


**COVID-19**

# **STANDARD OPERATING PROCEDURES**

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**INFECTION PREVENTION AND  
CONTROL (IPC), HOUSEKEEPING,  
LAUNDRY & HYGIENE**

## STANDARD OPERATING PROCEDURES - INFECTION PREVENTION AND CONTROL (IPC), HOUSEKEEPING, LAUNDRY & HYGIENE

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### New in this version:

These procedures have been updated to incorporate important Covid-19 guidelines for Long Term Care Facilities published on 19 May 2020:

- ❖ *“Practical guidelines for the prevention and management of Coronavirus infection in Long Term Care Facilities (ltcf).”*
  - **Department of Health, in cooperation with the Department of Social Development, Western Cape;**
- ❖ *Protocol For Funded Residential Facilities Where There Are Suspected Positive Or Confirmed Positive Covid 19 Cases, 19 May 2020:*
  - **Department of Social Development, Western Cape.**
- New measures drawn from the above guidelines have been included with regard to:
  - waste management, and
  - decontamination and disinfection procedures to be implemented.

## 1. BACKGROUND

- 1.1. Coronavirus disease (Covid-19) is an infectious disease caused by a newly discovered coronavirus.
- 1.2. Most people infected with the Covid-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment.
- 1.3. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.
- 1.4. The best way to prevent and slow down transmission is to be well informed about the Covid-19 virus, the disease it causes and how it spreads.
- 1.5. It is an enveloped virus which makes it fragile and vulnerable to heat, chemicals and ultraviolet sunlight.
- 1.6. Protect yourself and others from infection by washing your hands or using an alcohol based rub frequently, not touching your face.
- 1.7. The Covid-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes and droplets land on environmental surfaces surrounding the infected person.
- 1.8. Therefore, it's important that you also practice respiratory etiquette (for example, by coughing into a flexed elbow, immediately dispose of tissues in a separate plastic bag, or a bin, preferably one with a foot pedal lid).
- 1.9. The Covid-19 virus can stay alive outside the body for a limited amount of time, particularly on hard, metallic, plastic or polished surfaces, such as doorknobs, rails, table surfaces, crockery and cutlery and cell phones. It is transmitted through surface to hand to face contact, for example when a person touches their face after opening a door.
- 1.10. At this time, there are no specific vaccines or treatments for Covid-19. However, there are many ongoing clinical trials evaluating potential treatments. WHO will continue to provide updated information as soon as clinical findings become available.
- 1.11. In GERATEC workplaces you can help to protect our employees and residents by knowing and meticulously implementing Covid-19 prevention and control measures as set out in this, and other GERATEC Covid-19 standard operating procedures and policies.

## 2. PROCEDURES

- 2.1. In developing the standard operating procedures in this document GERATEC has drawn from:
  - 2.1.1. The **GERATEC COVID-19 Response Plan**,
  - 2.1.2. **SAHD - South Africa Health Department:**

- 2.1.2.1. “Covid-19 Cleaning” - **Department of Health, Republic of South Africa,**
- 2.1.2.2. “Covid-19 Infection Prevention Control Guidelines for South Africa - Draft VI, 31 March 2020” - **Department of Health, Republic of South Africa,**
- 2.1.2.3. “The National Infection Prevention and Control Strategic Framework, March 2020” - **Department of Health, Republic of South Africa,**
- 2.1.2.4. “Practical Manual for Implementation of the National Infection Prevention and Control Strategic Framework, March 2020” - **Department of Health, Republic of South Africa aligned with the World Health Organization’s (WHO) core components for IPC (2016),**
- 2.1.2.5. “Practical Guidelines for the Prevention and Management of Coronavirus Infection in Long Term Care Facilities (LTCF)” - **Department of Health in cooperation with Department Of Social Development Western Cape)**”.
- 2.1.3. **Western Cape Department: Health:**
  - 2.1.3.1. “Provincial Personal Protective Equipment Plan, Western Cape Government, (Circular H34-202:0) 25th March, 2020” - **Western Cape Department of Health,**
  - 2.1.3.2. “Circular H 70 of 2020 Preventing and Managing Coronavirus Infection in the Workplace - 6 May 2020” - **Western Cape Department of Health,**
- 2.1.4. **World Health Organization (“WHO”)-** “WHO recommendations for Covid-19-2020. Deliberations of the Covid-19 Expert Committee will be used to update these guidelines.”.
- 2.1.5. Covid-19 response plans of **national and international long term residential facilities for older persons** similar to the facilities where GERATEC operates, and
- 2.1.6. Covid-19 response plans developed by the Covid-19 IPC officer and management of a **facility where GERATEC operates.**

## 2.2. **Covid-19 Progress Levels (“CPL”)**

- 2.2.1. The specific measures to be implemented at any time in a facility where GERATEC operates depend on the **Covid-19 Progress Level** (“CPL”) for the area where the facility is located.
- 2.2.2. Covid-19 Progress Levels are defined as follows in the **GERATEC Covid-19 Response Plan and Process Flow:**

<b>CPL 1</b>	<ul style="list-style-type: none"> <li>● No cases of Covid-19 detected in SA</li> </ul>
<b>CPL 2</b>	<ul style="list-style-type: none"> <li>● Confirmed Covid-19 in South Africa</li> <li>● No evidence of community transmission in area where GERATEC operates</li> </ul>
<b>CPL 3</b>	<ul style="list-style-type: none"> <li>● Confirmed community infection in an area where GERATEC Operates</li> </ul>
<b>CPL 4</b>	<ul style="list-style-type: none"> <li>● Suspected or confirmed Covid-19 infection in a facility where GERATEC Operates</li> </ul>

2.3. These operating procedures must be read with the **GERATEC Covid-19 - Standard Operating Procedures** for:

- 2.3.1.1. **Preparedness, Prevention and Control Framework,**
- 2.3.1.2. **Human Resources Management,**
- 2.3.1.3. **Resident Support and Care Services,**
- 2.3.1.4. **Food Services, and**
- 2.3.1.5. **Procurement.**

2.4. **Ongoing review**

2.4.1. This is a working document, and it will remain so until further notice due to the rapid spread of Covid-19.

2.4.1.1.1. The measures herein will be reviewed on an ongoing basis and updated in line with new or additional regulations and guidelines published by the South African and international health authorities and according to the progress of Covid-19 in the area.

### 3. PURPOSE

3.1. The standard operating procedures in this document provide:

- 3.1.1. practical guidance for GERATEC service managers who provide services at long term residential facilities (“**facilities**” or a “**facility**”) where GERATEC operates on the prevention, detection and control of Covid-19 in services work areas,
- 3.1.2. particulars of specific Covid-19 infection prevention and control (“**IPC**”) measures to be implemented by all GERATEC employees in GERATEC managed work areas,

- 3.1.3. a framework of standard GERATEC IPC measures to be discussed with, and agreed on with a facility Covid-19 IPC officer or facility management for implementation by GERATEC employees in a facility , taking into account Covid-19 response plans and measures in place at the facility, Covid-19 health and safety risks that have been identified, and the particular needs and circumstances of the facility and its residents, and
  - 3.1.3.1. particulars of GERATEC programmes to:
  - 3.1.3.2. raise awareness, educate and inform GETATEC employees about Covid-19, **GERATEC's Covid-19 Response Plan**, and the progress of Covid-19,
  - 3.1.3.3. train GERATEC employees in the implementation of Covid-19 IPC measures prescribed herein, over and above other applicable GERATEC standard operating procedures already in place at a facility.
- 3.2. All GERATEC Covid-19 measures implemented must strengthen health and safety, hygiene and sanitation practices at a facility where GERATEC operates.
- 3.3. GERATEC employees must receive training and have a demonstrable understanding of the fundamental principles of the Occupational Health & Safety Act (OSH Act 68 of 1998).
- 3.4. All GERATEC Covid-19 IPC measures and standard operating procedures are risk based, taking into account:
  - 3.4.1. the particular workplace risks identified at a facility where GERATEC operates,
  - 3.4.2. the individual circumstances of any person at a facility where GERATEC operates, including GERATEC employees, facility employees and representatives and the residents of the facility, and
  - 3.4.3. the progress of Covid-19 at any time in the area where the workplace or facility is located.

## 4. APPLICATION

- 4.1. These procedures and measures apply:
  - 4.1.1. in all GERATEC managed work areas at a facility where GERATEC operates,
  - 4.1.2. to all GERATEC employees, and
  - 4.1.3. to any person who enters in a GERATEC managed work area.

## 5. ALIGNMENT WITH FACILITY RESPONSE PLANS

- 5.1. These procedures and measures must be aligned with the Covid-19 response plans and measures in place at a facility where GERATEC operate, taking into account the quality of life and requirements of the older persons who reside in the facility, according to the principles of person directed support and care and international best practices for Covid-19 in care, nursing, or retirement homes.
- 5.2. Refer to the **GERATEC Covid-19 - Standard Operating Procedures: Preparedness, Prevention and Control Framework** for full particulars of GERATEC alignment with facility response plans.

