

HRP308

HOUSEKEEPING POLICY, PROCESSES AND PROCEDURES



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1. POLICY INTRODUCTION

The basic concepts of the housekeeping started from keeping domestic houses clean and has gradually come to maintaining high standard of cleanliness at a commercial level. Besides this, housekeeping also contributes in saving cost related to labor, cleaning material, equipment, furnishing and the like in every type of establishment. It also helps in reducing hazards that may cause injury and ill health.

Good housekeeping involves the principle of waste elimination through workplace organization. The House Keeping Policy and Procedure is created to prevent or mitigate the spread of any diseases. This policy is strictly related to general housekeeping, and it is not concerned with clinical related cleaning and to the use of disinfectants and sterilization.

2. SCOPE

This policy and procedure applies to all National Ambulance facilities including Stations / Offices / Warehouse / Ambulance storage area.

3. ROLES AND RESPONSIBILITIES

1. HR & Corporate Services Manager Role Description

- Establish regular staff meeting with concerned department in order to communicate, inform the office aides about changes, upcoming events in order to educate them about the expectations.
- Pay attention to:
 - ✓ The quality of the Office Aides work (do's and don'ts).
 - ✓ The grooming and presentation of office Aides.
- Find a reliable sources of outsourcing office aides to cover permanent office aides leaves when necessary.

2. Supply Chain Manager is responsible for oversight and monitor the cleaning supplies to be supplied to all area, and in the warehouse

3. Chief Administrative Medical Officer/Medical Delegate is responsible overseeing the infection control aspect of this Policy and Procedure. The Medical Director will also provide advice and recommendations related to infection control.

4. Clinical Governance & Audit Officer works under the direction of the MD in facilitating the needs of the Infection Control Programme, and ensuring implementation of it via the Infection Control Coordinator

5. Infection Control Coordinator oversee and monitor the implementation of infection control practices in the working area and ensure office aids and cleaner are familiar with infection control practices

Office Aid

- Assist administrative staff in performing their duties
 - ✓ Maintain the public areas so that they are in a clean and tidy condition at all times
 - ✓ Keep offices areas clean with bins being cleared daily and offices cleaned weekly
 - ✓ Monitor office equipment and advise when maintenance required
 - ✓ Monitor and resupply office consumables, such as photocopy machine, coffee machine and
- other supplies as required and at least daily

Sort and distribute mail



- ✓ Service beverages to managers, executives, and guests, only as required

4. POLICY STATEMENT

Housekeeping is related to cleanliness, order, and sanitation. Floors are to be clean and dry. Aisles and passageways are to have sufficient clearance. They are to be kept clear without obstructions that could create a hazard.

In addition, housekeeping includes everything from windows and floor cleaning, internal and external area cleaning, deep cleaning, drainage maintenance and waste management. General housekeeping is to be performed once a day. Deep cleaning is to be conducted once a week.

Routine cleaning of surfaces and non- patient care items shall be performed according to a predetermined schedule and shall be enough to keep surfaces clean and dust free.

4.1. COLOR CODING

Refer to CGP129 – Infection Control Programme

4.2. CLEANING MATERIALS

Item Code	Item
CP09907	Air Freshener Glade Lavender 350 ML
CP09906	Air Wick Fresh Matic 250 ML
CP00347	Car Shampoo 1 LTR
CP09918	Clorox 3.78 Liter Original
	Dettol Antiseptic Disinfectant Table Cleaner
CP09914	Dettol Green 3ltr/3.78ltr (All Purpose Floor Cleaner)
CP09908	Dishwasher Detergent Tabs Finish Powerball
CP09916	Fairy Dish Wash 1.5L
CP00120	Hand wash Lotion Lux
CP09966	Jiff Cream Lemon 500 ml

Item Code	Item
CP01075	Broom Handle
CP01013	Broom Head (soft)
CP10050	Bucket Mixing Blue
CP01151	Bucket Mop Squeezer Blue 20ltr
CP00336	Chamois/Microfiber Cloth
CP0012188	Mop Handle Blue.
CP00700	Mop Head White (without handle)
CP09967	Scotch Brite Sponge 1 x 6
CP00026	Sponge Car Cleaning
CP09917	Sponge Cloth Rectangle 1X4
CP01180	Towel-Kitchen
CP01834	Whisk Broom

4.3. CLEANING PRODUCTS

Three types of cleaning solutions are used during housekeeping. It is essential that housekeeping staff understand the different types of cleaning agents and how each should be used.

