



**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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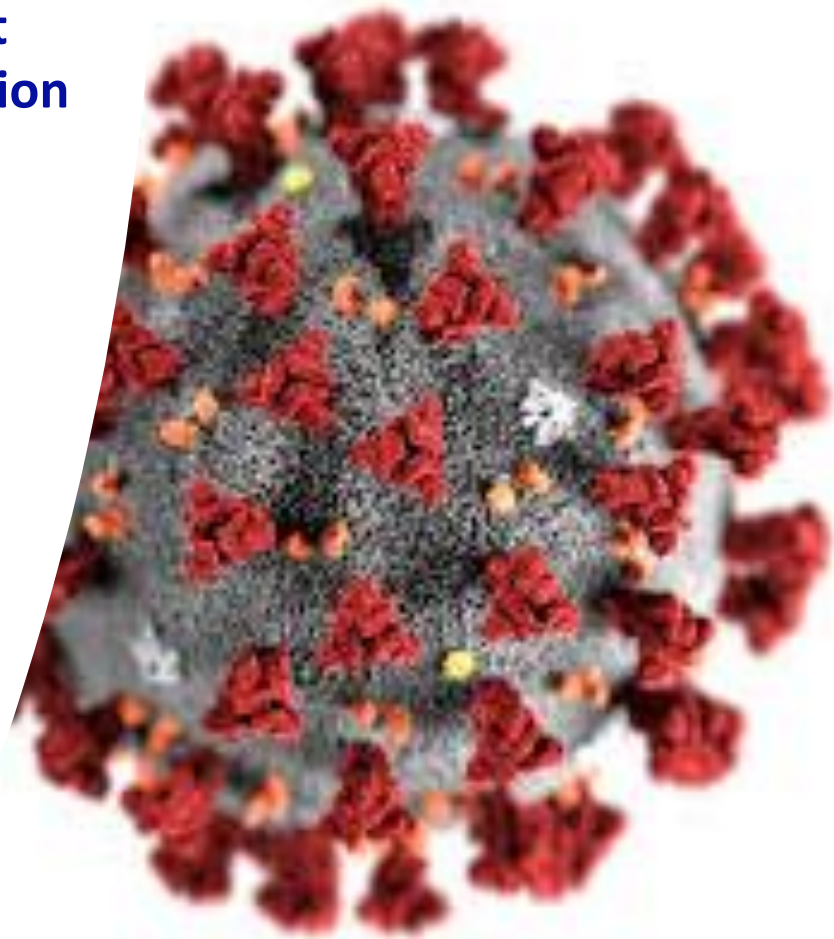
## From good to great standards of infection prevention

**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....



RESIDENT EXPERIENCE



PEOPLE AND  
SAFETY



BUDGET CONTROL



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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



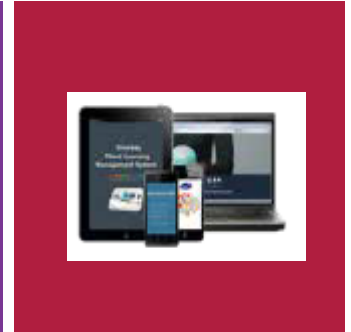
**Reinforcing Personal Hygiene**

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.
- Seal and bag**: Place linen in a dedicated bag. Seal the bag. Do not mix with other laundry.
- Do NOT put in washer**: Do not put soiled linen directly into the washer. This can cause cross-contamination.
- Washing linen**: Wash linen in a dedicated washer. Use appropriate detergent and temperature.

**Step 2: Unloading washer / drying**

- Unloading washer**: Use a dedicated trolley. Do not mix with other laundry.
- Drying**: Dry linen in a dedicated dryer. Use appropriate temperature and time.
- Sorting**: Sort linen by type and color. Do not mix with other laundry.
- Storing**: Store linen in a dedicated storage area. Do not mix with other laundry.

