Environmental Services Cleaning Guidebook

Adapted from Allina Hospitals and Clinics Environmental Services Cleaning Guidebook by the Minnesota Hospital Association (MHA), Minnesota Department of Health (MDH) and Stratis Health, with representatives from: CentraCare Health – Melrose, Grand Itasca Clinic and Hospital, Minnesota Valley Health Center, Park Nicollet Methodist Hospital, United Hospital, University of Minnesota Medical Center, and Windom Area Hospital, as a part of the “Controlling CDI” project.
**Introduction**

*Clostridium difficile* infection (CDI) is becoming more prevalent as a health care-associated infection, causing diarrhea that can lead to colitis, colon perforation, sepsis, and, according to the Centers for Disease Control and Prevention (CDC), is fatal in approximately 14,000 Americans annually. CDC guidelines have been in place nationally for at least five years, targeting antimicrobial stewardship, early identification and treatment, and the prevention of health care facility transmission.

A recent study by Sitzlar, et al. (2013) suggested that effective cleaning coupled with staff supervision is a powerful method in decreasing the potential for CDI transmission in hospitals. The Minnesota Hospital Association (MHA), in conjunction with Stratis Health and the Minnesota Department of Health (MDH), has been working with seven Minnesota hospitals: CentraCare Health – Melrose, Grand Itasca Clinic and Hospital, Minnesota Valley Health Center, Park Nicollet Methodist Hospital, United Hospital - a part of Allina Health, University of Minnesota Medical Center, and Windom Area Hospital, to adapt the Allina Health System environmental cleaning training and supervision model for statewide dissemination.

The accompanying environmental services cleaning guidebook and training presentation apply to general infection and control principles, with CDI specific recommendations included, such as bleach or other sporicidal disinfectants. Additional resources provided by our partner hospitals are included in the package and are intended to serve as examples of best practices that hospitals can adopt if found helpful.
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1) Basic cleaning concepts

General sanitizing
To make a surface or area clean by removing dirt, germs or unwanted substances.

Bathrooms/restrooms
Restroom cleaning includes the cleaning of toilets, fixtures and commodes. Bathrooms should be cleaned last, after completing the room. Shower walls should be thoroughly scrubbed at least weekly. Shower curtains should be changed at least yearly and as required.

Cleaning
The physical removal of dust, soil, blood and body fluids. Cleaning physically removes germs. It is accomplished with water, detergents and mechanical action. The key to cleaning is the use of friction to remove germs and debris.

Contamination
The presence of germs on hands or on a surface such as clothes, gowns, gloves, bedding, toys, surgical instruments, patient care equipment, dressings or other inanimate objects.

Cross-contamination
Cross-contamination is the transfer of harmful germs from one person, object or place to another.

Disinfectant
A product that is used on surfaces or medical equipment/devices which results in disinfection of the equipment/device. Some products combine a cleaner with a disinfectant.

Disinfection
The killing of germs. Surfaces and equipment must be cleaned first before applying disinfectant in order to kill germs.

Dry mopping
The process of removing dirt and debris from floors using only mop head without water or detergent.

High dusting
High dusting includes all horizontal surfaces and fixtures above shoulder height, including vents. Ideally, the patient/resident should be out of the room during high dusting to reduce the risk of inhaling dust particles.
Hospital clean

Hospital clean is a measure of cleanliness routinely maintained in care areas of the health care setting. Cleaning practices are periodically monitored and audited with feedback and education.

- Floors and baseboards are free of stains, visible dust, spills and streaks.
- Walls, ceilings and doors are free of visible dust, gross soil, streaks, spider webs and handprints.
- All horizontal surfaces are free of visible dust or streaks (includes furniture, window ledges, overhead lights, phones, picture frames, carpets, etc.)
- Bathroom fixtures including toilets, sinks, tubs and showers are free of streaks, soil, stains and soap scum.
- Mirrors and windows are free of dust and streaks.
- Dispensers are free of dust, soiling and residue and replaced/replenished when empty.
- Appliances are free of dust, soiling and stains.
- Waste is disposed of appropriately.
- Items that are broken, torn, cracked or malfunctioning are replaced.
- High touch surfaces in client/patient/resident care areas are cleaned and disinfected with a hospital-grade disinfectant.
- Non-critical medical equipment is cleaned and disinfected between clients/patients/residents.

Isolation precautions

Infection control interventions used to reduce the risk of transmission of germs to patients and hospital staff. Includes: contact, enteric, droplet, airborne, strict contact.

Terminal cleaning

The thorough cleaning of a patient room following discharge in order to remove germs that might be transferred to the next patient in the room.

Wet mopping

Final floor cleaning step using water and detergent or disinfectant.

Working from clean areas to dirty areas:
- Fill plastic basin with cleaning solution.
- Place microfiber pad(s) to soak in basin.
- Take a clean pad from the basin and attach to mop head using Velcro strips.
- Remove pad when soiled and set aside for laundering.
- Send soiled microfiber pads for laundering at the end of the day.

For Isolation precaution rooms:
- Take a clean pad from the basin and attach to mop head using Velcro strips.
- Take a clean microfiber pad from the cart and place in bucket containing disinfectant.
- Ensure that pad becomes saturated with disinfectant. Wring excess liquid from the pad before attaching to mop.
- Mop as usual working from clean areas to dirty areas.
2) High touch areas

High touch areas

High touch areas are those that have frequent contact with hands. High touch surfaces in care areas require more frequent cleaning and disinfection than minimal contact surfaces. Cleaning and disinfection is usually done at least daily and more frequently if the risk of environmental contamination is higher (e.g., intensive care units).