## 6. IMPLEMENTATION

- 6.1. The GERATEC Leader: Business and Growth is designated as the **GERATEC Covid-19 IPC officer**.
- 6.2. The GERATEC Covid-19 IPC officer is responsible for:
  - 6.2.1. the coordination of all GERATEC Covid-19 IPC activities and programmes,
  - 6.2.2. oversight over the implementation of the **GERATEC Covid-19 Response Plan, all Standard Operating Procedures** and other measures and procedures adopted to prevent and manage Covid-19 in all GERATEC work areas, and in relation to all employees managed by GERATEC.
- 6.3. The GERATEC Area Manager must:
  - 6.3.1. monitor and report to the GERATEC Covid-19 IPC Officer on:
    - 6.3.1.1. the progress of Covid-19 in the area where a facility is located,
    - 6.3.1.2. the implementation of **the GERATEC Covid-19 Response Plan, all Standard Operating Procedures** and other measures at area facilities,
    - 6.3.1.3. Covid-19 risks identified at area facilities,
  - 6.3.2. coordinate the conduct of risk assessments at area facilities on an ongoing basis and report to the GERATEC Covid-19 IPC Officer,
  - 6.3.3. develop standard operating procedures for all GERATEC facilities in the area where GERATEC operates to give effect to the general principles and guidelines provided in this document and risks identified at all area facilities,
  - 6.3.4. communicate particulars of the **GERATEC Covid-19 Response Plan** and relevant **Standard Operating Procedures** to the facility Covid-19 IPC officer, focal point or other persons designated by the facility,



6.3.5. liaise with GERATEC clients, facility Covid-19 officers, focal points, task teams or other designated persons on all Covid-19 matters including, but not limited to:

6.3.5.1. facility health and safety risks,

6.3.5.2. Individuals at risk at a facility,

6.3.5.3. the particulars of facility Covid-19 response plans and measures,

6.3.5.4. alignment between GERATEC and the facility for risk based Covid-19 response plans and measures for the facility in its entirety,

6.3.5.5. resident and employee safety measures,

6.3.5.6. liaise with facility management on GERATEC service delivery issues, including:

6.3.5.6.1. shortages or threatened shortages of food products, household, laundry and other supplies, PPE,

6.3.5.6.2. staff shortages or threatened shortages,

6.3.5.6.3. supply chain disruptions, or threatened disruptions,

6.3.5.6.4. plans to mitigate against shortages and disruptions including, community donations, resident volunteers and other measures,

6.3.5.6.5. agreement on variations to service levels or GERATEC services, if necessary, and

6.3.5.7. investigate and take action to eliminate any incidents or circumstances at the facility, including non compliance with the procedures and measures contained herein that may pose a risk or threaten the health and safety of the employees, residents or other persons at the facility.

6.4. The GERATEC services manager at a facility where GERATEC operates must:

6.4.1. implement the **GERATEC Covid-19 Response Plan**, all **Standard Operating Procedures** and other GERATEC measures at a facility in relation to GERATEC service operations, work areas and employees,

6.4.2. cooperate with and support facility Covid-19 IPC officers or other designated persons in the implementation of facility Covid-19 response plans and measures, and

6.4.3. report to the GERATEC Area Manager on incidents, or circumstances at a facility that pose a risk to the health and safety of the employees, residents or other persons at a facility.



## 7. COMMUNICATION AND RAISING AWARENESS

### CPL 1 - 4

7.1. At all **Covid-19 Progress Levels**, the GERATEC Covid-19 IPC Officer must:

7.1.1. Implement a general communication and awareness raising programme for employees, residents (at a facility where GERATEC provides resident support and care services) and other persons in a GERATEC managed work area to:

- 7.1.1.1. give an overview of Covid-19,
- 7.1.1.2. inform them about the virus, the disease it causes and how to protect themselves from infection,
- 7.1.1.3. provide Covid-19 Infection Prevention and Control ("IPC") training to all GERATEC employees on the following:
  - 7.1.1.3.1. physical distancing practices;
  - 7.1.1.3.2. hand hygiene and respiratory etiquette,
  - 7.1.1.3.3. to avoid sharing of personal devices (mobility devices, books, electronic gadgets),
  - 7.1.1.3.4. wearing a cloth mask when in public and at work,
  - 7.1.1.3.5. the appropriate use and disposal of PPE,
  - 7.1.1.3.6. standard precautions to be implemented by all GERATEC employees, and
  - 7.1.1.3.7. Covid-19 transmission precautions,
- 7.1.1.4. address employee or workplace representative concerns and keep them informed on Covid-19,
- 7.1.1.5. display approved posters and notices with the consent of facility management in work areas not managed by GERATEC, with information on Covid-19, the disease it causes and how individuals can protect themselves against infection,
- 7.1.1.6. conduct regular, approved information sessions, using online communication channels and social media as required, to support emotional health and wellbeing and provide practical assistance to residents, employees and client representatives at a facility,
- 7.1.1.7. regularly audit IPC practices (hand hygiene compliance) and provide feedback to employees,

- 7.1.1.8. monitor and support employees and residents to maintain the highest standard of hygiene and sanitation practice.

## **8. PREPARATION AND READINESS**

### **CPL 1 - 4**

- 8.1. GERATEC will endeavour to the best of its ability to provide contracted resident and support services without interruption at **CPL 1**, **CPL 2**, and **CPL 3**.
- 8.2. We note however, that there is a high probability of moderate to severe interruption of services at **CPL 4**.
- 8.3. The GERATEC Area Manager must at all times:
  - 8.3.1. keep facility management and/or Covid-19 IPC officers informed on the implementation and maintenance of Covid-19 IPC measures in GERATEC managed work areas at the facility.
  - 8.3.2. report to facility management and/or Covid-19 IPC officer on any matters, developments or factors that may pose a threat to the health, safety and quality of life and wellbeing of the residents, staff and all other persons at the facility, including:
    - 8.3.2.1. any persons in the workplace may who are suspected or has been diagnosed with Covid-19,
    - 8.3.2.2. screening and monitoring measures,
    - 8.3.2.3. managing suspected and confirmed cases of Covid-19,
    - 8.3.2.4. contact tracing in the event of a PUI worker or resident,
    - 8.3.2.5. employees and residents returning to the facility after isolation being diagnosed,
    - 8.3.2.6. staff transport disruptions,
    - 8.3.2.7. staff absenteeism due to illness, isolation or quarantine measures,
    - 8.3.2.8. Covid-19 lockdown regulations or levels in place,
    - 8.3.2.9. food product scarcities,
    - 8.3.2.10. stock shortages,
    - 8.3.2.11. supply chain disruptions.
  - 8.3.3. meet regularly with facility management and Covid-19 officers to discuss issues reported,

- 8.3.4. develop facility plans in order to address Covid-19 and service delivery challenges through cooperation and collaboration, and
  - 8.3.5. report to the GERATEC Covid-19 IPC officer on all matters relating and obtain consent on any proposed agreements or actions plans at a facility.
- 8.4. All plans and facility measures must be implemented in a GERATEC work area only in terms of a written agreement between GERATEC and the facility Covid-19 IPC officer or facility management, entered into as described in paragraph above.
- 8.5. If agreement is cannot be reached with the facility Covid-19 IPC officer or facility management, the GERATEC area manager must report the matter to the GERATEC Covid-19 IPC manager for further engagement in terms of the contracted service agreement between the parties.
- 8.6. **Risk assessments**
- 8.6.1. **Workplace risks:**
    - 8.6.1.1. GERATEC Area Managers must coordinate a programme of ongoing risk assessment at all facilities and workplaces where GERATEC Operates and report to the GERATEC Covid-19 officer.
    - 8.6.1.2. The GERATEC services manager or another designated GERATEC employee and must undertake risk assessments of all GERATEC work and resident areas, as instructed by the GERATEC Area Manager to give effect to the minimum Covid-19 measures required by South African health and safety regulations, taking into account the specific circumstances of each facility.
    - 8.6.1.3. Refer to the **GERATEC Covid-19 - Standard Operating Procedures: Preparedness, Prevention and Control Framework** for full particulars of GERATEC workplace risk assessments.
  - 8.6.2. **Employee risk assessment:**
    - 8.6.2.1. The GERATEC HR Department must perform an employee risk assessment to identify staff at increased risk for severe disease (e.g. older staff members, diabetic, immunocompromised) and make appropriate arrangements for employees at risk as per GERATEC policy.
    - 8.6.2.2. Refer to the **GERATEC Covid-19 - Standard Operating Procedures: Human Resources Management** for full particulars of GERATEC employee risk assessments.

**8.7. Specific housekeeping and laundry preparations:**

**8.7.1. Deep cleaning:**

8.7.1.1. Housekeeping staff must implement and maintain monthly deep cleaning of all residential units and public areas:

**Week 1:** - clean all high dusting areas and furniture inside the residential unit or area.

**Week 2:** - clean all walls and everything hanging on, or attached to the walls.

**Week 3:** - clean windows inside and out, frames, grooves, etc.

**Week 4:** - clean the floor, skirting and door.

**8.7.2. Temporary closure**

8.7.2.1. Always obtain consent from the facility Covid-19 IPC officer or facility management before closing off any area.

8.7.2.2. Deep clean all identified areas before closing.

8.7.2.3. Areas to be considered: libraries, activity rooms, coffee shops, halls and church venues and other areas closed off due to physical distancing measures in place.

**8.7.3. Resident volunteers:**

8.7.3.1. Identify and recruit able bodied residents can assist with routine housekeeping tasks, if this becomes necessary.

8.7.3.2. Always obtain consent from the facility Covid-19 IPC officer or facility management before recruiting residents as volunteers.