**Wash with what?**

**Program 1: Chlorine Thermal disinfection**

- Use 200 ppm Chlorine
- Temperature: 130°C for 30 minutes
- Rinse: 2 times with 20°C water

**Program 2: Chlorine Thermal disinfection**

- Use 200 ppm Chlorine
- Temperature: 130°C for 30 minutes
- Rinse: 2 times with 20°C water

**Program 3: Chlorine Thermal disinfection**

- Use 200 ppm Chlorine
- Temperature: 130°C for 30 minutes
- Rinse: 2 times with 20°C water

**Program 4: Chlorine Thermal disinfection**

- Use 200 ppm Chlorine
- Temperature: 130°C for 30 minutes
- Rinse: 2 times with 20°C water

**BEFORE CLEANING**


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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 **colour** 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

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



For PPE check local public health guidelines

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

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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**

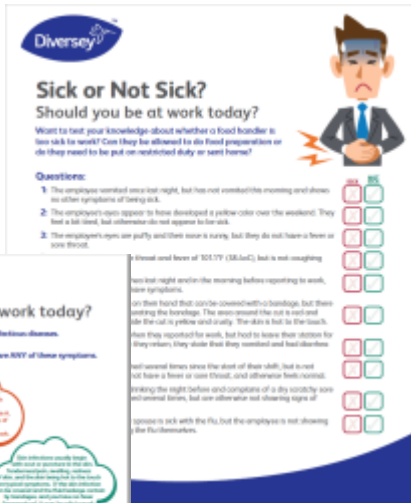


# Health screening

## 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:**

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

**Answers:**

1. **NO** (Red)

2. **NO** (Red)

3. **NO** (Red)

4. **NO** (Red)

5. **NO** (Red)

6. **NO** (Red)

7. **NO** (Red)

8. **NO** (Red)

9. **NO** (Red)

10. **NO** (Red)

11. **NO** (Red)

12. **NO** (Red)

13. **NO** (Red)

14. **NO** (Red)

15. **NO** (Red)

16. **NO** (Red)

17. **NO** (Red)

18. **NO** (Red)

19. **NO** (Red)

20. **NO** (Red)

21. **NO** (Red)

22. **NO** (Red)

23. **NO** (Red)

24. **NO** (Red)

25. **NO** (Red)

26. **NO** (Red)

27. **NO** (Red)

28. **NO** (Red)

29. **NO** (Red)

30. **NO** (Red)



**Feeling sick?**  
Should you be at work today?

It is up to you to protect our guests, and each other from infectious diseases.

**STOP**  
Do not work if you have any of these symptoms.

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

- Unexplained vomiting or diarrhea
- Diarrhea (2 or more episodes) not using an toilet need period on over 2 hours.
- Severe lethargy of fatigue or dizziness

**You may have a respiratory illness or bad cold and should not work if you have:**

- Sore throat with a fever over 101°F (38°C)
- Coughing, sneezing, or wheezing with lung pain.

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

- Unusual rashes, sores, or blisters which may include body sores and lesions
- The same swollen, tender or leaky sores
- Fever or temperature over 101°F (38°C)
- No eye or nose discharge from eye
- Rash, itching, hives, or skin eruptions may be persistent and last several days
- Red, swollen, or painful eyes - eye with pus, red, itchy eye

**You should not work if you have any of the following symptoms:**

- If you have any of the following symptoms: (Diarrhea, Vomiting, Stomach pain, Nausea, Unexplained weight loss, or other symptoms)
- If you have any of the following symptoms: (Fever, Sore throat, Cough, Sneezing, Wheezing, or other symptoms)
- If you have any of the following symptoms: (Unusual rashes, sores, or blisters, eye discharge, or other symptoms)



# 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

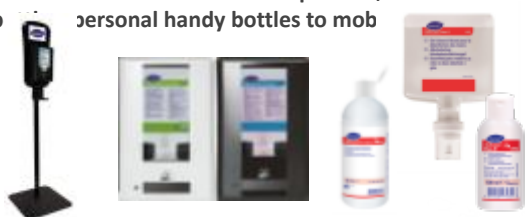
### ENABLE

**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



Videos



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:



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



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



## 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

**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.*