1. Plain detergent and water

This is used for **low-risk** areas and general cleaning tasks. Detergents remove dirt and organic material and dissolve or suspend grease, oil and other matter so it can easily be removed by scrubbing.

2. Disinfectant solution

Disinfectants rapidly kill or inactivate infectious micro-organisms during the cleaning process. Disinfectants are also used to decontaminate an area so that it is safer for staff to clean.

3. Disinfectant/Detergent cleaning solution

This solution contains a disinfectant, detergent, and water and is used for cleaning areas that may be contaminated with infectious materials (such as toilets). **The solution must contain both disinfectant and detergent.** Disinfectants rapidly kill or deactivate infectious micro-organisms during the cleaning process, while detergents remove dirt and organic material, which cannot be done by water or disinfectants alone.

4.4. CHEMICAL AND CLEANING MATERIALS STORAGE

Follow the manufacturer's instructions



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4.5. THE FOLLOWING WORKPLACE HOUSEKEEPING.

DO:

- Minimize fire hazards by keeping workplace free of obstructions.
- Ensure that exits and aisles are clear of obstructions to allow easy evacuation of the building.
- Ensure exit signs are properly located, lit appropriately, and visible.
- Place all rubbish in designated areas and ensure that it is cleared at reasonable intervals.
- Ensure work area is free of tripping hazards e.g.: cables across the floor, if present, ensure that they are adequately signed.
- Regularly check all portable electrical appliances and ensure that certification is issued.
- Clean air vents and filters to maintain ventilation efficiency.
- Clean up spills promptly according to CGW102 Dealing with Spill workflow, using personal protective equipment (PPE) where necessary.
- Properly post signs related to spills or potential slip hazards before it is mopped up.
- Report hazards such as uneven boards, cracks, and burnt-out lights to your manager and QHSE. Fix immediately if possible.
- Bundle hoses and cables when not in use.

DO NOT:

- Do not pile materials around fire extinguishers, sprinklers, or emergency exits.
- Do not place materials on stairs.
- Do not use boxes as chairs or ladders.
- Do not reach into waste container, dump its contents, or remove waste from the waste bag.
- Do not blow off dust with compressed air. Use a vacuum or brush.
- Do not use bare hands when collecting waste. Wear gloves to avoid cuts and splinters.

5. RELEVANT LEGISLATION

International, federal or local legislation and circulars relevant to this Policy. Full detail on this legislation can be found in QHP109 Legal Register.

Code, Name of Legislation / Standard	Jurisdiction
DOH	

6. PROCEDURE

Housekeeping areas are divided into:

1. Low-risk – Offices, walls, floors.
2. High-risk – areas where contamination is expected, e.g. toilets, sinks, waste containers.

CLEANING ROUTINE

1. Low-Risk Areas

Walls and ceilings:

- Clean with water and detergent using a damp cloth
- Ensure routine damp dusting
- Always keep surfaces dry
- Wipe chairs and counters with a damp cloth, water and detergent.

Floors:

- Clean regularly when needed to keep areas clean using detergent and water
- Do not use dry brooms to avoid dust.



2. High-Risk Areas

Sinks:

- Use a disinfectant cleaning solution with a cloth or brush
- Rinse with clean water.

Toilets and latrines:

- Wear utility gloves
- Use a disinfectant cleaning solution, scrub daily or as required with a separate cloth or brush.

Waste containers:

- Wear rubber gloves
- Use a detergent solution, scrub to remove soil and organic material.

