

Environmental Cleaning Best Practices Educational Toolkit

Video Scripts:

The following scripts have been provided as an additional resource to support the cleaning procedure videos. For more information about any of these materials or the Environmental Cleaning Best Practices Educational Toolkit, please visit our website at www.oahpp.ca or contact your local Regional Infection Control Network.

- Script 1: Discharge/Vacancy Bed Changing and Cleaning
- Script 2: Bathroom Cleaning – Regular Patient/Resident Bathroom
- Script 3: Daily Room Cleaning – Regular Room (no precautions)
- Script 4: Room Cleaning – Contact Precautions Room
- Script 5: Cleaning a Blood/Body Fluid Spill
- Script 6: Discharge/Vacancy Room Cleaning – Regular Patient/Resident Room or Bedspace
- Script 7: Discharge/Vacancy Room Cleaning – Contact Precautions Room



Fall 2010



Script for Video 1: Discharge/Vacancy Bed Changing and Cleaning

Please note: all scenes in this video are sample procedures based on the PIDAC Environmental Cleaning Best Practices. However, your procedures may vary according to the tools, equipment and cleaning products being used within your facility. Also the use of any logos and products seen in this video is not intended as an endorsement.

In the process of bed changing and cleaning in a healthcare environment, use the following procedures.

First, clean hands and put on gloves before removing the dirty linen. Strip the bed and pillows, and discard the linen into the soiled linen bag. Roll these sheets carefully to prevent aerosols from getting into the air.

After this, remove your gloves and clean your hands with alcohol-based hand rub. If your hands are visibly soiled, you must use soap and water to clean them.

Put on fresh gloves.

When cleaning the bed, always work in a systematic fashion working from clean to dirty and from the foot of the bed to the head of the bed. Clean the top and sides of the mattress, and then the mattress over and clean the underside.

Make sure you also clean the exposed bed springs and frame. Check for cracks or holes in the mattress, and have the mattress replaced as required. You must also clean the pillows. In addition, you must inspect for pests.

Clean the foot board, headboard, bed rails, call bell and bed controls as well. It is essential that you pay particular attention to areas that are visibly soiled and surfaces that are frequently touched by staff, patients or residents.

Clean all lower parts of bed frame, including casters.

Remove gloves and clean hands.

Once you've allowed the mattress and pillows to dry, you can remake the bed according to your facility specifications.

Script for Video 2: Bathroom Cleaning – Regular Patient/Resident Bathroom

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Note: If using two separate products for cleaning and for disinfection, repeat steps 1 to 11 with disinfectant after cleaning.

Bathrooms require hospital clean which includes a periodic monitoring/auditing component done by a supervisor.

Bathrooms should be cleaned last, after completing the room.

Before cleaning a bathroom in a regular patient/resident room the following procedures must take place:

Gather all the materials required for cleaning before entering the room including

- An adequate supply of clean cloths
- Fresh cleaning solution and hospital grade disinfectant (these materials may be combined in one product)
- A dust mop
- A wet mop and bucket **or** a micro fibre mop

Clean your hands with an alcohol-based hand rub. If your hands are visibly soiled, you must use soap and water to clean them. Put on gloves, enter the bathroom, and remove soiled linen from the floor and place in linen bag.

Remove debris from the floor and place it in the waste receptacle. Dry any wet spots with paper towel and place in the waste receptacle.

Remove gross soil... like blood and faeces, prior to cleaning. Remove the waste, handling plastic bags from the top, but do not compress bags with your hands.

Be alert for needles and other sharp objects, and pick up sharp items using a mechanical device. Then place into sharps container, and report the incident to the supervisor. After this, remove your gloves and discard them. Clean your hands once again with alcohol-based hand rub, or soap and water if your hands are visibly soiled, and put on fresh gloves.

Begin the cleaning procedure by using a fresh cloth saturated with cleaning solution/disinfectant.

Clean with only one cloth at a time. When finished one area, put the used cloth aside for laundering, and use a fresh cloth to continue. If a bucket is used, do not “double dip” the cloth.

Do not shake the cloths. Change the cleaning cloth when it is no longer saturated with solution and after cleaning heavily soiled areas such as the toilet. Place the soiled cloths in a designated container or a bag for laundering.

Working from least soiled areas to the most soiled areas and from high surfaces to low surfaces, use the following procedures:

1. Clean the door, door handles, push plate and touched areas of the frame
2. Check walls for visible soiling and clean if required
3. Clean the light switch
4. Clean chrome wall attachments
5. Clean all wall-mounted dispensers and frames
6. Check and remove fingerprints and soil from mirror with glass cleaner
7. Clean the call bell and cord
8. Clean support railings, ledges and shelves
9. Apply toilet bowl disinfectant to the toilet bowl and allow it to remain while cleaning the sink and shower/tub, to ensure enough contact time with the disinfectant
10. When cleaning the sink, clean all surfaces around the sink, vanity, or countertop. Clean inside and outside of the sink, sink faucets and the mirror
11. Wipe plumbing under the sink. Apply disinfectant to the interior of the sink, ensuring sufficient contact time with disinfectant. Rinse the sink and fixtures and wipe dry.

When cleaning the shower/tub area, clean inside and outside the area. Clean faucets, walls and railing, scrubbing as required to remove soap scum. Inspect grout for mould, and apply disinfectant to interior surfaces of the shower/tub, including soap dish, faucets and shower head. Make sure that there is enough contact time for disinfectant. Rinse the shower/tub and fixtures and wipe dry.

Inspect and replace shower curtains monthly and as required.

Finish cleaning the toilet, clean the toilet handle, clean all exterior surfaces of the toilet, clean underside of the flush rim. Clean the toilet bowl, and flush the toilet.

Once this is done, carefully remove gloves and clean your hands with alcohol-based hand rub. If your hands are visibly soiled, you must use soap and water to clean them.

Replenish paper towels, toilet paper and waste bag as required. Also replace empty soap, lotion and alcohol-based hand rub containers with fresh supplies as required, but do not “top-up” liquid containers.

Put on fresh gloves.

When dry mopping the floor, start at the back of the room and work towards the door. You must keep the dust mop on the floor at all times once you’ve started, and use the swivel motion of the frame and wrist to change direction. Take your time to minimize any turbulence to prevent the dispersion of dust. Then carefully dispose of debris, being careful not to stir up dust. And do not shake the mop.

