service level changes being executed within the PSPC office environment to provide employees who are continuing to access federal facilities to work with an extra level of comfort:

1. Until further notice, our standard cleaning protocols will be augmented to include additional cleaning and disinfecting at high-touch areas twice daily (versus once daily). Please refer to Annex A for a list of high-touch points.
2. For areas experiencing a shortage of cleaning personnel, resources may need to be mobilized and cleaning priorities adjusted to meet these new disinfecting protocols. This may include focusing on areas of buildings that are occupied while reducing non-essential levels of service in unoccupied areas.
3. For clients who were already receiving enhanced cleaning services in line with these new protocols, these services are no longer considered an additional building service. That being said, costs for bundled services may be difficult to segregate so we ask for your patience and understanding as we all move through this stressful time.

Note that these new provisions do not include disinfecting client workspaces or their equipment. These, as well as other services above the new protocols, would still be considered an additional building service (ie printers, keyboards).

We have communicated these changes to our service providers and rest assured that implementation has begun. But efforts to mobilize staff and adjust priorities may take a bit of time so your understanding is appreciated.

Also worth noting is that while our assets remain open, depending on the service offerings within your building and the impact the current environment has on building access, you may notice changes to security protocols implemented by your Responsible Building Authority. For example, limiting public access where changes to service offerings no longer include those to the public or where commercial establishments have closed for business. Another example includes implementing protocols in line with weekend/evening access (ie sign-in protocols, designated entrance/exits). Note that security adjustments are building-specific and not all assets will incur changes – should you be impacted, we ask that you please exercise patience and understand that your safety is the utmost importance during this time.

Thank you all for your continued support. Stay safe and healthy.

Annexe A – Cleaning and Disinfecting Surfaces 2x Per Day

Washrooms

- Faucets, plunger handles, soap dispensers, towel dispensers, toilet seats, disposal bin covers & lids, waste receptacles and door handles flush handles, light switches, soap dispenser levers, towel dispenser levers, hand dryer buttons, exit door handles and locks
- Touch points on washroom stall doors and entrance doors
- Water Fountains

Office and Common Areas

- Touch points, doors, lights switches
- Stairwell handrails
- Waiting room furniture and foyer surfaces
- Light Switch Plates / Door handles/Thermostats
- Kitchen/Break area (counters, cupboard handles, fridge handle, microwave handle and buttons, coffee pots, vending machines, water coolers and buttons)
- Escalator handrails
- Passenger Elevators
- Elevator push buttons
- Escalator handrails
- Drinking fountains
- Lobby Reception Areas / Security Stations / Public Waiting Areas (desk surfaces, pens, door handles, stairway railings)
- Loading / Shipping dock (Rails, push buttons, overhead door handle in freight elevator)
- Public telephones
- Chairs (arm rests and chair levers)

Conference Rooms

- Tabletops (Meeting rooms, interview rooms training rooms, cafeterias, photocopy stations)
- Chairs (arm rests and chair levers), window sills, tables and/or desks surfaces, drawer/cabinet handle

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