



Let's live!



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& PARRISH**

**RESIDENT PROGRAMME
REMAIN SAFE**

The Diversey Way of Cleaning in Long Term Care
in the context of COVID-19

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Long Term Care

Remain safe in homely environment

Senior population is the most vulnerable group and is at the highest risk during each outbreak.

Recent global events have shown that for many Long-Term Care (LTC) facilities there is a need to reevaluate their current facility hygiene practices to ensure that provided care is not only homely, but safe. Failing to reduce the risk may result in loss of business, risk to your brand value, reduced workforce efficiency and even lives.

This guidance is to ensure you have everything in place to rebuild trust and to create a safe and clean homely environment for residents, workers and visitors.



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Key Questions Arising From the COVID-19 Pandemic

Many healthcare customers are asking important questions including:

- What practices should change as a result of the pandemic to help prevent similar events in the future?
- What should have been done to be properly prepared for the pandemic?
- Is it possible for some well-prepared facilities to safely stay operating while others are forced to close?
- Can facilities differentiate on the basis of protecting guest/customer/resident health and can that drive additional revenue that covers the cost of additional protective measures?

To address these questions, facilities need to address these goals:

- **Establish robust practices** that can break the chain of transmission, preventing person to person transmission of pathogenic organisms, especially for respiratory pathogens.
- **Identify the risk behaviors and activities** posed by asymptomatic, pre-symptomatic, and symptomatic guests / customers / residents / staff and implement protective measures for all.





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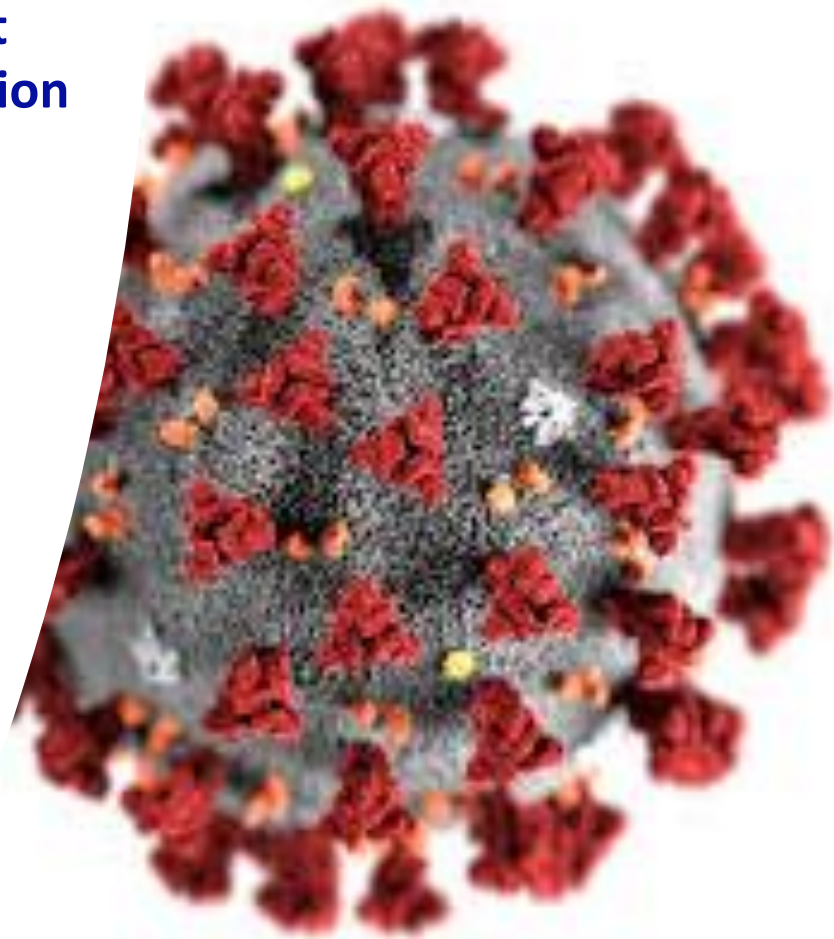
From good to great standards of infection prevention

Most facilities have already good standard operating procedures with regards to cleaning and infection control, but in the light of COVID-19 all recognise an increased need to re evaluate and improve existing practices.

