

## **GROUNDS MAINTENANCE**

The Grounds Maintenance team is responsible for the day to day maintenance of the campus natural resources to ensure that the outdoor environment is inviting, safe, and sustainable for our students, staff, faculty, and visitors.

The Grounds team perform landscape and garden maintenance, litter collection, pot-hole repairs, cleaning of loading docks, raising and lowering campus flags, snow removal and salting, as well as maintaining and operating the warehouse/storage facility. They assist with trucking duties such as transport of non-standard e-waste and outdoor event set-up and tear down. They collaborate with the Office of Sustainability on initiatives to enhance sustainability on campus, such as construction of rain gardens and replacement of trees lost to construction of new buildings. Also, they provide support on minor projects involving landscape infrastructure.

## **HOURS OF OPERATIONS**

Monday – Friday 7:00am – 3:30pm

All other hours are considered overtime and will be charged at the applicable overtime charge rate.

## STANDARD SERVICE LEVEL EXPECTATIONS

The following chart summarizes the response time our clients should expect for each of the services listed.

Priority	Definition of Work	Response Time (Business Days)	Examples Of Work
0	Emergency –Health and safety items that require immediate response to protect property, research and lives. FM will authorize overtime to complete the work.	Immediate Response	<p>Salting of icy conditions</p> <p>Barricading entrances where falling ice is encountered. (Performed by Security Services Staff)</p> <p>Surface Clearing of drains to reduce likelihood of flooding/ water damage to buildings.</p> <p>Pruning or felling of trees/ branches that pose a threat.</p> <p>Clean-up of spills of non-hazardous substances that do not require specialist safety or hazmat response team.</p> <p>Snow removal from reserved parking spots.</p>
1	Non-emergency issues that require quick attention. It is important work that will be	Same day or next day	Snow / ice removal

	investigated the same day but may not be completed immediately		Over-flowing garbage can emptying or litter-picking  Cold-patching of potholes that pose an immediate hazard.
2	Normal service items that do not pose any immediate risk to facilities, systems or equipment.	2 to 3 business days	Lawn mowing and trimming (high priority areas)  Routine garden maintenance  Checking trash receptacles  Cleaning debris off steps and entrances  Leaf collection in Fall  Filling salt SOS bins
3	Preventive Maintenance work	As scheduled. PM takes precedence over any service request of Priority 7 or higher and will be completed on schedule	Corrective/ preventative tree pruning  Drain clearing  Washing out of recycling bins for indoor use  Inspecting tail lifts on truck
4	After hours call ins	All service calls that occur after normal work hours. Staff are called in to address the issue immediately. Permanent	Snow removal/ Ice control  Blocked drains / flooding  Damage to trees during storms

		repairs will be conducted based on priority.	
5	Routine Operations	Regular operational requirements that are completed as required.	<p>Aeration</p> <p>Reseeding</p> <p>Sodding</p> <p>Weed Control</p> <p>Fertilizing</p> <p>Disease and insect control</p> <p>Grounds inspections</p>
6	Specific Date	Events where Grounds/ Trucking assistance is required.	<p>Assisting with Open House/ Homecoming functions.</p> <p>Collection of recyclables and garbage during move-in period in September – scheduled OT</p> <p>Assist with of exam set-ups</p> <p>Assist with logistics for Dump and Run event</p>
7	7 days	Within a week	Lawn mowing and trimming (moderate priority areas)

## DEFINITION OF TASKS

**Aeration** – Spiking or tining to open up soil in root zone to allow nutrients and water to reach roots.

**Disease & Insect Control** – Pest control of species that are at levels considered a nuisance to the plants being grown.

**Drain Clearing** – Above ground clearing of debris from drain covers and grates.

**Dump & Run** – An annual student-lead activity to increase re-use of surplus items of furniture and appliances and increase diversion from the landfill.

**Exam Set-ups** – Setting out tables and chairs in a specific layout for writing of student exams.

**Fertilizing** – Adding nutrients to the root-zone – either liquids, granular or organic formulations are used.

**Filling Salt Bins** – Re-filling large yellow bulk salt storage SOS bins for use during snow and ice storms in winter.

**Garden maintenance** – Weeding, edging, pruning, fertilization, dead-heading, mulching and tying.

**Grounds Inspections** – A walk through of areas to assess maintenance needs and formulate plans for enhancements of the landscape.

**Inspecting Tail lifts** – Vehicles are fitted with hydraulic lift gates to load heavy items onto the trucks.

**Leaf Collection**- Fall clean-up of leaves to avoid slippery conditions and blocked drains.

**Mowing** – Regular summer maintenance of lawns to enhance appearance of the landscape. Includes whipper-snipping.

**Tree Pruning** – Removal of dead or diseased limbs to prevent damage to property or injury to people. Also to enhance the form and structure of young trees.

**Reseeding** – Over-seeding of existing lawn areas to increase the coverage of soil and enhance appearance of the lawn.

**Salting** – Applying de-icing products to slippery walkways, stairs, parking lots etc.

**Snow Removal** – Shoveling or plowing of accumulated snow during and after snowfall events

**Sodding** – Replacing lawn with pre-cut mature rolls of lawn from a sod or turf farm

**Spill Clean-up** – Sweeping, applying absorbent materials (for liquids) and removal of spilled substances. Can include remediation if hazardous substances are spilled (oil, solvents etc.)

**Surface Clearing** – Above ground level cleaning and clearing of drainage structures

**Trimming** – Whipper-snipping and edging around edges, curbs, poles and flower beds

**Weed Control** – Removal of weeds in walkways, against buildings and along walls. Can also include removal of weeds in lawn areas

## **SERVICE COST RESPONSIBILITY**

The services provided by the Grounds Maintenance team within this service catalogue, unless otherwise stated, are provided at no cost to our customers.