



# Environmental Service Acute Care

# Department Overview

- Leadership
- 200+ Staff
- 24/7 Support
- Size to clean
- 4 days training/specialty training



# RVH Mission/Vision/Values

- Exceptional care is our passion. People are our inspiration. Safety is our promise.
- Make Each Life Better. Together.
  - WORK TOGETHER
  - RESPECT ALL
  - THINK BIG
  - OWN IT
  - CARE



# RVH Introduction

- A-Acknowledge
- I-Introduce
- D-Duration
- E-Explanation
- T-Thank



# Communication

- Companion Phones
  - Discharge calls
  - Spills
  - Waste & Linen



# Waste Management

- Waste Streams
  - Pharmaceutical
  - Bio Medical
  - Anatomical
  - General Waste
  - Single Stream Recycle
  - Organic Waste



# Precautions Signs

- Contact – purple dot
- Contact
- Droplet
- Droplet/Contact
- Airborne/ Airborne Contact
- AGMP
- Cytotoxic



# Clorox

- Bulk wipes
- Need 1 min contact time for most bacteria & viruses
- Effective against *Clostridium difficile*
  - 2 min contact time
- **MUST FRESH WIPE**





SABER

- Can not mix with Clorox products
- 5 min contact time for most viruses
  - Including VRE & CPE unless working in area with Clorox
- Test weekly and document
- Specified Area for use



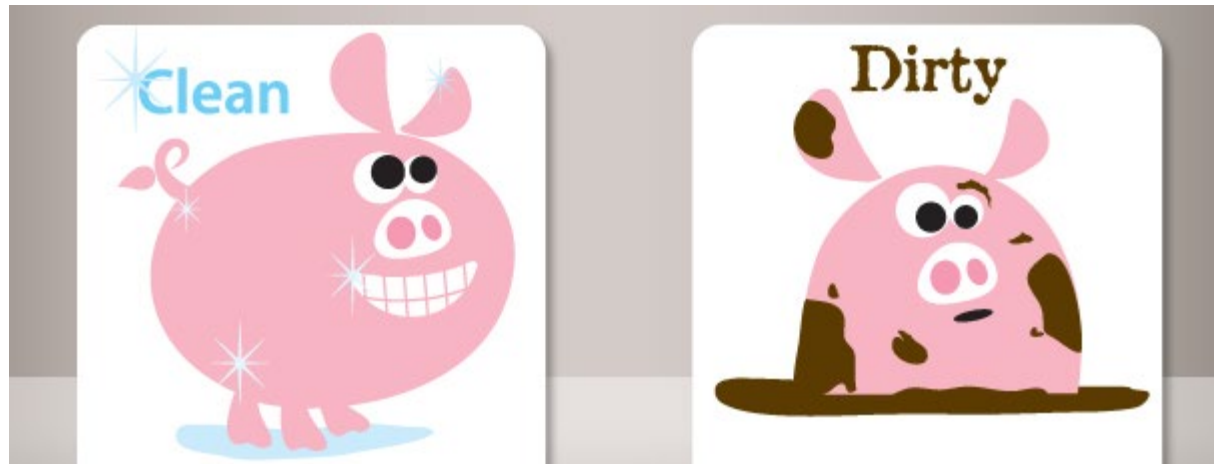
# Rescue

- Sporidical Liquid/Gel
  - Liquid room
  - Gel
  - C. Diff in Saber areas
- 10 minute contact time
- Irritant - it will burn skin on contact



# Principles to Follow

- High to Low
- Clean to Dirty (least to most soiled)

