



# **VRJ Context Guide - Cleaning Services Employment**

*(Informative)*

**Vocational Rehabilitation Job Coaching Quality Service Standard**

**AMSI CONTEXT GUIDE VJC1**

*Second Draft Edition, Updated July 2026*

*Aligned with AMSI VRJ1 Second Draft Edition, Updated July 2026, current AMSI VOC1, and WQI  
Whole-Quality vocabulary as applied in VRJ1*

**AMERICAN SUPPORT STANDARDS INITIATIVE**

# Table of Contents

- 0. Introduction ..... 8
- 1. Scope and Purpose ..... 8
  - 1.1 Scope ..... 8
  - 1.2 Purpose ..... 8
  - 1.3 Relationship to VRJ1 ..... 9
  - 1.4 Intended Use ..... 9
- 2. Relationship to VRJ1 Core Standard ..... 9
  - 2.1 General ..... 9
  - 2.2 Invariant Elements ..... 9
  - 2.3 Context-Specific Interpretation ..... 9
  - 2.4 Relationship to Quality Outcome Criteria ..... 9
  - 2.5 Relationship to Evidence and Quality Claim Statements ..... 10
  - 2.6 Relationship to Other Context Guides ..... 10
- 3. Cleaning Services Employment Context Definition ..... 10
  - 3.1 General ..... 10
  - 3.2 Purpose of the Cleaning Services Employment Context ..... 10
  - 3.3 Typical Cleaning Services Employment Activities ..... 10
  - 3.4 Characteristics of the Cleaning Services Employment Context ..... 11
  - 3.5 Context Variability ..... 11
  - 3.6 VJC1-Specific Visibility Issues ..... 11
- 4. Service Quality Object in the Cleaning Services Employment Context ..... 12
  - 4.1 General ..... 12
  - 4.2 Constituent Parts of the Service Quality Object ..... 12
  - 4.3 Declared Service Boundary ..... 12
  - 4.4 Internal and External Interfaces ..... 12
  - 4.5 Relationship to the Cleaning Services Employment Context ..... 13
- 5. Intended Function and Function Realization ..... 13
  - 5.1 General ..... 13
  - 5.2 Intended Function in the Cleaning Services Employment Context ..... 13
  - 5.3 Function Realization ..... 13
  - 5.4 Factors Influencing Function Realization ..... 13
  - 5.5 Relationship to Quality Determination ..... 14
- 6. Context Service Boundary and Interfaces ..... 14
  - 6.1 General ..... 14

- 6.2 Planned and Realized Service Boundaries and Interfaces ..... 14
- 6.3 Internal Boundaries ..... 14
- 6.4 External Boundary ..... 14
- 6.5 Internal Interfaces ..... 14
- 6.6 External Interfaces ..... 14
- 6.7 Boundary and Interface Verification ..... 14
- 6.8 Relationship to Quality Determination ..... 15
- 7. Interpretation of Invariant Core Quality Factors ..... 15
  - 7.1 General ..... 15
  - 7.2 Factor 1 — Protection from Foreseeable Employment Harm ..... 15
  - 7.3 Factor 2 — Sustained Job Performance at Employer-Acceptable Standards ..... 15
  - 7.4 Factor 3 — Functional Independence and Appropriate Support Balance ..... 15
  - 7.5 Factor 4 — Respect for Worker Role, Dignity, and Autonomy ..... 15
  - 7.6 Factor 5 — Timely Recognition and Response to Employment Risk ..... 15
  - 7.7 Factor 6 — Workplace Integration and Social Navigation ..... 15
  - 7.8 Factor 7 — Continuity and Accuracy of Employment-Relevant Information ..... 15
  - 7.9 Factor 8 — Scope-Appropriate Practice and Professional Judgment ..... 15
  - 7.10 Relationship to Section 8 ..... 16
- 8. Interpretation of Invariant Core Quality Indicators and Quality Outcome Criteria ..... 16
  - 8.1 General ..... 16
  - 8.2 Factor 1 — Protection from Foreseeable Employment Harm ..... 16
    - Indicator 1.1 — Identification of Foreseeable Employment-Related Harm Conditions ..... 16
    - Indicator 1.2 — Role-Appropriate Action to Mitigate Identified Harm Conditions ..... 17
    - Indicator 1.3 — Prevention of Avoidable Employment-Related Harm Within the Service Boundary ..... 17
    - Indicator 1.4 — Recognition of Limits and Escalation or Referral ..... 17
  - 8.3 Factor 2 — Sustained Job Performance at Employer-Acceptable Standards ..... 18
    - Indicator 2.1 — Alignment with Actual Job Requirements ..... 18
    - Indicator 2.2 — Support Addressing Performance Stability ..... 18
    - Indicator 2.3 — Support for Adaptation to Changing Job Demands ..... 19
    - Indicator 2.4 — Response to Performance-Related Threats to Job Continuation ..... 19
  - 8.4 Factor 3 — Functional Independence and Appropriate Support Balance ..... 20
    - Indicator 3.1 — Identification of Job Functions Requiring Support ..... 20
    - Indicator 3.2 — Support Level Matched to Worker Ability and Job Demands ..... 20
    - Indicator 3.3 — Adjustment of Support Level Over Time ..... 21

Indicator 3.4 — Avoidance of Substitution for Worker Job Functions .....	21
8.5 Factor 4 — Respect for Worker Role, Dignity, and Autonomy.....	21
Indicator 4.1 — Workplace-Appropriate Conduct.....	21
Indicator 4.2 — Respect for Worker Autonomy and Employee Role.....	22
Indicator 4.3 — Protection of Dignity and Privacy in the Workplace .....	22
Indicator 4.4 — Absence of Coercive, Infantilizing, or Stigmatizing Practices .....	23
8.6 Factor 5 — Timely Recognition and Response to Employment Risk.....	23
Indicator 5.1 — Identification of Changes Threatening Employment Stability.....	23
Indicator 5.2 — Judgment Regarding the Significance of Observed Changes Within Role Scope .....	24
Indicator 5.3 — Timely Role-Appropriate Action Responding to Identified Employment Risk.....	24
Indicator 5.4 — Appropriate Communication and Follow-Through Within Role Boundaries.....	24
8.7 Factor 6 — Workplace Integration and Social Navigation.....	25
Indicator 6.1 — Support Related to Workplace Norms and Routines .....	25
Indicator 6.2 — Support Related to Required Workplace Interactions .....	25
Indicator 6.3 — Support for Ordinary Workplace Participation.....	26
Indicator 6.4 — Avoidance of Unnecessary Isolation or Separation .....	26
8.8 Factor 7 — Continuity and Accuracy of Employment-Relevant Information .....	27
Indicator 7.1 — Accuracy of Information Used to Guide Job Coaching Work.....	27
Indicator 7.2 — Information Transfer Across Job-Coaching or Support Arrangements .....	27
Indicator 7.3 — Continuity Across Workplace or Service Changes.....	27
Indicator 7.4 — Protection from Information Loss, Distortion, or Inappropriate Disclosure.....	28
8.9 Factor 8 — Scope-Appropriate Practice and Professional Judgment.....	28
Indicator 8.1 — Practice Within Authorized Occupational Role Boundaries .....	28
Indicator 8.2 — Appropriate Judgment Within Role Scope .....	29
Indicator 8.3 — Avoidance of Unauthorized Employer, Clinical, Legal, Safety, or Professional Practice.....	29
Indicator 8.4 — Appropriate Assistance Seeking, Escalation, or Referral.....	30
9. Context-Specific Evidence.....	30
9.1 General .....	30
9.2 Purpose of Evidence .....	30
9.3 Sources of Evidence .....	30
9.4 Evidence Across Function Realization.....	31
9.5 Sufficiency of Evidence .....	31
9.6 Relationship to Boundaries and Interfaces .....	31
9.7 Relationship to Quality Claim Statements.....	31

- 10. Context-Specific Quality Claim Statements ..... 31
  - 10.1 General ..... 31
  - 10.2 Basis for Quality Claim Statements..... 31
  - 10.3 Scope of Quality Claim Statements ..... 32
  - 10.4 Limitations of Quality Claim Statements ..... 32
  - 10.5 Communication of Quality Claim Statements..... 32
  - 10.6 Relationship to Evidence..... 32
- 11. Context-Specific Critical Conditions..... 32
  - 11.1 General ..... 32
  - 11.2 Relationship to Function Realization..... 32
  - 11.3 Illustrative Cleaning-Specific Critical Conditions ..... 32
  - 11.4 Visibility of Critical Conditions in Quality Determination..... 33
- 12. Limitations and Non-Prescriptive Interpretation ..... 33
  - 12.1 General ..... 33
  - 12.2 Non-Prescriptive Interpretation ..... 33
  - 12.3 Limits of Task Completion..... 33
  - 12.4 Non-Substitutability of Critical Conditions ..... 33
  - 12.5 Limits of Documentation and Compliance..... 33
  - 12.6 Limits of Absence-of-Concern Interpretation..... 33
  - 12.7 Relationship to VRJ1 and SCM1..... 33
- 13. Relationship to Employer Direction, Training, Rules, and Other Requirements ..... 34
  - 13.1 General ..... 34
  - 13.2 Employer Direction and Job Requirements..... 34
  - 13.3 Training and Competence Context ..... 34
  - 13.4 Organizational and Program Requirements..... 34
  - 13.5 Clinical, Legal, Safety, and Emergency Responsibilities ..... 34
  - 13.6 Relationship to Other AMSI Context Guides..... 34
- Annex A (Informative) - Illustrative Service Quality Object in Cleaning Services Employment ..... 34
  - A.1 Purpose ..... 34
  - A.2 Relationship to the Service Quality Object ..... 34
  - A.3 Illustrative Constituent Parts ..... 35
  - A.4 Illustrative Function Realization ..... 35
  - A.5 Illustrative Relationship to Quality Determination ..... 35
  - A.6 Illustrative Whole Quality Service Quality Object Diagram ..... 35
- Annex B (Informative) - Core-to-Context Relationship ..... 35

B.1 Purpose ..... 35

B.2 Invariant Core ..... 36

B.3 Purpose of the Context Guide ..... 36

B.4 Relationship Between the Core and the Context Guide ..... 36

B.5 Relationship to Other VRJ Context Guides ..... 36

B.6 Whole Quality Principle..... 36

Annex C (Informative) - Worker-Specific Interpretation ..... 36

    C.1 Purpose ..... 36

    C.2 Interpretation of the Core Quality Factors ..... 36

    C.3 Relationship to VRJ1 ..... 36

    C.4 Whole Quality Principle ..... 36

Annex D (Informative) - Cleaning Task-Specific Context Path of Realization ..... 36

    D.1 Purpose ..... 36

    D.2 Relationship to VRJ1 ..... 36

    D.3 Illustrative Context Path of Realization ..... 37

    D.4 Dynamic Nature of Function Realization ..... 37

    D.5 Relationship to Quality Determination ..... 37

Annex E (Informative) - Illustrative Quality Claim Boundary Examples ..... 37

    E.1 Routine Maintenance Claim..... 37

    E.2 Change in Assignment Claim ..... 37

    E.3 Support Reduction Claim..... 37

    E.4 Limited or Non-Conformity Claim..... 37

Annex F (Informative) - Functional Support Considerations for Workers with Intellectual and  
Developmental Disabilities in Cleaning Services Employment..... 37

    F.1 Purpose..... 38

    F.2 IDD-Related Terms and Plain-Language Functional Meaning ..... 38

    F.3 General Interpretation Principle ..... 39

    F.4 Cleaning-Services Conditions That May Be Especially Important..... 39

    F.5 Interpretation by VRJ1 Factors ..... 39

        Factor 1 — Protection from Foreseeable Employment Harm..... 39

        Factor 2 — Sustained Job Performance at Employer-Acceptable Standards..... 39

        Factor 3 — Functional Independence and Appropriate Support Balance ..... 39

        Factor 4 — Respect for Worker Role, Dignity, and Autonomy ..... 40

        Factor 5 — Timely Recognition and Response to Employment Risk..... 40

        Factor 6 — Workplace Integration and Social Navigation ..... 40

Factor 7 — Continuity and Accuracy of Employment-Relevant Information.....	40
Factor 8 — Scope-Appropriate Practice and Professional Judgment .....	40
F.6 Illustrative IDD-Relevant Quality Outcome Criteria.....	40
F.7 Illustrative Evidence Considerations .....	41
F.8 Limits of This Annex.....	41
Copyright and Use Notice.....	42

## **0. Introduction**

This Context Guide explains how AMSI VRJ1 applies to Vocational Rehabilitation Job Coaching services in cleaning services employment contexts.