This guide will help you to provide great standards of infection prevention and control which reflect the overall quality of care and help to promote confidence in the quality of care for residents and their families.

On top of it, as your staff and residents may be confronted with SARS-CoV-2 (novel coronavirus) there is a need to ensure that the working environment is safe.

Due to the intensified focus on healthy environment and prevention of spreading pathogens, we recommend enhanced operation procedures and procedure in case of outbreak occur.





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We understand Long Term Care's Biggest Challenges....





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Stepping Up Your Facility Operation

Key enablers to help your residents & staff remain safe in homely environment



Enhanced Cleaning & Disinfection standards



ADAPTING TO A 'NEW NORMAL'



Readiness for Outbreak Cleaning & Disinfection



BEING READY FOR QUICK OUTBREAK RESPONSE



Reinforcing Personal Hygiene



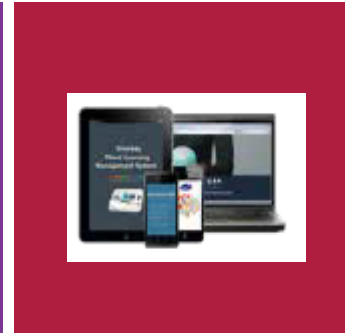
PREVENTING THE SPREAD OF INFECTION



Reassurance of Residents, Visitors & Staff



MAKING THE LTC ECOSYSTEM FEEL SAFE



Training & Consulting Services



CONTINUOUSLY IMPROVING QUALITY OF DELIVERY OF CARE



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Enhanced cleaning and disinfection standards





Enhanced Cleaning & Disinfection standards

Due to the significant level of COVID-19 infection in most countries, all healthcare facilities have to increase their standard cleaning protocols and **enhanced infection prevention becomes a new normal.**

As a part of stepping up your facility operation, hygiene risk assessments should be evaluated by area within a LTC facility.

How to do that?

Each area should be given a risk assessment to look at current practices and risks from both an infection prevention and public health practices perspective and incorporating the learnings from the COVID-19 pandemic to reduce resident's ongoing risk of infection.

Areas of care at typical LTC facility

- Facility entrance, reception area
- Common areas for residents & internet café
- Fitness area /Rehabilitation / Swimming pools
- Beauty room
- Public washrooms
- Resident rooms / Discharge cleaning
- Resident rooms - terminal cleaning
- Nurses station
- Staff break room & Dining area
- Kitchen
- Staff offices
- Laundry processing
- Sluice rooms and bedpan processing areas



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Always be prepared for enhanced
Cleaning & Disinfection needs

Correct products available
when and where needed

Bundle that provides safe, consistent and enhanced results.



Correct cleaning
products



Order and control
your stock



Correct disinfection
products



Order and control
your stock



Hand hygiene in the
right places



Filled & readily
available



Cleaning & Dosing
equipment



Filled & dosing at
the correct level



Laundry procedures
in place

For hygienic
cleaning of textiles
& fabrics



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Readiness for Outbreak Cleaning & Disinfection



Key focus areas during an outbreak

1. Apply correct hand hygiene methods

Hand Washing



Hand Sanitising



Ensure availability of stock supplies and keep dispensers full, clean and in a working condition

3. Clean up blood and other body spillages

Please use standard operating procedures. If absent use this general advice instead.

Use the relevant Mini Guides and wall charts for the recommended products

2. Clean and disinfect surfaces according to your SOP's.



Use approved products with the correct dosing for disinfection of hard surfaces

Use the relevant Mini Guides and wall charts for the recommended products





Key areas to clean and disinfect during facility outbreak

Enhanced cleanign during outbreak:

During a specific outbreak, such as a COVID-19 outbreak in a LTC home, the facility might adopt a higher standard of hygiene, but this would be followed for only a few weeks or until the outbreak ended.

At this level we would see significant usage of personal protective equipment and signage/communication regarding restrictions on visitors entering the facility.