Patient room high touch areas
Patient restroom high touch areas

Toilet seat

Toilet handle

Toilet handle rails

Bathroom sink

Restroom light switch

Restroom door handle - interior and exterior
3) Room zoning

Hotzone

The equipment and areas closest to the patient are the most contaminated and considered the “hot zone.” As you move further from the patient, surfaces are less contaminated. Starting with the bed will allow adequate contact time with the disinfectant. Once the hot zone has been cleaned and disinfected, take a fresh cleaning rag and work clockwise from cleaner to dirtier (green to yellow ring on the diagram).
Room cleaning path example

1. Disinfect bed using a minimum of one BLUE rag.
2. Starting back at the door use a fresh BLUE rag, begin disinfecting the rest of patient room following a clockwise path. Change rags as needed to assure proper saturation and avoid cross contamination (approximately 3-4 rags).
3. Using 2-3 bathroom rags disinfect the restroom and always finish with the toilet.

Note: Each hospital is to set standards regarding cloth colors, product selection and number of cloths used per room.
**4) Room cleaning**

**Occupied room cleaning**

Note: Each hospital is to set standards regarding cloth colors, product selection and number of cloths used per room.

| Before occupied room cleaning: |...| DO NOT WEAR DIRTY GLOVES OUTSIDE OF THE ROOM
If you have to leave the room after you have started a room clean, remove your gloves and perform hand hygiene. Put a new pair of gloves on to resume cleaning.

<table>
<thead>
<tr>
<th>PATIENT ROOM: Clean and disinfect using disinfectant and BLUE cleaning rags.</th>
<th>PATIENT RESTROOM: Clean and disinfect using disinfectant and GREEN cleaning rags.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change rag as needed to ensure saturation NO DOUBLE DIPPING</td>
<td>Change rag as needed to ensure saturation NO DOUBLE DIPPING</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PATIENT ROOM:</th>
<th>PATIENT RESTROOM:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Light switches – high touch area</strong></td>
<td><strong>Wipe shower or tub</strong></td>
</tr>
<tr>
<td><strong>Door handles, knobs – high touch area</strong></td>
<td><strong>Spot walls</strong></td>
</tr>
<tr>
<td><strong>Hand rails – high touch area</strong></td>
<td><strong>Under the bowl</strong></td>
</tr>
<tr>
<td><strong>Sink and sink counter – high touch area</strong></td>
<td><strong>Toilet rim</strong></td>
</tr>
<tr>
<td><strong>Clean inside of bowl with disinfectant cleaner and toilet brush</strong></td>
<td><strong>Clean commode frame and seat cover LAST</strong></td>
</tr>
<tr>
<td><strong>Before leaving the room:</strong></td>
<td><strong>Before leaving the room:</strong></td>
</tr>
<tr>
<td><strong>Remove gloves and perform hand hygiene</strong></td>
<td><strong>Restock supplies</strong></td>
</tr>
<tr>
<td><strong>Place wet floor sign in doorway</strong></td>
<td><strong>Mop floor – never shake mop</strong></td>
</tr>
<tr>
<td><strong>AIDET®</strong></td>
<td><strong>AIDET®</strong></td>
</tr>
<tr>
<td><strong>Perform hand hygiene</strong></td>
<td><strong>Perform hand hygiene</strong></td>
</tr>
</tbody>
</table>

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Before occupied room cleaning:
- Check for isolation status
- Always perform hand hygiene
- Don appropriate PPE
- AIDET®
- Check Sharps container. Change if necessary.
- Empty the trash container. Handle plastic bags from top.

**Before cleaning toilet**

- **Light switches – high touch area**
- **Call box – high touch area**
- **Telephone – high touch area**
- **Window sills and ledges**
- **Computer keyboard – high touch area**
- **Soiled linen hamper lid**
- **In-room patient sink and faucet – high touch area**
- **In-room soap dispenser and paper towel dispenser**
- **Biohazard can**
- **Dry erase marker**
- **Over bed table – high touch area**
- **Patient chairs – high touch area**
- **Bedside tables – high touch area**
- **All other easily accessible wall mounted equipment**

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Terminal room cleaning

Note: Each hospital is to set standards regarding cloth colors, product selection and number of cloths used per room.

<table>
<thead>
<tr>
<th>Before terminal room cleaning:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Change room status to “in progress”</td>
</tr>
<tr>
<td>• Always perform hand hygiene</td>
</tr>
<tr>
<td>• Don appropriate PPE</td>
</tr>
<tr>
<td>• Remove all soiled linen</td>
</tr>
<tr>
<td>• Wipe down equipment with disinfectant and then remove from room</td>
</tr>
<tr>
<td>• Remove linen from bed and place into linen hamper</td>
</tr>
<tr>
<td>• Remove any patient equipment from room per hospital procedure, place IV poles with bags on</td>
</tr>
<tr>
<td>them by door and notify nursing staff</td>
</tr>
<tr>
<td>• Remove oxygen tubing and make sure oxygen is off</td>
</tr>
<tr>
<td>• Check room for previous patient belongings – take any items to the nursing station</td>
</tr>
<tr>
<td>• Check Sharps container. Change if necessary.</td>
</tr>
<tr>
<td>• Empty the trash container. Handle plastic bags from the top.</td>
</tr>
<tr>
<td>• Discard open facial tissue boxes and used toilet paper rolls.</td>
</tr>
<tr>
<td>• Perform high dusting with an extending lambs wool duster all areas above shoulder height –</td>
</tr>
<tr>
<td>see guidebook.</td>
</tr>
</tbody>
</table>

**BEFORE WEARING DIRTY GLOVES OUTSIDE OF THE ROOM**
If you have to leave the room after you have started a room clean, remove your gloves and perform hand hygiene. Put a new pair of gloves on to resume cleaning.

