

Table of Contents

Daily Cleaning Specification	2
Outbreak Cleaning Procedure.....	5
Laundry Procedure – Manor and Lodge	8
4 Step Checklist for Outbreak Cleaning	11

Policy Number: 501	
Title: Daily Cleaning Specification	
Owner: Hospitality Manager	
Review Date: July 2019	Policy Risk Rating: Low

1. PURPOSE

To guide cleaning practices at the Village Baxter.

2. POLICY

The following areas are to be maintained by Hospitality Staff.

Front Entry Points	Offices	Nurse Station	Foyers
Reception	Salon	Soiled Utility	Dirty Linen Room
Lounges	Dining Rooms	Medication Room	Toilets
Pan room	Passageways	Store Rooms	Amenity Buildings
Library	Chapel	Laundry	Kitchenettes
Communal Areas	Resident Rooms	Resident Ensuites	

3. PROCEDURE

3.1. Rubbish Collection

- 3.1.1. Empty waste containers and replace liners
- 3.1.2. Collection of waste to be taken to site waste disposal area
- 3.1.3. Wipe inside and outside container
- 3.1.4. Place recyclable waste in recycling receptacles in waste disposal area

3.2. Walls, Doors, Window Sills, Furnishings and Skirting Boards

- 3.2.1. Damp wipe window sills and ledges
- 3.2.2. Damp wipe spills & marks from walls
- 3.2.3. Cobweb walls / ceiling and around light fittings on detail day - DO NOT TOUCH SMOKE DETECTORS
- 3.2.4. Damp wipe finger-marks / scuff marks from doors and push plates
- 3.2.5. Clean dust from internal door jambs and door frames
- 3.2.6. Wipe clean door handles, keypads and exit buttons
- 3.2.7. Clean finger-marks and smears from the glass doors
- 3.2.8. Damp wipe skirting boards
- 3.2.9. Damp wipe furniture, fixtures and fittings
- 3.2.10. Damp wipe desks and shelving

3.3. Floors

- 3.3.1. Spot vacuum carpets daily
- 3.3.2. Full vacuum of carpet areas paying attention to corners and under beds where accessible weekly
- 3.3.3. Spot mop and fringe mop hard floors daily
- 3.3.4. Full mop of hard floors paying attention to underneath furniture/beds where accessible weekly
- 3.3.5. Carpets cleaned as requested

3.4. Toilet, Sinks & Showers, Pan Rooms

- 3.4.1. Clean inside of sinks, taps, undersides of sinks ensure plug area in shower and sinks are free of grime/hair
- 3.4.2. Polish mirrors and bright metals
- 3.4.3. Clean toilet exterior, flush points, toilets seat / lids and underneath seat, brush inside of toilet
- 3.4.4. Wash and rinse shower walls down on the detail day
- 3.4.5. Damp wipe shower curtain rails weekly
- 3.4.6. Clean benches and macerator exterior
- 3.4.7. Cobweb walls / ceiling weekly
- 3.4.8. Replenish soaps, sanitisers, handtowel, sanitiser and toilet paper

3.5. Equipment Safety

- 3.5.1. All electrical equipment is test and tagged it is everyone's responsibility to ensure equipment is maintained, if at any time you come across a broken or unsafe piece of equipment or expired test and tag you must place an out of order label onto the equipment and notify Housekeeping manager. If you observe any hazards in the home this also is to be reported to your manager. Out of order labels are in the housekeeping manual.

3.6. Cleaning Equipment and Rooms

- 3.6.1. All cleaning equipment is to be cleaned at the end of each shift and trolleys stocked and set up for the next day, cleaning rooms are everyone's responsibility to maintain each day, no food or drinks are to be stored on trolleys or in cleaning rooms.

4. DEFINITIONS:

4.1. V = Daily Service Clean

- Wipe clean sinks, rails, toilets & spot clean mirrors.
- Spot vac / sweep floors, spot mop floors.
- Empty rubbish bin and replace liner.
- Wipe any obvious spills marks from walls & furnishings.
- Replenish hand towel, toilet paper & hand soap or sanitisers if required.

