

Infection Prevention & Control

Self-Learn for Family Members,
Visitors, Volunteers and
Students

Important:

Sites/units:

- will provide IP&C SLP to family members, visitors, volunteers and students
- will retain records of participation

Contents

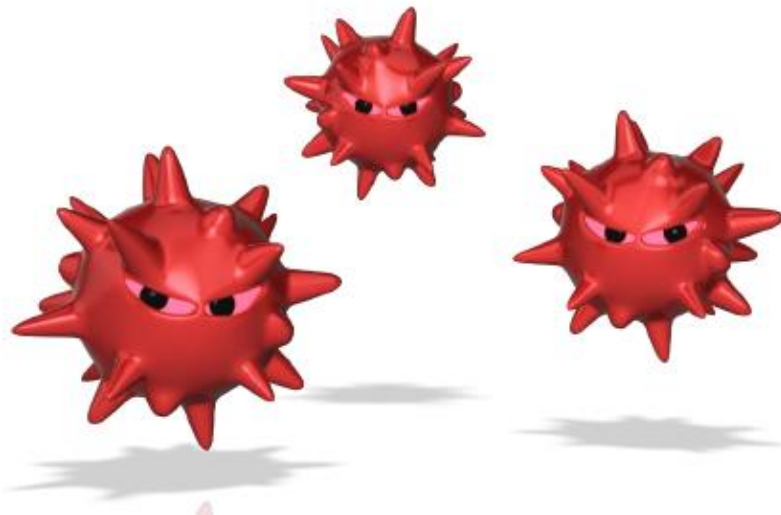
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Preamble

Infection Prevention and Control (IP&C) refers to practices and procedures that, when applied consistently in health care facilities, can prevent or reduce the risk of transmission of microorganisms within health care facilities. The goals of IP&C are to decrease the spread of infections and to keep Southern Health-Santé Sud clients, staff, students, volunteers and visitors safe and healthy. Patient safety and the health of our clients/patients/residents* is very important. Following good IP&C shows that we care.

*Will refer to 'client/patient/resident' as 'client' throughout the document.

Infection prevention is everyone's responsibility – help us reach our goal of giving safe and high-quality care by stopping the spread of germs while visiting or working within our facilities.



Routine Practices

Routine practices are actions we all take to stop the spread of germs. An easy way to follow Routine Practices is to treat all clients as if they have an infection of some kind.

Three important pieces of Routine Practices are:

- Keeping your hands clean (hand hygiene),
- Staying home when ill, and
- Wearing the required personal protective equipment.

Keeping Your Hands Clean - Hand Hygiene

The best way to stop the spread of germs and infections is to clean your hands. You may not think you need a lesson on anything as simple as hand cleaning, but good hand hygiene is the one most important thing we can do to stop the spread of illness.

There are two ways to clean your hands:

- You can use alcohol-based hand rub (ABHR), or
- Soap and water.

There are germs all around us, most are very quickly killed with the use of ABHR when your hands do not look dirty. If your hands look dirty, use soap and water.

- Soap and water **washes off** the germs on your hands while ABHR **kills** the germs on your hands within 15-20 seconds of wet contact time. We clean our hands so that we don't spread germs to ourselves and other people.



- In health care, it is better to use ABHR when your hands are not visibly dirty. It is gentler on the hands than soap and water, and has an added lotion to protect your skin.
- Only use hand cleaning products provided by the facility when you are visiting/working.

Keeping our hands clean is the most important thing we can do to stop the spread of infections.

How to Hand Wash Comment se laver les mains



Wet hands under warm running water, apply soap.
Passer les mains sous l'eau courante chaude, appliquer du savon



Rub hands together to create a good lather, palm to palm
Frotter les mains ensemble pour produire de la mousse, paume contre paume



Rub fingertips of each hand in opposite palm
Frotter le bout des doigts de chaque main dans la paume opposée



Rub between and around fingers
Frotter autour et entre les doigts

Lather and rub hands for 15 seconds Faire mousser et frotter les mains pendant 15 secondes



Rub each thumb clasped in opposite hand
Frotter chaque pouce en le prenant dans la main opposée



Rub back of each hand with opposite palm
Frotter le dos de chaque main avec la paume opposée



Rinse hands thoroughly under warm running water, pat hands dry with a paper towel
Rincer les mains à fond sous l'eau courante chaude, assécher les mains en tapotant à l'aide d'une serviette en papier



