

## AW0200 - LAUNDRY SERVICES

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 dimension 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 ensure the delivery of high-quality and safe laundry services through a collaborative partnership between contracted laundry service providers and Interior Health employees.

### 2.0 DEFINITIONS

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

### 3.0 POLICY

#### 3.1 Teamwork

All Interior Health employees and contractors providing laundry services actively foster healthy relationships and ensure seamless operation to meet the goals of the facilities.

#### 3.2 Infection Prevention & Control and Quality Assurance

- Soiled linen handling complies with infection prevention and control guidelines and industry accreditation standards, by both Interior Health and contractor employees.

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- Linen quality meets industry standards and the Interior Health [Linen Quality Standards Document](#). Interior Health employees must not discard third party vendor linen into the waste stream. Third party vendor linen that is found to be not acceptable will be sent back to the contractor using the [orange bag quality assurance program](#).
- Customer owned goods that are unserviceable are assessed by Interior Health employees and repaired or discarded as required.
- All surgical linen are handled and maintained in accordance with related Canadian Standards Association (CSA) standards.

#### 3.3 Safe Linen Handling

All Interior Health employees are responsible for ensuring the distribution of clean linen and full soiled linen bags are handled safely and appropriately.

- Follow Interior Health safe work practices to protect the safety of all.
- Must follow [musculoskeletal injury prevention program](#) to ensure best safety practice and reduce risk of injury.
- Employees must ensure soiled linen bags are not overfilled.
- Employees are responsible for removing full hampers before the end of their shift.
- Employees must take full, tied-off linen bags to the department's 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.

#### 3.4 Inventory Management

Interior Health employee ensures that their sites have the appropriate inventory levels to provide safe, hygienic care and services. Sites ensure they are being good stewards of resources and do not carry more than the necessary established levels of linen products.

#### 3.5 Financial Considerations

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

### 4.0 PROCEDURES

Sites receive service from either third-party vendor laundry or onsite laundry. The model of laundry service provided is determined on a site-by-site basis.

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**4.1 Contracted Laundry Service Models**

**Bulk to Dock**

Contractor

- Provide carts of clean bulk laundry to the designated area or dock.
- Collect soiled linen from the designated storage area or dock.

Interior Health employee

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

**Cart Make up to Dock**

Contractor

- Provide carts of custom packed clean laundry to the designated area or dock.
- Collect soiled linen from designated area or dock and remove from facility.

Interior Health employee

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

**Cart Make up to User**

Contractor

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

Interior Health employee

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

**Full Scope**

Contractor

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

Interior Health employee

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

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**4.2 Onsite Laundry Service**

Primary Service:

- Services are performed by Interior Health employees onsite.

Secondary Service:

- Services are performed by Interior Health employees and include daily pickup of soiled linen and delivery of clean linen.

**4.3 Resident Laundry Service**

- Interior Health provides laundry services for residents' personal laundry in long-term care facilities.
- 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)**

- 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.
- Interior Health 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.
  - 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 INTERIOR HEALTH policy [IF0100: Routine practices for all areas](#).

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**5.0 REFERENCES**

1. [Interior Health – Laundry Services Linen Quality Standards](#)
2. [Orange bag quality assurance program.](#)
3. [Interior Health Musculoskeletal Injury Prevention Program](#)
4. CSA Canadian Medical Device Reprocessing Z314 – 18.20. Laundering, maintenance, and preparation of reusable gowns, drapes and wrappers Routine Practices and Additional Precautions for [Preventing the Transmission of Infection in Healthcare Settings - Canada.ca](#)
5. 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
6. Interior Health Infection Prevention & Control Manual. Section 03F – IF0100 – Routine Practices for Care Areas. 4.6 Environmental controls; [IF0100: Routine practices for all areas.](#)

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