8.7.3.3. Volunteers can assist assist with:

8.7.3.3.1. Cleaning their own living units,

8.7.3.3.2. Assisting with cleaning of living units of their less able neighbours unit,

8.7.3.3.3. Cleaning up spills in communal and public areas,

8.7.3.3.4. Taking responsibility for routine cleaning, dusting, sweeping etc. in communal and public areas.

**8.7.4. Reduce movement of Housekeeping and Laundry employees:**

8.7.4.1. The following measures should be taken:

- 8.7.4.1.1. Making sure they take along all required equipment and cleaning supplies when moving to their area of work.
- 8.7.4.1.2. Everyone may solely leave your area of work to attend to other duties - i.e. moving of food trolleys.
- 8.7.4.1.3. All possible duties are scheduled to facilitate minimum movement around the facility - i.e. duties follow each other as one moves in a line through the facility, instead of back and forth.
- 8.7.4.1.4. Rearrange the collection and delivery of laundry in such a way that GERATEC laundry assistants do not cross zones and invalidate this system, by i.e. let cleaners collect the laundry bags and deposit at the entrance to each zone, so it can only be collected from there.
- 8.7.4.1.5. Although spot checking is the best method of supervision, it would be best for supervisors to minimise their spot checking to once or twice a day and not to move back and forth, but in a continuous looping line - sanitise continuously when moving from one zone to the next.
- 8.7.4.1.6. Communicate these movement schedules with the facility Covid-19 officer or facility management, colleagues and residents so that they will be aware of all changes and when to expect services being rendered where.
- 8.7.4.1.7. Implement the basic rule: "All employees must try to touch any surfaces as little as possible, as they move along while performing their daily duties, i.e. walls, door frames, any area on a door, except the door handle."

## **9. ALL DEPARTMENTS**

### **STANDARD PRECAUTION MEASURES**

#### **CPL 2, 3 and 4**

- 9.1. Standard precautions in relation to the matters listed below must be implemented at all times by all GERATEC employees and all authorised visitors to GERATEC managed workplaces:
  - 9.1.1. early detection,
  - 9.1.2. access restrictions,

- 9.1.3. daily screening and monitoring,
  - 9.1.4. general hand hygiene,
  - 9.1.5. cough etiquette & respiratory hygiene,
  - 9.1.6. physical distancing,
  - 9.1.7. personal protection equipment (“PPE”),
  - 9.1.8. Immunisation,
  - 9.1.9. cloth masks,
  - 9.1.10. Uniforms,
  - 9.1.11. Shoes,
  - 9.1.12. ventilation, and
  - 9.1.13. waste management.
- 9.2. Refer to the **GERATEC Covid-19 - Standard Operating Procedures: Preparedness, Prevention and Control Framework** for full particulars of standard standard precautions in all GERATEC managed workplaces.
- 9.3. For specific guidance on measures to be implemented by all GERATEC employees who provide housekeeping and laundry services see the sections below: **Additional standard precaution measures (CPL 2, 3 & 4)** and **Infection control measures & service delivery (CPL 4)**.

## **10. HOUSEKEEPING DEPARTMENT:**

### **ADDITIONAL STANDARD PRECAUTION MEASURES**

#### **CPL 2, 3 & 4**

- 10.1. The measures in this section must be implemented and maintained by GERATEC Housekeeping employees in all facilities at **CPL 2 and higher**.
- 10.2. These measures must be implemented in addition to the measures to be implemented by all GERATEC employees as prescribed the **GERATEC Covid-19 - Standard Operating Procedures: Human Resources Management**, section: **All departments: standard precaution measures (CPL 2, 3 & 4)**.
- 10.3. **Monitoring and review**
  - 10.3.1. GERATEC unit housekeeping management employees must continuously monitor, conduct reviews and report to the GERATEC area manager: housekeeping on the implementation and maintenance of these standard

operating procedures and checklists that have been put in place to manage Covid-19, specifically:

- 10.3.1.1. Facility Risk Assessments - *Housekeeping & Laundry*;
- 10.3.1.2. Touch area sanitising checklists;
- 10.3.1.3. Ablution facility checklists - *toilet cleaning timed intervals*;
- 10.3.1.4. Sanitising station cleaning checklists;
- 10.3.1.5. PPE Donning and Doffing checklists;
- 10.3.1.6. Housekeeping - Isolation Area cleaning checklists;
- 10.3.1.7. Laundry - Isolation Area laundering checklists;
- 10.3.1.8. Housekeeping - Sanitation and Decontamination area checklists;
- 10.3.1.9. Laundry - Sanitation and Decontamination area laundering checklists.

- 10.3.2. The GERATEC Area Manager: Housekeeping Services must report to the GERATEC Covid-19 IPC officer on the implementation of these measures and steps taken to address non-compliance or eliminate any Covid-19 risk factors that are identified.

#### 10.4. **Hand Hygiene Stations:**

- 10.4.1. It is the responsibility of the GERATEC unit housekeeping manager to obtain permission from the facility Covid-19 IPC officer or facility management to install Hand Hygiene Stations in the facility.
- 10.4.2. Hand Hygiene Stations must be placed in agreed public areas around the facility, including :
  - 10.4.2.1. All entrances or exits,
  - 10.4.2.2. Key points, as agreed between the GERATEC unit housekeeping manager and the facility Covid-19 IPC officer or other management representative(s).
- 10.4.3. Housekeeping employees are required to:
  - 10.4.3.1. Replenish and disinfect hand hygiene stations, and
  - 10.4.3.2. Complete the prescribed check sheet on each such occasion according to work schedule and as instructed by management.



10.4.4. The GERATEC unit Housekeeping manager must:

- 10.4.4.1. Maintain strict monitoring and visual supervision over the implementation of hand hygiene station procedures by housekeeping employees,
- 10.4.4.2. Sign off all check off sheets completed by their subordinates, and
- 10.4.4.3. Forward copies of all records to facility management and GERATEC Housekeeping Area Management.

10.4.5. Minimum standard of performance: **6 times a day**;

10.4.6. All Hygiene Stations must be stocked with the following consumables:

- 10.4.6.1. Alcohol Based Hand Rub,
- 10.4.6.2. Paper towels (no cloth towels may be used),
- 10.4.6.3. Waste paper basket/bin with lid,
- 10.4.6.4. Waste paper basket/bin lined with a bin liner for safe and easy emptying,
- 10.4.6.5. Hand hygiene Information and user education material (Hand Washing and Hand Sanitising Procedure Poster - *Figures 2 and 3* and Hand Sanitising Poster - *Figure 4*).

10.4.7. In facilities where handwashing facilities and hot water are not available in residential units, hygiene stations must also provide:

- 10.4.7.1. Hot water, and
- 10.4.7.2. Antibacterial Hand Soap.



Figure 4: **Hand Sanitising Station**

10.4.8. Hygiene Station disinfection procedures:

**Step 1** - Perform your own Hand Hygiene Procedure in the Replenishing Area.

**Step 2** - Clean and sanitise the Hand Cleaning Station basins, taps and dispensers.

**Step 3** - Wipe all the equipment and touch areas at the Hand Hygiene Station down with prescribed disinfectant solution.

**Step 4** - Replenish stock as required - ABHR and paper towels

**Step 5** - Empty the debris of the waste paper bin into your black rubbish bag and sanitise afterwards.

10.4.9. Hygiene Station waste procedures:

10.4.9.1. Use your experience of when to empty the waste paper bin, so that they don't get overfilled or emptied unnecessarily,

10.4.9.2. Use yellow rubber gloves to empty waste containers into a red bag,

10.4.9.3. Wash and disinfect the container before placing it ready for next use.

#### 10.4.10. Replenishing areas:

- 10.4.10.1. Depending on the size and physical layout of a facility, replenishing stations may be installed.
- 10.4.10.2. A replenishing area is an area where replenishment stock is stored and dispensed from for use at facility Hand Hygiene Stations.
- 10.4.10.3. It is the responsibility of the GERATEC unit housekeeping manager to monitor and maintain all replenishing stations in a facility.

#### 10.5. Touch Area Disinfection:

- 10.5.1. In order to minimise possible touch areas, it is advisable to remove and put into storage furniture and decorations - i.e. coffee tables, magazines, table top decorations, which are not necessary at this time.
- 10.5.2. Do not move or store any of the above items without obtaining prior permission from the facility Covid-19 IPC officer or other facility management representative(s).
- 10.5.3. Wear yellow household gloves as PPE and sanitise your gloves after each area, before moving to the next area to do touch area santising.
- 10.5.4. **Always** sanitise your hands after touch areas have been sanitised.
- 10.5.5. Specific touch areas will differ depending on the workplace environment. It is the responsibility of the GERATEC unit housekeeping manager to identify and document all touch areas to be sanitised by GERATEC Housekeeping assistants.
- 10.5.6. General Touch Areas are:
  - 10.5.6.1. Door knobs and/or edges,
  - 10.5.6.2. Light switches and lift buttons,
  - 10.5.6.3. Railings,
  - 10.5.6.4. Surfaces on chairs - top of back, back, seat and armrests,
  - 10.5.6.5. Tables - edge and areas in front of chair,
  - 10.5.6.6. Telephones - handset, speaking cutout switch and keypad,
  - 10.5.6.7. Walls inside lifts - spot check (where you see marks),
  - 10.5.6.8. Window handles and gliders and the areas around these which is sometimes used to open the window - spot check (where you see marks), and
  - 10.5.6.9. Waste containers.

10.5.7. **VERY IMPORTANT:** Some areas call for optimum touch area sanitising.

10.5.7.1. In such areas, GERATEC Housekeeping assistants must:

10.5.7.1.1. first carry out standard housekeeping procedures, using standard cleaning materials and chemical, and

10.5.7.1.2. thereafter, sanitise all touch areas as identified and documented by the GERATEC unit housekeeping manager.