4.2. RC = Reduced Clean

- Spot clean sinks, rails, toilets & spot mirrors.
- Spot vac / sweep floors, spot mop floors.
- Empty rubbish bin and replace liner.
- Wipe any obvious spills / marks from walls & furnishings.
- Replenish hand towel, toilet paper & hand soap or sanitiser if required.

4.3. Colour Code = Detail Cleaning

Wipe clean sinks, rails, toilets, mirrors. Replenish hand towel & toilet paper & hand soap or sanitiser. Cobweb ceilings & corners of walls. Vacuum under chair cushions. Fully vacuum floors paying attention to corners, under beds and furniture where accessible. Fully mop floors paying attention to under beds behind furniture where accessible. Empty and clean rubbish bin and replace liner. Clean surfaces of furnishings, shelving & benches. Clean doors & spot clean glass doors. Clean marks and spills from walls & damp wipe window sills. Damp wipe skirting boards. Clean all horizontal and vertical surfaces where accessible.

5. ADDITIONAL CLEANING

5.1. Daily Request – A more detailed clean of some rooms and ensuites will be required. This will be communicated from FM to the Housekeeping Manager or Leading Hand who will then communicate this to housekeeping staff.

5.2. Vacate Room Cleaning - Requested when a resident vacates a room, a detail clean is required, extra tasks are listed on the Vacate Room Checklist.

6. RELATED POLICIES AND DOCUMENTS

- Refer to Frequency Charts for Specific Scope of Service

Policy Number: 502	
Title: Outbreak Cleaning Procedure	
Owner: Hospitality Manager	
Review Date: July 2019	Policy Risk Rating: Low

1. BACKGROUND

Infections can spread in any environment; elderly people are more vulnerable to an infection. Staff, visitors and other people in the home may also be at risk of infection or transmission.

2. FORMS OF TRANSMISSION

- 2.1. Direct contact – person to person.
- 2.2. Fomites – bed linen, towels, crockery.
- 2.3. Body substances – urine, faeces.
- 2.4. Airborne droplets and dust.
- 2.5. Contaminated food and fluids.
- 2.6. Vectors – e.g. insect.

3. STEPS TO MINIMISE THE SPREAD OF INFECTION

- 3.1. Implement the 4-stage cleaning process.
- 3.2. Isolate the area- do not enter other buildings during an outbreak.
- 3.3. Remove non-essential items from the cleaning trolley.
- 3.4. Use full PPE- disposable gloves, shoe covers, aprons, face mask & eye protection if needed – PPE must be changed when clean is complete.
- 3.5. Clean non-infected rooms first.
- 3.6. Clean in direction of clean area first then dirty area.
- 3.7. Use disposable cloths.
- 3.8. Do not double dip the cloth.
- 3.9. Wipe all surfaces including touch points e.g. door handles, taps, sinks, toilet flush control, remote controls, light switches, push plates on doors, key pads, telephones, walker/ wheel chair handles, hand rails, soap dispensers – clean any surface that is constantly touched.
- 3.10. Do not dry dust or cobweb – this can spread airborne particles transmitting the spread of infection.

3.11. Avoid Vacuuming as this can cause viruses to recirculate and continue to infect people, ***seek supervisor's permission before vacuuming*** - only vacuums fitted with a HEPA filter & disposable bags may be used if vacuuming is necessary.

3.11.1. HEPA: High Efficiency Particulate Air filters. These filters capture the smallest of particles, down to 0.3 microns in size, 99.97 percent of the time. They can trap smoke, moulds, bacteria, dust mites, pollen, and other particles.

3.12. Wash & sanitise your hands.

3.13. Place all soiled PPE, disposable cloths & rubbish into an infectious rubbish bag.

3.14. A final wipe down of infected rooms and public areas must be performed when the all clear is declared – no less than 48 hours after symptoms have ceased.

