



<p>Team Name: Environmental Services</p> <p>Team Lead: Regional Manager Environmental Services</p> <p>Approved by: Regional Lead – Corporate Services &amp; Chief Financial Officer</p>	<p>Reference Number: ORG.1910.PR.018</p> <p>Program Area: Support Services</p> <p>Policy Section: Housekeeping</p>
<p>Issue Date: October 15, 2020</p> <p>Review Date:</p> <p>Revision Date: June 28, 2021</p>	<p>Subject: Cleaning of a Routine Occupied Client / Resident Room</p>

*Use of pre-printed documents: Users are to refer to the electronic version of this document located on the Southern Health-Santé Sud Health Provider Site to ensure the most current document is consulted.*

**PROCEDURE SUBJECT:**

Cleaning of a Routine Occupied Client / Resident Room

**PURPOSE:**

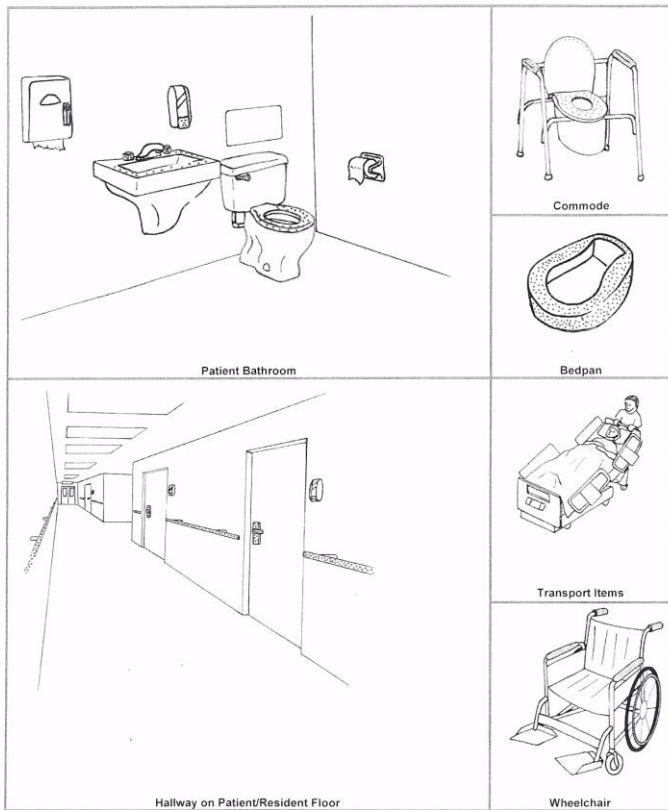
To provide direction for all Southern Health-Santé Sud staff to follow and incorporate methods necessary to sustain the facility’s environment at a level of sanitation and visual appearance, consistent with the Accreditation Standards, Infection Control and Manitoba Health Standards.

**PROCEDURE:**

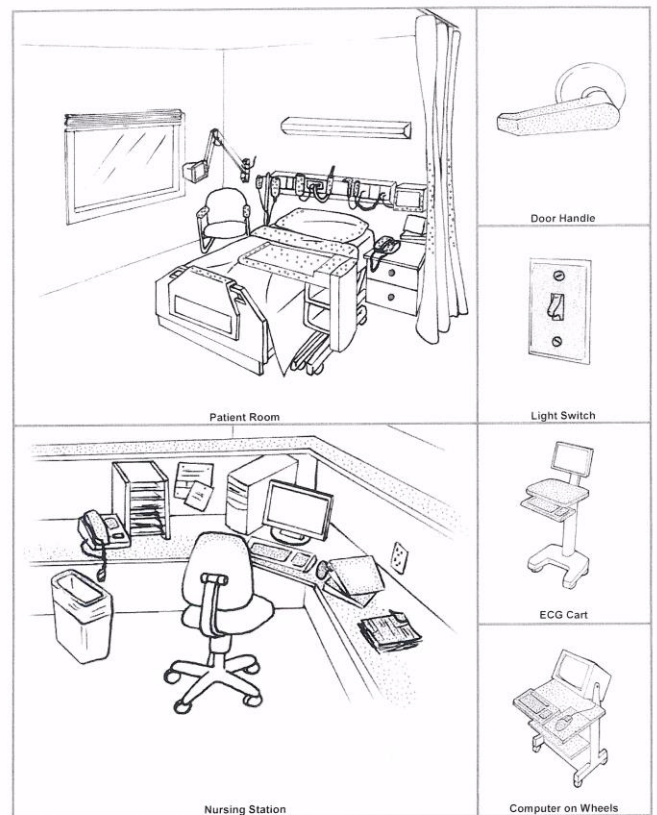
1. Use appropriate Personal Protective Equipment (PPE) according to Safety Data Sheet (SDS). Check for additional precaution signage on the room door.
2. Prepare equipment. Make sure the housekeeping cart is fully stocked.
3. Place the cart close to the door to reduce corridor obstruction, but do not block the entrance.
4. Knock on the door and announce your services “Good Morning, Housekeeping”. Be courteous and friendly, but avoid lengthy conversation.
5. Perform hand hygiene and put on your gloves.
6. Start by cleaning the door, door handles, push plate and high touch areas of the frame. See diagram below for examples of high touch items.
7. To clean the common sink, apply disinfectant solution to the interior of the sink if visibly soiled and let it soak. Then clean the area in the following order: mirror, soap dispenser, towel dispenser, walls around the sink then the counter. Clean the faucets and the interior of the sink last.
8. While cleaning, determine what supplies need to be replaced.
9. Discard gloves.