Turn off faucet using a paper towel
Fermer le robinet avec une serviette en papier



Southern Health Santé Sud

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How to Hand Rub

Comment se nettoyer les mains



Apply a dime-sized amount (2-3 ml) of product into palms of dry hands

Mettre une quantité de produit de la grosseur d'une pièce de 10 sous (2-3 ml) dans la paume de vos mains sèches



Rub product into hands palm to palm

Frotter le produit avec la paume des mains



Rub fingertips of each hand in opposite palm

Frotter le bout des doigts de chaque main dans la paume de la main opposée



Rub between and around fingers

Frotter autour et entre les doigts

Rub hands for 15 seconds
Frotter les mains pendant 15 secondes



Rub each thumb clasped in opposite hand

Frotter chaque pouce en le prenant dans la main opposée



Rub back of each hand with opposite palm

Frotter le dos de chaque main avec la paume opposée



RUB HANDS UNTIL DRY before performing another task

ASSÉCHER LES MAINS EN LES FROTTANT avant de faire une autre tâche



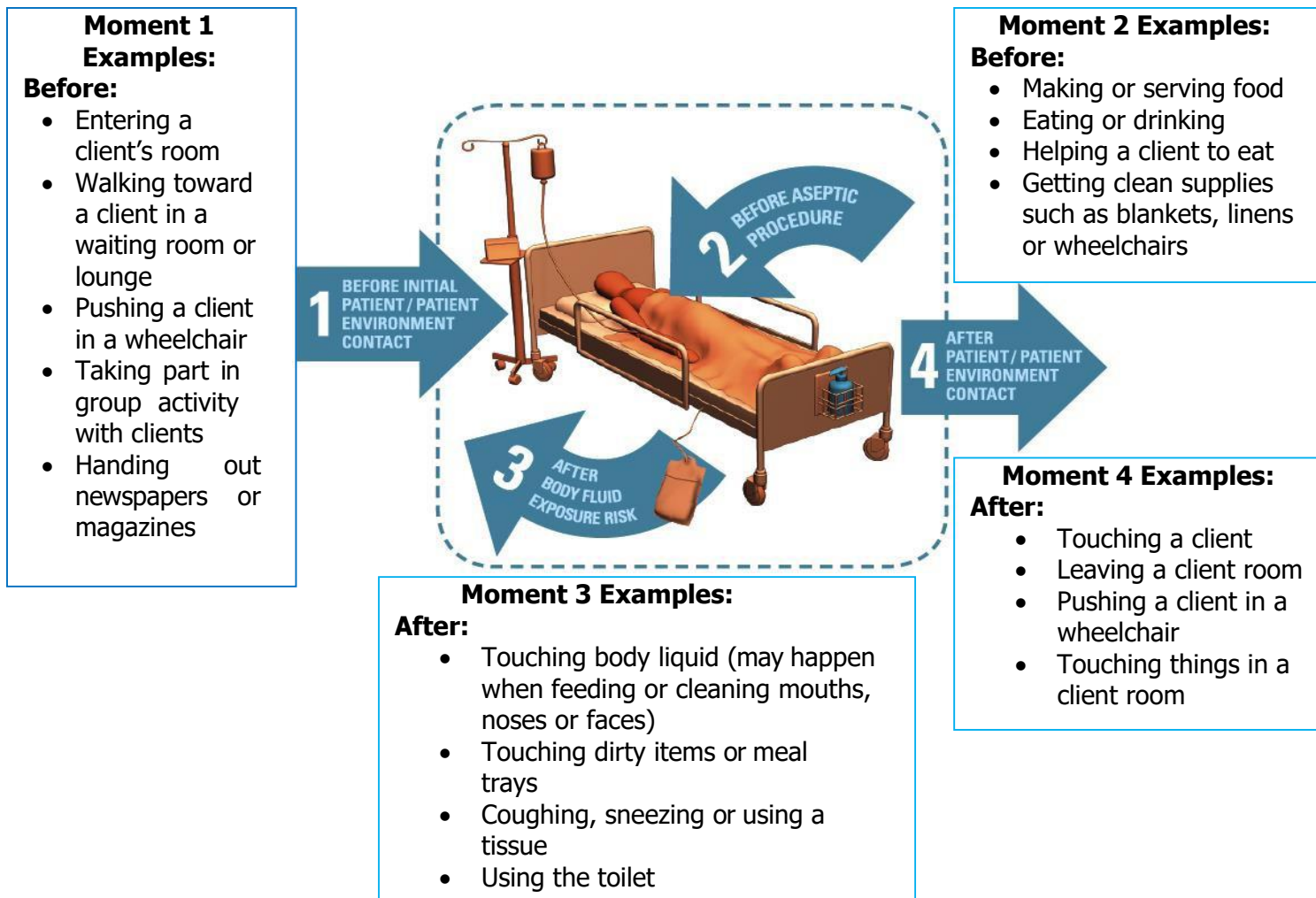
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The 4 Moments for Hand Hygiene