10.5.7.2. Minimum Standard: Sanitise touch areas **6 times a day**.

10.5.8. Housekeeping areas that require optimum cleaning and touch area sanitising are:

10.5.8.1. Public Toilets (clean 4x per day - sanitise 6x per day),

10.5.8.2. Employee Toilets (clean 4x per day - sanitise 6x per day),

10.5.8.3. Employee Restrooms (clean after each break - assign employees daily - sanitise 6x per day),

10.5.8.4. Employee lockers - to be emptied of all unnecessary items (not used for work and/or travelling to work) - sanitise 6x per day,

10.5.8.5. Smoking Areas (after each break - assign employees daily - sanitise 6x per day ),

10.5.8.6. Employee entrance/exit areas - especially screening areas (clean 2x per day - sanitise 6x per day),

10.5.8.7. To limit the risk of infection, paper towels must be made available in these areas: **no cloth towels may be used**.

10.5.8.8. The GERATEC unit housekeeping manager must:

10.5.8.8.1. discuss touch area cleaning and any additional costs to be incurred in order to comply with guidelines or regulations issued by the relevant government departments with facility management and obtain written permission to purchase additional materials or cleaning products,

10.5.8.8.2. maintain strict monitoring and visual supervision over the implementation of touch area disinfection procedures by employees,

10.5.8.8.3. appoint a designated employee, who is suitably trained, to assist and who has accepted responsibility in writing to supervise cleaning of the touch areas,

10.5.8.8.4. sign off all check sheets completed by their subordinates,

10.5.8.8.5. forward copies of all records to facility management and GERATEC Housekeeping Area Management,

10.5.8.8.6. keep the originals on file, and

10.5.8.8.7. keep all documentation together in the Covid-19 file.

10.5.8.9. GERATEC unit housekeeping staff must:

10.5.8.9.1. clean all shared housekeeping equipment before use with general detergent and water,

10.5.8.9.2. carry out touch area disinfection, and

10.5.8.9.3. complete the prescribed check sheet, according to work schedule and as instructed by management.

10.5.9. Disinfection Solution:

10.5.9.1. For routine cleaning tasks, standard cleaning materials must be used,

10.5.9.2. For disinfection, the prescribed solution must be used for:

10.5.9.2.1. disinfecting Hand Cleaning Stations, and

10.5.9.2.2. sanitising Touch Areas.

10.5.9.3. Disinfection solution must be diluted and mixed as follows:

10.5.9.3.1. hospital grade disinfectant solution - diluted to indicated strength of applicable product,

10.5.9.3.2. **Alternatives:**

10.5.9.3.2.1. When hospital grade disinfectant solution is not available Biocide (or organic Jik, but more environmentally friendly) can be mixed at a solution of 5000 ppm (or 0.5% 1:9) on 9L water - adapt from normal indicator on packaging. The chlorine will be active for 24 hours and then need to be discarded.

10.5.9.3.2.2. Industrial Jik can be used as an alternative - mixed at a ratio of 1:9, meaning 100ml Jik on 900ml Water = 1L solution.

10.5.9.3.2.3. As far as possible use Industrial Jik that is SABS guaranteed in line with GERATEC policy on Sustainability.

- 10.5.9.3.2.4. Household Jik may not be SABS guaranteed and may only be used as a last resort and with the consent of GERATEC Housekeeping Area Management.

## 11. HOUSEKEEPING:

### INFECTION CONTROL MEASURES & HOUSEKEEPING SERVICE DELIVERY

#### CPL 4

##### 11.1. Zoning

- 11.1.1. When a facility is at **CPL 4**, isolation or zoning measures may be implemented.
- 11.1.2. Isolation areas may vary.
- 11.1.3. Only part of a facility may be isolated, e.g. living units or care areas for residents with suspected (“**orange zone**”) or confirmed (“**red zone**”) Covid-19, , while the rest of the facility may not be in isolation (“**green zone**”), e.g the living units and public areas for residents who do not have Covid-19.
- 11.1.4. Depending on the particular zone or degree of isolation in place at a facility, routine housekeeping services may have to be reduced, or stopped altogether at facilities at **CPL 4**.
- 11.1.5. Always consult with the facility Covid-19 IPC officer or facility management before deviating from routine housekeeping and cleaning rosters.
- 11.1.6. When deviating from routine services, toilets, sluice rooms, showers, basins and bathrooms must be prioritised.
- 11.1.7. Mark zone clearly by putting up notices and barriers to prevent authorised access to area that may be contaminated (See *figure 5*)



*Figure 5: Isolation Area*

## 11.2. Housekeeping services in isolation areas (Orange and Red Zones)

### 11.2.1. Designated Employees:

- 11.2.1.1. GERATEC recommends that housekeeping and cleaning services in isolation areas should be provided by a selected number of employees, preferably Healthcare Workers, designated by the Healthcare Manager.
- 11.2.1.2. It is the responsibility of the GERATEC area manager: housekeeping to make proposals to the facility Covid-19 IPC officer or facility manager before allocating any housekeeping responsibilities to healthcare workers.
- 11.2.1.3. If GERATEC housekeeping employees have to work in isolation areas by necessity, they must be selected in consultation with the GERATEC unit housekeeping manager.
- 11.2.1.4. Designated housekeeping employees must be experienced or senior employees.
- 11.2.1.5. Designated housekeeping employees must be trained and undergo practical evaluation in the IPC measures, particularly the use of PPE prescribed for service delivery to residents in isolation.
- 11.2.1.6. New or inexperienced designated housekeeping employees must be monitored until they have demonstrated their competence in donning, doffing and using prescribed PPE to the satisfaction of the GERATEC area manager: housekeeping and the facility Covid-19 IPC officer or Healthcare Manager.
- 11.2.1.7. Designated housekeeping employees who are performing duties in isolation areas must report to the facility Healthcare Manager after an agreement has been reached with the facility Covid-19 IPC officer or facility management and the Facility Healthcare Manager.
- 11.2.1.8. An isolation area must be clearly marked with the appropriate signage, as prescribed (see *Figure 4*).
- 11.2.1.9. Access to isolation areas must be strictly controlled. Only designated housekeeping employees, Healthcare Workers and other authorised persons may enter an isolation area.
- 11.2.1.10. GERATEC Housekeeping employees who perform duties in an isolation area must follow all the measures to be implemented in an isolation area as described below and report to the GERATEC unit housekeeping manager.

### 11.2.2. Managing housekeeping services in an isolation areas:

- 11.2.2.1. In a facility where GERATEC provides resident support and care services, and in other facilities where an agreement has been reached with the facility Covid-19 IPC officer or facility management, the healthcare



manager is responsible for housekeeping service delivery in an isolation area and to manage designated employees who perform housekeeping services in that area.

- 11.2.2.2. In all other facilities where GERATEC is responsible for housekeeping services, the GERATEC housekeeping manager is responsible for housekeeping service delivery in an isolation.
- 11.2.2.3. The manager responsible for housekeeping services in a facility isolation area must:
  - 11.2.2.3.1. Manage entry and exit of employees and other persons between green, orange and red zones;
  - 11.2.2.3.2. Determine specific IPC measures to be implemented in an isolation area in consultation with the facility Covid-19 IPC officer or facility management,
  - 11.2.2.3.3. Determine care and cleaning schedules for an isolations area,
  - 11.2.2.3.4. By agreement with the GERATEC unit housekeeping manager, where applicable, determine the cleaning schedule and responsibilities for resident aids, such as wheelchairs, push-carts, walking frames, commodes etc.,
  - 11.2.2.3.5. Instruct and supervise housekeeping service delivery in an isolation area,
  - 11.2.2.3.6. manage cleaning of ablution facilities specifically demarcated for use by PUI's - toilets, showers, hand basins, etc.,
  - 11.2.2.3.7. manage cleaning of the donning and doffing/hand sanitising area in the isolation area.
  - 11.2.2.3.8. Maintain prescribed procedures for handling of infected laundry,
  - 11.2.2.3.9. Instruct and supervise designated housekeeping employees on linen changes.
  - 11.2.2.3.10. Replace residents personal linen with linen from the Care Department as required.
  - 11.2.2.3.11. Take special care not to shake any linen, which will potentially spread the virus, when removing it from the bed - rather roll it from the edges to the middle and place it in a blue laundry bag.
  - 11.2.2.3.12. Undertake regular audits of IPC practice and the availability in isolation areas of PPE, supplies required in ablution facilities, specifically demarcated for use by PUI's - such as toilet paper, hand soap, paper towels and sanitiser, stock, supplies and designated equipment.

11.2.2.3.13. Monitor staffing levels, and with the Housekeeping Manager take steps to identify and train additional designated housekeeping employees,

11.2.2.4. If not responsible for isolation area housekeeping services, the GERATEC housekeeping manager must assist the facility healthcare manager with advice and IPC training for designated housekeeping employees.

**11.2.3. Designated Housekeeping Equipment:**

11.2.3.1. The following general housekeeping and cleaning equipment must be designated for exclusive use in isolation areas:

11.2.3.1.1. trolley and caddy,

11.2.3.1.2. mop and 2 mop buckets (red and blue),

11.2.3.1.3. yellow cloth - marked IA (isolation area) using a permanent marker;

11.2.3.1.4. touch area sanitising solution bucket,

11.2.3.1.5. as many dispensers as required for disinfection solution and sanitiser as needed per shift;

11.2.3.1.6. red plastic refuse bags,

11.2.3.1.7. blue plastic refuse bags for laundry, and

11.2.3.1.8. yellow hazard sign - indicating that the floor is wet.