When wet mopping the floor, note that disinfectant is not required for the floors.

If you are using a loop mop and bucket: place a “Wet Floor” caution sign outside of room or area being mopped. Immerse the mop in cleaning solution and wring it out. Start at the back of the room and work towards the door. Push the mop around baseboards first, and pay special attention to removing soil from corners, without splashing the walls.

Turn the mop head over every five or six strokes, and rinse the mop if the area is greater than 3 metres by 3 metres, or 9 feet by 9 feet. Repeat the procedure until the entire floor is done, then remove the mop head for laundering.

If you are using a micro fibre mop, fill the plastic basin with cleaning solution. Place micro fibre pads to soak in the basin. Take a clean pad from the basin, wring it out and attach it to the mop head using Velcro strips. Place a “Wet Floor” caution sign outside of room or area being mopped. Start at the back of the room and work towards the door.

Remove the micro fibre mop pad when soiled and when finished cleaning the room, and set aside for laundering. A new micro fibre pad is used in each room.

Send the soiled micro fibre pads for laundering at the end of the day.

Remove your gloves and clean your hands with the alcohol-based hand rub. If your hands are visibly soiled, you must use soap and water to clean them.

Do not leave the room wearing soiled gloves. Gather all the cleaning materials and leave the bathroom.

Additionally for discharge and vacancy cleaning, change all waste bags, clean waste cans if they are dirty, and scrub the shower walls.

After cleaning, you must report to your supervisor if there are areas that have mould or are cracked, and leaking or damaged areas that need repair.

All the tools used for cleaning and disinfecting must be cleaned and dried between uses, including all mop heads and cloths. Mop heads must be laundered daily, and all washed mop heads must be dried thoroughly before re-use. Also, make sure all housekeeping carts and carts used to transport waste are cleaned thoroughly at least once a day.

Script for Video 3: Daily Room Cleaning – Regular Room (no precautions)

Please note: all scenes in this video are sample procedures based on the PIDAC Environmental Cleaning Best Practices. However, your procedures may vary according to the tools, equipment and cleaning products being used within your facility. Also the use of any logos and products seen in this video is not intended as an endorsement.

Note: If using two separate products for cleaning and for disinfection, repeat steps 1 – 10 with disinfectant after completing step 10, and repeat steps a – k with disinfectant after completing step k.

Before cleaning a regular room, check for contact precautions, droplet precautions, and airborne precautions signs, and, if present, use applicable room cleaning protocol.

Gather all the materials required for cleaning before entering the room including an adequate supply of clean cloths, fresh cleaning solution and hospital-grade disinfectant (these may be combined in one product), a dust mop, and wet mop and bucket or micro fibre mop.

Clean your hands with an alcohol-based hand rub. If your hands are visibly soiled, you must use soap and water to clean them.

Put on your gloves and enter the room.

Remove soiled linen from the floor and place in the linen bag; remove soiled linen bag if bag is $\frac{3}{4}$ full – do not overfill. Remove any debris from the floor and place it in the waste receptacle. Remove the waste, handling plastic bags from the top. Do not compress bags with your hands.

Be alert for needles and other sharp objects, and if you notice these items, pick the sharps up with a mechanical device, place them into sharps container, and then report the incident to the supervisor. Remove your gloves and discard them. Clean your hands with alcohol-based hand rub. If your hands are visibly soiled, you must use soap and water to clean them.

Put on fresh gloves.

When beginning the cleaning procedure, use a fresh cloth saturated with cleaning solution/ disinfectant.

Clean with only one cloth at a time. When finished one area, set cloth aside for laundering, and use a fresh

cloth to continue. If a bucket is used, do not “double dip” the cloth.

Do not shake the cloths. Change the cleaning cloth when it is no longer saturated with solution and after cleaning heavily soiled areas. When finished using the cloths, place the soiled cloths in a designated container or a bag for laundering.

If there is more than one patient/resident bed space in the room, use fresh cloths for each, and complete the cleaning in each bed space before moving on to the next.

Working from the least soiled areas (or low-touch) to the most soiled areas (high-touch), and from high surfaces to low surfaces, proceed with the following steps:

1. Clean doors, door handles, push plate and touched areas of frame
2. Check walls for visible soiling and clean if required
3. Clean light switches and thermostats
4. Clean wall-mounted items such as the alcohol-based hand rub dispenser, the glove box holder, top of the suction bottle, the intercom and the blood pressure gauge
5. If environmental services is responsible for checking and replacing the sharps containers, check sharps container and change when sharps reach the fill line; clean the sides and bottom of the sharps container, but do not dust the top of the sharps container
6. Check and remove fingerprints and soil from low level interior glass partitions, glass door panels, mirrors, and windows with glass cleaner
7. Check privacy curtains for visible soiling and replace them if required
8. Clean all furnishings and horizontal surfaces in the room. This includes chairs, window sill, television, telephone, night table and other tables or desks, support railings, ledges and shelves. Lift items to clean the tables, and pay particular attention to high-touch surfaces
9. Clean patient/resident equipment that is not cleaned by nursing staff, such as IV poles, walkers, and wheelchairs. Clean the bedrails, bed controls, call bed, and cord. Note: if the patient/resident has been using a commode chair,

it should be cleaned as part of the regular room cleaning and as per facility procedure

10. If there is a sink in the room, clean the inside and outside of the sink, sink faucets, and mirror. Wipe plumbing under the sink. Apply disinfectant to the interior of the sink, ensuring sufficient contact time with the disinfectant. Rinse the sink and fixtures and wipe dry.

Begin the bathroom cleaning procedure by using a fresh cloth saturated with cleaning solution/disinfectant.

Clean with only one cloth at a time. When finished one area, place the soiled cloth in a designated container or bag for laundering.

And use a fresh cloth to continue. If a bucket is used, do not “double dip” the cloth.

Do not shake the cloths. Change the cleaning cloth when it is no longer saturated with solution and after cleaning heavily soiled areas such as the toilet. Place the soiled cloths in a designated container or a bag for laundering.