The 4 Moments for Hand Hygiene tells us when we **MUST** clean our hands. Clean your hands following the four moments in the picture below. Examples are given for each moment.



In addition to the 4 Moments, here are some other times when you **MUST** perform hand hygiene:

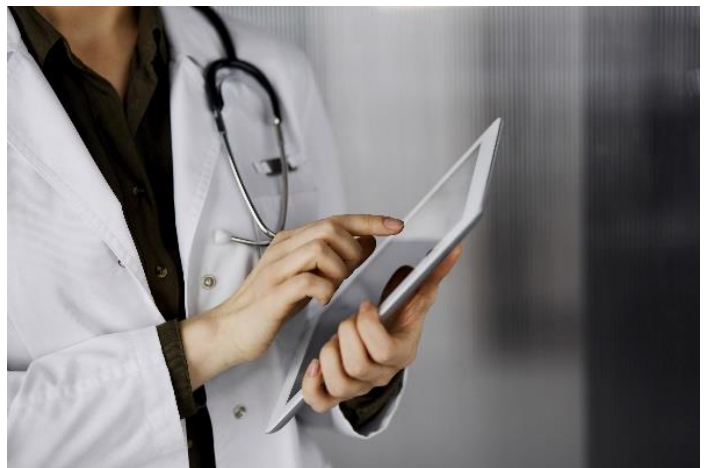
- When coming in and when leaving the building and the area where you are visiting.
- Before and after a shift.
- Before and after touching clients, including hair, face, hands, arms, etc.
- Before and after touching anything in the client's room, such as bedrails, bedside tables, doorknobs, remote controls, the phone, or bedding.
- Before putting gloves on and after removing gloves.
- Before and after touching your eyes, nose, and mouth.
- After blowing your nose, coughing or sneezing.
- After touching anything in the building such as elevator buttons, door handles, phones, handling money and newspapers, etc.

Wash hands with soap and water:

- Before eating or making food.
- After eating.
- After putting on makeup.
- After using the toilet.
- After touching dirty items.
- After touching stool, blood or body liquids.
- Whenever your hands look dirty.

Hand Hygiene Audits

Southern Health-Santé Sud's goal for hand hygiene compliance is 80%, with an overall target of 100% compliance. This information is counted and reported so that units and programs can do better at keeping our clients safe.



If good hand washing is **not** done, you may be responsible for spreading germs:

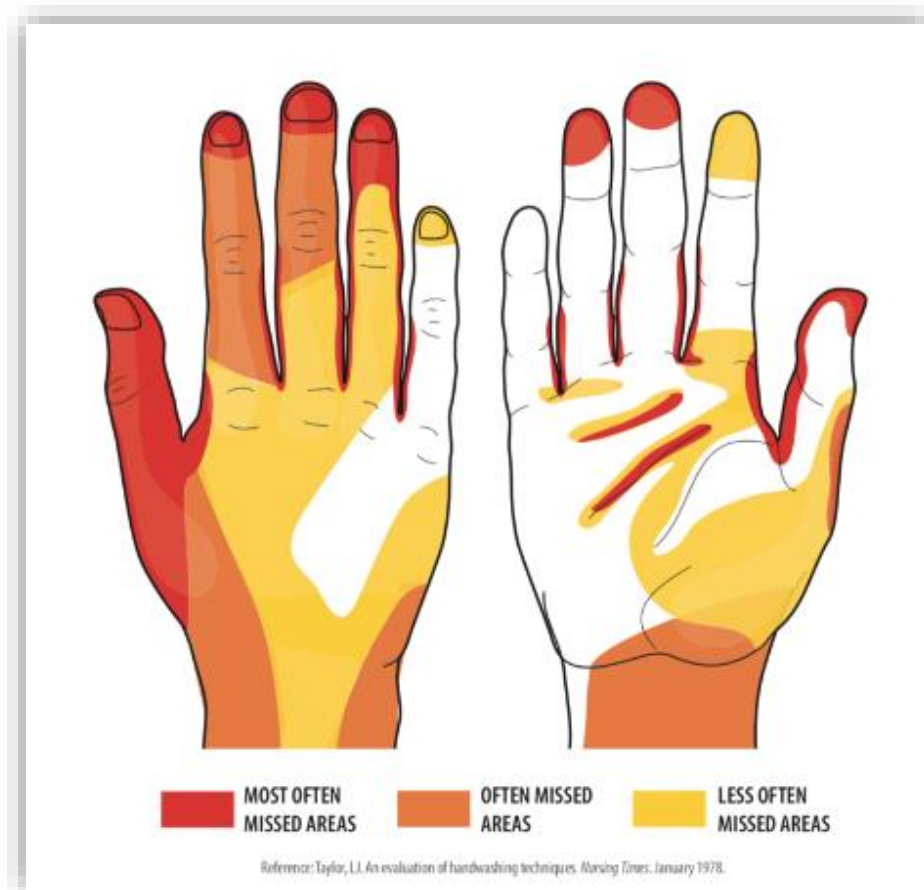
- From you to the client,
- From client to client,
- And/or from the client to you.

Please remember to perform hand hygiene each and every time you go in and out of a client room. It's important to work together to make sure every one of us follows the hand cleaning rules every time. It is the right thing to do to protect the clients, our families and ourselves!

Jewelry, artificial nails and long nails collect and hide germs, making it hard to clean your hands. Family members, visitors, volunteers and students who touch clients or things in their room while helping with their care, who make or deliver food/drinks to clients should follow these rules:

- Artificial (fake) nails, nail enhancements, including gel and acrylic nails, or chipped nail polish are not encouraged.
- Keep your natural nails clean and healthy with short nail tips (less than 6mm or ¼ inch).
- If you wear rings, wear only plain bands.
- Do not help with client care if you are wearing casts, bandages or splints that prevent good hand cleaning. Ask your contact person at your facility about different things you can do instead.

AREAS MOST OFTEN MISSED DURING HAND WASHING



For more information, please ask to see the Hand Hygiene policy and procedure.

Illness



Prior to coming into a health care facility, it is expected that all family members, visitors, volunteers and students will perform a self-assessment to ensure they are well and not showing any signs or symptoms of illness.

Please do **not** come to a health care facility if you are feeling unwell or have symptoms of illness. If you become ill during your visit or shift, please notify your contact at your facility and head home. Please stay home until your symptoms have resolved for greater than 24 hours and you are feeling like yourself again. Students may have additional return to work requirements per the Occupational Health screening documents.

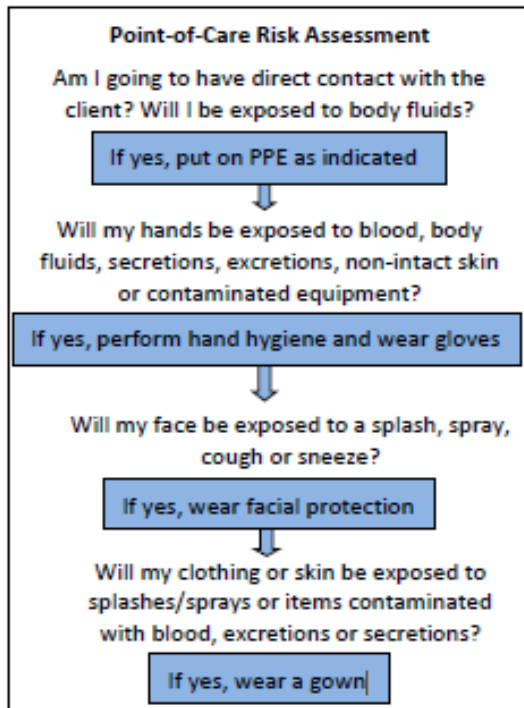
When you feel a cough or a sneeze coming on, use the bend of your elbow or another part of your arm covered by clothing. If you have no sleeves, use a tissue. Cover your nose and mouth when sneezing or coughing. Never cough or sneeze in your hands. You should throw the tissue out right after wiping your nose or covering a cough, and clean your hands right away with ABHR or soap and water.