<table>
<thead>
<tr>
<th>PATIENT ROOM: Clean and disinfect using disinfectant and BLUE cleaning rags. Change rag as needed to ensure saturation NO DOUBLE DIPPING</th>
<th>PATIENT RESTROOM: Clean and disinfect using disinfectant and GREEN cleaning rags. Change rag as needed to ensure saturation NO DOUBLE DIPPING</th>
</tr>
</thead>
<tbody>
<tr>
<td>PATIENT BED:</td>
<td></td>
</tr>
<tr>
<td>• Light switches – high touch area</td>
<td></td>
</tr>
<tr>
<td>• Door handles, knobs – high touch area</td>
<td></td>
</tr>
<tr>
<td>• Hand rails – high touch area</td>
<td></td>
</tr>
<tr>
<td>• Sink and sink counter – high touch area</td>
<td></td>
</tr>
<tr>
<td>• Clean soap and paper towel dispensers</td>
<td></td>
</tr>
<tr>
<td>CHANGE RAG AND START WITH A FRESH ONE AFTER CLEANING THE BED</td>
<td></td>
</tr>
<tr>
<td>Move from door and sanitize all equipment (Restroom to be done last)</td>
<td></td>
</tr>
<tr>
<td>• Wipe shower or tub</td>
<td></td>
</tr>
<tr>
<td>CHANGE RAG AND START WITH A FRESH ONE BEFORE CLEANING TOILETYE</td>
<td></td>
</tr>
<tr>
<td>• Ledges (below shoulder height)</td>
<td></td>
</tr>
<tr>
<td>• Door, door handles, knobs – high touch area</td>
<td></td>
</tr>
<tr>
<td>• Light switches- High Touch area</td>
<td></td>
</tr>
<tr>
<td>• Call box – High Touch area</td>
<td></td>
</tr>
<tr>
<td>• Telephone – High touch area</td>
<td></td>
</tr>
<tr>
<td>• Pt. storage cabinets &amp; drawers – hosp. info book</td>
<td></td>
</tr>
<tr>
<td>• Window sills and ledges</td>
<td></td>
</tr>
<tr>
<td>• Toilet paper dispenser</td>
<td></td>
</tr>
<tr>
<td>• Toilet flusher – high touch area</td>
<td></td>
</tr>
<tr>
<td>• Toilet seat – high touch area</td>
<td></td>
</tr>
<tr>
<td>• Under the bowl</td>
<td></td>
</tr>
<tr>
<td>• Toilet rim</td>
<td></td>
</tr>
<tr>
<td>• Clean inside of bowl with disinfectant cleaner and toilet brush</td>
<td></td>
</tr>
<tr>
<td>• Clean commode frame and seat cover LAST</td>
<td></td>
</tr>
<tr>
<td>• Computer keyboard – high touch area</td>
<td></td>
</tr>
<tr>
<td>• Soiled linen hamper lid</td>
<td></td>
</tr>
<tr>
<td>• In-room patient sink and faucet – high touch area</td>
<td></td>
</tr>
<tr>
<td>• In-room soap dispenser and paper towel dispenser</td>
<td></td>
</tr>
<tr>
<td>• Biohazard can</td>
<td></td>
</tr>
<tr>
<td>• Dry erase marker</td>
<td></td>
</tr>
<tr>
<td>• Over bed table – high touch area</td>
<td></td>
</tr>
<tr>
<td>• Patient chairs – high touch area</td>
<td></td>
</tr>
<tr>
<td>• Bedside tables – high touch area</td>
<td></td>
</tr>
<tr>
<td>• Thermostat – check with maintenance for temperature</td>
<td></td>
</tr>
<tr>
<td>• Glove boxes</td>
<td></td>
</tr>
<tr>
<td>• All other easily accessible wall mounted equipment</td>
<td></td>
</tr>
<tr>
<td>• Spot clean walls</td>
<td></td>
</tr>
<tr>
<td>• Inspect privacy curtains for stains or damage - order change out if soiled</td>
<td></td>
</tr>
</tbody>
</table>

**BEFORE LEAVING THE ROOM:**
- Remove gloves and perform hand hygiene
- Restock supplies
- Make up bed – will depend on location
- Place wet floor sign in doorway
- Final check for room cleanliness
- Final maintenance check – lights and repairs
- Mop floor – never shake mop
- Change room status to “ready” using BedTracker or Navicare
- Remove wet floor sign – after floor has dried
- Perform hand hygiene
5) Cleaning detail forms

Detailed occupied room cleaning form

Note: Each hospital is to set standards regarding cloth colors, product selection and number of cloths used per room.

- Clean and disinfect the patient room using disinfectant cleaner and blue cleaning rags. Change rag as needed to ensure saturation.
- Never shake mops.
- No double dipping of cloths.
- Do not wear dirty gloves outside of the room. If you have to leave the room after you have started a room clean, remove your gloves and perform hand hygiene. Put a new pair of gloves on to resume cleaning.

- Before entering room:
  - Check for isolation status
  - Perform hand hygiene
  - Don appropriate PPE
  - AIDET®
  - Place wet floor sign in front of door
  - Check Sharps container. Change if necessary.
  - Empty and clean the trash container. Handle plastic bags from the top.

- Clean the patient bed.
  - Raise and wipe down arm rails – high touch area
  - Wipe foot of bed.
  - If the call box or phone is on the bed wipe these down at this time.
  - Discard your rag and proceed with a clean one after cleaning the bed.

- Move clockwise from the door and sanitize all equipment skipping the restroom
  - Ledges (below shoulder height)
  - Door handles, knobs – high touch area
  - Light switches – high touch area
  - Call box – high touch area
  - Telephone – high touch area
  - Window sills and ledges
  - Computer keyboard – high touch area
  - Soiled linen hamper lid
  - In-room patient sink and faucet
  - In-room soap dispenser and paper rag dispenser
  - Biohazard can
  - Dry erase marker
  - Overbed table – high touch area
  - Patient chairs – high touch area
  - Bedside tables – high touch area
  - All other easily accessible wall mounted equipment
  - If in patient room, clean commode frame and seat cover last.