GENERAL ACCESS PREMISES

Facility entrance,
Reception
Staff offices

HIGH RISK AREAS

Public washrooms
Sluice room

RESIDENT AREAS

Nurses station
Isolation rooms

LAUNDRY

Laundry processing

KITCHEN AREAS

Kitchen
Staff break room
Dining areas

ACTIVITY AREAS*

Common area
IT room
Fitness area
Beauty room

**Consider limit use and adopt additional precautions to prevent exposure*



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Recommendations for laundry in case of outbreak

For handling and sorting of linen

Recommendations for laundry in case of any outbreak
For handling of linen

For **handling of linen**, we recommend to scale up Good Laundry Practices to Health Care standards in line with recommendations from WHO in case of an outbreak

Most important recommendations include

- Wear appropriate PPE
- To prevent spread of virus through agitation, sorting in laundry is not allowed. Therefore collect items from rooms by main classification in different bags and closely seal each bag
- Follow special procedures for use of linen chutes
- Change from pre-spotting to post-spotting
- Clean and disinfect trolleys and critical touch points in laundry frequently
- Wash and disinfectant hands frequently

These procedures help to reassure employees and guest that they are well protected against cross-contamination



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Outbreak cleaning and disinfection
Laundry processing

BEFORE CLEANING

Step 1: Linen collection and washing

- Collecting linen**: Collecting linen from rooms. Use a dedicated trolley. Do not mix with other laundry. Do not touch the laundry.
- Seal and bag**: Place linen in a dedicated bag. Seal the bag. Do not touch the bag.
- Do not mix**: Do not mix with other laundry. Do not touch the laundry.
- Washing linen**: Wash linen in a dedicated washer. Do not mix with other laundry. Do not touch the laundry.

Step 2: Unloading washer / drying

- Unloading washer**: Unload linen from the washer. Do not touch the laundry.
- Drying**: Dry linen in a dedicated dryer. Do not touch the laundry.
- Sorting**: Sort linen in a dedicated area. Do not touch the laundry.
- Storing**: Store linen in a dedicated area. Do not touch the laundry.

Wash with what?

- Program in Chlorine Thermal disinfection**: Use 200 ppm Chlorine. Disinfectant provides best protection against infection. Use only if the washer is fully loaded.
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AFTER CLEANING


- Washer: clean, dry, disinfect
- Dryer: clean, dry, disinfect
- Sorting: clean, dry, disinfect
- Storage: clean, dry, disinfect

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Enhanced Cleaning and Disinfection
Laundry Guidelines

Collecting & Handling Procedures

- Wear appropriate PPE
- Collect soiled linen from guest rooms and separate into different labeled carts with cover: 1 cart for bath linen, 1 cart for bed linen, etc
- Remove gloves, sanitize hands with alcohol-based sanitizer, then put on new gloves before handling clean linen
- Use color-coded cart/trolleys for soiled linen (red) and clean linen (green)
- If linen chute is used, schedule time to use linen chutes so that no one is in the laundry when bags are dropped from high floors. Place an old mattress on the laundry floor to prevent bags from bursting when they land and minimize linen damage
- Wash laundry immediately when it arrives in laundry
- Clean and disinfect all critical touch point in laundry end of the day



For PPE check local public health guidelines

Consult Enhanced Laundry Guidelines and Linen Flow Chart for more details.

In case of suspected cases: see Enhanced Cleaning & Disinfection Laundry Guidelines for specific recommendations

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Reassure Residents, Visitors and Employees





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Reassure your residents and visitors

Enhanced disinfection protocols and increased emphasis on hand hygiene, respiratory etiquette, need to be visible for residents and visitors.

Reassure by showing them you care. Communicate to relatives about hygiene routines as well as increase visibility of products and procedures.

We will provide you **posters, signs and other communication materials** to encourage your clients to practice good hygiene, such as use alcohol hand rubs, practice social distance or to prove how often and with what highly efficacious disinfectants you clean critical areas.





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Regaining trust: making the invisible visible

Building trust around your hygiene levels can be crucial for your business success going forward.

Diversey supports you with professional cleaning and disinfection products as well as enhanced cleaning programmes to achieve reliable results. Following our advice, you will provide a safe and hygienic environment for residents and staff.