Students should be in good health when coming in for their practicum. If you are sick, we would prefer that you stay home until you are feeling better. In addition to following the Occupational Health screening process at your facility, please also follow your academic institutions procedure on illness and returning to clinical practice.

Personal Protective Equipment - PPE

Health Care Workers use additional precautions such as gowns, gloves, masks and eye wear, because they may come into contact with clients who have illnesses that are contagious. By wearing additional personal protective equipment, staff protect themselves and the health care environment from the spread of infection. Family members, visitors, volunteers and students are asked to protect themselves also and help stop the spread of illness and infection by cleaning their hands well, staying home when sick, and wearing (donning) and removing (doffing) the correct PPE. See Appendix A.





It is important to remember that unless trained, never try to clean up any kind of body fluids, never touch or handle needles or anything sharp (even to clean it or throw it away), and never enter an isolation room unless given permission. Wear gloves, mask and/or a gown when told to do so by the isolation signs or nursing staff, and when you may be in contact with body fluids, (blood, urine, feces, wound drainage, spit or vomit). Inform staff when you encounter body fluids that need to be cleaned up.

If you touch blood or body fluids, wash your hands with soap and water right away and tell the charge nurse.

Isolation and Infection Prevention & Control Signs

Isolation, also called additional precautions, signs are hung on the outside of client room doors. These signs tell us what we need to do to decrease the spread of germs. Always STOP before going into a client room and read the sign first. Please reach out to staff to ensure you are following the requirements properly, as this is important to keep yourself healthy and prevent the spread of germs. You are responsible to look for these signs and only enter rooms if you have been given permission and have been trained to enter safely. Always follow what the sign says.

This poster is one example of what an additional precautions poster might look like.



Vaccination

Vaccination not only keeps family members, volunteers and students safe but also protect clients from getting sick. The spread of disease is more common in health care and in many cases can be reduced or stopped by getting vaccinated.

Influenza, the flu, can lead to serious lung infections or death. Southern Health-Santé Sud strongly encourages the flu shot every fall for all staff, family members, volunteers and students. Getting the flu shot every year reduces the chances of spreading the flu. You can get your flu shot at flu clinics in your community, at your doctor or nurse practitioner's office, at a pharmacy or at staff flu clinics.

Outbreaks

Both stomach and lung germs can spread easily in healthcare. From time to time, a unit or several units may say they have an outbreak of an illness that spreads, such as the flu. An outbreak is when people in one area have the same illness at the same time.



During an outbreak, access to the facility may be limited and in some cases, visitation may be on hold. Please contact your site for current direction on visitation and required PPE, if applicable. If you are permitted to visit, you will be told about how to protect yourself from getting sick. As a general rule, activity programs and large group activities will be canceled during an outbreak. If you are scheduled to come in during an outbreak, you will need to follow what you are told by the facility before entering.

Recap

Everyone plays a vital role in preventing the spread of infection and keeping our clients healthy. In order to stop and control the spread of germs that may cause infection or sickness, Family members, visitors, volunteers and students take actions to not touch blood and body fluids unless properly trained.

- Preventing and controlling the spread of infections in Southern Health-Santé Sud is important.
- Family members, visitors, volunteers and students play an important role in stopping the spread of infections by properly cleaning your hands, following isolation signs and taking care of your own health.
- Hand cleaning is the best way to stop the spread of germs.
- Using ABHR, provided by the facility, is the best way to clean your hands when they do not look dirty.
- Soap and water are used when hands look dirty or when there is no ABHR.

- Should you clean your hands when going into a room?
 - Yes. It is important to remember to use the ABHR that is near the client room BOTH when you go in and when you leave the room. You have to clean your hands every time.
- You can identify an isolation room by a sign hanging next to the room door. Do not go into any isolation room unless you have been shown how to go in safely by nursing staff.
- Never touch needles, sharp objects or body fluids (unless trained to do so).
- It is possible, while working with clients that you may touch blood or body fluids. If this happens, tell the nurse in charge right away.
- Do not come to work or visit if you are sick or feel unwell. Stay home until you are feeling well for a minimum of 24 hours. A simple virus could be the cause of death for a client.

PPE Donning



1 Perform hand hygiene.

.....