6.1. PER AREA

Item/Task and Location	Frequency of Cleaning/ Disinfection	Agent, Equipment and Supplies Needed	Procedure/Remarks
Cleaning cloths	Daily after use.	<ul style="list-style-type: none"> • Liquid detergent and water. • Approved Disinfectant. • Clean water. • Bucket. 	<ul style="list-style-type: none"> • Rinse in soapy water. • Disinfect in high-risk areas after each use and at night. • Dry and store. • Dispose if heavily contaminated.
Floor, mops, brooms, brushes	Clean and disinfect after use.	<ul style="list-style-type: none"> • Liquid detergent and water. • Approved Disinfectant. 	<ul style="list-style-type: none"> • Wash thoroughly with detergent after each use. • Rinse in water. • Immerse in disinfectant for 30 minutes then dry. • Always color code and confine use of each mop to its designated room, e.g. kitchen, toilet, ward, etc. • DO NOT MIX MOPS • Mops should be stored dry and upright with head up.
Plastic buckets used during cleaning	Daily after use or as required.	<ul style="list-style-type: none"> • Abrasive materials to clean. • Liquid detergent and water. 	<ul style="list-style-type: none"> • Each area to have its own bucket.
Ablution area, Toilets	<ul style="list-style-type: none"> • Thorough daily cleaning. • Clean when soiled. • Clean between staff usage. 	<ul style="list-style-type: none"> • Liquid detergent and water. • Approved Disinfectant. 	<ul style="list-style-type: none"> • Use a low-level disinfectant.
Floors, Walls	<ul style="list-style-type: none"> • Scrub floors with soap and water daily. • Clean walls once a week or as necessary. 	<ul style="list-style-type: none"> • Liquid detergent and warm water. 	
Drains	Once per week and as necessary.	<ul style="list-style-type: none"> • Liquid detergent and water. • Drain cleaner for Unblocking the drain. 	<ul style="list-style-type: none"> • Pour hot soapy water down the drain. If blocked use plunger (color-coded). • Use drain cleaner only if necessary.
Carpets	<ul style="list-style-type: none"> • Vacuum daily. • Wash quarterly. 	<ul style="list-style-type: none"> • Carpet shampoo or warm soapy water. 	<ul style="list-style-type: none"> • Vacuum routinely and wash thoroughly quarterly.
Electronic equipment	<ul style="list-style-type: none"> • Wipe surfaces between use 	<ul style="list-style-type: none"> • Approved Disinfectant wipes 	
Furniture	<ul style="list-style-type: none"> • Routine damp dusting. 	<ul style="list-style-type: none"> • Liquid detergent and warm water. 	<ul style="list-style-type: none"> • Damp dust with detergent soap solution.

	<ul style="list-style-type: none"> • If contaminated wipe with disinfectant and leave to dry. 	<ul style="list-style-type: none"> • Spills using approved Disinfectant wipes. 	<ul style="list-style-type: none"> • If contaminated wipe with approved disinfectant wipes
Sinks <ul style="list-style-type: none"> • Kitchen • Other 	<ul style="list-style-type: none"> • Daily or as necessary. 	<ul style="list-style-type: none"> • Liquid detergent and warm water. 	
Pharmacy	<ul style="list-style-type: none"> • Wipe at end of each day 	<ul style="list-style-type: none"> • Liquid detergent and warm water. • Approved disinfectant. 	
Floors: <ul style="list-style-type: none"> • General areas 	<ul style="list-style-type: none"> • Thorough damp cleaning daily. • Cleaning when soiled. • Damp mop. • Once daily and as necessary. 	<ul style="list-style-type: none"> • Liquid detergent and warm water. 	<ul style="list-style-type: none"> • Use color coded mops to prevent cross contamination between areas.
Kitchen: <ul style="list-style-type: none"> • Food • Pots, Pans • Refrigerators • Freezers • Cupboards 	<ul style="list-style-type: none"> • Cover to prevent contamination by flies, ants, cockroaches, dust after each use. • After each use rinse with warm water and dry on a rack. • Defrost every two weeks. • Wash once a week and rinse with clean water. 	<ul style="list-style-type: none"> • Liquid detergent and hot soapy water. • Warm soapy water. • Liquid detergent and warm water. • Liquid detergent and warm water. 	<ul style="list-style-type: none"> • Wash after use and daily with detergent, hot water and store dry. • Dry and store. • Clean 3 times a week with detergent and water or as necessary.

7. RELATED POLICIES AND FORMS

List related policies and procedures to the created/updated policy.

Policy & Procedure /Form
CGP129 Infection Control Program
CGP153 Deep Clean and Standard Cleaning Procedure
CGW102 Dealing with Spill workflow

8. FEEDBACK

Any feedback or suggestions for improvement to this Policy, Processes or Procedures can be submitted to

qhse@nationalambulance.ae

9. DOCUMENT CONTROL AND OWNERSHIP

A review and update of this document will take place as necessary, when changes occur that identify the need to revise this Policy such as changes in roles and responsibilities, release of new legislative or technical guidance, or identification of a new policy area.

This document ownership for editing is identified as:

- HR & Corporate Services Manager



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Change Brief

Version No.	Date	Change
1	November 2020	New Document
1	June 2022	Corrected the Job title as per the existing Organization Chart Changed "Chief Administrative Officer" to "CAMO" Modified as per the standard template

CEO Approval

Board Member Verification