

AW0200 - LAUNDRY SERVICES

Include the following text as-is (do not delete or alter in any way):

Interior Health would like to recognize and acknowledge the traditional, ancestral, and unceded territories of the Dākelh Dené, Ktunaxa, Nlaka’pamux, Secwépemc, St’át’imc, Syilx, and Tšilhqot’in Nations, where we live, learn, collaborate and work together.

Interior Health recognizes that diversity in the workplace shapes values, attitudes, expectations, perception of self and others and in turn impacts behaviors in the workplace. The dimensions of a diverse workplace includes the protected characteristics under the human rights code of: race, color, ancestry, place of origin, political belief, religion, marital status, family status, physical disability, mental disability, sex, sexual orientation, gender identity or expression, age, criminal or summary conviction unrelated to employment.

1.0 PURPOSE

To outline the expectations and commitments of laundry services provided by Interior Health employees and contracted laundry service providers

2.0 DEFINITIONS

TERM	DEFINITION
Third Party Vendor Laundry Service	Laundry services provided on and off site by Ecotex Healthcare Linen Services
On-site Laundry Services	Laundry services provided onsite by Interior Health employees
Resident Laundry Services	Laundry services for resident personal laundry provided onsite by Interior Health employees
Customer Owned Goods (COG)	Customer owned goods (COG) are linen items that are owned by Interior Health including items like slings, hip protectors, mops, and cleaning cloths.

3.0 POLICY

3.1 Infection Prevention & Control and Quality Assurance

- Soiled linen handling will be in compliance with infection prevention & control and industry accreditation standards by both IH and contractor employees
- Linen quality will be at a level found acceptable to industry standards and the Interior Health Linen Quality Standards document
- Third party vendor linen that is found to be not acceptable will be sent back to the contractor using the [orange bag quality assurance](#)

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[program](#). Interior Health employees are not to discard third party vendor linen into the waste stream

- Customer owned goods that are found to be unserviceable will be assessed by Interior Health employees and repaired or discarded as required
- All surgical linen will be handled and maintained in accordance with related Canadian Standards Association (CSA) standards

3.2 Safe Linen Handling

- Interior Health and third party vendor employees will ensure that laundry services are conducted in a safe manner and follow IH safe work practices to protect the safety of all
- Interior Health and third-party vendor employees will take necessary steps to ensure they do not create a risk of [musculoskeletal injury](#) to themselves or others
- Interior Health employees must follow procedures to ensure that non-linen items do not end up in the soiled laundry. Including but not limited to medical equipment, sharps, tape & adhesives, personal effects, pens and lipsticks

3.3 Inventory Management

- Interior Health employees, where applicable, will ensure that their sites consistently have the appropriate inventory levels to provide safe, hygienic care and services. Sites will be responsible for ensuring they are being good stewards of resources and do not carry more than the necessary established levels of linen products

3.4 Financial Considerations

- Laundry service will be provided in the most cost-effective manner while maintaining appropriate quality, safety, and eco-friendly standards

3.5 Teamwork

- All IH employees and contractors providing laundry services will take an active role in fostering healthy relationships and ensuring seamless operation, and meeting the goals of the facilities

4.0 PROCEDURES

Sites requiring laundry services will receive services from either third-party vendor laundry or onsite laundry services. The model of laundry service provided will be determined on a site-by-site basis taking into consideration factors such as but not

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limited to: capital equipment, historical practice, quantity, onsite resources and logistics

4.1 Contracted Laundry Service Models

4.1.1 Bulk to Dock

Contractor

- Provides carts of clean bulk laundry to the designated area or dock
- Collects soiled linen from the designated storage area or dock

Interior Health employees

- Collects soiled linen from wards/units and moves it to the designated area or dock
- Transfers custom-packed linen carts to the end users
- Monitors inventory and adjust orders as required

4.1.2 Cart Make up to Dock

Contractor

- Provides carts of custom packed clean laundry to the designated area or dock
- Collects soiled linen from designated area or dock and remove from facility

Interior Health employees

- Collects soiled linen from wards/units and moves it to the designated area or dock
- Transfers custom packed linen carts to the end users
- Monitors inventory and adjust orders as required

4.1.3 Cart Make up to User

Contractor

- Provides carts of custom packed clean laundry to the ward/unit
- Collects soiled linen from wards/units and remove from facility