2 Put on gown. Tie at neck and then waist.



3 Put on mask. Pull over Chin.



4 Put on eye protection



5 Put on gloves, ensuring they go over the cuffs of the gown.



PPE Doffing

- 1** Remove gloves. Perform hand hygiene.



Glove to Glove

Skin to Skin

- 2** Remove gown. Perform hand hygiene.



- 3** Remove Eye Protection from head band or ear pieces, without touching the front. Perform hand hygiene.



- 4** Remove Mask or N95 respirator.



- 5** Perform Hand Hygiene.

Appendix B



4 Moments for Hand Hygiene

Information for clients, visitors, families and volunteers

Hand Hygiene Saves Lives

Hand hygiene is the most important measure to avoid the spread or transmission of harmful germs and prevent infection.

Southern Health-Santé Sud takes hand hygiene very seriously. All staff receive training about the 4 Moments for Hand Hygiene and other infection prevention and control topics on a regular basis.

4 Moments for Hand Hygiene in Healthcare

These are the cues that health care workers use to remind themselves about when to clean their hands to prevent the spread of infection.

Moment 1 : Health care workers clean their hands before coming in contact with you or your environment.



Moment 2 : Health care workers clean their hands before providing care such as starting an IV, changing a dressing, or inserting a catheter.

Moment 3 : Health care workers clean their hands after removing gloves and after contact with body fluids such as after emptying your catheter, after starting your IV, after changing your dressing or after performing any other procedure where there was exposure to any body fluids.

Moment 4 : Health care workers clean their hands after they finish providing care.

Your Health is Important to us

If we appear to have forgotten to clean our hands please remind us. If you need help or are out of hand hygiene supplies please tell us. Always wash your hands after using the toilet and before eating. You will be reminded to clean your hands before you eat by one of our staff. We also ask that visitors use the hand sanitizer when they come in to visit and again when they leave.

How to Clean Hands

With an alcohol-based hand rub:

1. Apply 1 to 2 pumps of hand rub to palms of dry hands.
2. Rub it on your fingertips, both sides of your hands and between fingers.
3. Continue to rub for 15 to 20 seconds, until your hands are dry.
4. Once dry, your hands are clean.

With soap and water:

1. Wet hands with warm water. Apply soap.
2. Rub hands together for 15 to 20 seconds. Thoroughly cover all surfaces of your hands and fingers, including nails.
3. Rinse under running water.
4. Pat hands dry with paper towel. Turn off water using paper towel.
5. Once dry, your hands are clean.

IP&C: Self Learn for Volunteers and Students Record of Participation

Upon completion of self learn module, please check all sections that have been reviewed and sign below:

IP&C: Self Learn for Volunteers and Students	Initials
Preamble	
Routine Practices - Hand Hygiene - Illness - Personal Protective Equipment	
Isolation and Infection Prevention & Control Signs	
Vaccination	
Outbreaks	
Recap	
Appendix A: PPE Donning & Doffing Posters	
Appendix B: 4 Moments for Hand Hygiene Information Sheet	

I have reviewed the above information and agree to comply with policies and procedures.

Participant Name: _____ Signature: _____

Facility: _____ Date: _____

References:

Alberta Health Services Student Resources Passionate about People Student Handbook 2016-2017 revised June 29, 2016 accessed on-line October 2018

www.albertahealthservices.ca

Bethany Care Society Student Handbook 2016: revised August 2016 accessed on-line October 2018

Halton Healthcare Your Stay accessed on-line October 2018

<https://www.haltonhealthcare.on.ca/patients/your-stay/infection-control>

Kingston General Hospital Student Services Handbook accessed on-line October 2018

Public Health Ontario - Infection Prevention and Control 2022.

[Infection Prevention and Control | Public Health Ontario](#)

Shared Health Manitoba. January 2021. *PPE Donning and PPE Doffing*.

The Johns Hopkins Hospital Student Handbook accessed on-line October 2018

Toronto Grace Health Centre Infection Prevention & Control accessed on-line October 2018

<http://www.torontograce.org/quality-and-accountability/infection-prevention-control/>

University of Iowa Hospital and Clinics Student Handbook

Windsor Regional Hospital Student Handbook: revised January 2012 accessed on-line October 2018

Women's College Hospital Patients & Caregivers Infection Prevention & Control access on-line October 2018