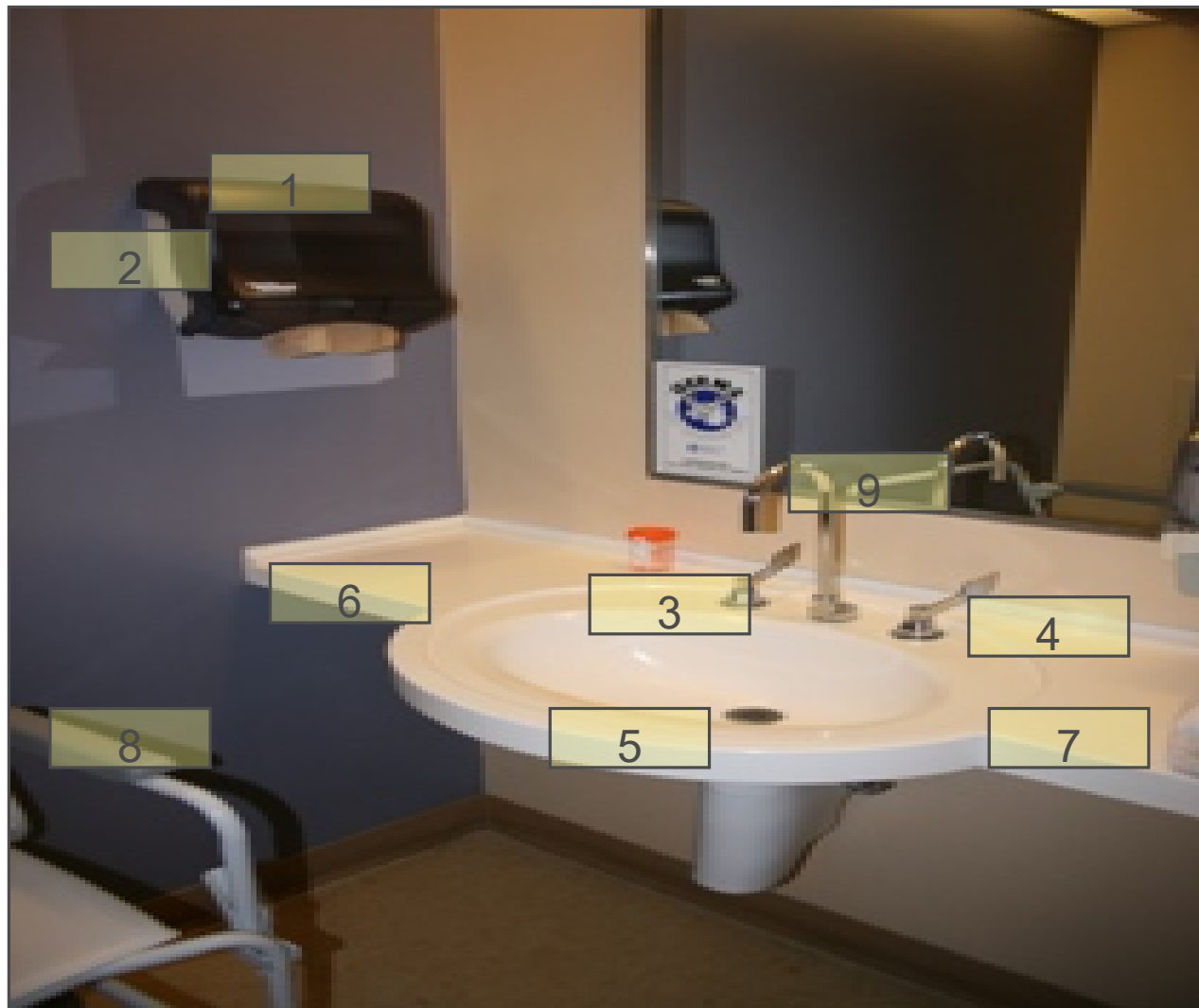


# High Touch Surface

- Frequently touched by hands
- More likely contaminated
- Can transmit organisms to other areas
- Contribute to HAI's
  - e.g. calls bells, bedrails, light switches, edges of privacy curtains



# High Touch Areas - Bathroom



# High Touch Areas - Bathroom



# PATIENT ROOMS

## HIGH TOUCH SURFACE AREAS / CODING



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# Cleaning Definitions

## DAILY CLEAN

High touch points only

Visible soiling

Garbage removal

Linen removal

Floors

NOTE: do isolations first





# Cleaning Definitions

## DISCHARGE CLEAN

Patients stay is over

Curtains removed only if soiled or monthly

Do not empty dispensers

Walls – shoulder to waist and visible soiling

All surfaces – not just high touch

Empty Room except patient belongings – to be done by HCP



# Cleaning Definitions

## TERMINAL CLEAN

Patients stay is over on precaution

Patient comes off precaution

Patient is transferred to other room

Discharged patient tests positive AFTER  
leaving



# Cleaning Definitions (Terminal)

All items removed

Curtains (privacy, shower)

Remove 6 reams from dispensers (paper towel, toilet paper etc.)

Walls cleaned shoulder to waist



# Definitions

## DOUBLE CLEAN

Clean once

Clean again immediately

## TWICE CLEAN

Clean in morning

Clean in afternoon



# Double Cleaning

ONLY  
C DIFF , VRE &  
CPE



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# Tent Cards

Patients and families are at the centre of everything we do. We want to make your stay the best possible experience.

Please take a moment to complete the online patient survey located on your bedside entertainment unit.

There are two questions specific to housekeeping that we would appreciate your feedback on so we can continually improve our service.

If you require any further housekeeping services during your stay, please ask your nurse or dial extension

**66043**

This is a free call from your bedside phone



## **Environmental Services/ Housekeeping Information**

**Your Housekeeper is:**

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As part of our ongoing commitment to patient safety and quality of care, our RVH Environmental Services team uses Clorox® bleach-based wipes to clean and disinfect all patient rooms and equipment, providing you with a cleaner, safer hospital.

As this is a bleach product, it may stain clothing, blankets etc. if touched, or sat on until the product dries. Please allow chairs, table tops and other items cleaned with the wipes to thoroughly dry before using.



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# Tent Cards



Your room has been  
cleaned with care, sorry  
we missed you !  
Your Housekeeper....



Your room has been  
cleaned with care, sorry  
we missed you!  
Your Housekeeper ....