- Information sheets and stickers for the entrance of your facilities, as a letter or email
- Items to inform about the frequency of disinfection
- Items to involve your visitors in disinfection practices and hand washing





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Reassure your employees

Staff morale and commitment are of second-to-none importance in a safe facility daily operation.

❓ **Reassure employees** and inform them of the risk assessment and corrective measures in place to follow, to ensure best-in-class risk management.

❓ **Enable employees** by providing them the PPEs, training, tools and guidelines they need.

Solutions:

- **Enhanced Operating Procedures and Wall charts**
- **Online training materials**
- **Enhanced Hand Hygiene and Skin care access and guidelines**
- **The right PPEs**





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Health screening

Should you be at work today?



- Employees who have symptoms of acute respiratory illness are required to stay home until they are free of (signs of) fever, and any other symptoms for at least 24 hours.
- If an employee tests positive for COVID-19, **follow your local health authority's guidelines and requirements.**
- Employees who have a sick family member at home with COVID-19, should notify their supervisor.
- Employers need to inform employees if another employee is confirmed to have COVID-19 infection (but maintain confidentiality as required by law)
- In general, any of the following symptoms should trigger immediate ban from the premises: vomiting, diarrhea, stomach cramps, nausea and fever.

Sick or Not Sick?
Should you be at work today?

Want to test your knowledge about whether a food handler is too sick to work? Can they be allowed to do food preparation or do they need to be put on restricted duty or sent home?

Questions:

1. The employee vomited once last night, but has not vomited this morning and shows no other symptoms of being sick.
2. The employee's eyes appear to have developed a yellow color over the weekend. They had a bit fever, but otherwise do not appear to be sick.
3. The employee's eyes are puffy and their nose is runny, but they do not have a fever or sore throat.

Answers: 1. Yes, 2. No, 3. No

Feeling sick?
Should you be at work today?

It is up to you to protect our guests, and each other from infectious diseases. **STOP** Sick side for you! Report sick today!

You may have a gastrointestinal illness or stomach bug (and should not work) if you have:

- Unexplained vomiting or diarrhea
- Stomach pain or cramps
- Blood in stool or vomit
- Fever (temperature of 100.4°F or higher)

You may have a respiratory illness or cold/flu (and should not work) if you have:

- Sore throat with fever over 100.4°F
- Coughing, sneezing, or wheezing with lung pain

You may have another communicable (spreadable) illness if you have:

- Unusual rashes or sores (which may include body sores and lesions)
- Flu-like and/or meningitis-like symptoms
- Fever or temperature over 100.4°F
- Eye pain or discharge (although from eye)
- Headache (which may be from sinusitis)
- Unexplained loss of consciousness
- Unexplained loss of consciousness with another, not fully clear

Re-train and remind staff, residents and visitors

Good personal etiquette and hygiene practices



Cover your nose and mouth
when coughing or sneezing



Use a tissue and dispose of
once used



Always perform hand
hygiene after coughing,
sneezing, or disposing of
tissues



And keep in mind:

- Keep your hands away from your mouth, nose and eyes
- Avoid contact with individuals at risk or already visibly sick
- Perform hand hygiene immediately if you come in contact with blood or body fluids from another person
- Post reminder posters on good personal hygiene practices in visible places (digital version of these can be supplied by your Diversey contact)





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Why hand hygiene matters?

70% of all infections are caused by contaminated hands

Did you know that 1 in 5 people don't wash their hands and of those that do, only 30% use soap?



Proper hand hygiene is the simplest and cheapest way to prevent spreading infections and save lives

Ask us how we can help you improve your hand hygiene and infection prevention routines to make them work for you.

World Health Organisation, "WHO Guidelines on hand hygiene in health care", WHO Press, 2009; Geneva Switzerland.





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Reinforce enhanced personal hygiene

Protect your residents, visitors and employees

ENABLE

Protect your residents by providing “hand hygiene moments” in critical points throughout your facility. Increase emphasis on hand hygiene and respiratory etiquette.