11.2.3.2. All designated housekeeping equipment be must marked with yellow (electrical) tape,

11.2.3.3. Designated housekeeping equipment must be allocated to specific designated employees - employees should **never share equipment**,

11.2.3.4. All designated housekeeping equipment must be kept under strict control in a secure trolley area - allocated and agreed by GERATEC Housekeeping Management and the facility Covid-19 IPC officer or facility management.

**11.2.4. Personal Protective Equipment (“PPE” ):**

11.2.4.1. Designated housekeeping employees must wear prescribed PPE when working in an isolation area.

11.2.4.2. PPE should be sparingly. **Do not waste precious PPE.**

11.2.4.3. The following PPE is prescribed for use by designated housekeeping employees in an isolation area (see *figure 6*):

11.2.4.3.1. Apron (Gowns may be worn as alternative),

11.2.4.3.2. Eye protection (goggles or face shield),

11.2.4.3.3. Medical masks (see note below),

11.2.4.3.4. Gloves (see note below),

11.2.4.3.5. Closed, non-slip shoes that protect against spillage of liquids.



*Figure 6: PPE - Housekeeping services in isolation areas*

11.2.4.4. **Masks:**

11.2.4.4.1. Only medical masks may be used in an isolation area.

11.2.4.4.2. Cotton may not be used by designated employees because there is no filtration or protection against droplets or splashes. There is also the “wicking effect” which increases the risk of mucous membrane contamination.

11.2.4.4.3. If at any time surgical masks are touched by unwashed hands, get wet, are soiled, or are removed from the face, they will become contaminated and will no longer provide effective protection. They should then be discarded.

11.2.4.4.4. Masks that are not wet, were not touched by unwashed hands and were not removed from the face, may be worn for up to 8 hours.

11.2.4.5. **Gloves:**

11.2.4.5.1. The following gloves must be used in the following areas or instances:

- 11.2.4.5.1.1. cleaning of ablution facilities, such as toilets, showers, sluice rooms and hand basins - yellow household gloves (sanitise after each task),
- 11.2.4.5.1.2. cleaning of touch areas, hand sanitising stations and waste bins - yellow household gloves (sanitise after each task),
- 11.2.4.5.1.3. cleaning of Isolation rooms - long black heavy duty gloves or heavy duty gloves with pvc protective sleeves (sanitise after each task),
- 11.2.4.5.1.4. cleaning, sluicing or washing of bedding and clothing contaminated with bodily fluids - long black heavy duty gloves only (**no heavy duty gloves with pvc protective sleeves**) and (sanitise after each task), and
- 11.2.4.5.1.5. Handling Laundry items from Isolation rooms - long black heavy duty gloves only (**no heavy duty gloves with pvc protective sleeves**) and (sanitise after each task).

- 11.2.4.5.2. Always inspect your gloves before use - if they are torn DO NOT WEAR, but replace immediately.
- 11.2.4.5.3. Always wash your gloves inside and out after use with a disinfection solution, rinse clean of disinfection solution (to preserve the integrity of the rubber) and hang in such a way that it will properly air dry.
- 11.2.4.5.4. If you discover any negative effect from the wear of rubber gloves (which could be caused by the powder or the rubber - report it immediately to your line manager, who will obtain appropriate advice.

#### 11.2.4.6. **Extending the use of PPE:**

- 11.2.4.6.1. Usually PPE is discarded after a single person procedure inside an isolation room.
- 11.2.4.6.2. However because of an acute shortage of PPE during the Covid-19 outbreak, the extended use of PPE is preferable to reprocessing.
- 11.2.4.6.3. Use the table below (*figure 7*) for guidance on the extended use of PPE.

Type of PPE	Extended use	Reprocess
Gloves (non-sterile)	No	No
Face masks	Yes. Until damp or torn, or to end of shift. Change if contaminated	No
N95 respirators	Yes. Up to 1 week for same HCW (as TB protocol), unless respirator integrity or leak-proof seal is compromised	Pending (WHO)
Aprons	Yes, if not visibly contaminated (maintain 1m distance)	No
Gown Cotton gowns and aprons	Water resistant - yes if not visibly contaminated (1m)	Yes - launder cotton gowns Discard aprons if contaminated
Goggles	Yes but do not contaminate hands	Yes - wash with soap and water. Dry. Wipe over with alcohol wipes
Face shields	Yes, but do not contaminate hands	Yes - wash with soap and water. Dry. Wipe over with alcohol wipes

*Figure 7: Extended use of PPE: Image from “The National Infection Prevention and Control Strategic Framework, March 2020”*

#### 11.2.4.7. Doffing and Donning PPE (Figure 8):

- 11.2.4.7.1. Put PPE on before you enter the isolation areas.
- 11.2.4.7.2. Start by disinfecting your hand.
- 11.2.4.7.3. Then put on your apron.
- 11.2.4.7.4. Put on your gloves - pull the sleeves up as high as possible and secure then with an elastic band or cellotape at the top so that they don't slide down.
- 11.2.4.7.5. Put on your face mask by securing the elastics behind your ears - make sure it fits snugly, but not uncomfortably and mold the strip at the top to close the gap between your nose and cheek.
- 11.2.4.7.6. Disinfect your apron, gloves and shoes by spraying them with biocide water from a spray bottle set to spray a fine mist - allow to air dry.
- 11.2.4.7.7. Put on your eye protection and gloves - pull the sleeves up as high as possible and secure then with an elastic band or cellotape at the top so that they don't slide down.
- 11.2.4.7.8. The facility Healthcare Manager and/or the facility Covid-19 IPC officer must be present and supervise designated housekeeping employees who are new to PPE.

11.2.4.7.9. The training videos in the link herewith may be used for training purposes: [COVID 19 Donning and Doffing of PPE.](#)

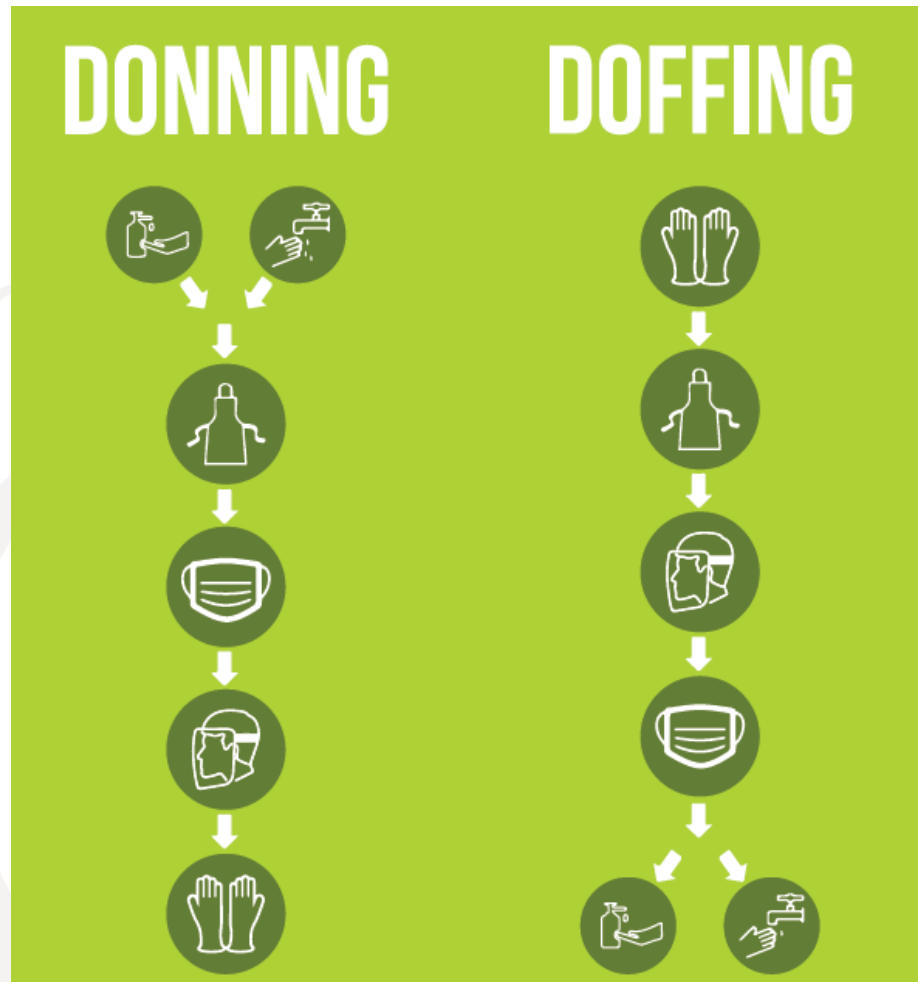


Figure 8: **Donning & Doffing of PPE**

**11.2.5. Cleaning procedures in isolation areas:**

- 11.2.5.1. The Healthcare or Housekeeping Manager, as applicable, must plan and manage services and rosters for housekeeping services and cleaning .
- 11.2.5.2. Before entering the room, sanitise each piece of equipment by spraying them with alcohol based sanitizer - allow to air dry.
- 11.2.5.3. Housekeeping cleaning procedures: n isolation area.
- 11.2.5.4. Before proceeding with housekeeping, designated employees must enquire from the Healthcare Manager or Healthcare Workers on duty that all personal/toileting needs of the resident have been attended to.