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• Clean and disinfect the patient restroom using disinfectant cleaner and green cleaning rags. Change rags as needed to ensure saturation.

• Clean Patient rest room in the following order:
  - Clean mirror with glass cleaner and wipe dry with a paper towel.
  - Light switches – high touch area
  - Door handles, knobs – high touch area
  - Hand rails – high touch area
  - Sink and sink counter – high touch area
  - Clean soap and paper towel dispensers
  - Wipe shower or tub
  - Spot walls
  - Clean commode frame and seat cover

• Change rag before cleaning toilet!
  - Toilet paper dispenser
  - Toilet flusher – high touch area
  - Toilet seat – high touch area
  - Under the bowl
  - Toilet rim
  - Clean inside of bowl with disinfectant cleaner and toilet brush
  - Remove gloves and perform hand hygiene
  - Restock supplies
  - Mop floor
  - AIDET®
  - Perform hand hygiene
  - Remove wet floor sign after floor has dried
Detailed terminal room cleaning form

Note: Each hospital is to set standards regarding cloth colors, product selection and number of cloths used per room.

- Place wet floor sign in front of door.
- Change room status to “in-progress”
- Perform hand hygiene (use either the quick care foam or soap and water) and put on gloves for all contact with soiled items.
- Do not wear dirty gloves outside of the room. If you have to leave the room after you have started a room clean, remove your gloves and perform hand hygiene. Put a new pair of gloves on to resume cleaning.

☐ Remove all soiled linen and equipment from room. Remove linen from bed one piece at a time and place into linen hamper.
☐ Remove any patient equipment from the room per hospital procedure. Place IV poles with bags on them by the door and notify nursing. Remove oxygen tubing and make sure oxygen is off.
☐ Check room for previous patient belongings (bathroom, room and bathroom cabinets) - take any items to the nursing station.
☐ Check Sharps container. Change if sharps are at fill line.
☐ Empty trash container. Handle plastic bags from the top. Discard open facial tissue boxes and used toilet paper rolls used for commodes in patient room.

- Perform high dusting with an extending lambs wool duster all areas above shoulder height. This includes but is not limited to the following items:
  - Television (cabinet, screen and wires)
  - Clock
  - Drape rod
  - Blinds
  - Cubical curtain tracks
  - Vents
  - Area where ceiling meets the wall.
  - Ledges
  - Lights (patient room and bathroom)
  - Sprinkler heads
  - Clean patient bed

- Clean and disinfect the patient bed using disinfectant cleaner and blue cleaning rags. Change rags as needed to ensure saturation. Raise foot and head of bed before starting.
  - Hand rails – high touch area
  - Mattress – top and bottom
  - Pillows – place cleaned pillow back on mattress
  - Foot and headboard
  - Exposed frame, springs or bed panels
  - Base and wheels
  - Discard your rag and proceed with a clean one after cleaning the bed.

- Move clockwise from the door and sanitize all equipment skipping the restroom.
  - Ledges (below should height)
Door handles, knobs – high touch area
Door
Light switches – high touch area
Nurse call box – high touch area
DVD remote (if present)
Telephone – high touch area
Patient storage cabinets and drawers
Window sills and ledges
Computer keyboard – high touch area
Blood pressure cuff
Hospital information book
Soiled linen hamper
In room patient sink and faucet – high touch area
In room soap dispenser and paper towel dispenser
Biohazard can
Dry erase marker
Step stool
Refrigerator (if present)
Overbed (tray) table – high touch area
Bedside tables – high touch area
Patient chairs – high touch area
Thermostat - set at 69 degrees after cleaning
Glove boxes
All other wall mounted equipment
If in patient room clean commode including bucket last.

Spot clean walls
Inspect privacy curtains for stains or damage. Order change out on privacy curtains if soiled.

• Clean and disinfect the patient restroom using disinfectant cleaner and green cleaning rags. Change rags as needed to ensure saturation. Clean patient restroom in the following order:
  Clean mirror with glass cleaner and wipe dry with a paper towel.
  Light switches – high touch area
  Door handles, knobs – inside and outside – high touch area
  Hand rails – high touch area
  Sink and sink counter – high touch area
  Wipe out all cabinets and shelves
  Wipe towel rack.
  Emergency pull cord
  Clean soap and paper towel dispensers
  Wipe shower or tub
  Wipe down vinyl curtain
  Check curtain for mold growth and change as needed
  Spot clean walls
  Clean commode including bucket
  Toilet paper dispenser
  Unroll toilet paper several times and discard
- Change rag before cleaning toilet!
  - Toilet flusher – high touch area
  - Toilet seat – high touch area
  - Under the bowl
  - Toilet rim
  - Clean inside of bowl with disinfectant cleaner and toilet brush

- Remove gloves and perform hand hygiene
- Restock supplies. Do not overstock rooms.
- Make up bed. Bed makeup will depend on location.
- Do a final check for room cleanliness

- Do a final maintenance check:
  - Check all lights to ensure they are working
  - Check for repairs that may be needed notify your supervisor and the nursing station

- Wet mop the floor
- Change room status to “ready”
- Remove wet floor sign when floor is dry.
## 6) Isolation cleaning procedures

Isolation signage may differ by hospital

### Airborne precautions

<table>
<thead>
<tr>
<th>Diseases when used:</th>
<th>PPE occupied</th>
<th>PPE unoccupied</th>
<th>Cleaning procedure:</th>
</tr>
</thead>
<tbody>
<tr>
<td>TB, measles, chickenpox</td>
<td>1. N95/PAPR for room entry. 2. Add isolation gown and gloves for contact precautions</td>
<td>1. N95/PAPR for room entry within 1 hour of discharge. 2. Add isolation gown and gloves for contact precautions</td>
<td>Check with nursing before room entry. Wait 1 hr after discharge to enter room without N95/PAPR. Routine cleaning. Neutral detergent or water (as directed by supervisor)</td>
</tr>
</tbody>
</table>

Check with nursing before entering airborne precaution room. For chickenpox or shingles, do not enter room if you have not had chickenpox or the chickenpox vaccine.