Cleaning services employment is a specific employment-maintenance context. It may include cleaning routes, assigned spaces, surface care, waste handling, restroom or common-area cleaning, supplies, tools, inspection expectations, public or after-hours conditions, and communication with supervisors or other workplace participants.

Job coaching quality in this context should not be judged only by whether the job coach was present, notes were completed, the worker attended work, the area appeared clean, or no problem was reported. Quality also depends on whether job coaching work and employment-maintenance results support sustained cleaning-job performance, route and task reliability, role-appropriate support balance, worker dignity and autonomy, ordinary workplace participation, information continuity, timely response to employment risk, and job coaching role boundaries.

This Guide does not change VRJ1. It uses the same Service Quality Object, intended function, Core Quality Factors, and Core Quality Indicators established by VRJ1, and explains how they apply in the cleaning services employment context.

The Guide provides cleaning-specific Quality Outcome Criteria, examples of evidence, Critical Conditions, and guidance for responsible Quality Claim Statements.

This Guide is informative and should be used together with VRJ1, SCM1, applicable service agreements, employer rules, safety requirements, confidentiality requirements, and other controlling requirements.

## **1. Scope and Purpose**

### **1.1 Scope**

This Context Guide applies to Vocational Rehabilitation Job Coaching services provided to support employment maintenance for workers employed in cleaning services roles.

It covers job coaching support directly related to maintaining competitive integrated employment in cleaning services, including observation, cueing, coaching, communication, support adjustment, fading, coordination, role-appropriate escalation, and evidence interpretation within job coaching role boundaries.

This Guide applies in cleaning services employment performed in offices, public buildings, residential or community facilities, healthcare or educational environments, retail or commercial spaces, hospitality environments, and other workplaces where cleaning services employment occurs.

The Guide applies regardless of provider organization, funding source, employer size, cleaning setting, service model, worker population, or jurisdiction.

### **1.2 Purpose**

The purpose of this Context Guide is to:

- explain how VRJ1 applies to cleaning services employment;
- identify cleaning-specific employment conditions that affect job coaching quality, including routes, task sequence, tools, products, supplies, inspection, rework, safety interfaces, public or coworker interaction, after-hours conditions, and worksite access;
- provide cleaning-specific Quality Outcome Criteria derived from the invariant VRJ1 Core Quality Indicators;
- give examples of evidence that may support quality determination;
- identify cleaning-specific boundaries, interfaces, employment-maintenance risks, and Critical Conditions; and
- support responsible and consistent Quality Claim Statements.

### **1.3 Relationship to VRJ1**

This Context Guide shall be used together with VRJ1. VRJ1 establishes the invariant Service Quality Object, intended function, constituent-part logic, Core Quality Factors, Core Quality Indicators, boundary and interface logic, evidence logic, and Quality Claim Statement logic for Vocational Rehabilitation Job Coaching services.

VJC1 does not modify those invariant elements or create a separate Service Quality Object for cleaning services employment. It interprets the VRJ1 Core within the cleaning services employment context and develops context-specific Quality Outcome Criteria.

Section 2 summarizes the Core-to-context relationship.

### **1.4 Intended Use**

This Context Guide is intended for service providers, supervisors, vocational rehabilitation job coaches, employment-support professionals, quality reviewers, workers receiving job coaching support, employers, families or advocates where authorized, funders, regulators, researchers, and others seeking to understand or determine the quality state of job coaching services in cleaning services employment.

This Guide is informative and supports quality determination. It does not prescribe cleaning methods, replace employer procedures, create a job-coach training curriculum, or modify applicable laws, regulations, employer rules, professional responsibilities, or service-specific requirements.

## **2. Relationship to VRJ1 Core Standard**

### **2.1 General**

VRJ1 is the controlling Core Standard for this Context Guide.

VJC1 provides the cleaning-services-employment-specific interpretation of that Core. It should therefore be read as an application guide, not as a replacement for VRJ1.

### **2.2 Invariant Elements**

The following elements established by VRJ1 remain invariant throughout this Context Guide:

- the Service Quality Object;
- the intended function of the Vocational Rehabilitation Job Coaching service;
- the constituent parts of the Service Quality Object;
- the internal boundaries and interfaces of the Service Quality Object, together with the external boundary and external interfaces;
- the Core Quality Factors; and
- the Core Quality Indicators.

This Context Guide shall not modify or replace these invariant elements.

### **2.3 Context-Specific Interpretation**

This Guide adds context-specific interpretation only where cleaning services employment changes how the invariant VRJ1 Core becomes observable.

The sequence is: define the cleaning services employment context in Section 3; identify the Service Quality Object and declared service boundary in Section 4; interpret function realization in Section 5; interpret internal boundaries, the external boundary, and interfaces in Section 6; apply the Core Factors and Indicators in Sections 7 and 8; connect evidence, Quality Claim Statements, and Critical Conditions in Sections 9 through 11; and then clarify limitations and external requirements in Sections 12 and 13.

### **2.4 Relationship to Quality Outcome Criteria**

Context-specific Quality Outcome Criteria are provided in Section 8. They are derived from the VRJ1 Core Quality Indicators and interpreted within the declared service boundary in the cleaning services employment context.

The criteria do not create new Core Quality Factors or Core Quality Indicators. They describe expected cleaning-services-employment states or results that make the invariant Core observable in this context.

## **2.5 Relationship to Evidence and Quality Claim Statements**

Evidence and Quality Claim Statements are addressed in Sections 9 and 10 and shall be interpreted together with SCM1.

Evidence supports a Quality Claim Statement only within the declared Service Quality Object, the declared service boundary, the applicable Quality Outcome Criteria, the available evidence basis, and any stated limitations or uncertainties.

## **2.6 Relationship to Other Context Guides**

VJC1 is one member of the AMSI family of Vocational Rehabilitation Job Coaching Context Guides.

Other Context Guides may interpret the same VRJ1 Core for different employment-maintenance contexts. Comparisons across guides should preserve the invariant Core while distinguishing the context-specific Quality Outcome Criteria, evidence considerations, interfaces, and Critical Conditions.

# **3. Cleaning Services Employment Context Definition**

## **3.1 General**

Cleaning services employment is a context in which the invariant Vocational Rehabilitation Job Coaching Service Quality Object established by VRJ1 is realized through job coaching work that supports a worker in maintaining employment in cleaning services roles.

The context is characterized by interaction between the worker receiving job coaching, the vocational rehabilitation job coach, cleaning work expectations, workplace environments, tools, materials, schedules, employer supervision, and external systems that may influence realization of the Service Quality Object.

## **3.2 Purpose of the Cleaning Services Employment Context**

The purpose of the cleaning services employment context is to provide conditions in which the intended function of Vocational Rehabilitation Job Coaching may be realized safely, respectfully, and effectively while preserving the worker's dignity, autonomy, employee role, ordinary workplace participation, functional independence, and continuity of employment in real cleaning-work conditions.

The cleaning services employment context does not create a different Service Quality Object. It provides a context-specific realization of the invariant Service Quality Object established by VRJ1.

## **3.3 Typical Cleaning Services Employment Activities**

Depending upon the worker's job, employer expectations, worksite, and service arrangement, cleaning services employment may include activities such as:

- cleaning assigned rooms, offices, corridors, restrooms, public areas, or other spaces;
- following a cleaning route, sequence, schedule, checklist, or supervisor instruction;
- using cleaning tools, carts, supplies, products, waste containers, signage, and personal protective equipment where applicable;
- handling trash, recycling, restocking, spills, surfaces, floors, touchpoints, or other assigned tasks;
- responding to inspection, feedback, rework, or changing work priorities;
- interacting with supervisors, coworkers, customers, residents, visitors, or the public where relevant; and
- maintaining attendance, pace, reliability, and workplace behavior required for continued employment.

These examples illustrate the cleaning services employment context and do not prescribe mandatory tasks or methods of service delivery.

### **3.4 Characteristics of the Cleaning Services Employment Context**

Cleaning services employment commonly involves context-specific conditions including:

- physical movement, bending, reaching, lifting, pushing, carrying, walking, endurance, and repetitive physical or cognitive demands across the cleaning route;
- task sequencing, route memory, prioritization, coverage, completion standards, and missed-area or skipped-step risk;
- surface types, equipment, products, supplies, carts, storage locations, waste streams, restocking, and inspection or rework conditions;
- time pressure, shift changes, pace expectations, assigned-area changes, and changing work priorities;
- public, customer, resident, coworker, after-hours, isolated, or restricted-area work conditions;
- safety interfaces such as wet floors, chemical products, biohazard or sharp-object concerns, ladders, carts, signage, ventilation, personal protective equipment, or restricted areas;
- building access, elevator or security procedures, keys, access badges, locked areas, and authorized communication pathways;
- privacy, dignity, and stigma risks when job coaching support is visible in the workplace;
- communication pathways with supervisors and authorized service parties; and
- changing job demands, worksite layout, supervisor expectations, and worker functional presentation.

These context characteristics influence realization of the intended function and shall therefore be considered when determining the quality state of the Service Quality Object.

### **3.5 Context Variability**

The cleaning services employment context may vary according to:

- the worker's abilities and support needs;
- the assigned job functions and employer expectations;
- the worksite, shift, route, cleaning area, and level of public contact;
- the tools, products, equipment, and safety rules used by the employer;
- the supervision, inspection, communication, and rework patterns;
- the service model, authorized job coaching activities, and role boundaries; and
- other context-specific conditions.

Such variability affects interpretation of Quality Outcome Criteria and evidence. It does not modify the invariant Service Quality Object, intended function, Core Quality Factors, or Core Quality Indicators established by VRJ1.

### **3.6 VJC1-Specific Visibility Issues**

Because cleaning services employment is performed in physically active, task-sequenced, inspection-sensitive, safety-sensitive, and sometimes public-facing or after-hours workplace contexts, quality determination under this Guide should not treat cleaning work as ordinary task completion. The following VJC1-specific issues should remain visible when interpreting the Core Quality Factors, Core Quality Indicators, Quality Outcome Criteria, evidence, and Quality Claim Statements:

- actual cleaning tasks, routes, task sequences, employer-acceptable standards, pace, accuracy, coverage, inspection, restocking, missed areas, skipped steps, rework, and changes in area assignment;
- the worker as an employee, including dignity, autonomy, privacy, role identity, consent, ordinary workplace participation, and protection from stigmatizing or overly visible support;
- job coaching support methods, including observation, cueing, modeling, prompting, fading, support adjustment, problem solving, communication, and follow-through within role boundaries;
- the difference between supporting cleaning job performance and performing, correcting, concealing, or completing the cleaning job for the worker;

- worksite realities such as public contact, restricted spaces, shift changes, changing supervisors, building access, transportation dependence, supply availability, carts, keys, access badges, and communication channels;
- safety-relevant conditions involving products, wet floors, waste streams, biohazard or sharp-object concerns, equipment, signage, protective equipment, and emergency or escalation pathways;
- employment-relevant information continuity, including changes in tasks, routes, expectations, support needs, authorized communication pathways, and confidentiality limits;
- evidence connecting both sides of the Service Quality Object: the job coaching work performed and the employment-maintenance result produced in actual cleaning-work conditions, not only attendance, service hours, or generic progress notes;
- Critical Conditions whose failure, uncertainty, or loss of visibility may threaten job continuation, worker dignity, role integrity, safety, evidence sufficiency, or the credibility of a Quality Claim Statement; and
- Quality Claim Statement boundaries and claim limits, including the declared Service Quality Object, cleaning services employment context, declared service boundary, evaluation period, evidence basis, limitations, exclusions, and unresolved uncertainties.

## **4. Service Quality Object in the Cleaning Services Employment Context**

### **4.1 General**

The Service Quality Object remains the Vocational Rehabilitation Job Coaching service established by VRJ1.

In this Context Guide, that Service Quality Object is interpreted within cleaning services employment. The quality being determined is the quality of the job coaching service, not the quality of the employer's cleaning operation, the building's cleanliness, the worker considered alone, or the cleaning job outcome considered without the job coaching work and evidence basis.

