



GREMAC MAINTENANCE
POLICIES & PROCEDURES
ENVIRONMENTAL CLEANING POLICY

Gremac Maintenance including its Directors, Board Members, Managers, and Staff Members, is committed to providing environmental cleaning services that are performed as outlined in best practices for environmental cleaning in all health care facilities. Our team is committed to taking every precaution necessary to provide our staff with ongoing training regarding environmental cleaning. Consistent surveillance of performance measures will be maintained, and communicated with staff for coaching opportunities. We remain focused on our vision of providing the best environmental cleaning services possible.

Healthcare facilities are unique properties in that they come with complex cleaning obligations in order to combat the spread of dangerous microorganisms. Our organization and its entire staff are committed to the appropriate procedures in cleaning, disinfecting, and sanitizing surfaces in all healthcare settings.

CLEANING & DISINFECTING PRINCIPLES

- All disinfection products must have a drug identification number (DIN) from Health Canada
- Spray bottles are correctly labeled with hazardous information
- Emergency cleaning protocols are performed as outlined in Emergency Cleaning Protocols
- Housekeeping/janitorial rooms and housekeeping/janitorial equipment are cleaned, organized after each use
- Staff complete initial and ongoing training and education around the topic of environmental cleaning and regular competency assessments are performed
- Cleaning duties checklists (cdc's) are used (either carried around on cleaning cart, or posted in each room) on a daily basis and duties listed are completed to satisfaction and checked as completed
- Daily, weekly, and monthly cleaning logs are maintained
- Cleaning audits are completed and documented at a minimum twice a year by facility staff and deficiencies corrected

PERSONAL PROTECTIVE EQUIPMENT

- Cleaning staff should wear personal protective equipment for protection from microorganisms, chemicals used in cleaning, and the transmission of microorganisms from one patient environment to another
- Ensure vinyl or nitrile gloves are worn when performing duties that possibly expose them to blood, body fluids, secretions, or excretions or items contaminated with these
- Ensure thicker, nitrile protective and puncture resistant gloves are used when handling garbage, recycling, organics and bio-medical waste
- Mouth, nose and eye protection or face shields must be worn where appropriate, and when performing duties that could cause splashing, gases, secretions or excretions and endanger the eyes, mouth, nose, or other parts of the face
- Vinyl and nitrile gloves should be changed regularly when cleaning from room to room. It is extremely important that you do not use gloves from room-to-room as contaminants can travel throughout healthcare facility
- Personal protective equipment should be removed in a manner that will not contaminate the wearer and must be removed and discarded immediately after the task has been completed



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ROUTINE PRACTICES

Cleaning staff must adhere to Routine Practices when working in the healthcare environment. Routine practices include:

- -Hand hygiene
 - -Use of personal protective equipment
 - -Safe management of sharps and bio-medical waste
 - -Environmental cleaning
 - -Infection prevention & control methods
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NO DOUBLE DIPPING of RAGS/TOWELS

- Rags and towels used for cleaning and disinfecting surfaces should never be dipped in disinfectant solution more than once. Only clean towels should be dipped in disinfectant solution, once used, those towels should not be dipped in the disinfectant solution again.
 - Only clean rags and towels should be used to cleaning and disinfect surfaces
 - All parts of rags and towels should be utilized. Therefore, utilize a folding method to ensure all parts are used – fold towels one or two ways, use, then unfold, then fold again on the opposite side to expose a clean part of the rag, use and once complete and dirty, put in dirty laundry and do not use again
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CLEANING DUTY CHECKLISTS (CDC's)

- All areas and surfaces listed in cdc's are visibly clean after performing duty, and free of dust, gross soil, dirt, stains, spills and streaks
 - All surfaces listed in the cleaning duties checklists are clean, disinfected, and/or sanitized as described
 - All garbage, recycling, organics waste is disposed of separately
 - All bio-medical waste, if listed as duties in the cdc's, is handled, transported, and stored as trained and as recommended in Guidelines for the Management of Biomedical Waste in Canada
 - All emergency cleaning is performed as listed in the Emergency Cleaning Protocols
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HAND TOWELS / MOP HEADS / DUST MOP HEADS

