








NAM-SOFT-CLEA_CORE_007_S SODEXO SEVEN STEP CLEANING PROCESS

Segment	CORE
SOP or Method	SOP
Category	General
Version (date/ editor)	1/2/0/0

<p>#.1 Description</p>	<p>This Standard Operating Procedure (SOP) describes the Seven Step Cleaning Procedure, which is the standard method for cleaning all areas (unless otherwise specified). This procedure can be used as a reference or checklist.</p> <p>This SOP is generic and should be adapted, as appropriate, to take account of the specific risks associated with the work to be performed as well as local regulations and guidelines.</p> <p>In some locations not all the activities will take place during every clean – refer to the work schedules.</p>
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<p>#.2 Health and Safety</p> <div style="text-align: center;">  </div>	<ul style="list-style-type: none"> • Have you read the risk assessments for the task to be performed? • Have you been trained for the task to be performed? • Do you have the correct Personal Protective Equipment [PPE] for the task to be performed? • Do you have you the correct equipment to carry out the task? • Is it safe to carry out the task? <p>If the answer to any of the above questions is NO, then STOP and speak to your immediate supervisor</p> <div style="text-align: center;">  </div> <p>Hazards associated with this activity:</p> <div style="text-align: center;">     </div> <ul style="list-style-type: none"> • Hazardous materials including chemicals, blood borne pathogens, mold, bacteria, dust etc. • Manual handling (furniture and equipment). • Walking and working surfaces (slips, trips and falls). • Hand and portable power tools. • Sharps (glass, needles etc.). • Workplace ergonomics (access to parts of the room).
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<p>#.3 Before Starting</p>	<ul style="list-style-type: none"> • Assess your planned work schedule. • Check that the equipment and materials are safe to use before starting the task. • For safety reasons, when assembling equipment check for damage. Specifically check that plugs and cables are intact, have no cuts or abrasions and are safe for use.
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	<ul style="list-style-type: none"> • Visually inspect the work area and ensure it is safe. If there is a hazard and you are not able find a solution, inform your immediate supervisor before proceeding • Put on area-specific or site-specific uniform and PPE that is appropriate for the work to be performed. • Perform the '3 Checks for Safety'. Before starting a job, stop and think ... <ol style="list-style-type: none"> 1. Do I know how to do the job? 2. Do I have the right equipment? 3. Is my environment safe?
<p>#.4 Equipment and Materials</p> 	<ul style="list-style-type: none"> • Use the Sodexo Standard Cart set-up (reference NAM-SOFT-CLEA_CORE_006_S). • PPE for the task. • Safety Data Sheets (SDS) and hazardous material risk assessment. • Cleaning equipment and materials. • Refuse/trash/waste bags. • Vacuum cleaner. • Sodexo's preferred products are disposable, pre-moistened disinfectant wipes and disposable single use microfiber mops. • Chemicals preferably concentrated and ecologically certified, where available, diluted according to manufactures recommendations. • Hazard warning signs
<p>#.5 Procedure</p>	<p>Always knock before entering a room. Introduce yourself and ask if this is a good time for you to clean their room. Explain what you are going to do. Before you leave the room, ask if there's anything they have noticed that they would like for you to clean. The key word here is clean.</p> <p>Always follow the practice of leaving a patient's room when requested by nursing or when the doctor enters the room.</p> <p>Make a note of any room that you are unable to get into to clean. This note will remind you later in the day, so the room is not neglected. Notify your manager if you were not able to get into the room by the end of your shift.</p> <p>1. Pull Trash and Linen:</p> <ul style="list-style-type: none"> • Remove all liners and reline all waste containers that contain waste. If can is empty, skip it and move on. • Remove the soiled linen bag if part of service level agreement and replace them with a clean bag if they are more than two thirds full. If the area is closed for the day, remove all the bags that contain soiled linen and replace each with a new bag. • Check the needle containers if part of service level agreement. If a needle container is three/fourths full, follow the facility's specific guidelines for replacing the needle box container. • Carefully empty waste bins or remove waste bin liners.

- Sort for proper disposal if a waste recovery process is available on site and according to local procedures. Treat all waste as potentially infectious.
- Place waste into the correct refuse containers.
- Empty recycling bins or remove recycling bin liners and place them in the appropriate recycling sack on the cart.
- Reline all waste bins and recycling bins.
- Remove soiled linen.
- Check needle containers (change when $\frac{3}{4}$ full).
- Follow the Waste Receptacle cleaning procedure to make sure all waste receptacles are clean and free of all debris, dirt, smudges and contamination.