### **4.2 Constituent Parts of the Service Quality Object**

Within the cleaning services employment context, the Service Quality Object includes the interacting constituent parts established by VRJ1:

- the worker receiving job coaching support;
- the vocational rehabilitation job coach;
- the job coaching work performed;
- the employment-maintenance results produced by that work;
- the intended function of the service;
- the internal boundaries and interfaces among the constituent parts; and
- the external boundary separating the service from surrounding systems together with its external interfaces.

### **4.3 Declared Service Boundary**

The declared service boundary identifies the part of the cleaning services employment situation covered by a quality determination or Quality Claim Statement and distinguishes it from conditions that remain outside the Service Quality Object.

Cleaning tasks, employer expectations, routes, tools, products, safety rules, and worksite conditions may be relevant to the declared service boundary because they affect realization and evidence of job coaching support. They do not become constituent parts of the Service Quality Object unless the claim expressly declares and justifies how they are being treated as context, interface conditions, evidence limitations, or exclusions.

#### **4.4 Internal and External Interfaces**

Internal interfaces include the interactions through which the job coach observes, communicates, coaches, cues, models, adjusts support, fades support, follows through, or responds to the worker's employment-maintenance needs within the job coaching service.

External interfaces include interactions with employers, supervisors, coworkers, customers, public environments, transportation systems, safety systems, technology systems, service provider organizations, and other external participants. These interfaces may support or interfere with employment maintenance, but they do not by themselves make external systems constituent parts of the Service Quality Object.

#### **4.5 Relationship to the Cleaning Services Employment Context**

The cleaning services employment context makes certain internal and external boundary conditions especially visible. These include the internal boundary between job coaching support and substitution for the worker's assigned job functions, the external boundary between job coaching and employer supervision or operational control, the interface with employer instructions and inspection expectations, and the interface with safety-related conditions.

A Quality Claim Statement shall not imply that the cleaning service itself, the employer's compliance, or the worker's job performance alone has been evaluated unless the claim expressly declares that broader boundary, identifies the evidence basis, and states any exclusions, limitations, and unresolved uncertainties.

### **5. Intended Function and Function Realization**

#### **5.1 General**

The intended function established by VRJ1 remains controlling in the cleaning services employment context.

#### **5.2 Intended Function in the Cleaning Services Employment Context**

In this context, the intended function is realized when job coaching supports the worker in maintaining competitive integrated employment in cleaning services safely, respectfully, effectively, and in accordance with the worker's employment role, needs, abilities, rights, preferences, goals, job coaching role boundaries, and the real workplace context.

#### **5.3 Function Realization**

Function realization occurs through job coaching work that supports sustained cleaning-job performance, adaptation to actual job demands, route and task reliability, appropriate support balance and fading, worker dignity and autonomy, workplace participation, continuity of employment-relevant information, and timely response to employment risk.

Function realization is not established by worker attendance, job coach presence, service hours, contact notes, employer satisfaction, the apparent cleanliness of the assigned area, or absence of complaint alone.

In VJC1, function realization should remain traceable across the cleaning route or assigned work pattern, from preparation and task sequence through support adjustment, communication, and employment-maintenance result.

#### **5.4 Factors Influencing Function Realization**

Factors influencing function realization in this context may include:

- assigned cleaning tasks, route sequence, coverage, and completion standards;
- worker stamina, attention, memory, communication, sensory, mobility, or anxiety-related support needs;

- tools, products, equipment, carts, supplies, waste handling, restocking, keys, access badges, signage, and protective equipment;
- time pressure, inspection feedback, rework expectations, changed priorities, and the risk of job-coach substitution under pressure;
- worksite layout, building access, locked or restricted areas, elevator use, security desk interaction, shift timing, after-hours work, and transportation dependence;
- public, customer, resident, or coworker contact affecting communication, dignity, safety, or evidence collection;
- privacy, dignity, and stigma risks from visible prompting or public correction;
- safety interfaces and role-boundary conditions; and
- information continuity across job coaches, supervisors, shifts, worksites, or service periods.

### **5.5 Relationship to Quality Determination**

Quality determination shall examine whether the job coaching service, as a complete Service Quality Object, realizes the intended function within the declared service boundary in the cleaning services employment context, applicable Quality Outcome Criteria, available evidence basis, and stated limitations.

## **6. Context Service Boundary and Interfaces**

### **6.1 General**

Cleaning services employment makes declared service-boundary and interface visibility especially important because job coaching occurs inside an employer-controlled workplace with real operational, safety, dignity, and employment consequences.

### **6.2 Planned and Realized Service Boundaries and Interfaces**

The planned service boundary may differ from the service boundary actually realized during work. For example, a job coach may plan to observe and cue, but may be drawn into doing the worker's cleaning tasks, handling supervisor communications, resolving safety questions, or managing customer interactions. Such boundary shifts shall remain visible in quality determination and in any Quality Claim Statement.

### **6.3 Internal Boundaries**

Internal boundaries distinguish the worker, the vocational rehabilitation job coach, the job coaching work performed, the employment-maintenance result produced, and the intended function of the service. These boundaries help prevent confusion between supporting the worker and replacing the worker's job performance.

### **6.4 External Boundary**

The external boundary distinguishes the job coaching Service Quality Object from the employer, supervisor, cleaning operation, safety program, human-resources process, clinical system, legal system, transportation system, and other external systems.

### **6.5 Internal Interfaces**

Internal interfaces include observation, cueing, modeling, prompting, communication, support adjustment, fading, follow-up, and other job-coaching interactions with the worker that support employment maintenance.

### **6.6 External Interfaces**

External interfaces include communication with supervisors, use of employer instructions as context, clarification of job expectations, authorized service coordination, reporting of employment-relevant concerns, and escalation when conditions exceed the job coaching role. External interfaces support

function realization but do not transfer employer, clinical, legal, safety, or operational responsibilities into the job coaching Service Quality Object.

## **6.7 Boundary and Interface Verification**

Evidence should make visible whether the declared service boundary, internal interfaces, external interfaces, and relevant boundary shifts were actually examined. Boundary and interface uncertainty should be stated in the Quality Claim Statement.

## **6.8 Relationship to Quality Determination**

Quality determination should distinguish the quality of the job coaching service from the quality of the cleaning operation, employer supervision, workplace safety performance, worker job performance alone, or documentation completion.

# **7. Interpretation of Invariant Core Quality Factors**

## **7.1 General**

The Core Quality Factors established by VRJ1 remain invariant. This section preserves the VRJ1 Factor names, order, and scope, and summarizes how each Factor becomes visible in cleaning services employment. Section 8 provides context-specific interpretation of the corresponding Core Quality Indicators and Quality Outcome Criteria without changing the Core.

## **7.2 Factor 1 — Protection from Foreseeable Employment Harm**

In cleaning services employment, this Factor concerns foreseeable employment-related harm conditions such as job-related safety risks, dignity risks created by visible support, role confusion, stigmatizing prompting, unsafe task continuation, avoidable conflict, or conditions that may threaten continued employment.

## **7.3 Factor 2 — Sustained Job Performance at Employer-Acceptable Standards**

This Factor concerns whether job coaching remains connected to actual cleaning tasks, route order, assigned spaces, pace, accuracy, reliability, inspection, rework, schedule expectations, supply or tool availability, and changes in employer expectations.

## **7.4 Factor 3 — Functional Independence and Appropriate Support Balance**

This Factor concerns whether support is targeted, adjusted, faded, intensified, or redirected according to actual job demands and worker capability, without substituting for the worker's assigned cleaning job functions.

## **7.5 Factor 4 — Respect for Worker Role, Dignity, and Autonomy**

This Factor concerns whether job coaching preserves the worker's ordinary employee status, dignity, privacy, autonomy, informed participation, and protection from infantilizing or stigmatizing practices in the workplace.

## **7.6 Factor 5 — Timely Recognition and Response to Employment Risk**

This Factor concerns whether changes threatening employment stability are recognized and addressed in time, including changed assignments, altered routes, missing supplies, performance concerns, supervisor expectations, coworker conflict, public or customer concerns, transportation disruption, worksite access problems, or support mismatch.

## **7.7 Factor 6 — Workplace Integration and Social Navigation**

This Factor concerns workplace routines, required interactions, ordinary participation, and avoidance of support practices that unnecessarily separate the worker from supervisors, coworkers, customers, residents, or team routines.

## **7.8 Factor 7 — Continuity and Accuracy of Employment-Relevant Information**

This Factor concerns accurate and bounded information about tasks, routes, assigned spaces, product or tool expectations, safety-related instructions, support strategies, authorized communication pathways, confidentiality limits, and changes affecting employment maintenance.

## **7.9 Factor 8 — Scope-Appropriate Practice and Professional Judgment**

This Factor concerns role discipline where job coaching occurs inside a workplace with multiple responsible parties and where the job coach may be asked to supervise, perform cleaning tasks, decide safety matters, approve accommodations, resolve operational problems, or speak for the worker beyond authorized boundaries.

## **7.10 Relationship to Section 8**

Section 8 translates the Factor-level interpretation into Indicator-level context interpretation, context-specific Quality Outcome Criteria, and illustrative evidence considerations. The context-specific criteria are derived from the invariant Core Indicators and do not modify them.

# **8. Interpretation of Invariant Core Quality Indicators and Quality Outcome Criteria**

## **8.1 General**

This section interprets the invariant VRJ1 Core Quality Indicators in the cleaning services employment context and provides context-specific Quality Outcome Criteria. The criteria are informative expected states or results used to make each Core Indicator observable within a declared service boundary. They do not create new Core Indicators, prescribe a single method of job coaching, or substitute task completion for quality determination. The alignment sequence remains: Core Factor, Core Indicator, context-specific Quality Outcome Criterion, evidence, and Quality Claim Statement.

Across all Indicators, VJC1 interpretation should keep the following cleaning-specific substance visible:

- the actual assigned cleaning work, including route, sequence, pace, coverage area, inspection, rework, tools, products, supplies, and worksite access;
- the distinction between supporting the worker's performance and performing, correcting, or completing the worker's cleaning job functions;
- the worker's adult employee status, privacy, dignity, and ordinary workplace participation while support is provided;
- communication, escalation, and role-boundary discipline where employer, safety, clinical, legal, transportation, or other external responsibilities are implicated; and
- evidence that links job coaching work to employment-maintenance results rather than to service activity alone.

## **8.2 Factor 1 — Protection from Foreseeable Employment Harm**

### **Indicator 1.1 — Identification of Foreseeable Employment-Related Harm Conditions**

#### *Context Interpretation*

Within cleaning services employment, foreseeable harm conditions may include wet or slippery floors, chemical or product exposure, waste or sharps concerns, biohazard or restroom conditions, heavy carts, restricted areas, after-hours or isolated areas, visibility of support, role confusion, social conflict, schedule instability, communication barriers, or conditions that may threaten dignity or job continuation.

#### *Context-Specific Quality Outcome Criteria*

For this VRJ1 Core Indicator in the cleaning services employment context, context-specific Quality Outcome Criteria include, as applicable to the declared service boundary:

- foreseeable cleaning-context harm conditions are recognized before or during job coaching and are traceable to the declared service boundary;
- relevant task, environment, dignity, role-boundary, and communication conditions are considered;
- conditions exceeding job coaching role authority are identified for communication, escalation, referral, or claim limitation;
- foreseeable harm conditions are not ignored because cleaning work is viewed as routine.

***Illustrative Evidence Considerations***

Illustrative evidence may include:

- direct observation of the cleaning work environment;
- notes or records of identified hazards, dignity risks, or role-boundary concerns;
- worker, job coach, or supervisor communication where appropriate.

**Indicator 1.2 — Role-Appropriate Action to Mitigate Identified Harm Conditions**

***Context Interpretation***

This Indicator addresses whether job coaching support responds to identified harm conditions through coaching, cueing, clarification, support adjustment, pausing, communication, coordination, or escalation within role boundaries.

***Context-Specific Quality Outcome Criteria***

For this VRJ1 Core Indicator in the cleaning services employment context, context-specific Quality Outcome Criteria include, as applicable to the declared service boundary:

- job coaching action is matched to the identified cleaning-context condition and remains traceable to the relevant Core Indicator;
- support is adjusted without assuming employer, clinical, legal, or safety responsibilities;
- unsafe or dignity-threatening support practices are changed or stopped when recognized;
- the response remains within the declared service boundary and role authority.