### Contact precautions

<table>
<thead>
<tr>
<th>Diseases when used:</th>
<th>PPE occupied</th>
<th>PPE unoccupied</th>
<th>Cleaning procedure:</th>
</tr>
</thead>
</table>

### Droplet precautions

<table>
<thead>
<tr>
<th>Diseases when used:</th>
<th>PPE occupied</th>
<th>PPE unoccupied</th>
<th>Cleaning procedure:</th>
</tr>
</thead>
<tbody>
<tr>
<td>influenza, pertussis, mumps, Respiratory illnesses in young children</td>
<td>Surgical mask for room entry</td>
<td>No mask required for room entry</td>
<td>Routine cleaning, floor cleaning: neutral detergent or water (as directed by supervisor)</td>
</tr>
</tbody>
</table>
### Enteric precautions

<table>
<thead>
<tr>
<th>Diseases when used:</th>
<th>PPE occupied</th>
<th>PPE unoccupied</th>
<th>Cleaning procedure:</th>
</tr>
</thead>
</table>

### Strict contact precautions

<table>
<thead>
<tr>
<th>Diseases when used:</th>
<th>PPE occupied</th>
<th>PPE unoccupied</th>
<th>Cleaning procedure:</th>
</tr>
</thead>
</table>

### Neutropenic Precautions (Protective Isolation)

<table>
<thead>
<tr>
<th>Diseases when used:</th>
<th>PPE occupied</th>
<th>PPE unoccupied</th>
<th>Cleaning procedure:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Used for patients who are at high risk for hospital-acquired infections</td>
<td>Wear surgical mask on room entry if YOU have symptoms of respiratory infection.</td>
<td>None needed</td>
<td>Clean when the patient is out of the room when possible. Damp clean all horizontal surfaces. No dry dusting or dry mopping.</td>
</tr>
</tbody>
</table>
7) Equipment specific cleaning instructions

When wiping down surfaces, use disinfectant and appropriate colored microfiber cloth unless specified differently in the instructions below.

Note: Electrical equipment should be cleaned per manufacturer’s instructions.

<table>
<thead>
<tr>
<th>Bed – empty</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Raise bed to highest level.</td>
</tr>
<tr>
<td>□ Raise the head and foot of the mattress.</td>
</tr>
<tr>
<td>□ Wipe down mattress- top, sides and bottom</td>
</tr>
<tr>
<td>□ Wipe down any pillows.</td>
</tr>
<tr>
<td>□ Raise and wipe all handrails</td>
</tr>
<tr>
<td>□ Wipe down foot and headboard. Remove footboard if applicable.</td>
</tr>
<tr>
<td>□ Wipe exposed bed frame, springs or bed panels.</td>
</tr>
<tr>
<td>□ Wipe the base and wheels of the bed.</td>
</tr>
<tr>
<td>□ Lower head and foot of mattress to horizontal.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Beside wall fixtures</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Wipe all fixtures near head of the bed.</td>
</tr>
<tr>
<td>□ Be careful not to set off code blue alarm.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Bedside table</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Wipe down top and sides of the table.</td>
</tr>
<tr>
<td>□ Open and wipe inside of drawers.</td>
</tr>
</tbody>
</table>
### Blood pressure cuffs – standard

- Wipe off cuff, cord and ball
- Wipe off BP meter
- Place cuff in BP basket

### Blood pressure cuffs – reusable or disposable

- Remove cuff
- Wipe off BP meter
- Place disposable cuff in trash
- Place reusable cuff in collection bin in soiled utility room

### Ceiling lift

- Dust tracks & body of lift
- Wipe hanger
- Wipe control pendant
- Make sure base is back to charging station
<table>
<thead>
<tr>
<th>Cardiac monitor</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Wipe all surfaces</td>
</tr>
<tr>
<td>□ Wipe each cord separately, wrap and hang up</td>
</tr>
<tr>
<td>□ Clean leads using bleach wipes and toothbrush.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Closet</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Wipe the closet handle and surrounding area</td>
</tr>
<tr>
<td>□ Open door and wipe all flat surfaces in closet</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Computer</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Wipe off keyboard cover and mouse</td>
</tr>
<tr>
<td>□ If no keyboard cover, wipe keyboard using super sanicloth wiper.</td>
</tr>
<tr>
<td>□ Wipe off computer case and cords.</td>
</tr>
<tr>
<td>□ Dust monitor. If needed, use damp (water) paper towel to remove spots.</td>
</tr>
<tr>
<td>□ Wipe all support arms for computer.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Commode</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Wipe off arms and legs.</td>
</tr>
<tr>
<td>□ Wipe off back and seat cover.</td>
</tr>
<tr>
<td>□ Wipe seat top and bottom</td>
</tr>
<tr>
<td>□ Wipe inside and outside of the bucket.</td>
</tr>
</tbody>
</table>
| **Door handles** | □ Wipe the door handle and surrounding area  
□ Make sure to wipe inside and outside door handles in the patient room and rest room. |
| **IV pole** | □ Wipe off keyboard cover and mouse  
□ If no keyboard cover, wipe keyboard using super sanicloth wiper.  
□ Wipe off computer case and cords.  
□ Dust monitor. If needed, use damp (water) paper towel to remove spots.  
□ Wipe all support arms for computer. |
| **Linen hamper** | □ Wipe down frame and cover (if present)  
□ Allow to air dry before replacing bag. |
| **Mirrors** | □ Clean mirrors with glass cleaner and paper towels. |
### Nurse call box

- Wipe the entire handheld device making sure to get in crevices.
- Wipe the cord from device to wall.
- Place next to patient to ensure they can reach for use if needed.