Interior Health employees

- Consolidates soiled linen bags in a designated area on each ward/unit
- Stocks ward/unit owned storage carts as required
- Monitors inventory and adjust orders and required

4.1.4 Full Scope

Contractor

- Performs all internal linen inventory management and distribution services to the site
- Collects soiled laundry from all ward/units within the facility and transport to soiled linen staging area and removes from facility

Interior Health employees

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- Responsible for removing soiled bags from the laundry hampers and placing in the designated storage areas

4.2 Onsite Laundry Services

Primary Services:

Services are performed by IH employees and may include but not limited to: daily washing, drying, folding, ongoing inspection of linen, restocking of linen exchange carts to be distributed to internal and external accounts, top up of carts, weighing and recording of daily poundage use from internal and external accounts, regular titrations to ensure proper chemical use, forecast linen usage

Secondary Services:

Services are performed by IH employees and include daily pickup of soiled linen and delivery of clean linen. Monitoring of pH levels and quality to maintain user comfort and the aesthetic appearance of linens

4.3 Resident Laundry Services

Interior Health provides laundry services for residents' personal laundry in long-term care facilities. Laundry services include labelling, collection, washing, drying, folding and return of personal clothing

Interior Health employees cannot launder items that require special care (e.g., hand washing, dry clean only, etc.). Laundry services are not provided for patients in acute settings

4.4 Customer Owned Goods (COG)

- Depending on the service model, COG items may be laundered by onsite employees or contractor laundry services. All COG items must be labelled with the 3-letter site identifier, except for pooled COG items ,including most mops and cleaning cloths
- IH sites and departments are responsible for monitoring, culling and replacing COG items when they are no longer deemed serviceable

4.5 Soiled Linen Collection at Point of Use

- Interior Health employees must make all efforts to remove all non-linen items before bagging laundry for collection, including but not limited to disposable products, medical equipment, sharps and personal items
 - Interior Health employees must discard soiled disposable items into appropriate waste or biohazardous waste containers following established policies and procedures
- Interior Health employees must minimize the handling of soiled linen in patient care areas

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- If disposable products are not used, remove and dispose of large soil particulates in a toilet, hopper or appropriate containment before bagging linen for collection
- Interior Health employees are not to dispose of any reusable linen product in the waste stream
- All soiled linen is to be considered contaminated and must be handled according to IH policy [IF0100: Routine practices for all areas](#)
- Linen contaminated with Hazardous Drug Group 1 residue must be handled as per the Hazardous Drug Exposure Control Program, section 15: Laundry Management and section 7.1.1 Laundry Labels
 - To avoid spreading contamination, do not shake items
 - Fold bedding ,so contamination is trapped in the center
 - Place in laundry bag with a 4-inch HD1 label attached to the outside of the bag



- All Interior Health employees are responsible for ensuring full soiled linen bags are handled appropriately
 - Employees are to ensure soiled linen bags are not overfilled
 - Employees are to remove full hampers before the end of their shift
 - Employees must take full, tied-off linen bags to the departments designated soil collection area
 - Employees must follow documented ergonomic procedures by using proper body mechanics, including carrying only one bag at a time, using two hands, bending their knees and lifting with their legs and core

5.0 REFERENCES

1. Interior Health – Laundry Services Linen Quality Standards
<http://insidenet.interiorhealth.ca/QPS/laundry/Documents/Linen%20Quality%20Standards.pdf>
2. CSA Canadian Medical Device Reprocessing Z314 – 18.20. Laundering, maintenance, and preparation of reusable gowns, drapes and wrappers
3. Public Health Agency of Canada – Routine Practice and Additional Precautions for Preventing the Transmission of Infection in Healthcare settings. Part B: Recommendations for routine practices and additional precautions. III. Recommendations for routine practices in all healthcare settings. 12. Handling of linen, waste, dishes and cutlery. a. Linen

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4. Interior Health Infection Prevention & Control Manual. Section 03F – IF0100 – Routine Practices for Care Areas. 4.6 Environmental controls
5. [Hazardous Drug Exposure Control Program, section 15: Laundry Management and section 7.1.1 Laundry Labels.](#)Interior Health Musculoskeletal Injury Prevention Program
6. <http://insidenet.interiorhealth.ca/empHealth/injuryprev/Documents/Musculoskeletal%20Injury%20Prevention%20Program.pdf>

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