***Illustrative Evidence Considerations***

Illustrative evidence may include:

- observation of support adjustment;
- records of pausing, escalation, or assistance seeking;
- communication with authorized parties.

**Indicator 1.3 — Prevention of Avoidable Employment-Related Harm Within the Service Boundary**

***Context Interpretation***

This Indicator connects recognition of foreseeable harm with actual job coaching work and employment-maintenance results.

***Context-Specific Quality Outcome Criteria***

For this VRJ1 Core Indicator in the cleaning services employment context, context-specific Quality Outcome Criteria include, as applicable to the declared service boundary:

- job coaching work avoids preventable dignity loss, stigmatization, unsafe continuation, conflict escalation, or avoidable threat to job continuation within the service boundary;
- support does not create avoidable employment harm by excessive visibility, public correction, role confusion, or substitution for the worker;
- outcomes outside the service boundary are distinguished from service-quality determinations when appropriately recognized or escalated.

### ***Illustrative Evidence Considerations***

Illustrative evidence may include:

- direct observation of job coaching interactions;
- worker feedback where appropriate;
- documentation of avoided or managed concerns.

## **Indicator 1.4 — Recognition of Limits and Escalation or Referral**

### ***Context Interpretation***

This Indicator addresses whether conditions requiring employer, clinical, legal, safety, supervisory, emergency, or other external responsibility are recognized rather than absorbed into job coaching work.

### ***Context-Specific Quality Outcome Criteria***

For this VRJ1 Core Indicator in the cleaning services employment context, context-specific Quality Outcome Criteria include, as applicable to the declared service boundary:

- conditions exceeding job coaching role authority are recognized;
- appropriate assistance, escalation, referral, or employer/supervisory involvement is sought when needed;
- the job coach does not treat external responsibilities as ordinary job coaching activity;
- the Quality Claim Statement identifies unresolved boundary or escalation limitations where relevant.

### ***Illustrative Evidence Considerations***

Illustrative evidence may include:

- records of escalation or referral;
- supervisory or employer communication within authorized boundaries;
- documentation of unresolved conditions or limitations.

## **8.3 Factor 2 — Sustained Job Performance at Employer-Acceptable Standards**

### **Indicator 2.1 — Alignment with Actual Job Requirements**

#### ***Context Interpretation***

Job coaching should be grounded in actual cleaning job duties, assigned areas, route order, schedules, surface types, tools, supplies, product-use expectations, employer instructions, and inspection or rework expectations.

#### ***Context-Specific Quality Outcome Criteria***

For this VRJ1 Core Indicator in the cleaning services employment context, context-specific Quality Outcome Criteria include, as applicable to the declared service boundary:

- support is aligned with the worker's actual cleaning tasks and employer-acceptable standards;
- assigned area, route order, surface expectations, restocking or waste-handling duties, and inspection/rework expectations are visible where relevant to the declared service boundary;
- coaching addresses real job requirements rather than abstract employability goals alone;
- changes in tasks, routes, tools, or expectations are reflected in support planning or adjustment;
- changes in supplies, building access, assigned areas, supervisor expectations, or inspection feedback are reflected when they affect job coaching support;
- the job coach does not create, redesign, negotiate, or approve the job role unless separately authorized.

#### ***Illustrative Evidence Considerations***

Illustrative evidence may include:

- job duty descriptions, route instructions, checklists, or supervisor clarification;

- observation of job coaching during actual cleaning tasks;
- records of support tied to specific job requirements.

## **Indicator 2.2 — Support Addressing Performance Stability**

### ***Context Interpretation***

This Indicator concerns support for consistency, reliability, accuracy, pace, route completion, task completion, restocking or waste-handling expectations where applicable, rework response, and effectiveness necessary for employment maintenance.

### ***Context-Specific Quality Outcome Criteria***

For this VRJ1 Core Indicator in the cleaning services employment context, context-specific Quality Outcome Criteria include, as applicable to the declared service boundary:

- support addresses performance characteristics relevant to job continuation;
- support addresses route completion, pace, accuracy, missed areas, rework response, and reliability where these are relevant to the worker's continued employment;
- support helps the worker maintain task sequence, coverage, pace, quality, and reliability where those matters are within the declared service boundary;
- job coaching support does not substitute for employer performance evaluation or discipline;
- evidence distinguishes job coaching support from worker performance alone.

### ***Illustrative Evidence Considerations***

Illustrative evidence may include:

- observation of support during routine work;
- records of performance-related coaching strategies;
- authorized supervisor feedback or worker feedback.

## **Indicator 2.3 — Support for Adaptation to Changing Job Demands**

### ***Context Interpretation***

Cleaning services employment may change because of new rooms, locked or restricted spaces, products, supplies, routes, supervisors, schedules, tools, staffing, inspection priorities, public use of spaces, or emergency cleaning needs.

### ***Context-Specific Quality Outcome Criteria***

For this VRJ1 Core Indicator in the cleaning services employment context, context-specific Quality Outcome Criteria include, as applicable to the declared service boundary:

- job coaching responds when job demands, routines, schedules, layouts, tools, or expectations change;
- the worker receives support to adapt within job coaching role boundaries;
- changes that exceed job coaching authority are communicated or escalated appropriately;
- the evidence basis identifies the change and the support response.

### ***Illustrative Evidence Considerations***

Illustrative evidence may include:

- records of changed assignments or routes;
- observations before and after support adjustment;
- communication with authorized parties.

## **Indicator 2.4 — Response to Performance-Related Threats to Job Continuation**

### ***Context Interpretation***

This Indicator addresses whether performance-related risks are recognized and addressed before they become avoidable instability or job loss when timely response is reasonably available.

### ***Context-Specific Quality Outcome Criteria***

For this VRJ1 Core Indicator in the cleaning services employment context, context-specific Quality Outcome Criteria include, as applicable to the declared service boundary:

- performance-related threats to employment maintenance are identified within the declared service boundary;
- role-appropriate action is taken to support job continuation;
- the job coach does not substitute for employer human resources, accommodation decisions, or supervision;
- claim limitations are stated where employer decisions or unavailable information affect the result.

### ***Illustrative Evidence Considerations***

Illustrative evidence may include:

- records of performance-related concerns and support response;
- authorized supervisor communication;
- evidence of support modification or follow-through.

## **8.4 Factor 3 — Functional Independence and Appropriate Support Balance**

### **Indicator 3.1 — Identification of Job Functions Requiring Support**

#### ***Context Interpretation***

Support should be targeted to job functions where the worker needs support, not based on generalized assumptions about disability or work capacity.

#### ***Context-Specific Quality Outcome Criteria***

For this VRJ1 Core Indicator in the cleaning services employment context, context-specific Quality Outcome Criteria include, as applicable to the declared service boundary:

- job functions requiring support are identified in relation to actual cleaning tasks and worker needs;
- support is not generalized beyond job-relevant needs;
- support planning, review, or adjustment is tied to observable job functions;
- the evidence basis shows why support was needed.

#### ***Illustrative Evidence Considerations***

Illustrative evidence may include:

- task observation;
- support plans or coaching notes tied to job functions;
- worker and job coach input.

### **Indicator 3.2 — Support Level Matched to Worker Ability and Job Demands**

#### ***Context Interpretation***

This Indicator addresses whether the amount, timing, visibility, and form of support match the worker's abilities and cleaning job demands.

#### ***Context-Specific Quality Outcome Criteria***

For this VRJ1 Core Indicator in the cleaning services employment context, context-specific Quality Outcome Criteria include, as applicable to the declared service boundary:

- support intensity and visibility are appropriate to the worker's current presentation and job demands;
- support neither abandons the worker nor creates unnecessary dependence;
- privacy and dignity are considered when choosing the support form;
- support matching is reconsidered when job or worker conditions change.

***Illustrative Evidence Considerations***

Illustrative evidence may include:

- observation of prompting level and timing;
- support adjustment records;
- worker feedback or authorized stakeholder input.

**Indicator 3.3 — Adjustment of Support Level Over Time**

***Context Interpretation***

Cleaning jobs often require changing support as routes become familiar, tasks change, stamina changes, or performance risks emerge.

***Context-Specific Quality Outcome Criteria***

For this VRJ1 Core Indicator in the cleaning services employment context, context-specific Quality Outcome Criteria include, as applicable to the declared service boundary:

- support is faded, intensified, redirected, or otherwise adjusted in response to actual job conditions;
- adjustment avoids both over-support and under-support;
- changes in frequency, prompting, check-in pattern, or communication are role-appropriate;
- support adjustment is linked to employment-maintenance results or risks.

***Illustrative Evidence Considerations***

Illustrative evidence may include:

- support fading or adjustment records;
- observed changes in support approach;
- evidence of changed job demands or worker capability.

**Indicator 3.4 — Avoidance of Substitution for Worker Job Functions**

***Context Interpretation***

This Indicator is especially important where cleaning tasks are physically visible, time-sensitive, and easy for the job coach to take over, such as wiping surfaces, restocking supplies, moving carts, handling trash, or correcting missed areas.

***Context-Specific Quality Outcome Criteria***

For this VRJ1 Core Indicator in the cleaning services employment context, context-specific Quality Outcome Criteria include, as applicable to the declared service boundary:

- the job coach supports performance without performing the worker's assigned cleaning job functions in a way that misrepresents worker performance;
- the job coach does not routinely clean, restock, move carts, correct missed areas, or complete route steps for the worker under time pressure;
- modeling, teaching, or temporary demonstration remains bounded and does not replace the worker's employment role;
- support practices preserve worker ownership of the job;
- claims distinguish support from substitution.

***Illustrative Evidence Considerations***

Illustrative evidence may include:

- direct observation of job coach role during tasks;
- documentation of modeling or demonstration limits;
- worker, supervisor, or reviewer feedback.

**8.5 Factor 4 — Respect for Worker Role, Dignity, and Autonomy**

**Indicator 4.1 — Workplace-Appropriate Conduct**

***Context Interpretation***

Job coaching conduct should fit ordinary workplace norms and preserve the worker’s employee role, especially when support occurs in public, customer-facing, resident-facing, or after-hours settings.

***Context-Specific Quality Outcome Criteria***

For this VRJ1 Core Indicator in the cleaning services employment context, context-specific Quality Outcome Criteria include, as applicable to the declared service boundary:

- job coaching presence, communication, cueing, correction, and observation are workplace-appropriate;
- support does not unnecessarily mark the worker as different from other employees;
- public prompting, correction, or visible support is minimized or adapted when it threatens dignity, ordinary employee status, or workplace integration;
- feedback is provided respectfully and discreetly where possible;
- the job coach does not interfere with ordinary work routines beyond the support purpose.

***Illustrative Evidence Considerations***

Illustrative evidence may include:

- observation of job coaching conduct;
- worker feedback;
- authorized supervisor or coworker context where appropriate.

**Indicator 4.2 — Respect for Worker Autonomy and Employee Role**

***Context Interpretation***

This Indicator addresses whether the worker remains an active employee participant rather than a program participant managed publicly by the job coach.

***Context-Specific Quality Outcome Criteria***

For this VRJ1 Core Indicator in the cleaning services employment context, context-specific Quality Outcome Criteria include, as applicable to the declared service boundary:

- support preserves worker involvement, consent, informed participation, and self-direction where appropriate;
- the worker’s employee role is respected in communication with supervisors, coworkers, customers, or the public;
- choices that would create danger or exceed role boundaries are addressed appropriately;
- the worker is not spoken over or managed publicly without service justification.

***Illustrative Evidence Considerations***

Illustrative evidence may include:

- observation of worker participation;
- worker feedback where appropriate;
- records showing consent, preference, or authorized communication.

## **Indicator 4.3 — Protection of Dignity and Privacy in the Workplace**

### ***Context Interpretation***

Cleaning services employment may involve public spaces, shared staff areas, restrooms, customer premises, resident areas, security-controlled spaces, or after-hours settings where privacy conditions vary.

### ***Context-Specific Quality Outcome Criteria***

For this VRJ1 Core Indicator in the cleaning services employment context, context-specific Quality Outcome Criteria include, as applicable to the declared service boundary:

- sensitive discussion, correction, disability-related information, and support needs are handled with appropriate privacy;
- restroom, resident-area, customer-premises, shared-space, and after-hours privacy conditions are considered when support or communication occurs;
- prompting visibility is managed to avoid unnecessary stigma or humiliation;
- confidential information is not disclosed beyond role authority and employment relevance;
- dignity risks are considered part of service quality, not merely interpersonal preference.