3.15. Place mops in a bag & place in the laundry.

3.16. Sanitise the cleaning equipment at the end of shift.

4. LAUNDRY CONTROLS

4.1. Always use disposable PPE when handling soiled laundry.

4.2. Infected washing in soluble seem bags are to be washed separate from non – infected washing.

4.3. The laundry is to be cleaned using the 4-stage cleaning process at the end of the shift.

4.4. Do not deliver clothing into infected areas unless instructed by supervisor.

5. FOUR STAGE CLEANING PROCESS

5.1. Clean - Hot water & PH Neutral Detergent - Versadet - Wipe down all touchable surfaces, the PH neutral breakdowns fats, oils and neutralizes any bacteria on the surface.

5.2. Sanitise in Cold Water – Q- SOL Chlorinated Disinfectant / Sanitiser@ 1,000 ppm available chlorine. Mix granules as per manufacturer's instructions - Wipe down all surfaces & touch points, bleach is to be made up fresh each day. The bleach is to remain on the surface at least 10 minutes allowing enough time to kill the virus and sterilize the surface.

5.3. Rinse - with Coldwater – Rinse all sanitised surfaces with cold water.

5.4. Dry – Dry surfaces that have been wiped with cold water

6. ENSURE HAND HYGIENE IS PERFORMED:

- Before commencing work.

- Before and after meal/ tea breaks.
- Before handling food and utensils.
- Before and after resident care activities.
- When contaminated with body substances.
- After touching a contaminated surface or material.
- Before handling medical equipment.
- Following the removal of gloves.
- After personal toileting or handling toilet equipment.
- After smoking.
- Before all aseptic procedures.
- After disposing of potentially infected materials.
- Whenever hands are inadvertently contaminated.
- Cleaning of infected room & public areas cleaned each day are to be documented in the Outbreak Cleaning Checklist Register

7. RELATED POLICIES AND DOCUMENTS

- Infection control policy suite (Policies 200 – 299)

Policy Number: 503

Title: Laundry Procedure – Manor and Lodge

Owner: Hospitality Manager

Review Date: July 2019

Policy Risk Rating: Low

1. PURPOSE

To guide laundry practices at the Manor and the Lodge.

2. INFECTION CONTROL

- 2.1. PPE to be used when handling soiled laundry
- 2.2. Remove PPE and wash hands before moving into the clean area of the laundry
- 2.3. Only designated trolleys marked with red tape are to be used for soiled washing
- 2.4. Soiled bags are to be placed into the rising base trolleys in the designated area, bags are not to be left on the floor
- 2.5. Laundry surfaces to be cleaned daily as per the cleaning check list
- 2.6. Red and Blue colour coding equipment must be used when cleaning laundry
- 2.7. If clean areas such as machinery, trolleys are accidentally touched with any soiled product these areas must be cleaned immediately
- 2.8. Infectious washing is to be presented to laundry in a plastic soluble seam bag

3. COLLECTION

- 3.1. The Manor soiled washing is presented to the laundry by the care staff
- 3.2. The Lodge soiled laundry is collected by laundry staff after distribution of clean clothing
- 3.3. The Lodge soiled laundry is to be collected at approx. 12 pm on weekend and public holiday
- 3.4. The Lodge soiled laundry is collected after distribution of the personals and delivered to the laundry Monday to Friday.

4. SORTING

- 4.1. The Manor washing is to be sorted first followed by The Lodge, napkins / table linen, woollens & mops
- 4.2. Designated rising base trolleys are to be used when sorting soiled laundry
- 4.3. Keep the Lodge & The Manor laundry separate

- 4.4. Any items of clothing that should not go into machines (such as pure new wool) place item in a bag and give to the supervisor
- 4.5. Sort the personal garments into the following categories:- light colours, dark colours, woollens, napkins, sluice / heavy soiled items

5. WASHING

- 5.1. Load The Manor personals into the machines first, (any soiled washing sent to laundry from The Manor after machines are loaded are to be held back for the overnight wash)
- 5.2. The Lodge is to be washed second followed by table linen, woollens, sluice & mops
- 5.3. Select appropriate program on machine and chemical dispenser unit
- 5.4. Where possible keep machines operating throughout the shift. Do not allow them to remain idle until the daily wash is complete
- 5.5. Ensure large machines are fully loaded
- 5.6. Delayed wash timer is to be set at the end of the shift with The Manor washing