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# Tent Cards



Your room has been  
cleaned with care by your  
housekeeper .....



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Your room has been  
cleaned with care by your  
housekeeper .....



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# Daily Assignment Sheet - TOP

EVS - DAILY ASSIGNMENT SHEET							
<b>AIDE:</b>	<b>Cart Location:</b> Closet in BU				<b>KEY:</b> #10	<b>DATE:</b>	
<b>LOCATION:</b> Med.Rcd & 4SA		<b>Break Times:</b> 0900-0915; 1145-1115; 1330- 1345			<b>Hours of Work:</b> 0700 - 1500		
PATIENT ROOM #	ROUTINE DAILY CLEANING	TERMINAL	ISOLATION		TERMINAL	ARO	ROOM NOT CLEANED  WHY?
			Cdiff/Query Cdiff Clean #1	Cdiff Clean #2	Cdiff Double Clean		
4442 #1							
4442 #1							
4444 #1							
4444 #1							
4445 #1							
4445 #1							
4449							
4450							
4454							
4456							
4459 #1							
4459 #2							

# Daily Assignment Sheet (Bottom)

NON PATIENT AREAS	CLEANED	NOT CLEANED	REMINDERS:-
Nurses Station			*chemical test strips <input type="checkbox"/>
4434/Shower			*check for isolation signs & follow proper precautions
Fridge Report			*prepare cleaning solution and assemble cleaning cart
Med. Rm			*clean hands using ABHR & put on gloves
Report Rm			*clean from clean to dirty
4462/S.Hold			*clean all touch areas
4433/Closet			*clean bathroom
Med Carts			*no toilet bowl caddy in isolation room
			*discard toilet brushes after each isolation room
			*remove trash from patient rooms twice a day
			*clean floors, make sure wet signs are visible
			*do not leave wet mops soaked with water in plastic bags
			*Replace privacy curtains, remove clean curtains from linen carts
			*Perform project cleaning, air-vents, walls, floors, fixtures etc

SIGNATURE:-

\*Disinfect Commodes

COMMENTS:



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# Auditing

Environmental marking

Visual audits

Occurs daily

Routine clean

Terminal

Isolation cases

HAI-Hospital Acquired Infections



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# Auditing Tool



## Glow Germ Cleaning Audit Tool

DATE:		Time Done	Time Checked	
UNIT/ROOM#:				
HOUSEKEEPER:				
ISOLATION ROOM: Yes or No		TYPE:	TERMINAL	Y N
#	High Touch Area	CLEANED	Areas free of dust/debris **	YES/NO
		(100) - Removed	Clock	
		(0) - Reinstruction	Behind door	
1	Toilet		vent in room	
			vent in bathroom	
			inside garbage can	
2	Bathroom Door		top of doors	
	Handle		curtain tracks	
			curtain	
3	Overbed Table		top of closet	
			top of light	
			stainless steel	
4	Bed rail		suction canister	
	(buttons)		zolvex toilet	
			zolvex sink	
5	Bathroom Sink		baseboards	
	(centre front)		base of overbed table	
			under sink	
Total as 100				
	Curtain Changes done	Yes	No	
	Check list on carts	Yes	No	
	Handwashing	Yes	No	
Audited By _____				
Reinstruction: _____				
**Reinspection date (1 week) _____				
Staff Signature _____				

# Quality Assessment Audit Tool



## Environmental Services Visual Assessment of Cleanliness

### Housekeeping Aide:

ITEM	STANDARD OF CLEANLINESS	AUDIT ✓	CLEAN ✓	DIRTY ✓	NOT
alcohol-based hand dispensers	Free of visible dust, residue. Make sure product is replaced and the floor/wall beneath dispenser is clean	✓			
	Free of dust	✓			
board	Clean and free of dust and markings, report if needing replacement	✓			
d the door	Free of dust and debris	✓			
n room	Free of dust	✓			
garbage cans	Clean and free of dust and debris	✓			
f doors	Free of dust	✓			
n tracks	Free of dust	✓			
n	Changed if visibly soiled	✓			
f closet	Free of dust upon discharge	✓			
f light	Free of dust	✓			
ess steel	Clean and smudge free	✓			
nt TV	Clean and fresh wiped, free of Clorox residue	✓			
n canister	Free of dust	✓			
toilet	Remove scale buildup	✓			
sink	Remove scale buildup	✓			
surfaces	To be fresh wiped and free of Clorox residue	✓			
of overbed table	To be clean and free of debris and dust	✓			
Wiping	Dark surfaces and high touch electronic devices to be free of salt residue	✓			
sink	Free of dust	✓			
ash station	Checked and logged, free of dust	✓			
ekeeping Cart	Free of dust, food items and Clorox residue	✓			
ment tenance-list 's in use per oyee	Free of dust and in working order. Report if needing repair.	✓			
ekeeping Closet	Tidy, clean and no personal or food items	✓			
	Totals:				
	QA Overall Percentage				

QUESTIONS?