### ***Illustrative Evidence Considerations***

Illustrative evidence may include:

- observation of prompting and correction practices;
- confidentiality-related documentation;
- worker feedback or authorized reviewer notes.

## **Indicator 4.4 — Absence of Coercive, Infantilizing, or Stigmatizing Practices**

### ***Context Interpretation***

This Indicator addresses support practices that undermine adult status, autonomy, employee role, dignity, or workplace participation.

### ***Context-Specific Quality Outcome Criteria***

For this VRJ1 Core Indicator in the cleaning services employment context, context-specific Quality Outcome Criteria include, as applicable to the declared service boundary:

- job coaching avoids coercive, infantilizing, disrespectful, stigmatizing, or demeaning practices;
- direct feedback or safety communication remains respectful and role-appropriate;
- support language and behavior preserve the worker's standing as an employee;
- evidence does not rely on absence of complaint alone.

### ***Illustrative Evidence Considerations***

Illustrative evidence may include:

- direct observation;
- worker feedback;
- review of communication, notes, or incident records.

## **8.6 Factor 5 — Timely Recognition and Response to Employment Risk**

### **Indicator 5.1 — Identification of Changes Threatening Employment Stability**

#### ***Context Interpretation***

Relevant changes may include new tasks, altered routes, supply shortages, changed products or tools, attendance or transportation disruption, supervisor changes, coworker conflict, customer or public concerns, quality concerns, increased prompting needs, or communication breakdown.

### ***Context-Specific Quality Outcome Criteria***

For this VRJ1 Core Indicator in the cleaning services employment context, context-specific Quality Outcome Criteria include, as applicable to the declared service boundary:

- changes that may threaten employment stability are identified within the service boundary;
- route changes, supply shortages, supervisor changes, inspection failures, transportation disruption, access problems, and increased prompting needs are visible when they may affect employment stability;
- routine variation is distinguished from changes requiring support adjustment, communication, escalation, or referral;
- relevant changes are not ignored because the worker remains employed or no complaint has been made;
- the Quality Claim Statement boundary states unresolved uncertainties where change information is incomplete.

### ***Illustrative Evidence Considerations***

Illustrative evidence may include:

- change records, notes, or communications;
- job coach observation;
- worker or supervisor input where appropriate.

## **Indicator 5.2 — Judgment Regarding the Significance of Observed Changes Within Role Scope**

### ***Context Interpretation***

This Indicator concerns job coaching judgment about whether observed changes matter for employment maintenance.

### ***Context-Specific Quality Outcome Criteria***

For this VRJ1 Core Indicator in the cleaning services employment context, context-specific Quality Outcome Criteria include, as applicable to the declared service boundary:

- job coaching judgment appropriately distinguishes ordinary variation from employment-relevant risk;
- judgment remains within role scope and avoids unauthorized clinical, legal, human-resources, or safety determinations;
- the basis for support adjustment, communication, or escalation is visible;
- uncertainty is acknowledged when significance cannot be determined from available evidence.

### ***Illustrative Evidence Considerations***

Illustrative evidence may include:

- records of observed changes and judgment basis;
- supervisory consultation or role-appropriate assistance seeking;
- documentation of uncertainty or limitations.

## **Indicator 5.3 — Timely Role-Appropriate Action Responding to Identified Employment Risk**

### ***Context Interpretation***

This Indicator addresses whether response occurs while it can still support employment maintenance.

### ***Context-Specific Quality Outcome Criteria***

For this VRJ1 Core Indicator in the cleaning services employment context, context-specific Quality Outcome Criteria include, as applicable to the declared service boundary:

- identified employment risks receive timely role-appropriate response when reasonably available;
- response may include support adjustment, communication, escalation, referral, or follow-through within role limits;

- the job coach does not guarantee job continuation or control employer decisions;
- delays or non-response are visible in evidence and claim limitations.

***Illustrative Evidence Considerations***

Illustrative evidence may include:

- timestamps or sequence of observations and responses;
- records of support changes or communication;
- follow-up notes.

**Indicator 5.4 — Appropriate Communication and Follow-Through Within Role Boundaries**

***Context Interpretation***

This Indicator addresses whether concerns are communicated through appropriate channels and reflected in subsequent job coaching work.

***Context-Specific Quality Outcome Criteria***

For this VRJ1 Core Indicator in the cleaning services employment context, context-specific Quality Outcome Criteria include, as applicable to the declared service boundary:

- employment-relevant concerns are communicated to appropriate authorized parties;
- privacy and confidentiality are protected during communication;
- updated direction or role-appropriate follow-through is reflected in later support;
- communication does not exceed role authority, consent, or employment relevance.

***Illustrative Evidence Considerations***

Illustrative evidence may include:

- communication records;
- follow-up documentation;
- authorized stakeholder feedback.

**8.7 Factor 6 — Workplace Integration and Social Navigation**

**Indicator 6.1 — Support Related to Workplace Norms and Routines**

***Context Interpretation***

Cleaning services roles often involve formal and informal routines: start-up, route order, supply access, cart preparation, restroom or area access, breaks, clock-in/clock-out, reporting, inspection, rework, and communication patterns.

***Context-Specific Quality Outcome Criteria***

For this VRJ1 Core Indicator in the cleaning services employment context, context-specific Quality Outcome Criteria include, as applicable to the declared service boundary:

- support helps the worker understand and respond to job-related norms and routines that affect employment maintenance;
- support remains tied to work-related expectations, not unrelated social preferences;
- informal workplace practices that affect job continuation are visible in interpretation;
- changes in routines are addressed within role boundaries.

***Illustrative Evidence Considerations***

Illustrative evidence may include:

- observation of routine-related support;
- worker or job coach reports;
- employer instructions or routine documents where available.

## **Indicator 6.2 — Support Related to Required Workplace Interactions**

### ***Context Interpretation***

Required interactions may involve supervisors, coworkers, customers, residents, building staff, security personnel, reception staff, maintenance staff, or members of the public.

### ***Context-Specific Quality Outcome Criteria***

For this VRJ1 Core Indicator in the cleaning services employment context, context-specific Quality Outcome Criteria include, as applicable to the declared service boundary:

- support addresses communication or interaction required for job performance, feedback, coordination, safety, or employment stability;
- interaction with security staff, building staff, residents, customers, or members of the public is addressed when it is required for the cleaning role or employment stability;
- the job coach does not substitute for employer supervision or mediate unrelated personal relationships;
- worker dignity and employee role are preserved during interaction support;
- the evidence basis identifies the required interaction and support provided.

### ***Illustrative Evidence Considerations***

Illustrative evidence may include:

- observation of interaction support;
- authorized communication records;
- worker feedback.

## **Indicator 6.3 — Support for Ordinary Workplace Participation**

### ***Context Interpretation***

This Indicator addresses whether job coaching allows the worker to remain connected to ordinary workplace participation rather than being unnecessarily separated from the work environment.

### ***Context-Specific Quality Outcome Criteria***

For this VRJ1 Core Indicator in the cleaning services employment context, context-specific Quality Outcome Criteria include, as applicable to the declared service boundary:

- support preserves ordinary participation in team routines, communication patterns, and work flow to the extent appropriate;
- individualized support is provided without unnecessary separation;
- support visibility is managed when it affects dignity, integration, or job continuation;
- participation limits outside the declared service boundary are distinguished from job coaching quality.

### ***Illustrative Evidence Considerations***

Illustrative evidence may include:

- observation of work participation;
- support approach descriptions;
- worker or authorized stakeholder feedback.

## **Indicator 6.4 — Avoidance of Unnecessary Isolation or Separation**

### ***Context Interpretation***

This Indicator addresses whether support arrangements or communication patterns isolate the worker from typical workplace participation.

### ***Context-Specific Quality Outcome Criteria***

For this VRJ1 Core Indicator in the cleaning services employment context, context-specific Quality Outcome Criteria include, as applicable to the declared service boundary:

- job coaching practices do not unnecessarily isolate the worker from coworkers, supervisors, team routines, or ordinary communication;
- separation is used only where justified by job demands, privacy, safety, or support needs;
- unnecessary separation that threatens dignity, integration, or job continuation is recognized as a quality concern;
- external workplace limitations are identified when they affect interpretation.

### ***Illustrative Evidence Considerations***

Illustrative evidence may include:

- observation of support location and interaction patterns;
- records explaining separation decisions;
- worker feedback.

## **8.8 Factor 7 — Continuity and Accuracy of Employment-Relevant Information**

### **Indicator 7.1 — Accuracy of Information Used to Guide Job Coaching Work**

#### ***Context Interpretation***

Job coaching should be based on current and relevant information about cleaning tasks, assigned areas, route order, schedules, tools, supplies, product-use expectations, support needs, workplace expectations, risk conditions, and authorized communication pathways.

#### ***Context-Specific Quality Outcome Criteria***

For this VRJ1 Core Indicator in the cleaning services employment context, context-specific Quality Outcome Criteria include, as applicable to the declared service boundary:

- information used to guide support is current, relevant, bounded, and accurate enough for the claim being made;
- information about route order, assigned areas, product or tool requirements, inspection feedback, safety-related instructions, and access requirements is current enough for the claim being made;
- support is not based on outdated assumptions, incomplete role understanding, or undocumented changes;
- employment-relevant information is distinguished from unrelated personal, clinical, family, or administrative information;
- information limitations are acknowledged in claims.

#### ***Illustrative Evidence Considerations***

Illustrative evidence may include:

- job task lists, route information, or supervisor instructions;
- support notes tied to current conditions;
- review of changed information.

### **Indicator 7.2 — Information Transfer Across Job-Coaching or Support Arrangements**

#### ***Context Interpretation***

This Indicator addresses information continuity when job coaches, supervisors, shifts, providers, work locations, or service periods change.

### ***Context-Specific Quality Outcome Criteria***

For this VRJ1 Core Indicator in the cleaning services employment context, context-specific Quality Outcome Criteria include, as applicable to the declared service boundary:

- employment-relevant information needed for continuity is transferred accurately and appropriately;
- information transfer respects consent, confidentiality, role authority, and employment relevance;
- handoff gaps that may affect employment maintenance are visible;
- the Quality Claim Statement identifies limitations where transfer evidence is unavailable.

### ***Illustrative Evidence Considerations***

Illustrative evidence may include:

- handoff records;
- communication logs;
- support continuity documentation.

## **Indicator 7.3 — Continuity Across Workplace or Service Changes**

### ***Context Interpretation***

Cleaning services employment may change quickly through altered routes, new supplies, missing equipment, revised inspection standards, staff shortages, changed access requirements, or supervisor changes.

### ***Context-Specific Quality Outcome Criteria***

For this VRJ1 Core Indicator in the cleaning services employment context, context-specific Quality Outcome Criteria include, as applicable to the declared service boundary:

- job coaching support remains continuous across relevant workplace or service changes;
- changes affecting tasks, schedules, supervisors, worksites, expectations, transportation, or communication pathways are reflected in support;
- the job coach does not control employer restructuring or operational decisions outside role boundaries;
- evidence connects continuity actions to employment-maintenance needs.

### ***Illustrative Evidence Considerations***

Illustrative evidence may include:

- records of workplace or service changes;
- follow-up notes;
- supervisor or worker communications where authorized.

## **Indicator 7.4 — Protection from Information Loss, Distortion, or Inappropriate Disclosure**

### ***Context Interpretation***

This Indicator addresses both availability of needed information and protection from inappropriate sharing.

### ***Context-Specific Quality Outcome Criteria***

For this VRJ1 Core Indicator in the cleaning services employment context, context-specific Quality Outcome Criteria include, as applicable to the declared service boundary:

- employment-relevant information is protected from loss, distortion, or inappropriate disclosure;
- information remains bounded to what is necessary for employment maintenance and role-appropriate support;
- privacy and worker autonomy are protected;

- claims do not rely on information that is unavailable, distorted, or outside the declared service boundary without stating limitations.

#### *Illustrative Evidence Considerations*

Illustrative evidence may include:

- confidentiality practices;
- records of corrected information;
- review of communication pathways and disclosure limits.

## **8.9 Factor 8 — Scope-Appropriate Practice and Professional Judgment**

### **Indicator 8.1 — Practice Within Authorized Occupational Role Boundaries**

#### *Context Interpretation*

This Indicator distinguishes job coaching from employer supervision, cleaning service operation, clinical treatment, legal representation, safety enforcement, staffing replacement, or program administration.