Working from least soiled areas to the most soiled areas and from high surfaces to low surfaces, use the following procedures:

- a) Clean the door, door handles, push plate and touched areas of the frame
- b) Check walls for visible soiling and clean if required
- c) Clean the light switch
- d) Clean chrome wall attachments
- e) Clean all wall-mounted dispensers and frames
- f) Check and remove fingerprints and soil from mirror with glass cleaner
- g) Clean the call bell and cord
- h) Clean support railings, ledges and shelves
- i) Apply toilet bowl disinfectant to the toilet bowl and allow it to remain while cleaning the sink and shower/tub, to ensure enough contact time with the disinfectant
- j) When cleaning the sink, clean all surfaces around the sink, vanity, or countertop. Clean inside and outside of the sink, sink faucets and the mirror
- k) Wipe plumbing under the sink. Apply disinfectant to the interior of the sink, ensuring sufficient contact time with disinfectant. Rinse the sink and fixtures and wipe dry.

When cleaning the shower/tub area, clean inside and outside the area. Clean faucets, walls and railing, scrubbing as required to remove soap scum. Inspect grout for mould, and apply disinfectant to interior surfaces of the shower/tub, including soap dish, faucets and shower head. Make sure that there is enough contact time for the disinfectant. Rinse the shower/tub and fixtures and wipe dry.

Inspect and replace shower curtains monthly and as required.

Finish cleaning the toilet, clean the toilet handle, clean all exterior surfaces of the toilet, clean underside of the flush rim, clean the toilet bowl, and flush the toilet.

Once this is done, carefully remove gloves and clean your hands with alcohol-based hand rub. If your hands are visibly soiled, you must use soap and water to clean them.

Replenish paper towels, toilet paper and waste bag as required. Also replace empty soap, lotion and alcohol-based hand rub containers with fresh supplies as required, but do not “top-up” liquid containers.

Put on fresh gloves.

When dry mopping the floor, start at the back of the room and work towards the door. You must keep the dust mop on the floor at all times once you’ve started, and use the swivel motion of the frame and wrist to change direction. Take your time to minimize any turbulence to prevent the dispersion of dust. Then carefully dispose of debris, being careful not to stir up dust. Do not shake the mop. Remove the mop head for laundering.

When wet mopping the floor, note that disinfectant is not required for the floors.

If you are using a loop mop and bucket: place a “Wet Floor” caution sign outside of room or area being mopped. Immerse the mop in cleaning solution and wring it out. Start at the back of the room and work towards the door. Push the mop around baseboards first, and pay special attention to removing soil from corners, without splashing the walls.

Turn the mop head over every five or six strokes, and rinse the wring mop if the area is greater than 3 metres by 3 metres, or 9 feet by 9 feet. Repeat the procedure until the entire floor is done, then remove the mop head for laundering. Empty and rinse the bucket.

If you are using a micro fibre mop, fill the plastic basin with cleaning solution. Place micro fibre pads to soak in the basin. Take a clean pad from the basin, wring it out and attach it to the mop head using Velcro strips. Place the “Wet Floor” caution sign outside of room or area being mopped Start at the back of the room and work towards the door.

Remove the micro fibre mop pad when soiled and when finished cleaning the room, and set aside for laundering. Send the soiled micro fibre pads for laundering at the end of the day. Gather all the cleaning materials and leave the bathroom.

Remove your gloves and clean your hands with alcohol-based hand rub. If your hands are visibly soiled, you must use soap and water to clean them. Put on fresh gloves.

Replenish paper towels, linen bag and waste bag as required, but do not overstock the room. Replace empty soap, lotion and alcohol-based hand rub containers with fresh supplies as required, but do not “top-up” liquid containers.

If the room you are cleaning is carpeted, vacuum the carpet using a vacuum fitted with a HEPA filter.

If the room is not carpeted, dry mop the floor. Start at the back of the room and work towards the door. Do not lift the dust mop off the floor once you have started. Use the swivel motion of the frame and wrist to change direction; take your time and minimize turbulence to prevent the dispersion of dust.

Move the furniture and replace it after dust mopping, including under and behind the bed. Carefully dispose of debris, being careful not to stir up dust. Do not shake the mop.

If the room is not carpeted, and you are using a wet mop for the floor, note that disinfectant is not required for the floors.

If you are using a loop mop and bucket, place the “Wet Floor” caution sign outside of the room or area being mopped. Immerse the mop in cleaning solution and wring it out. Start at the back of the room and work towards the door. Push the mop around baseboards first, paying particular attention to removing soil from the corners; avoid splashing walls or furniture.

In open areas, use a figure eight stroke, overlapping each stroke; turn the mop head over every five or six strokes, and mop a 3 metres by 3 metres (or 9 feet by 9

feet) area, then rinse and wring the mop. Repeat this procedure until the entire floor is done.

Remove the mop head for laundering.

If you are using a micro fibre mop, fill the plastic basin with cleaning solution, place the micro fibre pads to soak in the basin, take a clean pad from the basin, wring it out and attach it to mop head using Velcro strips.

Place the “Wet Floor” caution sign outside of room or area being mopped Start at the back of the room and work towards the door. Remove the pad when soiled and when finished cleaning the room and set aside for laundering.

Send soiled micro fibre pads for laundering at the end of the day.

Before you leave the room, remove gloves and clean your hands with alcohol-based hand rub. If your hands are visibly soiled, you must use soap and water to clean them. Do not leave the room wearing soiled gloves.

Gather cleaning materials and leave the room.

After cleaning, report mould and cracked, leaking or damaged areas that need repair to your supervisor.

Tools used for cleaning and disinfecting must be cleaned and dried between uses, including mop heads and cloths. The mop heads must be laundered daily, and all mop heads must be dried thoroughly before re-use.

All housekeeping carts and carts used to transport waste must be thoroughly cleaned daily.

Script for Video 4: Room Cleaning – Contact Precautions Room

Please note: all scenes in this video are sample procedures based on the PIDAC Environmental Cleaning Best Practices. However, your procedures may vary according to the tools, equipment and cleaning products being used within your facility. Also the use of any logos and products seen in this video is not intended as an endorsement.

NOTE:

- 1. If using two separate products for cleaning and for disinfection, repeat steps 1 – 11 with disinfectant after completing step 11, and repeat steps a – k with disinfectant after completing step k.**
- 2. If this patient is on Contact Precautions for *C. difficile*, room must be cleaned twice per day.**

Before cleaning a Contact Precautions room, gather all the materials you will require including: an adequate supply of clean cloths, fresh cleaning solution and hospital-grade disinfectant, which may be combined into one product. Your supervisor will let you know if two products are required. Also have a dust mop, wet mop and bucket or micro fibre mop.

