



VRJ Context Guide — Cleaning Services Employment

(Informative)

(Vocational Rehabilitation Job Coaching Quality Service Standard)

1. Purpose and Status of This Context Guide

This Context Guide supports application of the *Vocational Rehabilitation Job Coaching Quality Service Standard — Core* (“VRJ Core”) in **cleaning services employment contexts**.

This document is **informative**. It:

- supports interpretation and application of the VRJ Core;
- defines **context-specific Quality Outcome Criteria**; and
- provides context-relevant explanatory material.

This Context Guide:

- does **not** introduce new Quality Factors or Indicators;
- does **not** modify the scope or meaning of the VRJ Core; and
- does **not** prescribe methods, tools, staffing models, or operational procedures.

The VRJ Core Standard remains authoritative in all cases.

2. Scope and Service Context

This Context Guide applies to **vocational rehabilitation job coaching services** provided to support **employment maintenance** in cleaning services roles.

Cleaning services employment contexts include, for example:

- commercial and contract cleaning;
- janitorial and custodial work;
- cleaning roles in offices, schools, retail, hospitality, healthcare-adjacent, or similar settings; and
- in-house or outsourced cleaning positions.

This Context Guide applies **only** to job coaching services supporting:

- sustained job performance;
- workplace adaptation;
- employment stability; and
- continuity of employment.

This Context Guide does **not** apply to:

- job development or placement;
- pre-employment training programs;
- employer operational procedures; or
- evaluation of the quality of cleaning services themselves.

Employer expectations are treated as **contextual facts**, whether formal or informal. These expectations may include **safe performance of assigned duties consistent with workplace rules and practices**, as safety is a component of acceptable job performance in cleaning services employment.

This Context Guide does not assume or require that employers operate under any formal quality management or certification framework.

3. Characteristics of Cleaning Services Employment Relevant to Job Coaching

Cleaning services employment commonly involves the following characteristics, which are relevant to job coaching quality evaluation:

- **Structured but repetitive work** performed across shifts or locations;
- **Task sequencing requirements**, often involving multi-step routines;
- **Time-bound performance expectations**, including completion within defined shifts or schedules;
- **Variable supervision**, ranging from close oversight to periodic inspection;

- **Physical movement and endurance demands**, including standing, walking, lifting, and repetitive motion;
- **Routine variation**, such as changes in assigned areas, schedules, or cleaning products.

These characteristics describe the **employment context**, not preferred work practices or methods.

4. Application of VRJ Core Quality Factors in Cleaning Services Employment

This section applies the VRJ Core Quality Indicators to cleaning services employment through **context-specific Quality Outcome Criteria**.

Outcome Criteria describe conditions used to evaluate quality; they do not prescribe actions or methods.

4.1 Protection from Foreseeable Employment Harm

Quality is supported when foreseeable risks to employment continuity in cleaning services roles are identified and addressed within the job coaching role.

Context-specific Outcome Criteria may include:

- recognition of foreseeable employment risks related to pace, fatigue, supervision, or schedule changes;
- appropriate escalation when issues exceed the job coach's scope; and
- avoidance of actions that place the worker at risk of disciplinary action or job loss.

4.2 Sustained Job Performance at Employer-Acceptable Standards

Quality is supported when job coaching services contribute to sustained performance that meets the employer's actual expectations.

Context-specific Outcome Criteria may include:

- alignment of support with assigned cleaning duties;

- attention to consistency and reliability over time; and
- responsiveness to changes in employer expectations.

4.3 Functional Independence and Appropriate Support Balance

Quality is supported when job coaching promotes increasing independence without premature withdrawal of necessary support.

Context-specific Outcome Criteria may include:

- avoidance of task substitution by the job coach;
- adjustment of support intensity based on observed performance; and
- maintenance of the worker's role as the person performing the job.

4.4 Respect for Worker Role, Dignity, and Autonomy

Quality is supported when job coaching interactions respect workplace norms and the worker's dignity.

Context-specific Outcome Criteria may include:

- conducting support interactions in a manner consistent with workplace expectations;
- minimizing unnecessary visibility of support; and
- protecting privacy in communications.

4.5 Timely Recognition and Response to Employment Risk

Quality is supported when emerging employment risks are recognized and addressed promptly.

Context-specific Outcome Criteria may include:

- early identification of attendance, performance, or supervision concerns; and
- timely adjustment or escalation of job coaching support.

4.6 Workplace Integration and Social Navigation

Quality is supported when job coaching facilitates effective navigation of workplace relationships without substituting for them.

Context-specific Outcome Criteria may include:

- support for appropriate communication with supervisors; and
- avoidance of isolation from routine workplace interactions.

4.7 Continuity and Accuracy of Employment-Relevant Information

Quality is supported when employment-relevant information remains accurate and continuous over time.

Context-specific Outcome Criteria may include:

- maintaining continuity when supervisors, locations, or schedules change; and
- limiting information sharing to employment-relevant content.

4.8 Scope-Appropriate Practice and Professional Judgment

Quality is supported when job coaching remains within occupational scope.

Context-specific Outcome Criteria may include:

- avoidance of clinical, supervisory, or employer authority roles; and
- appropriate referral or escalation when issues fall outside the job coaching role.

5. Evidence Considerations in Cleaning Services Employment Contexts

Evidence used to evaluate quality may include:

- observed job performance over time;
- patterns of attendance or reliability;
- employer feedback;
- worker self-report; and

- documented job coaching interactions.

Documentation may provide evidence but is **not equivalent to evidence**.

Evidence is evaluated against Quality Outcome Criteria, not directly against Quality Indicators.

6. Use of This Context Guide in Quality Claim Statements

Where this Context Guide is used as part of quality evaluation, Quality Claim Statements should:

- identify this Context Guide by title;
- specify the scope of services assessed;
- identify the Quality Indicators examined; and
- state assumptions or limitations related to context.

Use of this Context Guide does not expand the scope of a Quality Claim beyond what is explicitly stated.

Appendix A — Cognitive Load, Task Sequencing, and Predictability Considerations

(Informative)

A.1 Purpose of This Appendix

This Appendix provides functional considerations relevant to applying the VRJ Core in cleaning services employment contexts.

These considerations:

- are **functional**, not diagnostic;
- may apply to individuals with intellectual or developmental disabilities as well as others with similar functional profiles; and
- do not introduce requirements or prescribe practices.

A.2 Functional Considerations in Cleaning Services Employment

Cleaning services employment may involve functional challenges related to:

- following multi-step task sequences;
- managing transitions between tasks or locations;
- maintaining pace under time pressure;
- responding to changes in routine or supervision; and
- interpreting instructions or feedback.

A.3 Relationship to VRJ Core Indicators

These functional considerations may be relevant when applying Core Indicators related to:

- sustained job performance;
- functional independence;
- foreseeable employment risk; and
- professional judgment.

They do not alter the Indicators or their meaning.

A.4 Limits of This Appendix

This Appendix:

- does not describe disabilities or diagnoses;
- does not provide clinical guidance;
- does not prescribe accommodations or training methods; and
- does not modify the scope of this Context Guide or the VRJ Core.

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