#### *Context-Specific Quality Outcome Criteria*

For this VRJ1 Core Indicator in the cleaning services employment context, context-specific Quality Outcome Criteria include, as applicable to the declared service boundary:

- work performed is job coaching directed toward employment maintenance;
- the job coach does not assume employer, clinical, legal, safety, regulatory, or operational responsibilities;
- the job coach does not approve cleaning quality, authorize chemical/product use, enforce employer safety policy, make accommodation decisions, or direct cleaning operations unless separately authorized outside this Guide;
- role boundaries are visible where multiple parties are involved;
- service claims do not imply evaluation of external systems unless expressly bounded and evidenced.

#### *Illustrative Evidence Considerations*

Illustrative evidence may include:

- role descriptions or service agreements;
- observed job coaching activity;
- records of assistance seeking or boundary clarification.

### **Indicator 8.2 — Appropriate Judgment Within Role Scope**

#### *Context Interpretation*

This Indicator addresses judgment about observation, cueing, communication, fading, privacy, escalation, and withdrawal of support.

#### *Context-Specific Quality Outcome Criteria*

For this VRJ1 Core Indicator in the cleaning services employment context, context-specific Quality Outcome Criteria include, as applicable to the declared service boundary:

- job coaching judgment responds to actual cleaning-employment conditions;
- decisions remain within job coaching authority;
- judgment considers dignity, safety interfaces, support balance, employment maintenance, and declared service-boundary limits;
- uncertainty or limits are recorded where judgment depends on information outside the declared service boundary.

***Illustrative Evidence Considerations***

Illustrative evidence may include:

- decision notes;
- supervision or consultation records;
- observations of support decisions.

**Indicator 8.3 — Avoidance of Unauthorized Employer, Clinical, Legal, Safety, or Professional Practice**

***Context Interpretation***

Cleaning workplaces may pressure a job coach to decide matters belonging to other parties, including discipline, accommodation approval, cleaning-quality acceptance, chemical or safety authorization, clinical interpretation, legal advice, safety certification, or operational control.

***Context-Specific Quality Outcome Criteria***

For this VRJ1 Core Indicator in the cleaning services employment context, context-specific Quality Outcome Criteria include, as applicable to the declared service boundary:

- the job coach refrains from taking responsibility for decisions belonging to other parties;
- cleaning-quality acceptance, safety authorization, discipline, staffing, supply procurement, building access control, and operational corrections remain external responsibilities unless separately authorized;
- observed concerns are communicated or referred through authorized channels;
- support does not become unauthorized supervision, treatment, safety enforcement, or legal advocacy;
- claim boundaries distinguish job coaching quality from external responsibilities.

***Illustrative Evidence Considerations***

Illustrative evidence may include:

- records of referrals or boundary clarifications;
- communication with supervisors or service authorities;
- evidence of avoided substitution for external roles.

**Indicator 8.4 — Appropriate Assistance Seeking, Escalation, or Referral**

***Context Interpretation***

This Indicator addresses what happens when continuing independently would exceed job coaching role boundaries or threaten employment maintenance.

***Context-Specific Quality Outcome Criteria***

For this VRJ1 Core Indicator in the cleaning services employment context, context-specific Quality Outcome Criteria include, as applicable to the declared service boundary:

- the job coach seeks clarification, assistance, supervision, employer input, clinical referral, safety response, emergency response, or other appropriate involvement when conditions exceed the role;
- role limits become visible rather than hidden by continued activity or documentation;
- follow-through occurs within role boundaries;
- unresolved external conditions are identified as Critical Conditions or claim limitations when appropriate.

***Illustrative Evidence Considerations***

Illustrative evidence may include:

- assistance-seeking records;
- escalation or referral documentation;

- follow-up notes and claim limitation statements.

## **9. Context-Specific Evidence**

### **9.1 General**

Evidence supports determination of the quality state of the Vocational Rehabilitation Job Coaching Service Quality Object in the cleaning services employment context. Evidence shall remain traceable to the relevant Core Indicator, context-specific Quality Outcome Criterion, declared service boundary, evaluation period, and Quality Claim Statement.

### **9.2 Purpose of Evidence**

Evidence should make visible the job coaching work performed, the employment-maintenance result produced, the declared service boundary, applicable Quality Outcome Criteria, relevant Critical Conditions, and any limitations or uncertainties. Evidence that shows activity without linking it to the applicable Criterion and employment-maintenance result should be treated as limited.

### **9.3 Sources of Evidence**

Evidence may come from one or more appropriate sources, including:

- direct observation of job coaching work and employment-maintenance conditions in the cleaning services context, including tasks, routes, tools, pace, inspection, and support needs;
- communication with the worker, job coach, supervisors, employers, or other authorized stakeholders where appropriate;
- service documentation, support adjustment records, communication records, escalation records, follow-through records, and worker feedback where appropriate;
- employment-relevant records such as job duty information, route instructions, checklists, inspection or rework feedback, assigned-area changes, access or security information, worksite changes, and supply, tool, or product changes where authorized and relevant; and
- other reliable and relevant sources.

No single source of evidence automatically determines the quality state of the Service Quality Object. Evidence should be evaluated as a body of evidence proportionate to the scope and significance of the Quality Claim Statement.

### **9.4 Evidence Across Function Realization**

Evidence should connect job coaching support to the employment-maintenance function through both sides of the Service Quality Object: the work performed and the result produced. Evidence limited to job coach presence, contact frequency, service hours, notes, worker attendance, employer satisfaction, or absence of concern should be treated as limited unless the Quality Claim Statement is correspondingly limited.

For VJC1, evidence should be strong enough to show how job coaching related to actual cleaning work conditions, such as route sequence, task accuracy, pace, rework, tools, supplies, public or after-hours conditions, support fading, and boundary management. Evidence from a single isolated moment should not be treated as evidence for the whole route, shift, or employment-maintenance period unless the claim is limited accordingly.

### **9.5 Sufficiency of Evidence**

Sufficiency of evidence depends on the scope of the claim, the significance of the quality determination, the applicable Core Factors and Indicators, the applicable Quality Outcome Criteria, the declared service boundary, the evaluation period, Critical Conditions, and known uncertainties. Evidence is sufficient only when it supports the claimed quality state and makes material limitations visible.

### **9.6 Relationship to Boundaries and Interfaces**

Evidence should identify relevant internal and external interfaces, including support interactions, employer instructions, supervisor communication, safety interfaces, transportation dependence,

technology or equipment use, and authorized service coordination. When an interface is material to a claim, evidence should show whether it supported, limited, or disrupted function realization.

## **9.7 Relationship to Quality Claim Statements**

Evidence supports only the Quality Claim Statement for which it is relevant, sufficient, appropriate, and proportionate. A narrow evidence basis should produce a narrow claim, and unresolved Critical Conditions or boundary uncertainty should narrow, qualify, or prevent the claim.

## **10. Context-Specific Quality Claim Statements**

### **10.1 General**

A Quality Claim Statement communicates a determined quality state for the declared Service Quality Object within a declared cleaning services employment context, declared service boundary, evaluation period, evidence basis, applicable Quality Outcome Criteria, and stated limitations.

### **10.2 Basis for Quality Claim Statements**

A responsible claim should identify the Service Quality Object, cleaning services employment context, declared service boundary, applicable Core Quality Factors and Indicators, applicable Quality Outcome Criteria, evidence basis, Critical Conditions, limitations, exclusions, assumptions, and unresolved uncertainties. The claim should not skip from service activity or job outcome directly to quality without this alignment chain.

### **10.3 Scope of Quality Claim Statements**

A claim may be broad or narrow. A broad claim requires broader evidence across applicable Factors, Indicators, Quality Outcome Criteria, Critical Conditions, declared service-boundary conditions, and interfaces. A narrow claim may be supported by narrower evidence when the Quality Claim Statement boundary is transparent and the claim is limited to the examined criteria and evidence.

### **10.4 Limitations of Quality Claim Statements**

A claim shall not imply full conformity, general service quality, continuing quality, employer compliance, workplace safety performance, cleaning quality, worker performance alone, program participation, funding eligibility, or documentation completion beyond the declared boundary and evidence basis. Claims should state material exclusions where employer systems, cleaning operations, or external safety conditions were not evaluated.

In VJC1, claims should also avoid implying that the cleaning route was completed correctly, the worksite was safe, chemical/product use was appropriate, employer inspection was satisfied, or continued employment was caused by job coaching unless those matters are expressly within the declared boundary and supported by sufficient evidence.

### **10.5 Communication of Quality Claim Statements**

Quality Claim Statements should be worded clearly enough that readers understand what was examined, what was not examined, which Core Indicators and Quality Outcome Criteria were addressed, what evidence was used, and what limitations or uncertainties remain.

### **10.6 Relationship to Evidence**

Evidence and claims shall remain aligned with the sequence established by VRJ1: Service Quality Object, intended function, Core Factor, Core Indicator, context-specific Quality Outcome Criterion, evidence, and Quality Claim Statement. A claim is responsible only to the extent that evidence supports the applicable Criteria and does not obscure unresolved Critical Conditions, boundary limits, or uncertainty.

## **11. Context-Specific Critical Conditions**

### **11.1 General**

Critical Conditions are conditions whose failure, uncertainty, or loss of visibility may materially affect function realization, evidence sufficiency, or the credibility of a Quality Claim Statement. They shall remain visible in alignment among Factors, Indicators, Criteria, evidence, and claims.

### **11.2 Relationship to Function Realization**

In cleaning services employment, a Critical Condition may prevent or seriously weaken employment-maintenance function realization even when other Indicators appear satisfactory.

### **11.3 Illustrative Cleaning-Specific Critical Conditions**

Illustrative Critical Conditions may include:

- unsafe task or worksite condition requiring employer, safety, emergency, or other external response, including chemical, product, waste, sharp-object, biohazard, restricted-area, or wet-floor conditions outside job coaching authority;
- job coach substitution for assigned worker cleaning tasks, including completing, correcting, or concealing worker performance in a way that misrepresents the employment-maintenance result;
- public prompting, disclosure, correction, or visible support that materially threatens dignity or employment stability;
- unaddressed performance-related threat to job continuation, including missed areas, incomplete restocking, unresolved rework, or lost route fidelity;
- loss of current information about assigned route, area coverage, task sequence, safety rule, supervisor expectation, supply condition, or inspection/rework expectation needed to understand the employment-maintenance result;
- unclear or exceeded job coaching role boundary, including pressure to perform employer supervision, cleaning-quality inspection, safety enforcement, clinical interpretation, legal advice, or staffing substitution;
- supply, tool, product, key/access, signage, protective-equipment, after-hours, isolated, restricted-area, customer-facing, resident-facing, or public-facing condition that materially affects dignity, safety interface, communication, or escalation;
- unavailable evidence needed to connect job coaching work with the employment-maintenance result; and
- unresolved external condition that materially affects the Quality Claim Statement.

### **11.4 Visibility of Critical Conditions in Quality Determination**

Where a Critical Condition is applicable, satisfaction of other Indicators, documentation completeness, service hours, employer satisfaction, or absence of complaint does not by itself compensate for unresolved failure, uncertainty, or loss of visibility of that Critical Condition. A Quality Claim Statement should be limited, qualified, or withheld when a material Critical Condition remains unresolved.

## **12. Limitations and Non-Prescriptive Interpretation**

### **12.1 General**

This Context Guide is informative and supports interpretation of VRJ1 in cleaning services employment. It does not prescribe a single method of job coaching or cleaning service delivery.

### **12.2 Non-Prescriptive Interpretation**

The Guide does not prescribe cleaning methods, task frequencies, staffing levels, products, tools, employer procedures, or worksite operations. Those matters may be relevant as context, interface conditions, evidence, limitations, or exclusions, but they remain external to the job coaching Service Quality Object unless expressly addressed in the declared service boundary and Quality Claim Statement boundary.

### **12.3 Limits of Task Completion**

Completion of cleaning tasks, continued employment, a clean room, a completed route, a passed inspection, or lack of rework may be relevant context, but none of these alone demonstrates job coaching quality. Quality depends on whether job coaching work and employment-maintenance results satisfy applicable Quality Outcome Criteria within the declared service boundary and evidence basis.