Ensure adequate supplies of alcohol-based hand rub (ABHR) and availability of soap and clean water. Increasing availability of hand hygiene across the facility will help you **improve Infection Prevention and create safe, responsible environment.**

- Ensure sinks have filled dispensers and they are operational
- Ensure facility is fully stocked with soap, hand rub and disposable towels

We can offer a variety of hand hygiene solutions from wall mounted automatic dispensers, stand alone bottles to personal handy bottles to mob



TRAIN

Require employees to perform hand hygiene frequently, in particular at the beginning of the workday, before and after touching residents, after using the toilet, before and after preparing food, and before eating. Encourage and support residents and visitors to perform hand hygiene frequently, in particular when hands are soiled, before and after touching other people (although this should be avoided as much as possible), after using the toilet, before eating, and after coughing or sneezing.

Encourage thorough hand washing

- On-site: using our how-to-guides
- Online: using our videos for right performance of hand washing and hand rub



Hand Hygiene Online Training Modules x2

How to wash hands
How to sanitiser hands

REMIND

Increase hand hygiene awareness

Activate campaigns promoted by Diversey:

- World Hand Hygiene Day
- Global Hand Washing Day
- Are you Ready (Flu season)
- Infection Prevention Week



Post signs / reminders encouraging good hand hygiene practices

- Backboards
- Posters
- Colour-coding
- Dispenser placards





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Your Moments for Hand Hygiene in LTC

In the resident's environment, where care is taking place – the essential indications of hand hygiene can be simplified into 4 moments:



1	BEFORE TOUCHING A PATIENT	WHEN?	Clean your hands before touching a patient.
		WHY?	To protect the patient against harmful germs carried on your hands.
2	BEFORE CLEAN/ ASEPTIC PROCEDURE	WHEN?	Clean your hands immediately before performing a clean/aseptic procedure.
		WHY?	To protect the patient against harmful germs, including the patient's own, from entering his/her body.
3	AFTER BODY FLUID EXPOSURE RISK	WHEN?	Clean your hands immediately after a procedure involving exposure risk to body fluids (and after glove removal).
		WHY?	To protect yourself and the environment from harmful patient germs.
4	AFTER TOUCHING A PATIENT	WHEN?	Clean your hands after touching the patient at the end of the encounter or when the encounter is interrupted.
		WHY?	To protect yourself and the environment from harmful patient germs.



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Protecting every moment

We can offer you variety of **hand hygiene solutions from wall mounted automatic dispensers, stand alone bottles, personal handy bottles, bulk fill dispenser to mobile stations.**

IntelliCare is one of our innovations in hand hygiene:



COMPLIANCE COMPANION

Never let empty bottles, flat batteries, broken dispensers or harsh hand products affect your hand hygiene compliance

HYBRID TECHNOLOGY

Automatic switch from touch-less to manual operation to ensure hand hygiene is always possible

REPLENISHMENT ALERTS

Advanced warning alerts (blinking lights) to replace cartridges and batteries.

VERSATILE

Fill the dispenser with the product of your choice of hand washes, alcohol gels and reconditioning creams in liquid or foam formats



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Best-in-class Alcohol-Based Hand Rubs



ALCOHOL BASED

Soft Care Des E contains 71.5% ethanol.

EFFICACIOUS

Kills significant pathogenic bacteria, viruses, fungi and yeasts including:
Carbapenem resistant bacteria, MRSA, VRE, Norovirus, Influenza

RESPECTFUL TO SKIN

Dermatologically tested to confirm its skin mildness. contains moisturisers and skin softening emollients to keep the skin supple.

FREE FROM

Free from known allergens fragrance & dye and undesirable ingredients like triclosan and parabens

- Efficacious against SARS-CoV-2
- Mild, apt for frequent use
- Available in multiple formats



30
SECS

BACTERICIDAL

Des E, Des E Spray
EN1500

30
SECS

VIRUCIDAL

Des E, Des E Spray
EN14476 (Mod Enveloped)



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Services and Expertise

- Our services and expertise **help ensure continual improvement in your cleaning and hygiene practices**, for improved patient outcomes.
- Training and support programmes, developed in collaboration with **infection control consultants**.
- Reinforces best practices, reduces the risk of HAIs, and **helps improve operational efficiency and sustainability**.



On-site
training
& E-learning



Cleaning and hygiene
process



Technical
Support



Collateral
materials



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Thank you.