6. DRYING

- 6.1. Load The Manor personals into the machines first, followed by The Lodge personals, napkins, table linen & mops
- 6.2. Hang woollens to dry in designated area
- 6.3. Transport clean wet linen to dryers in designated rising base trolleys marked with blue tape
- 6.4. Lint filter cleaned at end of day
- 6.5. Ensure that the dryers are empty at the end of shift

7. FOLDING

- 7.1. Always “hot fold” where possible especially dresses, blouses, shirts etc. This reduces demand for ironing
- 7.2. Hang clothing over the rising base trolleys to avoid wrinkling
- 7.3. Any outer garments that are wrinkled are to be ironed
- 7.4. Place garments directly onto personal distribution trolley as they are folded
- 7.5. Place any items with no names into the basket for each area

8. DISTRIBUTION

Baptist Village Baxter Policies & Procedures

- 8.1. Distribute clean garments to residents' rooms in The Manor first
- 8.2. Return clean serviettes to each house and the main dining room in The Manor
- 8.3. Hang garments in the residents wardrobe / cupboard, draws in The Manor
- 8.4. Load trolleys into the trailer for delivery to The Lodge
- 8.5. Place clothing on the residents bed in The Lodge unless otherwise instructed
- 8.6. Return clean blue laundry bags into the soiled linen rooms of The Lodge
- 8.7. Aprons from The Lodge are to be returned to the Activity Room
- 8.8. Return any empty coat hangers to the laundry

9. CLEANING OF LAUNDRY

- 9.1. Follow daily cleaning checklist book for daily cleaning duties & sign when duties are complete

10. LABELLING

- 10.1. Labels are printed on site by Housekeeping Supervisor
- 10.2. New Resident - clothing is collected by the laundry staff and taken to the laundry for labelling, the clothing will be returned to residents room on completion
- 10.3. Ad-hoc requests for labelling - clothing is collected by care staff placed in a bag clearly marked with the residents name, room number and documented in the communication book which is left at reception in The Manor and Nurse Station in The Lodge
- 10.4. Check for ad-hoc labelling in designated areas Monday to Friday- sign the communication book (ensure clothing listed in the book is what you are collecting, if items are missing advise your supervisor)
- 10.5. Take ad-hoc labelling to the laundry once complete place clothing onto distribution trolleys for next delivery, iron clothing if required
- 10.6. Advise your Housekeeping Manager or Leading Hand if a resident is running low on labels
- 10.7. If any clothing is damaged during the labelling process you must advise your manager
- 10.8. All labelling is to be recorded into the Labelling Log Book in the laundry

11. RELATED POLICIES AND DOCUMENTS

- Nil



HOSPITALITY

4 Step Checklist for Outbreak Cleaning

Date	Room Number	Public Area	Cleaning Step	Tick when Complete	Staff Initial	Notes
			1. Ph Neutral Clean Versadet			
			2. Sanitize with Q-SOL (leave 10 Minutes)			
			3. Rinse with cold water			
			4. Dry Surfaces			
			1. Ph Neutral Clean Versadet			
			2. Sanitize with Q-SOL (leave 10 Minutes)			
			3. Rinse with cold water			
			4. Dry Surfaces			
			1. Ph Neutral Clean Versadet			
			2. Sanitize with Q-SOL (leave 10 Minutes)			
			3. Rinse with cold water			
			4. Dry Surfaces			
			1. Ph Neutral Clean Versadet			
			2. Sanitize with Q-SOL (leave 10 Minutes)			
			3. Rinse with cold water			
			4. Dry Surfaces			
			1. Ph Neutral Clean Versadet			
			2. Sanitize with Q-SOL (leave 10 Minutes)			
			3. Rinse with cold water			
			4. Dry Surfaces			
			1. Ph Neutral Clean Versadet			
			2. Sanitize with Q-SOL (leave 10 Minutes)			
			3. Rinse with cold water			
			4. Dry Surfaces			
			1. Ph Neutral Clean Versadet			
			2. Sanitize with Q-SOL (leave 10 Minutes)			
			3. Rinse with cold water			
			4. Dry Surfaces			

Owner: Hospitality Manager

Review Date: July 2019