### **12.4 Non-Substitutability of Critical Conditions**

A Critical Condition shall not be treated as resolved merely because other Indicators are satisfied or because no complaint was reported.

### **12.5 Limits of Documentation and Compliance**

Documentation, compliance with a program requirement, or completion of a service note may support evidence but does not by itself determine the quality state of the Service Quality Object.

### **12.6 Limits of Absence-of-Concern Interpretation**

Absence of reported concern, incident, employer complaint, or worker complaint does not by itself demonstrate that cleaning-services-employment job coaching quality was achieved.

### **12.7 Relationship to VRJ1 and SCM1**

This Guide should be interpreted together with VRJ1 and SCM1. VRJ1 defines the quality structure; this Guide interprets that structure in context; SCM1 governs evidence evaluation and Quality Claim Statements. The alignment sequence should remain visible throughout interpretation and claim wording.

## **13. Relationship to Employer Direction, Training, Rules, and Other Requirements**

### **13.1 General**

Cleaning services employment occurs inside workplaces controlled by employers and subject to applicable laws, regulations, safety rules, contracts, policies, and professional responsibilities.

### **13.2 Employer Direction and Job Requirements**

Employer instructions, job descriptions, checklists, routes, inspection standards, safety requirements, and supervisor directions may be relevant to interpreting job coaching quality. They do not become AMSI requirements and do not transfer employer responsibilities to the job coach; VJC1 keeps them visible as context without converting the job coach into the employer's supervisor, cleaning-quality inspector, safety officer, staffing substitute, or operational manager.

### **13.3 Training and Competence Context**

Worker training, job-coach training, employer training, and organizational procedures may provide evidence or context. They do not replace the Quality Outcome Criteria or evidence sufficiency logic established by this Guide and VRJ1.

### **13.4 Organizational and Program Requirements**

Organizational forms, service plans, funding requirements, case notes, and program expectations may support service delivery. They do not automatically establish the quality state of the Service Quality Object.

### **13.5 Clinical, Legal, Safety, and Emergency Responsibilities**

This Guide does not authorize the job coach to provide clinical treatment, legal advice, safety certification, employer discipline, accommodation approval, or emergency response beyond role authority. Conditions requiring those responsibilities should be recognized and escalated or referred appropriately.

## **13.6 Relationship to Other AMSI Context Guides**

Other AMSI VRJ Context Guides may address different employment contexts. They should preserve the same invariant VRJ1 Core while developing context-specific Quality Outcome Criteria and evidence considerations.

## **Annex A (Informative) - Illustrative Service Quality Object in Cleaning Services Employment**

### **A.1 Purpose**

This Annex illustrates how the VRJ1 Service Quality Object may be understood in the cleaning services employment context.

### **A.2 Relationship to the Service Quality Object**

The Service Quality Object remains the Vocational Rehabilitation Job Coaching service. Cleaning tasks, routes, tools, employer standards, and worksites provide context for realizing and evidencing the service but do not become the Service Quality Object.

### **A.3 Illustrative Constituent Parts**

Illustrative constituent parts include the worker receiving job coaching support, the vocational rehabilitation job coach, job coaching work, employment-maintenance result, intended function, internal boundaries and interfaces, and external boundary and interfaces.

### **A.4 Illustrative Function Realization**

Function realization may be visible when job coaching supports the worker to follow an assigned cleaning route, maintain pace and accuracy, respond to supervisor feedback, use support without unnecessary dependency, preserve dignity in public or coworker settings, and maintain employment within role boundaries.

### **A.5 Illustrative Relationship to Quality Determination**

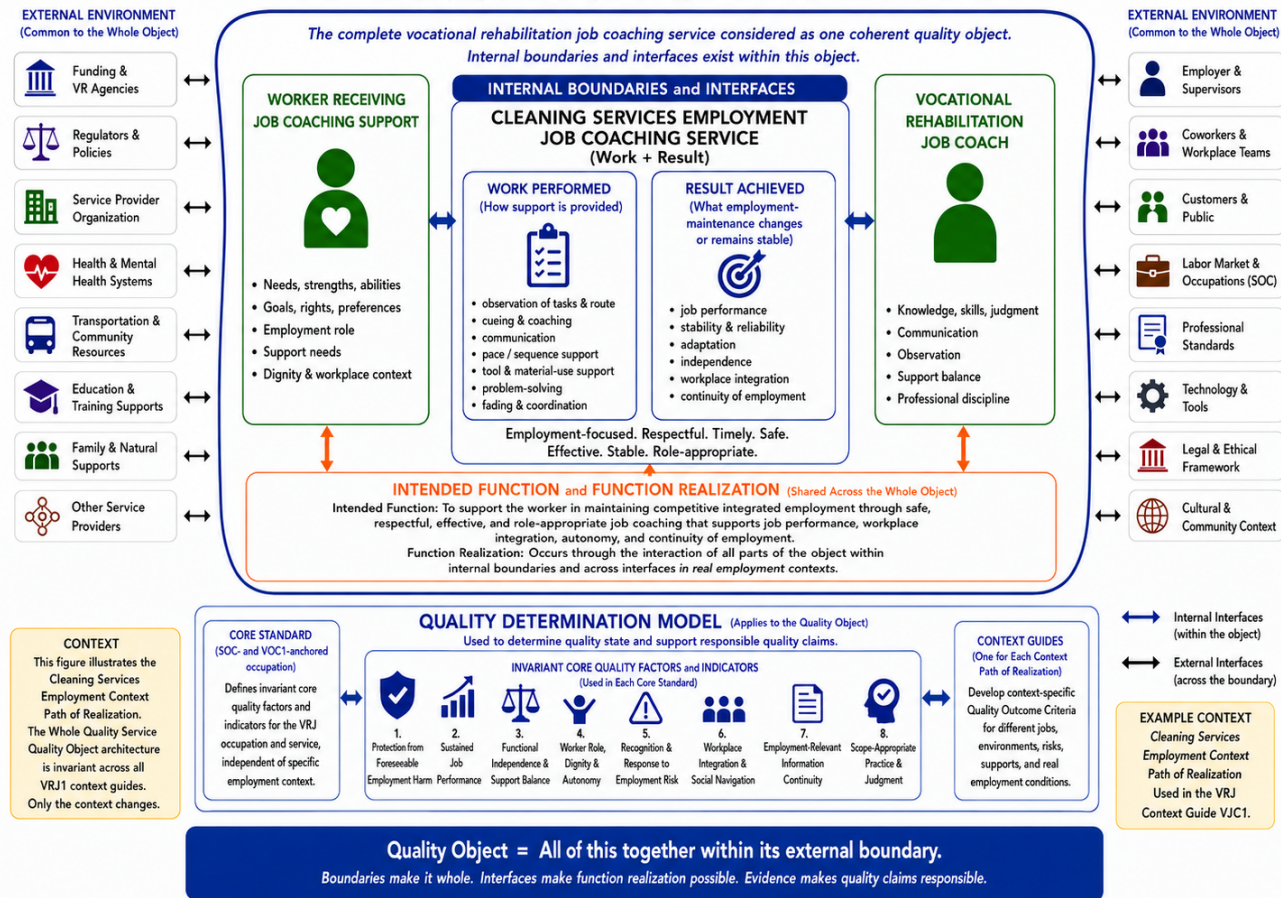
Quality determination should examine the complete Service Quality Object rather than the worker, job coach, notes, employer instructions, or cleaning result in isolation.

### **A.6 Illustrative Whole Quality Service Quality Object Diagram**

The diagram below illustrates the VRJ1 Service Quality Object and quality determination model. In VJC1, this same object is interpreted within cleaning services employment.

**Figure A.1 – Whole Quality Service Quality Object (Cleaning Services Employment Context)**

*One coherent quality object: worker + job coaching service + intended function + boundaries.*



## Annex B (Informative) - Core-to-Context Relationship

### B.1 Purpose

This Annex summarizes how the invariant VRJ1 Core is interpreted in VJC1.

### B.2 Invariant Core

The Service Quality Object, intended function, Core Quality Factors, and Core Quality Indicators remain unchanged.

### B.3 Purpose of the Context Guide

The purpose of this Context Guide is to show how the invariant Core becomes observable in cleaning services employment.

### B.4 Relationship Between the Core and the Context Guide

The Context Guide interprets Core Indicators through cleaning-specific Quality Outcome Criteria, evidence considerations, Critical Conditions, boundaries, and claim guidance.

### B.5 Relationship to Other VRJ Context Guides

Other VRJ Context Guides may address retail, food service, office support, warehouse, hospitality, landscaping, or other employment contexts.

### B.6 Whole Quality Principle

Context changes how quality becomes observable. It does not fragment the Core or create a new Service Quality Object.

## **Annex C (Informative) - Worker-Specific Interpretation**

### **C.1 Purpose**

This Annex explains how worker-specific interpretation may be used in cleaning services employment without creating separate quality standards for particular diagnoses, disability categories, or worker groups.

### **C.2 Interpretation of the Core Quality Factors**

Worker-specific conditions may affect how the same Core Indicators become observable. Examples may include communication needs, cognitive load, sensory conditions, anxiety, stamina, mobility, learning style, social interpretation, medical restrictions as communicated, transportation dependence, or other functional support considerations.

### **C.3 Relationship to VRJ1**

Worker-specific interpretation shall remain within the VRJ1 Service Quality Object, intended function, Core Quality Factors, Core Quality Indicators, declared service boundary, internal and external interfaces, evidence, and Quality Claim Statement logic.

### **C.4 Whole Quality Principle**

Worker-specific interpretation supports visibility of relevant conditions. It does not justify unsupported claims or substitution for employer, clinical, legal, safety, or regulatory responsibilities.

## **Annex D (Informative) - Cleaning Task-Specific Context Path of Realization**

### **D.1 Purpose**

This Annex illustrates how a cleaning task-specific context path may be used to interpret job coaching quality.

### **D.2 Relationship to VRJ1**

A cleaning route, restroom task, floor-care task, restocking task, trash removal task, or surface-cleaning task may affect Quality Outcome Criteria and evidence. It does not create a separate Core Standard or redefine the Service Quality Object.

### **D.3 Illustrative Context Path of Realization**

An illustrative path may include: assigned cleaning function, employer-acceptable standard, worker support need, job coaching support approach, role-boundary condition, observed employment-maintenance result, declared service boundary, evidence basis, and Quality Claim Statement limitation.

For example, a restroom-route path may connect the assigned route, restocking sequence, worker support need, discreet cueing or checklist support, avoidance of job-coach substitution, supervisor feedback, observed stability or rework risk, evidence linking support to the result, and any limitation caused by unavailable employer or safety information.

### **D.4 Dynamic Nature of Function Realization**

Function realization may change as tasks, tools, routes, supervisors, worker presentation, schedule, or workplace conditions change. The Context Guide therefore supports evidence-based interpretation rather than fixed task completion.

### **D.5 Relationship to Quality Determination**

Quality determination should coordinate employment-context interpretation with worker-specific interpretation, because the same support need may have different significance depending on the job task, worksite, schedule, pace, supervision pattern, public contact, and social environment.

## **Annex E (Informative) - Illustrative Quality Claim Boundary Examples**

The following examples illustrate bounded use of this Guide. They do not define required claim language and do not replace the evidence and Quality Claim Statement logic in Sections 9 and 10.

### **E.1 Routine Maintenance Claim**

A claim may state that job coaching services during a specified period supported employment maintenance for a worker assigned to cleaning duties, based on evidence related to the actual task sequence, route reliability, supervisor feedback, support-level adjustment, and absence of unresolved Critical Conditions within the declared service boundary.

### **E.2 Change in Assignment Claim**

A claim may be limited to a transition from one cleaning area, route, shift, supervisor, tool set, or inspection expectation to another, identifying the changed work conditions, support adjustments, evidence limitations, and unresolved uncertainties.

### **E.3 Support Reduction Claim**

A claim may state that support reduction was consistent with observed stability in assigned cleaning duties, provided that evidence supports functional independence, avoidance of task substitution, preserved dignity, and continuing ability to recognize or communicate employment risk within role boundaries.

### **E.4 Limited or Non-Conformity Claim**

A claim may identify that conformity could not be established because evidence showed unresolved task substitution, repeated missed assignments, unclear employer expectations, insufficient evidence of actual work performance, or unresolved safety-related or role-boundary conditions.