### Over bed table

- Wipe surface and any shelves
- Open and wipe all panels and compartments
- Clean mirror if present
- Wipe leg and base

### Paper towel dispensers

- Wipe entire enclosure
- Open and restock if needed
- Do not use soiled gloves when handling clean supplies

### Patient care board

- Wipe board with glass cleaner
- Wipe decals carefully avoiding edges. Wiping along edges of decals may cause the edges to curl.
- Disinfect any markers in room.
<table>
<thead>
<tr>
<th><strong>Patient chair</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Patient chair" /></td>
</tr>
<tr>
<td>☐ Wipe the entire surface of the chair</td>
</tr>
<tr>
<td>☐ Including arm, seat, back rest, and back.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Patient phone</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Patient phone" /></td>
</tr>
<tr>
<td>☐ Wipe entire device</td>
</tr>
<tr>
<td>☐ Wipe cord to wall</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Patient recliner</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Patient recliner" /></td>
</tr>
<tr>
<td>☐ Open/recline chair up to its fullest</td>
</tr>
<tr>
<td>☐ Extend trays if present</td>
</tr>
<tr>
<td>☐ Wipe all surfaces including seat, arms, backrest, sides and footrest</td>
</tr>
<tr>
<td>☐ Wipe in all grooves/hinged areas.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Privacy curtain</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Privacy curtain" /></td>
</tr>
<tr>
<td>☐ Inspect privacy curtain for stains and replace per policy.</td>
</tr>
</tbody>
</table>
## Shower

- Starting at the top, wipe down all surfaces.
- Wipe down all shower fixtures (handrails, shower head, shelving)
- Wipe door or curtain
- Wipe floor
- Ensure flexible hose is left hanging down.

## Shower chair

- Wipe base and back of chair
- Wipe underside of seat
- Wipe chair legs

## Shower curtain

- 1. Wipe down vinyl curtains
- 2. Inspect curtain for mold growth and change if needed

## Sinks

- Use cream cleaner in bowl to remove buildup
- Wipe counter, bowl and faucet
- Wipe under counter ledge
- Wipe any exposed plumbing.
- Wipe underside of sink if no counter
- Change towel if it becomes saturated with water when cleaning a sink with an automatic faucet.
### Soap dispensers

- Wipe entire enclosure
- Wipe wall underneath dispenser to remove buildup.
- Open enclosure and change soap if needed.

### Toilet

- Always use a fresh towel when cleaning a toilet.
- Wipe toilet paper dispenser.
- Wipe flusher.
- Wipe toilet seat.
- Wipe under bowl.
- Wipe toilet rim.
- Clean the inside of the bowl using disinfectant cleaner and a toilet brush.

### Trash cans

- Wipe outside of container
- Wipe inside of container
- Wipe wall behind container
- Replace bag - do not leave extra bags in bottom of container.

### Tub

- Wipe walls and fixtures.
- Wipe ledge and tub walls.
- Wipe outside tub walls.
High dusting

Using a feather duster wipe the following areas in a room:

- Television (cabinet, screen and wires)
- Clock
- Drape rods
- Blinds
- Cubical curtain tracks
- Vents
- Areas where ceiling meets the wall
- Ledges
- Lights (patient room and bathroom)
# 8) Personal protective equipment (PPE)

Note: equipment appearance may differ by hospital

<table>
<thead>
<tr>
<th><strong>Eye protection</strong></th>
<th>Facility approved goggles or other eye protection should be worn when there is a risk of chemical splash to the eyes (e.g. mixing cleaner) or risk of patient blood or body fluid splash exposure.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Gloves</strong></td>
<td>Gloves are worn when there is a risk of contact with infectious materials. Always perform hand hygiene before putting on and after taking off gloves. Wear gloves when cleaning patient rooms as outlined in cleaning procedures.</td>
</tr>
<tr>
<td><strong>Isolation gown</strong></td>
<td>Isolation gowns are worn to protect clothing from potentially infectious material when patients are in contact or enteric precautions. Put on gown and gloves before entering contact or enteric precaution room.</td>
</tr>
<tr>
<td><strong>Mask</strong></td>
<td>Masks are worn to protect staff from infections spread by droplets in the air (e.g. influenza). Wear a mask when droplet precaution sign is posted, mask must be on before entering patient room.</td>
</tr>
<tr>
<td><strong>PAPR – Powered Air Purifying Respirator</strong></td>
<td>PAPR machines are worn by staff that cannot wear N95 respirators and are used for patients on airborne precautions. You must have received training on how to use the PAPR, if you have not received training and have not been fit tested to an N95 respirator you should not clean airborne precaution patient rooms.</td>
</tr>
<tr>
<td><strong>N95 Respirator</strong></td>
<td>Respirators should be worn when entering the room of a patient in airborne precautions. You must have gone through training and fit testing before using N95 respirators, if you have not been fit tested you should not clean airborne precaution patient rooms.</td>
</tr>
</tbody>
</table>
9) AIDET®

Basic AIDET® concept

A Acknowledge
Acknowledge the patient by announcing yourself and knocking on the door. Always ask for permission to enter the patient’s room.

I Introduction
Introduce yourself with your name, department, and ask this is an ok time to clean for the patient.

D Duration
Let the patient know how long the cleaning process will take.

E Explanation
Explain to the patient what you will be doing in the room. Make sure to ask the patient if everything in the room is working correctly. Make sure to let supervisor know if something isn’t working correctly so a work order can be completed.