10. Perform hand hygiene and put on fresh gloves.
11. Use fresh cloth(s) for cleaning each client/resident bed space. Consider rooms with multiple beds as individual spaces.
12. Clean the room systematically, wiping all wall mounted fixtures, ie. glove holders, dispensers, sides of sharps containers and ledges.
13. Check and remove fingerprints and soiled from low level interior glass, mirror and windows with glass cleaner.
14. Check the walls for visible soiling and spot clean if required.
15. Wipe daily: all chair arms and seats, window sills, television/remote, telephone.
16. Clean the bedside table/over bed table by lifting items on the table(s). Ensure to clean the sides/underside of the bedside/over bed table as well as inside the drawer and drawer handles.
17. Lastly, clean the call bed cord, bed rails, and bed controls in this order.
18. Check privacy curtains for visible soiled and replace if required.
19. Discard gloves.
20. Perform hand hygiene.
21. Apply new gloves before moving to next bed space and follow the same cleaning routine as per Step 12.
22. Before discarding gloves after cleaning the final bed space, flush the toilet and lift the toilet seat lid.
23. Discard gloves.
24. Perform hand hygiene and apply new gloves.
  - Clean washroom following these steps: Dispense toilet bowl cleaner inside the toilet bowl and brush the inside of the bowl and flush. Return toilet bowl cleaning equipment to the housekeeping cart immediately after use.
  - Clean door handle, frame and light switch.
  - Clean chrome wall attachments, dispensers, ledges and shelves.
  - Clean the shower/tub, faucets, walls and support rails. Inspect and replace shower curtains as per cleaning schedule. Inspect the shower grout for mold.
  - To clean the sink, apply disinfectant to the interior of the sink. Then clean the area in the following order: mirror, dispensers, and walls around the sink then the counter. Clean the faucets and the interior of the sink last.
  - Using a fresh cloth clean the call bell cord, support railings and toilet paper holder in this order.
  - Wipe the walls around the toilet area.
  - Clean the chrome piping/toilet tank and flush handle.
  - Lower the toilet seat, and clean top of the toilet seat.
  - Clean outside of the toilet bowl.
  - Lift the toilet seat and clean bottom of the toilet seat.
  - Lastly, clean the rim of the toilet bowl.
25. Empty all waste containers from the room. Using both hands and hold the liner away from the body. Clean the waste containers as required and upon discharge of the client or resident.
26. Discard gloves.

27. Perform hand hygiene.
28. Replenish paper/soap supplies. Ensure that the supplies are installed correctly and the dispensers are in good working condition.
29. Reline all garbage receptacles.
30. Dry mop floor (refer to procedure Dry Mopping Floors ORG.1910.PR.008). Ensure dry mop is placed on the housekeeping cart after use.
31. Place the wet floor sign outside of the room.
32. Wet mop floor. (refer to procedure Wet Mopping Floors ORG.1910.PR.010). Ensure wet mop is placed on the housekeeping cart after use.
33. Wipe the mop handle(s).
34. Take a visual check of the room before you leave, to ensure nothing has been missed and all furniture is in its place.
35. Report/fill out Hippo requisition for repairs if required.
36. Remove and place the wet floor sign back on the Housekeeping Cart once the floor is completely dry.



Examples of High-touch Items and Surfaces in the Health Care Environment  
(NOTE: Dots indicate areas of highest contamination and touch)



Examples of High-touch Items and Surfaces in the Health Care Environment  
(NOTE: Dots indicate areas of highest contamination and touch)

- ❖ The common sink may be used by staff, clients and visitors and is not in a washroom; therefore, it needs to be the first item in to be cleaned in the room.
- ❖ Bed is considered the most soiled item in the client space; thus cleaned last.
- ❖ Do not use toilet brush to clean outside of the toilet bowl.
- ❖ Work from high to low areas of the room
- ❖ Change the cleaning cloth while cleaning, using the eight sides of the cleaning cloth method.
- ❖ Do not shake out the cloth.
- ❖ Change the cleaning cloth when it is no longer saturated with disinfectant or after cleaning heavily soiled areas. Ensure sufficient contact time with disinfectant when cleaning items.
- ❖ Deposit soiled cloths in appropriate area.
- ❖ Never unplug any equipment.
- ❖ Ensure when using mops and equipment that it is placed securely on the cart to ensure safety for all clients and staff.

**REFERENCES:**

ORG.1910.PR.008 - Dry Mopping

ORG.1910.PR.010 - Wet Mopping