## **Annex F (Informative) - Functional Support Considerations for Workers with Intellectual and Developmental Disabilities in Cleaning Services Employment**

This Annex is informative.

### **F.1 Purpose**

This Annex provides informative guidance for applying AMSI VJC1 where a worker with an intellectual or developmental disability, or similar functional support need, is employed in a cleaning-services role and receives Vocational Rehabilitation Job Coaching for employment maintenance.

This Annex does not create new Core Quality Factors or Core Quality Indicators. It does not create a separate disability-specific standard. It does not define eligibility, diagnosis, funding, or clinical classification. It supports interpretation of AMSI VRJ1 and VJC1 when functional support needs affect job performance, communication, independence, dignity, privacy, safety, evidence sufficiency, or employment continuity.

### **F.2 IDD-Related Terms and Plain-Language Functional Meaning**

The term intellectual and developmental disabilities (IDD) is used here as a broad practical term. In clinical, educational, vocational, or service systems, a worker may be described by terms such as:

- intellectual disability;
- developmental disability;
- autism spectrum disorder;
- Down syndrome;
- fragile X syndrome;

- fetal alcohol spectrum disorder;
- cerebral palsy when it affects work-related movement, communication, learning, or daily functioning;
- developmental language disorder or significant communication disorder;
- specific learning disorder when reading, writing, counting, sequencing, or understanding instructions affects the job;
- attention-deficit/hyperactivity disorder when attention, organization, pace, impulse control, or task completion affects employment;
- other early-life or neurological conditions that create similar support needs at work.

This list is only for orientation. It is not a medical definition, diagnostic list, or eligibility rule.

These terms do not define the person. They may appear in another system, but the focus of this Annex is the worker as a person and employee. The important question is not the label or term. The important question is:

What does the worker need in order to understand, perform, and maintain the actual cleaning-services job with appropriate support, dignity, privacy, and independence?

Examples of functional support needs may include difficulty with:

- remembering several steps in the correct order;
- following a route, floor, room list, or work area assignment;
- knowing when a cleaning task is complete;
- understanding fast verbal instructions;
- understanding supervisor correction or inspection feedback;
- changing from one task to another;
- adjusting when a room is locked, occupied, changed, or unavailable;
- distinguishing similar supplies, rooms, surfaces, containers, or products;
- keeping a steady pace without unsafe shortcuts;
- asking for help or clarification in an appropriate way;
- recognizing safety issues such as wet floors, cords, trash, chemicals, stairs, equipment, or restricted spaces;
- managing confusion, anxiety, frustration, sensory overload, or fatigue when routines change;
- working near coworkers, customers, tenants, students, patients, or the public without unnecessary embarrassment or separation.

These issues should be understood functionally and individually. A worker may be described by one of the terms listed above and may not need support in a particular area. Another worker may not be described by any IDD-related term but may still have similar employment-relevant support needs.

### **F.3 General Interpretation Principle**

IDD-related or similar functional support considerations should not lower the meaning of job quality, worker role, or employer expectations. The worker remains an employee. The cleaning role remains real work. Job coaching should support the worker's ability to perform the job, not replace the worker's job performance.

The purpose of job coaching is to support employment maintenance within role boundaries. Support may include prompts, reminders, explanation, modeling, visual cues, routine review, communication support, or support adjustment over time. However, the job coach should not become the worker, employer, supervisor, cleaner, safety trainer, clinician, attorney, or regulator.

### **F.4 Cleaning-Services Conditions That May Be Especially Important**

In cleaning-services employment, IDD-related or similar functional support needs may become important because cleaning work often includes:

- repeated routines that still require correct sequence;
- many similar rooms, surfaces, supplies, or containers;

- routes across floors, rooms, hallways, restrooms, offices, or public areas;
- time pressure and end-of-shift expectations;
- supervisor inspection and correction;
- supply restocking and equipment storage;
- wet floors, trash handling, carts, vacuums, cords, cleaning products, and other safety-relevant conditions;
- public or customer-facing areas where visible support may affect dignity and privacy;
- changes in schedule, supervisor, work area, supply location, or task expectations.

These conditions do not mean the worker cannot do the job. They mean that job coaching quality should be interpreted in relation to the actual worker-job-support interface.

## **F.5 Interpretation by VRJ1 Factors**

### **Factor 1 — Protection from Foreseeable Employment Harm**

For workers with IDD-related or similar functional support needs, foreseeable employment harm may include physical safety risks, misunderstanding of instructions, repeated public correction, embarrassment, unnecessary disclosure of disability-related information, unsafe tool or product use, or failure to recognize when help is needed.

Quality interpretation should examine whether the job coach identifies foreseeable harm conditions connected to the actual cleaning assignment and responds within the job coaching role.

### **Factor 2 — Sustained Job Performance at Employer-Acceptable Standards**

Cleaning work may appear simple, but it can require route memory, task sequence, attention to detail, pace, and response to supervisor feedback.

Quality interpretation should examine whether job coaching support is connected to the worker's actual assigned cleaning duties, not only to general employability skills. Support should help the worker perform the job consistently and at employer-acceptable standards.

### **Factor 3 — Functional Independence and Appropriate Support Balance**

This Factor is especially important where the worker has IDD-related or similar functional support needs.

Support should be strong enough to prevent avoidable job loss, but not so strong that it creates unnecessary dependence. The job coach may use prompts, checklists, visual cues, reminders, or gradual fading of support when appropriate.

The job coach should not routinely wipe surfaces, mop floors, carry trash, restock supplies, complete rooms, or finish assigned areas for the worker. If any direct assistance is unavoidable because of an emergency or exceptional situation, it should be limited, transparent, and not presented as the worker's independent performance.

### **Factor 4 — Respect for Worker Role, Dignity, and Autonomy**

The worker should be treated as an employee, not as a child, patient, client, or object of supervision in front of others.

Support should avoid unnecessary public correction, unnecessary disclosure, or visible actions that separate the worker from coworkers. When correction, explanation, or sensitive communication is needed, it should be handled privately where possible.

The worker should be involved in support decisions when feasible, including how prompts are given, how help is requested, and how support is reduced over time.

### **Factor 5 — Timely Recognition and Response to Employment Risk**

For workers with IDD-related or similar functional support needs, small workplace changes may create real employment risk. Examples include a new supervisor, new floor, changed restroom assignment, different product, changed trash route, new inspection expectation, or changed schedule.

Quality interpretation should examine whether the job coach notices these changes early and adjusts support before the issue becomes repeated complaints, discipline, or job loss.

### **Factor 6 — Workplace Integration and Social Navigation**

Some workers may need support with workplace routines and required interactions, such as checking in with a supervisor, asking for clarification, reporting low supplies, responding to correction, or understanding break routines.

Support should focus on interactions needed for employment maintenance. It should not create artificial social goals unrelated to the job. It should also avoid unnecessary isolation, such as keeping the job coach too close when the worker could participate more naturally in the workplace.

### **Factor 7 — Continuity and Accuracy of Employment-Relevant Information**

For workers with IDD-related or similar functional support needs, inaccurate information can quickly weaken support. The job coach should understand the actual job duties, route, sequence, schedule, supervisor expectations, safety rules, and performance concerns.

If the work area, supervisor, schedule, task list, or support staff changes, employment-relevant information should remain accurate and continuous. Information sharing should remain limited to what is necessary for employment maintenance and within role boundaries.

### **Factor 8 — Scope-Appropriate Practice and Professional Judgment**

The job coach should stay within the job coaching role. The job coach may support routines, prompts, communication, independence, and escalation. The job coach should not provide clinical diagnosis, legal advice, employer discipline, safety certification, formal accommodation decisions, or cleaning-service quality control.

When a condition exceeds the job coaching role, the job coach should recognize the limit and refer or escalate through appropriate channels.

## **F.6 Illustrative IDD-Relevant Quality Outcome Criteria**

The following examples may support interpretation of Quality Outcome Criteria in cleaning-services employment:

- support needs are identified in relation to actual cleaning tasks, not diagnosis alone;
- prompts or cues are matched to the worker's real job duties and functional needs;
- the worker understands the assigned route, sequence, or task list sufficiently for employment maintenance;
- support helps the worker perform assigned tasks without unnecessary substitution by the job coach;
- support is adjusted when tasks, supervisors, schedules, work areas, or expectations change;
- visible support, correction, and communication protect dignity and privacy;
- the worker is supported to ask questions, receive correction, and communicate with supervisors when needed;
- safety-relevant concerns are recognized and addressed within role boundaries;
- unresolved concerns are communicated or escalated when they exceed the job coaching role;
- support is reviewed over time to avoid both under-support and over-support.

## **F.7 Illustrative Evidence Considerations**

Evidence may include:

- assigned task lists, route descriptions, or work area information;
- observations of task sequence, pace, completion, and independence;

- worker feedback, including feedback given in plain language or another accessible form;
- supervisor feedback about performance stability, missed tasks, pace, or inspection results;
- notes showing what type of prompt or support was used;
- notes showing when support was increased, reduced, or changed;
- records distinguishing job coaching support from task substitution;
- records of schedule, supervisor, worksite, route, or assignment changes;
- documentation of communication within role limits;
- documentation of referral or escalation when safety, discipline, clinical, legal, or accommodation issues exceeded the job coaching role.

## **F.8 Limits of This Annex**

This Annex should not be used to assume that all workers with IDD-related terms or similar functional support needs have the same needs. It should not be used to lower expectations, justify segregation, expose disability-related information unnecessarily, or replace individualized understanding of the worker-job-support relationship.

This Annex should not be used as a checklist for diagnosis or eligibility. It is only an informative support for interpreting AMSI VRJ1 and VJC1 in cleaning-services employment where IDD-related or similar functional support needs are relevant.

A Quality Claim Statement using this Annex should remain bounded to the actual worker, job, worksite, service period, evidence basis, included and excluded interfaces, assumptions, limitations, and unresolved conditions.

## **Copyright and Use Notice**

Copyright © American Support Standards Initiative (AMSI), 2026. All rights reserved.

This document, VRJ Context Guide — Cleaning Services Employment (the “Context Guide”), is a publication of the American Support Standards Initiative (AMSI).

Permitted use (non-commercial).

The Context Guide may be used, reproduced, and distributed, in whole or in part, for informational, educational, standards-development, and non-commercial purposes, provided that all reproductions include this notice in full and clearly acknowledge AMSI as the source.

Restrictions.

No part of this Context Guide may be modified, adapted, abridged, translated, excerpted in a manner that alters meaning, or incorporated into another standard, specification, regulation, certification scheme, audit protocol, procurement requirement, contractual document, training credential, provider-approval process, employment-service evaluation system, or similar instrument without the prior written permission of AMSI.

No endorsement; no certification.

The use of terms, definitions, concepts, Quality Factors, Indicators, Quality Outcome Criteria, context-specific examples, or other content from this Context Guide does not imply endorsement, approval, certification, conformity assessment, provider approval, training approval, employment-service approval, or program approval by AMSI. Reference to this Context Guide shall not be represented as compliance with any AMSI requirement, regulatory obligation, payer requirement, certification scheme, or service-quality claim unless the applicable service context, scope, assessed Indicators, Quality Outcome Criteria, evidence basis, limitations, and Quality Claim Statement are explicitly stated consistent with AMSI VRJ1 and applicable AMSI conformity-assessment or claim-review requirements.

No replacement of legal, clinical, employment, safety, or program requirements.

This Context Guide does not replace, supersede, or reinterpret applicable laws, regulations, payer rules, vocational rehabilitation program requirements, employer responsibilities, workplace safety rules,

employment requirements, service authorization requirements, clinical direction, supervision requirements, or other controlling obligations.

**Disclaimer of warranties.**

AMSI makes this Context Guide available on an “as is” basis, without warranty of any kind, express or implied, including, without limitation, warranties of merchantability, fitness for a particular purpose, non-infringement, accuracy, completeness, or suitability for any specific service, program, payer, jurisdiction, employer, worker, cleaning-services role, or employment setting.

**Limitation of liability.**

AMSI disclaims any liability for the use, interpretation, or application of this Context Guide, including any direct, indirect, incidental, special, exemplary, consequential, administrative, financial, regulatory, clinical, employment-related, safety-related, service-related, or program-related damages arising from its use.

**Revisions.**

AMSI reserves the right to revise, amend, replace, or withdraw this Context Guide at any time. Users are responsible for ensuring that they are referencing the current edition.