T Thank you
Remind the patient about the wet floors after mopping. Make sure to ask if there is anything else you can do for the patient. Thank the patient before you leave the room.

Core customer service values

• Eye contact
• Listen
• Interact
• Courtesy and respect
• Positive body language
• Smile
• Eager to help
• Compassion and empathy
Specific examples of how to use AIDET®

1. **Patient does not want the room cleaned now**

   Acknowledge: Housekeeping, may I enter your room?

   Introduction: My name is Nick from Housekeeping and I am here to clean your room. Is this a good time for you? (patient responds no)

   Ok, no problem. I will come back in a while to clean your room. Have a nice day.

2. **Cleaning in patient's personal space – bed, bedrails, etc.**

   Acknowledge: Housekeeping, may I enter your room?

   Introduction: My name is Nick from Housekeeping and I am here to clean your room. Is this a good time for you?

   Duration: It will take me between 10-15 minutes to complete.

   Explanation: In order to meet your needs I am going to be cleaning your bed rails in order to disinfect this area to ensure your safety.

Additional notes

1. **Responding to patient requests for items**

   When a patient asks for an item please meet their need.
   If you cannot, please let the patient know you will get their nurse.

2. **Responding to patient requests for specific cleanliness needs**

   Please address any requests for cleaning a patient may have while in room.
10) EVS equipment

Note: EVS equipment may differ by hospital. It is important, however, to standardize cart contents.

Cleaning chemicals
- Disinfectant
- Neutral floor cleaner
- Heavy cleaner
- Cream cleanser
- Bathroom cleaner
- Glass cleaner
- Clorox bleach wipes

Cart equipment
- Disinfectant bucket
- Wet mop bucket
- Wet mop handle
- Dust mop handle
- Counter brush
- Dust pan
- High duster
- Putty knife
- Door stop
- Toilet brush & holder
- Safety goggles

Cart supplies
- Dust mops
- Micro fiber
- Wet mops
- Blue cleaning rags
- Green cleaning rags
- Paper towels
- Trash and biobags

Documentation
- Occupied room cleaning guide
- Terminal room cleaning guide
- High touch surface card
11) Quality control guidelines

UV gel testing
1. Each employee will have a minimum of one room checked annually.
2. If success rate on high touch surfaces is not met, retraining/retesting will occur.
3. There is a process in place to validate room cleaning compliance.
4. UV testing is completed following a standard procedure.

Direct observations
1. Each employee will be observed cleaning a discharge and daily clean yearly.

Quality standards
1. Quality control documentation is standard across the system/hospital.
2. Copies of all QA forms are included in the appendix.

12) ES training and certification

New employee initial assessments of competency/certification
1. Attend classroom training (including practicum session with observation daily and terminal room cleaning)
2. Pass written test
3. Pass two UV gel assessments and/or ATP monitoring of terminal cleaning with minimum success on high touch surfaces within four weeks of classroom training
4. Pass two daily clean observation conducted by site manager or designee within four weeks of classroom training.

Yearly training and recertification
1. Employees will receive annual training that will include review of basic cleaning concepts and ongoing issues identified through observational and UV gel and/or ATP audits of practice.
2. Successful attendance at training session and written exam is required for recertification.

Retraining
1. Employees who fail audits of practice will receive retraining.
2. Continued failure to meet requirements will lead to corrective action.
ATTACHMENT A: Donning PPE

Gown
• Fully cover torso from neck to knees, arms to end of wrist, and wraparound the back
• Fasten in back at neck and waist

Mask or respirator
• Secure ties or elastic band at middle of head and neck
• Fit flexible band to nose bridge
• Fit snug to face and below chin
• Fit-check respirator

Goggles/face shield
• Put on face and adjust to fit

Gloves
• Use non-sterile for isolation
• Select according to hand size
• Extend to cover wrist of isolation gown

Safe work practices
• Keep hands away from face
• Work from clean to dirty
• Limit surfaces touched
• Change when torn or heavily contaminate
• Perform hand hygiene
ATTACHMENT B: Removing PPE

Remove PPE at doorway before leaving patient room or in anteroom.

Gloves
- Outside of gloves are contaminated!
- Grasp outside of glove with opposite gloved hand; peel off
- Hold removed glove in gloved hand
- Slide fingers of ungloved hand under remaining glove at wrist

Goggles/face shield
- Outside of goggles or face shield are contaminated!
- To remove, handle by “clean” head band or ear pieces
- Place in designated receptacle for reprocessing or in waste container

Gown
- Gown front and sleeves are contaminated!
- Unfasten neck, then waist ties
- Remove gown using a peeling motion; pull gown from each shoulder toward the same hand
- Gown will turn inside out. hold removed gown away from body roll into a bundle and discard into waste or linen receptacle

Mask or respirator
- Front of mask/respirator is contaminated - DO NOT TOUCH!
- Grasp ONLY bottom then top ties/elastics and remove
- Discard in waste container

Hand hygiene
- Perform hand hygiene immediately after removing all PPE!
## High touch surface card

<table>
<thead>
<tr>
<th>Patient room</th>
<th>Patient restroom</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bed handrails</td>
<td>Toilet seat</td>
</tr>
<tr>
<td>Nurse call light/box</td>
<td>Toilet flush handle</td>
</tr>
<tr>
<td>Overbed tray table</td>
<td>Toilet handrails/grab bars</td>
</tr>
<tr>
<td>Telephone</td>
<td>Faucet handle (s)</td>
</tr>
<tr>
<td>Light switch</td>
<td>Door handles (both to pass)</td>
</tr>
</tbody>
</table>
## ATTACHMENT D: High touch surface card