- 11.2.5.5. Designated housekeeping employees may not assist residents with personal care or support services. Seek help from the facility health care manager if necessary.
- 11.2.5.6. Before entering, knock and wait to be invited in by the resident or Healthcare Worker.
- 11.2.5.7. Greet the resident politely.
- 11.2.5.8. Immediately after entering the room, place a yellow plastic bag on the floor in a flat rectangle, flush with the door outside the room to use as a doffing area upon exit - ensure the area is big enough to accommodate you and all your housekeeping equipment upon exiting.
- 11.2.5.9. Proceed to collect all dirt in the yellow rubbish bag, that it is in the room - tie the bag closed and place inside another yellow bag (this 2nd bag will be used to collect dirt from various rooms until full).
- 11.2.5.10. Tidy the room if required, in an area up to 1.5 -2 metre away from the resident.
- 11.2.5.11. Avoid direct contact with the resident.
- 11.2.5.12. Request the resident or designated Healthcare Worker to move the resident to a chair so that you can clean and disinfect the bed.
- 11.2.5.13. Pay special attention to disinfection of the bed and the surrounding area, since this is the zone in which the most potential Covid-19 viruses would have landed when the person coughed or sneezed.
- 11.2.5.14. When instructed by the Healthcare Manager, change the linen and place the linen, together with any other laundry items, which are not sluice items, in a blue bag - seal the bag, sanitise and place ready outside the room for laundry collection.
- 11.2.5.15. Take special care not to shake any linen or items for laundering, which will potentially spread the virus, when removing it from the bed, rather roll it from the edges to the middle and place it in a blue laundry bag.
- 11.2.5.16. When you have completed cleaning and disinfecting the bed and surrounding area, request the resident to move back to the bed so you can clean and disinfect the touch areas in the rest of the room.
- 11.2.5.17. Move furniture and wash walls up to 2 metre high at least.
- 11.2.5.18. Clean and disinfect all horizontal surfaces by wiping all hard surfaces with the yellow cloth and biocide water, in particular:
  - 11.2.5.18.1. bed frames,
  - 11.2.5.18.2. bedside cupboard,
  - 11.2.5.18.3. chairs,
  - 11.2.5.18.4. tables,



- 11.2.5.18.5. other furniture,
- 11.2.5.18.6. touch areas,
- 11.2.5.18.7. door handles,
- 11.2.5.18.8. cupboard handles, and
- 11.2.5.18.9. basin rims.

11.2.5.19. Areas that cannot be washed must be wiped down with biocide or a 70% alcohol solution:

- 11.2.5.19.1. TV, radio and other electrical equipment,
- 11.2.5.19.2. phone/cell phone, and
- 11.2.5.19.3. remotes.

11.2.5.20. Proceed to mop the floor:

- 11.2.5.20.1. First with detergent (soap) solution,
- 11.2.5.20.2. Then with the hospital grade disinfectant or biocide dilution water to rinse off all soap and to disinfect (use bleach dilution water in the absence of hospital grade disinfectant or biocide).
- 11.2.5.20.3. Before exiting the room, place a new Red rubbish bag ready for use.

#### 11.2.6. **Cleaning of Bodily Fluids and Sluicing:**

- 11.2.6.1. Cleaning of Bodily Fluids and Sluicing must be undertaken in the appropriate manner as per the **GERATEC standard BOPS 6.1 a to c.**
- 11.2.6.2. Place soiled linen in clearly labelled, leak-proof bags or containers, after carefully removing any solid excrement and putting it in a covered bucket to be disposed of in a toilet or, where applicable moved to the facility sluice room.
- 11.2.6.3. Clean any items used during toilet use and sluicing procedures.

#### 11.2.7. **Exit procedure:**

11.2.7.1. If the designated employee is going to continue cleaning in other isolation areas without having to move through non-isolation areas, follow the **Partial Exit Procedure:**

- 11.2.7.1.1. Disinfect the door handle on the inside and open the door with the disinfectant cloth still on the handle.

- 11.2.7.1.2. Remove all your housekeeping equipment and place outside only on the waiting yellow plastic bagged area.
- 11.2.7.1.3. Exit the room by only stepping on the waiting yellow plastic bags.
- 11.2.7.1.4. Close the door and disinfect the outside and handle after closing.
- 11.2.7.1.5. Disinfect your hands and apron, then proceed to disinfect your cleaning equipment and place each disinfected item outside the yellow bagged area.
- 11.2.7.1.6. Wipe down the tops and bottoms of your shoes with disinfection solution and then step off the yellow bags with each foot immediately after it has been disinfected.
- 11.2.7.1.7. Disinfect your hands again and carefully fold the yellow plastic bags from the outside corners inwards, by only touching the underside, and place in an opened Red bag - tie closed and disinfect for disposal.
- 11.2.7.1.8. Refresh the buckets with cleaning water.
- 11.2.7.1.9. Follow the same disinfection procedure of yourself and your equipment as above, before entering the next room.
  
- 11.2.7.2. If the designated employee has to move through a non-isolation area, follow the **Full Exit Procedure:**
  - 11.2.7.2.1. 1st disinfect your gloves, with your hands still in them.
  - 11.2.7.2.2. Loosen the elastic band or cellotape at the top of the gloves and peel the gloves off, turning it upside down as you pull it off - fold and place it in a dedicated holder on your trolley.
  - 11.2.7.2.3. Remove your apron by pulling the neckband over your head and let the top part of the apron fold and hang over the bottom part.
  - 11.2.7.2.4. Then loosen the straps at the back, take the sides and fold it forward so that the front is enclosed on the inside, keep folding it smaller and place it in the holder on top of your gloves - avoid letting the front touch any part of your body.
  - 11.2.7.2.5. Remove your eye protection and place in the container and close the container.
  - 11.2.7.2.6. Remove your face mask and throw it in the Red plastic bag that contains all the rooms plastic bags and tie it closed.
  - 11.2.7.2.7. Perform hand hygiene.
  - 11.2.7.2.8. Do not touch your face.

## 11.2.8. **Secure trolley area:**

- 11.2.8.1. Store your cleaning trolley in a lockable area close to the isolation area.
- 11.2.8.2. Clean and refill chemicals in this area.
- 11.2.8.3. Ensure the area is well ventilated and allow in copious amounts of natural light and fresh air. The trolley must always be left here when you are not physically busy cleaning a room in isolation - during tea and meal breaks and during off periods.

## 11.2.9. **Trolley cleaning and refilling procedure:**

- 11.2.9.1. Prepare a dedicated container with a solution of antibacterial pine and warm water.
- 11.2.9.2. Always clean your trolley and equipment of all visible dirt immediately after use with the solution.
- 11.2.9.3. Wash your mop and cloth in the same way.
- 11.2.9.4. Wash your PPE, together with the dedicated container (2L ice cream size plastic bowl).
- 11.2.9.5. Let all items air dry - have enough space available.
- 11.2.9.6. Complete your cleaning regime by cleaning the dedicated container.
- 11.2.9.7. Always wash your hands according to the correct procedure and sanitise.
- 11.2.9.8. During this whole process, avoid touching your face in any way.

## 11.2.10. **Other important information required for cleaning, refilling, transferring stock and caring for housekeeping equipment:**

- 11.2.10.1. Always throw away your face mask after a cleaning shift - do not use it for more than one shift, since bacteria will start growing on the inside through the accumulation of moist hot air from your breath.
- 11.2.10.2. If by chance you happen to touch your body, uniform or face during cleaning, stop and take care of your own hygiene first, so that you yourself can stay healthy as long as possible.

## 11.2.11. **Waste management**

- 11.2.11.1. All waste from isolation areas, decontamination areas, hand hygiene stations, etc. must be handled according to strict guidelines received from the department of Health.
- 11.2.11.2. All waste must be stored for a period of 5 days before sending it away;
- 11.2.11.3. Allocate an area for storage of waste from isolation areas.

11.2.11.4. Use cardboard health care waste (HCRW) containers, lined with 2 red rubbish bags - double bagged.

11.2.11.5. Use red refuse bags as follows:

11.2.11.5.1. fill bag to a maximum of  $\frac{3}{4}$ ,

11.2.11.5.2. seal inner bag closed with a cable tie,

11.2.11.5.3. seal outer bag with a cable tie,

11.2.11.5.4. **DO NOT REMOVE** any bags from the carton container,

11.2.11.5.5. close the box and seal with tape,

11.2.11.5.6. ensure that the carton box is clearly marked - **“Health Care Waste (HCRW) Covid-19”**,

11.2.11.5.7. take the box to the specified waste storage area and replace with a new box, double lined with bags.

11.2.11.6. Use red refuse bags for:

11.2.11.6.1. Medical waste,

11.2.11.6.2. discarded PPE,

11.2.11.6.3. all waste from an isolation area, and

11.2.11.6.4. all waste from hand sanitation bins.

11.2.11.7. Use yellow bags for general waste and discarded PPE from an isolation area:

11.2.11.7.1. clearly mark all bags with a red permanent marker.

11.2.11.8. Blue rubbish bags to be used for isolation room laundry:

11.2.11.8.1. to be washed and not thrown away.

### 11.3. **Deep Decontamination and disinfection procedures:**

11.3.1. Deep decontamination and disinfection must not be confused with area sanitising (sometimes referred to as disinfection) which must be carried out in the following circumstances:

11.3.1.1. facility entry control and monitoring areas after an employee or visitor with Covid-19 symptoms or additional symptoms have been denied access and directed as prescribed, and

11.3.1.2. the work area or workstation of an employee who reports Covid-19 symptoms, or additional symptoms, after the employee has been removed from the workplace and referred for testing or self-isolation as prescribed.