2. High Dust

- High dust using the High Dusting procedure
- High dust everything above shoulder level or out of reach by using an extension pole with an adjustable contour high duster head.
- Note: Never high dust near or over people
- Include all adjacent rooms (i.e. restrooms).

3. Damp Wipe:

- Anything that can be reached should be damp wiped with disinfectant solution. Damp Wipe all contact surfaces by following the ***Damp Wiping for Frequently Touched Surfaces procedure (NAM-SOFT-CLEA_HLC_005_M)***
- Wipe everything you are able to reach.
- Use disinfectant damp wiping solution for all contact surfaces.
- After wet-contact time has been achieved, use a dry cloth or a paper towel to polish both interior and low level glass to a dry streak-free appearance.
- Use glass cleaner to wipe interior and low level glass and any metal fittings.
- Start damp wiping at the door and work around the room in a circular pattern.
- Be sure to include: wall spotting, light switches, call buttons, telephones, wall moldings, dispensers, window sills, and all furniture.

4. Clean Restroom:

- Place hazard warning sign(s) at the entrance to the bathroom in such a way as to allow safe access to the room.
- Thoroughly clean restroom and any restroom fixtures that are part of the room, using the Restroom cleaning procedure.
- Start at the door and end with the toilet.
- Use the bowl mop for only the inside of the toilet and wipe the outside with a disinfectant damp wiper.
- Do not use the cleaning wiper on any other surface after cleaning the toilet. Immediately place soiled wiper into disposal bag.

5. Dust Mop:

- Dust mop the entire floor following the Dust Mopping procedure. Dust behind all furniture and doors; be sure to move whatever is possible.
- 6. Damp Mop:**
- Place hazard warning sign(s) at the entrance to the room in such a way as to allow safe access to the room.
 - Damp mop the entire floor following the Damp Mopping procedure.
 - Start with the corner farthest from the door and work your way out.
 - Mop out corners to prevent build up.
- 7. Check The Room:**
- Perform the Final Check.

#.6

The Final Check



Procedure – all activities

Inspect the area or room carefully:

- Picture Perfect Room: all furniture and items need to be replaced correctly.
- Correct any deficiencies.
- Equipment is clean and safe to re-use.
- Remove hazard warning sign(s).
- PPE is cleaned and properly stored or disposed of.
- Report any damaged equipment, interiors, repairs required and water leaks.
- Ensure waste and potentially contaminated materials are properly sorted, disposed of and stored correctly.
- Water taps/faucets are turned off.
- Lights are switched off (if appropriate).
- Cleaning equipment is switched off and unplugged.
- Complete any activity record sheets for the task and return them to your supervisor as required.

Procedure – healthcare units (as applicable)

In addition to the above procedures:

- Inspect the work according to the standards including the following:
 - Surfaces are visibly cleaned and properly disinfected. The room will not show any fluorescent indicator if inspected using the black light.
 - Report any needed repairs, especially drape and curtain cleaning and replacement requirements.
 - Furniture is appropriately placed, window coverings are the way the patient requests or open if unoccupied.
 - Call light cord is placed within patient reach if room occupied.
 - Ensure room is free of sharp hazards, broken trim, wall penetrations, and that the plumbing and furnishings, HVAC, and electrical outlets are all operating properly.
 - Correct any deficiencies.

- Before exiting the areas just cleaned, inquire if there is anything that they may have noticed that is not working, or needs to be cleaned.
- Let them know that you can have someone come and fix it for them. If they mention any item that needs repair, ask if they would mind if you use their phone. Call to report the item, then disinfect the phone.
- Ask yourself, is the room acceptable according to Sodexo standards?

- Floors are free of spills, debris and body fluids and have a shine without scratches.
- Dispensers are adequately filled.
- First impression cleanliness is constantly maintained.
- Ceilings, ledges, countertops, furniture, and cabinets are clean and free of dust, blood, and body fluids.
- Waste receptacles are clean and free of all debris, dirt, smudges, and contamination.
- Wash basins/sinks are clean and free of mineral build-up.
- Bathrooms are clean and free of dust, odors, and buildup. Chrome surfaces shine.
- All patient-use items have been damp dusted.
- All other contact items have been damp dusted.