It is important to note that the bucket and mop should be dedicated to each VRE and *C. difficile* room, and used only for that room until Contact Precautions are discontinued.

Clean hands with an alcohol-based hand rub. If your hands are visibly soiled, you must use soap and water to clean them. Put on gloves and gown before entering the room.

Remove soiled linen from the floor and place in linen bag; remove soiled linen bag if bag is $\frac{3}{4}$ full – do not overfill. Remove debris from the floor and place in the waste receptacle. Remove the waste, handling plastic bags from the top, but do not compress bags with your hands.

Be alert for needles and other sharp objects, and only pick up these objects using a mechanical device. Place the objects into a sharps container, and report the incident to the supervisor.

Remove your gloves and discard them, and clean your hands with alcohol-based hand rub. If your hands are visibly soiled, you must use soap and water to clean them. Then put on fresh gloves.

When beginning the cleaning procedure, use a fresh cloth saturated with cleaning solution/disinfectant. Clean with only one cloth at a time. When finished one area, set the cloth aside for laundering, and use a fresh cloth to continue. If a bucket is used, do not “double dip” cloths. Also, do not shake the cloths.

Change the cleaning cloth when it is no longer saturated with solution and after cleaning heavily soiled areas. Place the soiled cloths in a designated container or bag for laundering.

If there is more than one patient/resident bed space in the room, use fresh cloths for each, and complete the cleaning in each bed space before moving to the next.

Working from the least soiled areas, or low-touch, to the most soiled areas, or high-touch, and from high surfaces to low surfaces, complete the following steps:

1. Clean doors, door handles, push plate and touched areas of the frame
2. Check walls for visible soiling and clean if required
3. Clean light switches and thermostats
4. Clean wall-mounted items such as the alcohol-based hand rub dispenser, the glove box holder, the top of the suction bottle, the intercom and blood pressure gauge
5. If environmental services is responsible for checking and replacing the sharps containers, check sharps container and change when sharps reach the fill line; clean sides and bottom of the sharps container, but do not dust the top of the sharps container
6. Check and remove fingerprints and soil from low level interior glass partitions, glass door panels, mirrors, and windows with glass cleaner
7. Check privacy curtains for visible soiling and replace them if required
8. When cleaning all furnishings and horizontal surfaces in the room, include chairs, window sill, television, telephone, night table and other tables or desks, support railings, ledges or shelves. Lift items to clean the tables, and pay particular attention to high-touch surfaces
9. Clean patient/resident equipment that is not cleaned by nursing staff, such as IV poles, walkers, and wheelchairs

10. Clean bedrails, bed controls, call bell and cord
11. If there is a sink in the room, clean inside and outside of the sink, sink faucets and mirror. Wipe plumbing under the sink. Apply disinfectant to interior of the sink, ensuring sufficient contact time with the disinfectant, then rinse the sink and sink fixtures and wipe dry.

Begin the bathroom cleaning procedure by using a fresh cloth saturated with cleaning solution/disinfectant.

- a) Clean the door, door handles, push plate and touched areas of the frame
- b) Check walls for visible soiling and clean if required
- c) Clean the light switch
- d) Clean chrome wall attachments
- e) Clean all wall-mounted dispensers and frames
- f) Check and remove fingerprints and soil from the mirror with glass cleaner
- g) Clean the call bell and cord
- h) Clean support railings, ledges and shelves
- i) Apply toilet bowl disinfectant to the toilet bowl and allow it to remain while cleaning the sink and shower/tub to ensure sufficient contact time with the disinfectant
- j) When cleaning the sink, clean all surfaces around the sink, vanity, or countertop. Clean inside and outside of the sink, sink faucets and the mirror
- k) Wipe plumbing under the sink. Apply disinfectant to the interior of the sink, ensuring sufficient contact time with disinfectant. Rinse the sink and sink fixtures and wipe dry.

When cleaning the shower/tub area, clean inside and outside the area. Clean faucets, walls and railing, scrubbing as required to remove soap scum. Inspect grout for mould, and apply disinfectant to interior surfaces of the shower/tub, including soap dish, faucets and shower head. Make sure that there is enough contact time for the disinfectant. Rinse the shower/tub and fixtures and wipe dry.

Inspect and replace shower curtains monthly and as required.

Finish cleaning the toilet. Clean the toilet handle, clean all exterior surfaces of the toilet, clean underside of the flush rim, clean the toilet bowl, and flush the toilet.

Once this is done, carefully remove gloves and clean hands with alcohol-based hand rub. If your hands are visibly soiled, you must use soap and water to clean them.

Put on fresh gloves.

Replenish paper towels, toilet paper and waste bag as required. Also replace empty soap, lotion and alcohol-based hand rub containers with fresh supplies as required, but do not “top-up” liquid containers.

When dry mopping the floor, start at the back of the room and work towards the door. You must keep the dust mop on the floor at all times once you’ve started, and use the swivel motion of the frame and wrist to change direction. Take your time to minimize any turbulence to prevent the dispersion of dust. Then carefully dispose of debris, being careful not to stir up dust. And do not shake the mop. Remove the mop head for laundering.

When wet mopping the floor, please note that disinfectant is not required for the floors.

If you are using a loop mop and bucket: place a “Wet Floor” caution sign outside of room or area being mopped. Immerse the mop in cleaning solution and wring it out. Start at the back of the room and work towards the door. Push the mop around baseboards first, and pay special attention to removing soil from corners, without splashing the walls.

Turn the mop head over every five or six strokes, and rinse the wring mop if the area is greater than 3 metres by 3 metres, or 9 feet by 9 feet. Repeat the procedure until the entire floor is done, and remove the mop head for laundering. Empty and rinse the bucket.

If you are using a micro fibre mop, fill the plastic basin with cleaning solution. Place micro fibre pads to soak in the basin. Take a clean pad from the basin, wring it out and attach it to the mop head using Velcro strips. Place the “Wet Floor” caution sign outside of room or area being mopped. Start at the back of the room and work towards the door. Follow facility procedures.

Remove the micro fibre mop pad when soiled and when finished cleaning the bathroom, and set aside for laundering. Send the soiled micro fibre pads for laundering at the end of the day. Gather all the cleaning materials and leave the bathroom.

Remove your gloves and clean hands with alcohol-based hand rub. If your hands are visibly soiled, you must use soap and water to clean them.