### High touch surface monitoring tool

<table>
<thead>
<tr>
<th></th>
<th>Patient Room</th>
<th></th>
<th>Patient Restroom</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Pass</td>
<td>Fail</td>
<td>Pass</td>
<td>Fail</td>
</tr>
<tr>
<td>Bed Handrails</td>
<td></td>
<td></td>
<td>Toilet seat</td>
<td></td>
</tr>
<tr>
<td>Nurse call light/box</td>
<td></td>
<td></td>
<td>Toilet flush handle</td>
<td></td>
</tr>
<tr>
<td>Overbed tray table</td>
<td></td>
<td></td>
<td>Toilet handrails/grab bar</td>
<td></td>
</tr>
<tr>
<td>Telephone</td>
<td></td>
<td></td>
<td>Faucet handle(s)</td>
<td></td>
</tr>
<tr>
<td>Light Switch</td>
<td></td>
<td></td>
<td>Door handles (both)</td>
<td></td>
</tr>
</tbody>
</table>

Total Score: __________ Pass/Fail
ATTACHMENT E: Airborne precaution sign

STOP
CHECK WITH NURSE BEFORE ENTERING

AIRBORNE PRECAUTIONS
(In addition to Standard Precautions)
Add Contact Precautions for Varicella or disseminated Herpes Zoster.
Negative pressure ventilation required; Nursing staff contact Maintenance dept.
to verify negative airflow prior to patient admission.

STAFF and PHYSICIANS

Mask
Always — RESPIRATOR REQUIRED
• Wear N-95 if fit tested,
PAPR if not fit tested
• Perform N-95 fit-check

Door
Keep closed

Equipment
Disinfect with disinfectant wipes between patients

Transport
For essential purposes only
Patient: Snug fitting surgical mask
Staff: No barriers if patient masked. Respirator if patient cannot mask.

VISITORS, STAFF and PHYSICIANS

VISITORS: CHECK WITH NURSING FOR MASK INSTRUCTIONS.
When you enter and each time you leave the room, either: Use waterless foam
1. Apply foam. Spread thoroughly over hands.
2. Rub until dry.

OR Wash hands.
1. Apply soap to wet hands. Wash 15-20 seconds. Rinse completely.
2. Dry hands with paper towel. Use a towel to turn off water.
ATTACHMENT F: Contact precaution sign

STOP
CHECK WITH NURSE BEFORE ENTERING

CONTACT PRECAUTIONS
(In addition to Standard Precautions)

STAFF and PHYSICIANS

<table>
<thead>
<tr>
<th>Item</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gloves</td>
<td>Always</td>
</tr>
<tr>
<td></td>
<td>• Hand hygiene before donning</td>
</tr>
<tr>
<td>Gown</td>
<td>Always</td>
</tr>
<tr>
<td>Equipment</td>
<td>Dedicate equipment</td>
</tr>
<tr>
<td></td>
<td>Disinfect with disinfectant wipes between patients</td>
</tr>
<tr>
<td>Transport</td>
<td>For essential purposes only</td>
</tr>
<tr>
<td></td>
<td>Patient:</td>
</tr>
<tr>
<td></td>
<td>• Clean gown</td>
</tr>
<tr>
<td></td>
<td>• Hand hygiene</td>
</tr>
<tr>
<td></td>
<td>Staff: Clean gloves only if patient transported in own bed or contact with blood or body fluids expected</td>
</tr>
</tbody>
</table>

VISITORS, STAFF and PHYSICIANS

When you enter and each time you leave the room, either: Use waterless foam

1. Apply foam. Spread thoroughly over hands.
2. Rub until dry.

OR Wash hands.

1. Apply soap to wet hands. Wash 15-20 seconds. Rinse completely.
2. Dry hands with paper towel. Use a towel to turn off water.
**ATTACHMENT G: Droplet precaution sign**

<table>
<thead>
<tr>
<th>Category</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mask</td>
<td>Always</td>
</tr>
<tr>
<td>Door</td>
<td>May be open</td>
</tr>
<tr>
<td>Equipment</td>
<td>Disinfect with disinfectant wipe between patients</td>
</tr>
<tr>
<td>Transport</td>
<td>For essential purposes only</td>
</tr>
<tr>
<td></td>
<td>Patient: Snug fitting surgical mask</td>
</tr>
<tr>
<td></td>
<td>Staff: No barriers</td>
</tr>
</tbody>
</table>

**VISITORS, STAFF and PHYSICIANS**

**MASK FOR ALL ROOM ENTRY. VISITORS CHECK WITH NURSING FOR MASK INSTRUCTIONS.**

When you enter and each time you leave the room, either: Use waterless foam

1. Apply foam. Spread thoroughly over hands.
2. Rub until dry.

**OR Wash hands.**

1. Apply soap to wet hands. Wash 15-20 seconds. Rinse completely.
2. Dry hands with paper towel. Use a towel to turn off water.
ATTACHMENT H: Enteric precaution sign

STOP
CHECK WITH NURSE BEFORE ENTERING

ENTERIC PRECAUTIONS
(In addition to Standard Precautions)
To be used only at direction of Infection Control.

STAFF and PHYSICIANS
- Gloves
  - Always
  - Hand hygiene before donning
- Gown
  - Always
- Equipment
  - Disinfect with bleach wipes between patients
- Transport
  - For essential purposes only
  - Patient:
    - Clean gown
    - Wash hands to elbows
  - Staff: Clean gloves only if patient has reported in own bed or contact with blood or body fluids expected
- Environment
  - Terminal clean room with bleach

VISITORS, STAFF and PHYSICIANS
- Wash your hands with soap and water each time you leave the room.

1. Apply soap to wet hands. Wash 15-20 seconds. Rinse completely.
2. Dry hands with paper towel. Use a towel to turn off water.
ATTACHMENT I: Strict contact precaution sign
ATTACHMENT J: Neutropenic precaution sign (protective isolation)