11.3.2. In the above circumstances follow the procedures set out above for area sanitising.

11.3.3. **Areas to be deep decontaminated and disinfected:**

11.3.3.1. The **living unit or area occupied by a resident with Covid-19** who has passed away or has been relocated on advice of a medical practitioner, and other facility areas at risk of contamination, as determined by the facility Covid-19 IPC officer or facility management.

11.3.3.2. **GERATEC managed facility areas:**

11.3.3.2.1. Deep decontamination and disinfection procedures must be implemented by **designated GERATEC housekeeping services employees** in a food service or production area managed by GERATEC, as directed by:

11.3.3.2.1.1. South African Occupational Health and Safety Authorities, in terms of regulations of the Department of Employment and Labour, and

11.3.3.2.1.2. the GERATEC Covid-19 IPC officer, after an assessment of the circumstances and risk factors attendant upon a GERATEC managed workplace GERATEC where more than one employee has been diagnosed with Covid-19.

11.3.3.3. **Facility areas not managed by GERATEC managed**

11.3.3.3.1. At the request of the facility Covid-19 IPC officer and/or facility manager, and in terms of a written agreement with the facility, GERATEC employees must decontaminate and disinfect additional facility areas, not managed by GERATEC.

11.3.3.3.2. For purposes of a GERATEC proposal for an agreement, as prescribed above, the facility Covid-19 IPC officer and/or facility manager must provide the following information:

11.3.3.3.2.1. size and description of the service area, in square meter,

11.3.3.3.2.2. urgency and timeframe for service delivery,

11.3.3.3.2.3. details of the measures to be implemented by the facility Covid-19 IPC officer and/or facility manager to restrict access to the agreed area at the agreed time and for the agreed period for service delivery purposes,

- 11.3.3.3.2.4. service area access points from the outside the facility, if any,
- 11.3.3.3.2.5. facility liaison persons and contact details,
- 11.3.3.3.2.6. any risk factors identified by the Covid-19 IPC officer and/or facility managers in arriving at the decision to proceed with decontamination and disinfection.

#### 11.3.3.4. Decontamination procedures

11.3.3.4.1. The GERATEC area manager: housekeeping must:

- 11.3.3.4.1.1. coordinate and supervise the implementation of these procedures by GERATEC housekeeping, or another employees who have been specifically trained for that purpose,
- 11.3.3.4.1.2. provide training for designated employees on the specific measures and procedures to be implemented,
- 11.3.3.4.1.3. coordinate decontamination and disinfection procedures with the facility Covid-19 IPC officer, responsible facility management and GERATEC service managers at the facility,
- 11.3.3.4.1.4. coordinate the laundering of contaminated clothes and soft furnishings from isolation areas,
- 11.3.3.4.1.5. make arrangements for personal effects to be collected or stored, if applicable,
- 11.3.3.4.1.6. arrange for immediate decontamination and removal of medical equipment, if any.

11.3.3.5. Only designated GERATEC employees, who have received training and have demonstrated competence in the prescribed procedures may participate in decontamination and disinfection procedures.

11.3.3.6. Only designated housekeeping equipment may be used for decontamination and disinfection procedures. Designated housekeeping equipment must be used as prescribed.

11.3.3.6.1. Additional red bags must be used for all items to be disposed off.

11.3.3.6.2. Additional blue bags must be used for soft furnishings and clothing to be removed for laundering.

11.3.3.7. PPE (Personal Protective Equipment) must be used as prescribed above.

11.3.3.7.1. Perform procedures prescribed for PPE sanitising, donning and doffing.

11.3.3.8. First steps:

11.3.3.8.1. Restrict access to the area.

11.3.3.8.2. Cordon off the area and ensure all access restriction signage and/or barriers are in place.

11.3.3.8.3. In the event of a resident with Covid-19 passing away, control the entry and exit of all individuals tasked with removal of the body, such as a medical doctor, body removal contractor.

11.3.3.8.4. Manage the cleaning of furniture and subsequent removal.

11.3.3.8.5. Ensure that no one enters or exits the area until all decontamination and disinfection procedures have been completed.

11.3.3.9. Next steps:

11.3.3.9.1. Wipe the door handles, inside and outside of the door clean with disinfection solution, as you enter the room.

11.3.3.9.2. Clean all touch areas and surfaces as prescribed.

11.3.3.9.3. Open all doors and windows for optimum ventilation.

11.3.3.9.4. Clean all equipment with disinfection solution, as prescribed.

11.3.3.9.5. Place all soft furnishings, bedding and linen in blue bags.

11.3.3.9.6. Wipe mattresses clean with a disinfection solution and stand on end to air dry.

11.3.3.9.7. Place damaged mattresses ready for removal and disposal as prescribed.

11.3.3.9.8. Take down and blue bag curtains.

11.3.3.9.9. Remove and blue bag towels, table cloths.

11.3.3.9.10. Remove clothing from cupboards and place in blue bags as a precautionary measure.

11.3.3.9.11. Send all blue bags for laundering (practice hand hygiene procedures as prescribed).

11.3.3.9.12. Coordinate the transportation of blue bags for laundering to avoid clutter that may encumber cleaning and disinfection procedures,



- 11.3.3.9.13. Wipe all furniture with disinfection solution.
  - 11.3.3.9.14. Move the rest of the furniture to the middle of the room to create space for cleaning.
  - 11.3.3.9.15. Be careful with heavy items to prevent injury, ask for assistance, if needed.
  - 11.3.3.9.16. Starting at the door, move in an anticlockwise direction around the room to wipe all walls and fixtures, up to a height of 2m, by using a cloth and disinfection solution.
  - 11.3.3.9.17. Clean all windows frames, handles, grooves, glass, panes and curtain rails with a cloth and disinfection solution.
  - 11.3.3.9.18. Wash hand basins (including bathrooms) according to standard procedures prescribed.
  - 11.3.3.9.19. Wash down all cupboards and shelves inside and out with a cloth and disinfection solution and leave open to air dry.
  - 11.3.3.9.20. Wash skirting boards and the floor against the walls with a cloth and a mop and disinfection solution.
  - 11.3.3.9.21. Wash all horizontal and vertical surfaces of furniture with a cloth and disinfection solution before returning to their position.
  - 11.3.3.9.22. Change the washing water regularly with clean water - inside the room.
  - 11.3.3.9.23. Finish by washing the rest of the floor, ending at the door, with a mop and disinfection solution.
- 11.3.3.10. Bodily fluids and sluicing:
- 11.3.3.10.1. Deal with bodily fluids leakage as prescribed in the section above.
- 11.3.3.11. Final steps ("fogging"):
- 11.3.3.11.1. Close all windows and external doors.
  - 11.3.3.11.2. Open all cupboard doors and drawers.
  - 11.3.3.11.3. Set off an alcohol room fogger as prescribed and leave the room immediately, closing the door behind you.
- 11.3.3.12. Exit procedure:
- 11.3.3.12.1. Follow the exit procedure as prescribed for isolation rooms.

- 11.3.3.12.2. Move trolley to secure trolley area for sanitising and refilling as prescribed.

## 12. **LAUNDRY DEPARTMENT:**

### **CONTRACT LAUNDRY SERVICES**

#### **CPL 2 AND 3**

##### **12.1. Contract laundry services:**

- 12.1.1. Contracted laundry service delivery must be maintained as far as possible.
- 12.1.2. Where contracted services are not possible the GERATEC area manager: housekeeping must inform the facility Covid-19 IPC officer or facility management of the reasons and attempt to reach agreement for the variation of services on a temporary basis.
- 12.1.3. An agreement for the variation of services must be in writing and has to be approved by the GERATEC Covid-19 IPC officer before it commences.
- 12.1.4. All GERATEC laundry services employees must receive training and have practical experience in the implementation of the **general IPC measures** set out above.
- 12.1.5. Standard laundry cleaning and disinfection procedures must be implemented as per **GERATEC BOPS 5.1 a to f**.

## 13. **LAUNDRY DEPARTMENT:**

### **LAUNDRY SERVICES**

#### **CPL 4**

##### **Routine laundry services (green zone):**

- 13.1. Depending on the degree of isolation in place at a facility, routine laundry services may have to be reduced, or stopped altogether at facilities at CPL 4 in order to focus on CPL 4 infection control.
- 13.2. Always consult with the facility Covid-19 IPC officer or facility management before deviating from any contracted service rosters.
- 13.3. When deviating from routine laundry services, the following must be prioritised:
  - 13.3.1. underwear,
  - 13.3.2. sleepwear, and
  - 13.3.3. contaminated laundry.

- 13.4. The GERATEC manager must keep the facility Covid-19 IPC officer or facility management and residents informed of limited services and respond to complaints or concerns from residents.
- 13.5. **Laundry services in isolation areas (orange and red zones):**
- 13.5.1. The sections above, **Housekeeping Department: housekeeping services in isolation areas: designated employees, management of designated employees, designated equipment and PPE**, apply also in relation to laundry services and the management of employees who perform laundry services in isolation areas.
- 13.5.2. All laundry services to be performed by designated employees under supervision of the designated facility healthcare manager or GERATEC laundry services manager, as the case may be.
- 13.5.3. **Procedures**
- 13.5.3.1. Laundry must be sluiced at a temperature of 40°C (DO NOT USE WARMER TEMPERATURE).
- 13.5.3.2. Wash at a temperature of 60- 80 °C (*Figure 9*).
- 13.6. If a facility does not have a hot water washing machine, laundry must be outsourced and washed by an approved laundry service provider.