Put on fresh gloves and replenish paper towels, linen bag and waste bag as required, but do not overstock the room. Replace empty soap, lotion and alcohol-based hand rub containers with fresh supplies as required, but do not “top-up” liquid containers.

If the room is carpeted, vacuum the carpet using a vacuum fitted with a HEPA filter.

If the room is not carpeted, dry mop the floor. Start at the back of the room and work towards the door. Do not lift the dust mop off the floor once you have started. Use the swivel motion of the frame and wrist to change direction; take your time and minimize any turbulence to prevent dispersion of dust.

Move the furniture and replace it after dust mopping, including under and behind the bed. Carefully dispose of debris, being careful not to stir up dust. Do not shake the mop.

If the room is not carpeted, wet mop the floor. Disinfectant is not required for the floors. If you are using a loop mop, place the “Wet Floor” caution sign outside of the room or area being mopped. Immerse the mop in cleaning solution and wring it out. Start at the back of the room and work towards the door. Push the mop around baseboards first, paying particular attention to removing soil from the corners. Avoid splashing walls or furniture.

In open areas, use a figure eight stroke, overlapping each stroke; turn the mop head over every five or six strokes. Mop a 3 metre by 3 metre area (or 9 by 9 feet), then rinse and wring the mop. Repeat until the entire floor is done. Remove the mop head for laundering.

If you are using a micro fibre mop, then fill the plastic basin with cleaning solution, and place micro fibre pads to soak in the basin. Take a clean pad from the basin, wring it out and attach it to the mop head using Velcro strips.

Place the “Wet Floor” caution sign outside of the room or area being mopped. Start at the back of the room and work towards the door. Remove the pad when soiled and when finished cleaning the room and set aside for laundering. Send soiled micro fibre pads for laundering at the end of the day.

Remove your gloves.

Remove the gown carefully to avoid contamination of clothing or skin. When taking the gown off, untie the strings first. Starting at the neck ties, pull the outer

contaminated side of the gown forward and turn inward. Roll the gown off your arms into a bundle; it should now be inside out. Discard the gown immediately into a soiled linen bag or waste container in a manner that minimizes air disturbance; in other words, don't toss it in the bag.

Clean your hands with alcohol-based hand rub. If your hands are visibly soiled, you must use soap and water to clean them. Gather cleaning materials and leave the room.

After cleaning, report mould and cracked, leaking or damaged areas for repair. Tools used for cleaning and disinfecting must be cleaned and dried between uses, including mop heads and cloths. Launder mop heads daily, and all washed mop heads must be dried thoroughly before re-use.

Clean housekeeping carts and carts used to transport waste daily.

Script for Video 5: Cleaning a Blood/Body Fluid Spill

Please note: all scenes in this video are sample procedures based on the PIDAC Environmental Cleaning Best Practices. However, your procedures may vary according to the tools, equipment and cleaning products being used within your facility. Also the use of any logos and products seen in this video is not intended as an endorsement.

Before cleaning a blood or body fluid spill, assemble the materials required for dealing with the spill prior to putting on gloves.

Inspect the area around the spill thoroughly for splatters or splashes. Restrict the activity around the spill until the area has been cleaned and disinfected and is completely dry.

Put on gloves; and if there is a possibility of splashing, wear a gown and facial protection, such as a mask and eye protection or face shield.

When cleaning, confine and contain the spill by covering the spill with absorbent material, such as paper towel or chemical spill powder. Wipe up the spill using disposable towels. This is an important step as disinfectant will not be effective if applied directly to blood or body fluids.

Dispose of the materials by placing them into a regular waste receptacle. If the soiled materials are so wet that blood can be squeezed out of them, then they must be disposed of into the biomedical waste container, which is a yellow bag.

Flood the entire spill area with a hospital-grade disinfectant and allow it to stand for the amount of time recommended by the manufacturer. Wipe up the area again using disposable towels and discard into regular waste receptacles.

Be very careful to avoid splashing or generating aerosols during the clean up. Remove gloves and other protective equipment, if worn, and discard into waste receptacle.

Remove gown if worn, and discard into linen bag or waste container. Clean your hands using alcohol-based hand rub. If your hands are visibly soiled, you must use soap and water to clean them.

After cleaning, remove waste, handling plastic bags from the top, and do not compress bags with your hands.

Document the spill incident.

Script for Video 6: Discharge / Vacancy Room Cleaning – Regular Patient / Resident Room or Bed Space

Please note: all scenes in this video are sample procedures based on the PIDAC Environmental Cleaning Best Practices. However, your procedures may vary according to the tools, equipment and cleaning products being used within your facility. Also the use of any logos and products seen in this video is not intended as an endorsement.

Note: If using two separate products for cleaning and for disinfection, repeat steps 1 – 11 with disinfectant after completing step 11, and repeat steps a – k with disinfectant after completing step k.

Before cleaning a regular room after discharge and vacancy, check for contact precautions, droplet precautions, and airborne precautions signs, and, if present, use applicable room cleaning protocol.

Gather all the materials required for cleaning before entering the room, including an adequate supply of clean cloths, fresh cleaning solution and hospital-grade disinfectant, (which may be combined in one product), a dust mop, and wet mop and bucket or micro fibre mop.

Clean hands with an alcohol-based hand rub. If your hands are visibly soiled, you must use soap and water to clean them. Put on gloves and enter the room.

Strip the bed and pillows, discarding linen into a soiled linen bag; roll the sheets carefully to prevent aerosols from getting into the air. Inspect the bedside curtains and window treatments; and if they are visibly soiled, clean or change them.

Discard personal care items that may have been left by the patient/resident, for example, lotions, creams, comb, and magazines.

Remove soiled linen from the floor and place it in a linen bag, then remove the soiled linen bag.

Remove debris from the floor and place it in a waste receptacle. Remove the waste, handling plastic bags from the top, but do not compress with hands. Clean the waste can/holder if it is soiled.

Be alert for needles and other sharp objects and pick them up using a mechanical device. Then place them in a sharps container, and report the incident to your supervisor. Remove your gloves and discard.

Clean your hands with alcohol-based hand rub. If your hands are visibly soiled, you must use soap and water to clean them.

Put on fresh gloves.

When cleaning, use a fresh cloth saturated with cleaning solution/disinfectant. Clean with one cloth at a time. Do not double dip the same cloth into the cleaning solution, or shake a cloth. Change the cleaning cloth when it is no longer saturated with solution and after cleaning heavily soiled areas. Set the cloth aside for laundering and use a fresh cloth to continue. Place soiled cloths in a designated container or bag for laundering.