- All towels, mop heads, and dust mop heads used will be washed and disinfected for future use, and will not be used unless cleaned and disinfected
- All staff are to utilize a “water/cleaner/disinfectant bucket method” of cleaning, as opposed to a “spray bottle method” in preparation of cleaning and disinfecting a surface
- Dirty or used hand towels are never to be re-dipped in clean disinfection solution, for any reason
- Hand towels are not to be used in multiple rooms, and should always be tossed into dirty laundry once completing a room
- Multiple hand towels should be used in one room, to minimize the spread of infectious bacteria, and to maximize the effectiveness of cleaning and disinfecting surfaces



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CLEANING PRODUCTS

- Surfaces and furnishings in the facility are cleaned with hospital-grade cleaners and environmental disinfectants with a drug identification number (DIN) from Health Canada
- Cleaning and disinfection products are used in accordance with manufacturer's recommendations for dilution, contact time and use
- Cleaning and disinfecting products are compatible with the items and equipment to be cleaned and disinfected
- Must be used according to product's safety data sheet (MSDS)
- Disinfectant wipes should be kept wet, and stored with a lid properly connected to maintain moisture
- All cleaning chemicals used should have a MSDS sheet in the MSDS log for reference

HOTEL (Public) vs. HOSPITAL / HEALTH CARE (Clinical)

- -All areas considered "Hotel" areas should be cleaned as stated
- -All areas considered "Hospital" areas should be cleaned as stated

Areas Considered "HOTEL" (Public)

Meeting Rooms
General Storage Rooms
Offices
Corridors
Staircases
Elevators
Vestibules
Closets

Areas Considered "HOSPITAL" (Clinical)

Physicians' Treatment / Exam Rooms
Medical Storage Rooms
Processing / Soiled Rooms
Washrooms
Kitchens
Program Rooms
Laundry Rooms

HIGH-TOUCH SURFACES vs. LOW-TOUCH SURFACES

High-touch surfaces are touched frequently and should be cleaned and disinfected daily. Low-touch surfaces should be cleaned frequently, or when soiled, or when patients have been discharged

Examples of High-Touch Surfaces

Door Knobs Floors
Elevator Buttons Walls
Telephones Ceilings
Call Bells Mirrors
Bedrails Window Sills
Light Switches
Toilet Flush Handles
Monitoring Equipment

Examples of Low-Touch Surfaces

Vents
Window Partitions
Ledges
Chair/Stool Legs
Computer CPU's
Wall-mounted Items (stethoscope frames)



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HAND HYGIENE

Hand hygiene is the most effective measure to prevent the spread of healthcare-associated infections. Hand hygiene must be practiced:

- Before coming into contact with treatment/exam room equipment
- After potential body fluid exposure (after cleaning washrooms, handling soiled linen, equipment or waste)
- After patient environment contact (treatment beds, stretchers, chairs)
- After changing mop heads
- Always wash hands between changing gloves
- Follow all hand hygiene procedures as provided by Public Health Ontario, and posted in all janitorial rooms

ACKNOWLEDGEMENT OF PUBLICATION RECOMMENDATIONS

Ensure cleaning duties are performed in accordance with the most recent edition of the following publications:

- Best Practices for Environmental Cleaning for Prevention and Control of Infections in All Health Care Settings
- Infection Prevention and Control for Clinical Office Practice
- Best Practices for Hand Hygiene in All Health Care Settings
- Canada Occupational Health and Safety Regulations
- Health and Safety Guide for Custodial Workers
- Gremac Health Facility Cleaning Protocols
- Guidelines for the Management of Biomedical Waste in Canada