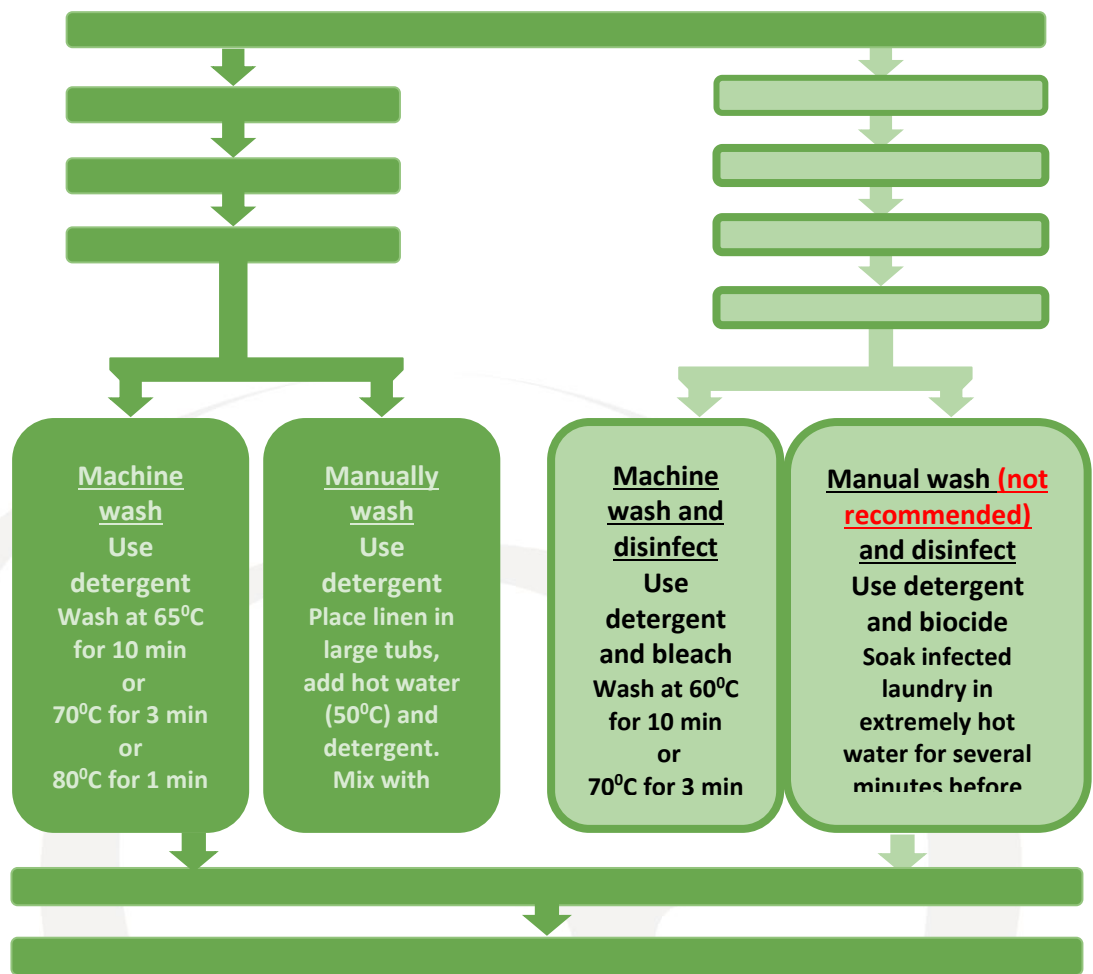


Figure 9

13.7. Preparing isolation area laundry for washing/collection:

- 13.7.1. Laundry must be placed in a blue refuse bag and tied closed while inside the isolation area.
- 13.7.2. Do not overfill bags so that they will burst open during handling.
- 13.7.3. Rather use more bags if necessary.
- 13.7.4. Disinfect the outside of the bag and place it just outside the door of the isolation room.
- 13.7.5. Move bags, to be moved to the laundry for washing, daily.
- 13.7.6. Gently place the bag of laundry inside another blue plastic bag, without letting the “inner” bag touch anything.
- 13.7.7. Write resident details (room number and full name) on the outside of the bag with a permanent marker for identification.

- 13.7.8. Bagging, sanitising the bag and rebagging into a second bag is an added precautionary measure to prevent the spread of the virus.
- 13.7.9. If laundry has to be outsourced arrange for collection of all isolation area laundry at the same time.
- 13.7.10. It is important to keep proper administrative notes of all Isolation Room laundry and Housekeeping management need to monitor and sign weekly off thereon.

## 13.8. Handling contaminated laundry:

- 13.8.1. Follow hand hygiene practices.
- 13.8.2. Use prescribed PPE before entering isolation area:
  - 13.8.2.1. Medical mask,
  - 13.8.2.2. PVC apron,
  - 13.8.2.3. Long Sleeved Black Gloves - tuck uniform sleeves inside the gloves and secure with an elastic band or tape to prevent the gloves from sliding down, and
  - 13.8.2.4. Black closed non-slip shoes.
- 13.8.3. Use a designated trolley to transport the laundry on - clearly marked with yellow electrical tape.
- 13.8.4. Sanitise the trolley (including wheels) before collecting the blue bags.
- 13.8.5. Sanitise hands after collecting every bag, before and after touching the trolley or any other surface in the isolation area.
- 13.8.6. After collecting the laundry bags, follow prescribed hand hygiene procedures.
- 13.8.7. Sanitise the outside of your sanitiser bottle.
- 13.8.8. Then sanitise the trolley with bags, PPE and the soles of your shoes, before leaving the isolation area.
- 13.8.9. Take care not to bump into anyone, furniture or any equipment that may tear blue bags.
- 13.8.10. If you bump into someone or something, sanitise the part of your body or uniform that touched the other person or object before leaving the isolation area.
- 13.8.11. If the trolley does however fall over:
  - 13.8.11.1. Cordon off the area,

- 13.8.11.2. Asking others to stay at least 2 metres from you, the trolley and the laundry,
- 13.8.11.3. Do not allow anyone to help, unless you are injured,
- 13.8.11.4. Repack laundry into new blue rubbish bags, close and sanitise as per the procedure,
- 13.8.11.5. Continue to move the laundry to the Laundry.

### 13.9. **Sorting and Washing procedures:**

- 13.9.1. Repeat **IPC for designated employees handling laundry** if there is a break between collecting and sorting the laundry.
- 13.9.2. In the Laundry, open the bags carefully, and inspect each article.
- 13.9.3. Use special care not to shake any items out, which will spread any coronaviruses on the items over a large area of the laundry.
- 13.9.4. Sort the various items into their dedicated basins as per normal Care Instructions - **GERATEC BOPS 5.1 b.**
- 13.9.5. Wash as per normal laundry procedures according to Care Instructions - **GERATEC BOPS 5.1 b.**
- 13.9.6. Wash the laundry according to the cycle prescribed for infected laundry - **GERATEC BOPS 5.1 d & g.**

### 13.10. **Drying, folding and ironing procedure:**

- 13.10.1. Dry, fold and/or iron items as per normal laundry procedures - **GERATEC BOPS 5.1 e & f.**
- 13.10.2. Place/store linen and clothing (to be returned to room) in a clear/black refuse bag, which can be disinfected.

### 13.11. **Disinfecting laundry equipment:**

- 13.11.1. Disinfect all equipment, such as laundry collection trolley, sorting basins/trolleys, and wet laundry basins as per normal procedure after each stage as per the standard disinfection procedures.
- 13.11.2. Complete all tasks up to washing, i.e. all items are placed in washing machines, before removing PPE as prescribed.
- 13.11.3. Take care not to wear PPE near any clean laundry i.e. removing washing from the washing machine to hang on the washing line or to place in a tumble dryer.

**13.12. Clean Laundry delivery:**

- 13.12.1. **Follow IPC measures for designated employees handling laundry** before returning laundry to isolation rooms.
- 13.12.2. Return laundry as per normal procedures.
- 13.12.3. Complete standard administration procedures.
- 13.12.4. Complete residents details and clothing details on Laundry books,
- 13.12.5. Weigh items dry (after decontaminated) and note on sheet for contaminated laundry.
- 13.12.6. Arrange for returned laundry to be accepted at a specific time - so it can be sanitised and handed over directly.
- 13.12.7. Before leaving an isolation area, follow all hand hygiene procedures.
- 13.12.8. Follow the exit procedure as described above.

**13.13. Laundry Department: Decontamination and Disinfection Procedures:**

- 13.13.1. Follow IPC for handling laundry from isolation areas as set out above, specifically:
  - 13.13.1.1. Sorting and Washing proceduresDrying, folding and ironing procedure,
  - 13.13.1.2. Disinfecting laundry equipment, and
  - 13.13.1.3. Clean Laundry delivery:
- 13.13.2. The following special precautions are required:
  - 13.13.2.1. Take special care with curtains and soft furnishings, not often laundered, to prevent damage. Read care instructions carefully.
  - 13.13.2.2. For items that cannot be laundered according to standard procedures seek advice from management.
  - 13.13.2.3. Shoes:
    - 13.13.2.3.1. Shoes that are washable by immersion must be hand washed in disinfection solution and left to dry outside in the sun.
    - 13.13.2.3.2. Shoes which are not washable by immersion must be hand washed by wiping inside and out with a cloth and disinfection solution and left to dry outside in the sun.
    - 13.13.2.3.3. If neither of the above can be accomplished, seek advice from management.



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