If there is more than one patient/resident bed space in the room, use fresh cloths for each and complete the cleaning in each bed space before moving on to the next.

When working from least soiled areas, or low-touch, to the most soiled areas, or high-touch, and from high surfaces to low surfaces, proceed with the following steps:

1. Clean the door, door handles, push plate and touched areas of the frame
2. Check walls for visible soiling and clean if required. Remove tape from walls, and clean stains
3. Clean light switches and thermostats
4. Clean wall-mounted items such as the alcohol-based hand rub dispenser, the glove box holder, the top of the suction bottle, intercom and blood pressure gauge
5. If environmental services is responsible for checking and replacing sharps containers, check sharps container and change when sharps reach the fill line; clean sides and bottom of the sharps container, but do not dust the top of the sharps container
6. Check and remove fingerprints and soil from low level interior glass partitions, glass door panels, mirrors, and windows with glass cleaner
7. Clean all furnishings and horizontal surfaces in the room, including chairs, window sill, television, telephone, night tables or desks, support railings, ledges and shelves. Lift items to clean the tables, and pay particular attention to high-touch surfaces

8. Clean patient/resident equipment that is not cleaned by nursing staff, such as IV pole, walker, or wheelchair. Note: if the patient/ resident has been using a commode chair, it should be cleaned as part of the room cleaning and as per facility procedure
9. Clean the inside and outside of the patient/resident cupboard or locker
10. Clean the bed, working in a systematic fashion from the foot of the bed to the head of the bed. Clean the top and sides of the mattress, and then turn the mattress over and clean the underside

Make sure you also clean the exposed bed springs and frame. Check for cracks or holes in the mattress, and have the mattress replaced as required. You must also clean the pillows. In addition, you must inspect for pests

Clean the foot board, headboard, bed rails, call bell and bed controls as well. It is essential that you pay particular attention to areas that are visibly soiled and surfaces that are frequently touched by staff, patients or residents.

Clean all lower parts of bed frame, including casters.
11. If there is a sink in the room, clean inside and outside of the sink, sink faucets, and mirror. Wipe plumbing under the sink. Apply disinfectant to the interior of the sink, ensuring sufficient contact time with the disinfectant. Rinse sink and fixtures and wipe dry.

CLEAN THE BATHROOM

Begin the bathroom cleaning procedure by using a fresh cloth saturated with cleaning solution/disinfectant.

- a) Clean the door, door handles, push plate and touched areas of the frame
- b) Check walls for visible soiling and clean if required
- c) Clean the light switch
- d) Clean chrome wall attachments
- e) Clean all wall-mounted dispensers and frames
- f) Check and remove fingerprints and soil from mirror with glass cleaner
- g) Clean the call bell and cord
- h) Clean support railings, ledges and shelves
- i) Apply toilet bowl disinfectant to the toilet bowl and allow it to remain while cleaning the sink and shower/tub to ensure enough contact time with the disinfectant

- j) When cleaning the sink, clean all surfaces around the sink, vanity, or countertop. Clean inside and outside of the sink, sink faucets and the mirror
- k) Wipe plumbing under the sink. Apply disinfectant to the interior of the sink, ensuring sufficient contact time with disinfectant. Rinse the sink and fixtures and wipe dry.

When cleaning the shower/tub area, clean inside and outside the area. Clean faucets, walls and railing, scrubbing as required to remove soap scum. Inspect grout for mould, and apply disinfectant to interior surfaces of the shower/tub, including soap dish, faucets and shower head. Make sure that there is enough contact time for the disinfectant. Rinse the shower/tub and fixtures and wipe dry.

Inspect and replace shower curtains monthly and as required.

Finish cleaning the toilet. Clean the toilet handle, clean all exterior surfaces of the toilet, clean underside of the flush rim, clean the toilet bowl, and flush the toilet.

Once this is done, carefully remove gloves and clean your hands with alcohol-based hand rub. If your hands are visibly soiled, you must use soap and water to clean them.

Replenish paper towels, toilet paper, toilet brush or swab and waste bag as required. Also replace empty soap, lotion and alcohol-based hand rub containers with fresh supplies as required, but do not “top-up” liquid containers.

Put on fresh gloves.

When dry mopping the floor, start at the back of the room and work towards the door. You must keep the dust mop on the floor at all times once you’ve started, and use the swivel motion of the frame and wrist to change direction. Take your time to minimize any turbulence to prevent the dispersion of dust. Then carefully dispose of debris, being careful not to stir up dust. And do not shake the mop. Remove the mop head for laundering.

When wet mopping the floor, note that disinfectant is not required for the floors.

If you are using a loop mop and bucket: place a “Wet Floor” caution sign outside of room or area being mopped. Immerse the mop in cleaning solution and wring it out. Start at the back of the room and work towards the door. Push the mop around baseboards

first, and pay special attention to removing soil from corners, without splashing the walls.

Turn the mop head over every five or six strokes, and rinse the wring mop if the area is greater than 3 metres by 3 metre, or 9 feet by 9 feet. Repeat the procedure until the entire floor is done, then remove the mop head for laundering. Empty and rinse the bucket.

If you are using a micro fibre mop, fill the plastic basin with cleaning solution. Place micro fibre pads to soak in the basin. Then take a clean pad from the basin, wring it out and attach it to the mop head using Velcro strips. Place the “Wet Floor” caution sign outside of room or area being mopped. Start at the back of the room and work towards the door.

Remove the micro fibre pad when soiled and when finished cleaning the room, and set aside for laundering. Send the soiled micro fibre pads for laundering at the end of the day.

Gather all the cleaning materials and leave the bathroom.

Remove your gloves and clean your hands with the alcohol-based hand rub. If your hands are visibly soiled, you must use soap and water to clean them.

Replenish paper towels, linen bag and waste bag as required; do not overstock the room. Replace empty soap, lotion and alcohol-based hand rub containers with fresh supplies as required, but do not “top-up” liquid containers.

Remake the bed according to your facility specifications.

If the room is carpeted, vacuum the carpet using a vacuum fitted with a HEPA filter.

Put on fresh gloves.

If the room is not carpeted, dry mop the floor. Start at the back of the room and work towards the door. Do not lift the dust mop off the floor once you have started, and use the swivel motion of the frame and wrist to change direction. Take your time and minimize any turbulence to prevent dispersing dust into the air.

Move furniture, and replace it after dust mopping, including under and behind the bed. Carefully dispose of debris, and be careful not to stir up dust. Do not shake the mop.

If the room is not carpeted, wet mop the floor. Please note that disinfectant is not required for floors. Always work from clean to dirty areas.

If you are using a loop mop and bucket, place the “Wet Floor” caution sign outside of the room or area being mopped. Immerse the mop in cleaning solution and wring it out. Push the mop around the baseboards first, paying particular attention to removing soil from the corners; avoid splashing walls or furniture. In open areas, use a figure eight stroke, overlapping each stroke; turn the mop head over every five or six strokes. Mop a 3 metre by 3 metre (or 9 feet by 9 feet) area, then rinse and wring the mop. Repeat this until the entire floor is done. Then remove the mop head for laundering.

If you are using a micro fibre mop, fill the plastic basin with cleaning solution, and place the micro fibre pad to soak in the basin. Take a clean pad from the basin, wring it out and attach it to mop head using Velcro strips. Place the “Wet Floor” caution sign outside of room or area being mopped. Remove the pad when soiled and when finished cleaning the room, and set aside for laundering. Send the soiled micro fibre pads for laundering at the end of the day.

Remove your gloves, and clean hands with alcohol-based hand rub. If your hands are visibly soiled, you must use soap and water to clean them. Do not leave the room wearing soiled gloves. Gather cleaning materials and leave the room.

After cleaning, report mould and cracked, leaking or damaged areas for repair. Return cleaned equipment, such as IV poles and pumps, walkers, and commodes to the clean storage area.

Tools used for cleaning and disinfecting must be cleaned and dried between uses, such as the mop heads and cloths.

Launder the mop heads daily; all washed mop heads must be dried thoroughly before re-use. Clean the housekeeping carts and carts that are used to transport the waste daily.

Script for Video 7: Discharge/Vacancy Room Cleaning – Contact Precautions Room

Please note: all scenes in this video are sample procedures based on the PIDAC Environmental Cleaning Best Practices. However, your procedures may vary according to the tools, equipment and cleaning products being used within your facility. Also the use of any logos and products seen in this video is not intended as an endorsement.

Note:

- 1. If using two separate products for cleaning and for disinfection, repeat steps 1 – 11 with disinfectant after cleaning**
- 2. If this is a *C. difficile* room, repeat steps 1 – 11 with disinfectant after completing step 11 and repeat steps a – k with disinfectant after completing step k.**

Before cleaning the Contact Precautions room upon discharge/vacancy, you must gather all the materials required for cleaning before entering the room, including an adequate supply of clean cloths, fresh cleaning solution and hospital-grade disinfectant, which may be combined in one product, and a dust mop, wet mop and bucket **or** micro fibre mop.

Clean your hands with an alcohol-based hand rub. If your hands are visibly soiled, you must use soap and water to clean them. Put on gloves and a gown before entering the room.

Strip the bed and pillows and place the linen into a soiled linen bag. Roll the sheets carefully to prevent aerosols from getting into the air.

Discard personal care items that may have been left by the patient, for example, lotions, creams, comb, and magazines.

Remove all privacy curtains, window curtains, and shower curtains, and put them aside for laundering and cleaning.

Discard all disposable items such as suction containers, soap, toilet paper, paper towels, and glove box.

Remove soiled linen from the floor and place it in a linen bag. Remove the soiled linen bag to the door, or pass it out to someone outside the room.

Remove all debris from the floor and place it in a waste receptacle. Remove waste to the door, handling plastic bags from the top. Do not compress bags with your hands. Waste may be passed out to someone outside the room.

Clean the waste can.

Be alert for needles and other sharp objects, and only pick up these objects using a mechanical device. Place the sharp objects into a container, and report the incident to a supervisor. Remove your gloves and discard.

Clean your hands with alcohol-based hand rub. If your hands are visibly soiled, you must use soap and water to clean them. Put on fresh gloves.

CLEANING PROCEDURE

Use a fresh cloth saturated with cleaning solution and disinfectant. Be sure to clean with one cloth at a time, and then set it aside for laundering and use a fresh cloth to continue. If a bucket is used, do not double dip a cloth. Never shake the cloth.

Change the cleaning cloth when it is no longer saturated with solution, and after cleaning heavily soiled areas. Place the soiled cloths in a designated container or bag for laundering.

When working from the least soiled areas, or low-touch, to the most soiled areas, high-touch, and from high surfaces to low surfaces, proceed with the following steps:

1. Clean doors, door handles, push plate and touched areas of the frame
2. Check walls for visible soiling and clean if required. Remove tape from walls, and clean stains
3. Clean light switches and thermostats
4. Clean wall-mounted items such as the alcohol-based hand rub dispenser, the glove box holder, the top of the suction bottle, intercom and blood pressure gauge
5. If environmental services is responsible for checking and replacing sharps containers, check

the sharps container and change when the sharps reach the fill line. Clean sides and bottom of the sharps container, but do not dust the top of the sharps container

6. Check and remove fingerprints and soil from low level interior glass partitions, glass door panels, mirrors, and windows with glass cleaner
7. Clean all furnishings and horizontal surfaces in the room, including chairs, window sill, television, night tables, desks, support railings, ledges, or shelves. Lift items to clean the tables, and pay particular attention to high-touch surfaces
8. Clean patient/resident equipment that is not cleaned by nursing staff, such as IV poles, walkers, and wheelchairs, and move them to the door for removal, or pass to someone outside the room
9. Clean inside and outside of the patient/resident cupboard or locker
10. Clean the bed, working in a systematic fashion from the foot of the bed to the head of the bed. Clean the top and sides of the mattress, and then turn the mattress over and clean underside

Make sure you also clean the exposed bed springs and frame. Check for cracks or holes in the mattress, and have the mattress replaced as required. You must also clean the pillows. In addition, you must inspect for pests

Clean the foot board, headboard, bed rails, call bell and bed controls as well. It is essential that you pay particular attention to areas that are visibly soiled and surfaces that are frequently touched by staff, patients or residents.

Clean all lower parts of bed frame, including casters.

11. If there is a sink in the room, clean inside and outside of the sink, sink faucets, and mirror. Wipe plumbing under the sink. Apply disinfectant to the interior of the sink, ensuring sufficient contact time with the disinfectant. Rinse sink and fixtures and wipe dry.

When cleaning the bathroom, use a fresh cloth saturated with cleaning solution/disinfectant.

- a) Clean the door, door handles, push plate and touched areas of the frame
- b) Check walls for visible soiling and clean if required

- c) Clean the light switch
- d) Clean chrome wall attachments
- e) Clean all wall-mounted dispensers and frames
- f) Check and remove fingerprints and soil from mirror with glass cleaner
- g) Clean the call bell and cord
- h) Clean support railings, ledges and shelves
- i) Apply toilet bowl disinfectant to the toilet bowl and allow it to remain while cleaning the sink and shower/tub to ensure enough contact time with the disinfectant
- j) When cleaning the sink, clean all surfaces around the sink, vanity, or countertop. Clean inside and outside of the sink, sink faucets and the mirror
- k) Wipe plumbing under the sink. Apply disinfectant to the interior of the sink, ensuring sufficient contact time with the disinfectant. Rinse the sink and fixtures and wipe dry.

When cleaning the bathroom and shower/tub area, clean inside and outside the area. Clean faucets, walls and railing, scrubbing as required to remove soap scum. Inspect grout for mould, and apply disinfectant to interior surfaces of the shower/tub, including soap dish, faucets and shower head. Make sure that there is enough contact time for the disinfectant. Rinse the shower/tub and fixtures and wipe dry.

Finish cleaning the toilet, clean the toilet handle, clean all exterior surfaces of the toilet, clean underside of the flush rim, clean the toilet bowl, and flush the toilet.

Once this is done, carefully remove gloves and clean hands with alcohol-based hand rub. If your hands are visibly soiled, you must use soap and water to clean them.

Put on fresh gloves.

Replace paper towels, toilet paper, toilet brush or swab and waste bag. Also replace empty soap, lotion and alcohol-based hand rub containers with fresh supplies as required, but do not “top-up” liquid containers.

When dry mopping the floor, start at the back of the room and work towards the door. You must keep the dust mop on the floor at all times once you've started, and use the swivel motion of the frame and wrist to change direction. Take your time to minimize any turbulence to prevent the dispersion of dust. Then carefully dispose of debris, being careful not to stir up dust. Do not shake the mop. Remove the mop head for laundering.

When wet mopping the floor, note that disinfectant is not required for the floors.

If you are using a loop mop and bucket: place a "Wet Floor" caution sign outside of room or area being mopped. Immerse the mop in cleaning solution and wring it out. Start at the back of the room and work towards the door. Push the mop around baseboards first, and pay special attention to removing soil from corners, without splashing the walls.

Turn the mop head over every five or six strokes, and rinse the wring mop if the area is greater than 3 metres by 3 metres, or 9 feet by 9 feet. Repeat the procedure until the entire floor is done, then remove the mop head for laundering. Empty and rinse the bucket.

If you are using a micro fibre mop, fill the plastic basin with cleaning solution. Place micro fibre pads to soak in the basin. Then take a clean pad from the basin, wring it out and attach it to the mop head using Velcro strips. Place the "Wet Floor" caution sign outside of room or area being mopped. Start at the back of the room and work towards the door.

Remove the micro fibre mop pad when soiled and when finished cleaning the room, and set aside for laundering. Send the soiled micro fibre pads for laundering at the end of the day.

Remove your gloves and clean hands with the alcohol-based hand rub. If your hands are visibly soiled, you must use soap and water to clean them. Put on fresh gloves.

Replace the curtains, linen bag and waste bag with clean items.

Replace supplies such as alcohol-based hand rub, soap, lotion, paper towels.

If this is a *C. difficile* room, repeat the first steps 1 – 11 after completing step 11.

At this point remake the bed according to your facility specifications.

If the room is carpeted, steam clean the carpet and soft furnishings.

If the room is not carpeted, and you're dry mopping the floor, proceed with the following steps:

When dry mopping, start at the back of the room and work towards the door. Keep the dust mop on the floor at all times once you have started, and do not lift the mop off the floor. Use the swivel motion of the frame and wrist to change direction. Take your time to minimize turbulence to prevent dispersion of dust.

Move furniture, and replace it after dust mopping, including under and behind the bed. Carefully dispose of debris, being careful not to stir up dust. Do not shake the mop.

If the room is not carpeted, and you are wet mopping the floor, note that disinfectant is not required for floors.

If you are using a loop mop and bucket, place the "Wet Floor" caution sign outside of the room or area being mopped. Immerse the mop in cleaning solution and wring it out. Push the mop around the baseboards first, paying particular attention to removing soil from the corners; avoid splashing walls or furniture. In open areas, use a figure eight stroke, overlapping each stroke; turn the mop head over every five or six strokes. Mop a 3 metres by 3 metres (or 9 feet by 9 feet) area, then rinse and wring the mop. Repeat this until the entire floor is done. Then remove the mop head for laundering.

If you are using a micro fibre mop, fill the plastic basin with cleaning solution, and place the micro fibre pad to soak in the basin. Take a clean pad from the basin, wring out and attach it to mop head using Velcro strips. Place the "Wet Floor" caution sign outside of the room or area being mopped. Remove the pad when soiled and when finished cleaning the room and set aside for laundering. Send the soiled micro fibre pads for laundering at the end of the day.

Remove your gloves. Remove your gown carefully to avoid contamination of clothing or skin. Untie the strings first, then starting at the neck ties, pull the outer contaminated side of the gown forward and turn inward. Roll the gown off the arms into a bundle; it should now

be inside out. Discard the gown immediately into a soiled linen bag or waste container in a manner that minimizes air disturbance. In other words, don't toss it in the bag.

Clean your hands with alcohol-based hand rub. If your hands are visibly soiled, you must use soap and water to clean them. Gather cleaning materials and leave the room.

After cleaning, remove the Contact Precautions sign. Report mould and cracked, leaking or damaged areas for repair to your supervisor.

Return cleaned equipment, such as IV poles and pumps, walkers, and commodes, to the clean storage area.

The tools used for cleaning and disinfecting must be cleaned and dried between uses, such as mop heads and cloths.

Launder mop heads daily; all washed mop heads must be dried thoroughly before re-use. Also, send curtains out for laundering. Clean the housekeeping carts and carts that are used to transport the waste daily.