


Work Health and Safety: Safe Work Practice: Cleaning & Security

Cleaning

(dusting/wiping of bathrooms, toilets, offices and general surfaces)

 Risks	Risk rating	Risk Controls
Injury to back, muscle, ligaments from repetitive use or stretching	Likelihood D Consequence 2 Rating = HIGH	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Only polish furniture or other items if specified in Care Plan <input checked="" type="checkbox"/> Do not lift heavy items to dust them <input checked="" type="checkbox"/> Only dust or clean items above shoulder height if specified in Care Plan <input checked="" type="checkbox"/> Limit amount of time and effort put into cleaning hard to reach and stained surfaces – the surface does not need to be spotless <input checked="" type="checkbox"/> No working from knees <input checked="" type="checkbox"/> Allow time for cleaning agent to work <input checked="" type="checkbox"/> Use long handled brushes and bend knees and arms – DO NOT BEND YOUR BACK
Injury to back, muscle, ligaments, bones from fall, trip or slip	Likelihood C Consequence 3 Rating = HIGH	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Clean slippery substances before someone can step on them <input checked="" type="checkbox"/> Cleaner to wear non-slip footwear <input checked="" type="checkbox"/> Ensure others know that floor is wet <input checked="" type="checkbox"/> Follow SWP – Floor cleaning
Irritation to eyes and respiratory system from dust	Likelihood D Consequence 4 Rating = LOW	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Do not dust if you have an allergy to dust
Respiratory damage from inhalation of bleach	Likelihood C Consequence 3 Rating = HIGH	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Always wear gloves, eye protection and respiratory mask. <input checked="" type="checkbox"/> Only use the approved brands and unfragranced bleaches <input checked="" type="checkbox"/> Decant from container to bucket in a well ventilated area <input checked="" type="checkbox"/> Mix with cool not hot water (water first then add bleach) <input checked="" type="checkbox"/> Never mix bleach with any product, especially ammonia or vinegar as this creates a toxic gas. <input checked="" type="checkbox"/> Use in a well ventilated area. Build up of mists or vapours in the atmosphere must be prevented. <input checked="" type="checkbox"/> Avoid using bleach for long periods of time and frequently in one day
Irritation to eyes and skin from contact with hazardous cleaning products e.g., bleach	Likelihood C Consequence 4 Rating = MODERATE	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Only use the approved brands and fragranced bleaches <input checked="" type="checkbox"/> Decant from container to bucket slowly and in a way unlikely to cause splashing <input checked="" type="checkbox"/> Always wear gloves, eye protection and respiratory mask.

		<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Avoid using bleach for long periods of time and frequently in one day <input checked="" type="checkbox"/> First aid - in case of contact with eyes, rinse immediately with plenty of water and seek medical advice.
Poisoning from ingestion of hazardous substance e.g., bleach	Likelihood E Consequence 3 Rating = MODERATE	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> If bleach has been used maintain high standards of personal hygiene, especially hand washing <input checked="" type="checkbox"/> First aid - DO NOT INDUCE VOMITING, give a glass of water to effectively. Contact a Doctor or Poisons Information Centre (Ph: 131 126) <input checked="" type="checkbox"/> Store bleach in the original container in a cool, well-ventilated place away from foodstuffs and children.
Infection from dirty dishes	Likelihood D Consequence 3 Rating = MODERATE	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Change water if it becomes too dirty or oily <input checked="" type="checkbox"/> Ensure that all food is removed from dishes <input checked="" type="checkbox"/> Do not use wet or dirty tea towels to dry dishes
Burns from contact with hot water	Likelihood: D Consequence: 2 Rating = LOW	<input checked="" type="checkbox"/> Ensure the water filling the sink is not too hot. <i>(If the hot water is too hot request that maintenance change the thermostat on the hot water heater)</i>
Damage to surfaces/ clothing from concentrated bleach	Likelihood E Consequence 4 Rating = LOW	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Always dilute bleach <input checked="" type="checkbox"/> Take extreme care around valuable clothing and surfaces
Irritation to eyes and respiratory system from chemical splash or vapour	Likelihood D Consequence 4 Rating = LOW	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Hold spray at arm's length <input checked="" type="checkbox"/> Wear eye protection when bleach is applied with a brush <input checked="" type="checkbox"/> Only use non-hazardous detergents (see Hazardous Substances Register)
Infection from contact with infectious waste e.g., excreta	Likelihood E Consequence 4 Rating = LOW	<input checked="" type="checkbox"/> Wear gloves

Equipment required:

<i>Mercy Services equipment</i>	<i>Others equipment</i>
<p>Worker to wear <u>footwear</u> that is fully enclosed, slip resistant sole, water repellent/resistant and provides adequate support.</p> <p>Cleaning equipment: Toilet brush, duster, microfiber cloth, scourer, cloth/sponge, dishcloth, paper towel, mop, plastic bag, brush, <i>(if at Mercy Services venue)</i></p> <p>Acceptable cleaning detergents: - Cleaning vinegar (used as surface cleaner and disinfectant)</p>	<p>Toilet brush, duster, microfiber cloth, cloth/sponge, dishcloth, scourer, paper towel, mop, plastic bag, brush, <i>(if at client's home)</i></p> <p>Acceptable cleaning detergents: - Cleaning vinegar - Other non-hazardous detergents and disinfectant</p> <p>Acceptable bleach products: - Black & Gold Regular Bleach (IGA) - SmartBuy Regular Bleach (Coles) - Homebrand Regular Bleach (Woolworths)</p>

<p>Personal Protective Equipment required: gloves (with respiratory mask and eye protection when bleach is applied with a brush)</p>	
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Activity	Worker behaviour	Client/other's behaviour
1. Preparation	a) Apply PPE as required by task b) Tell client when you are about to start cleaning dishes and ask if there are any dirty dishes around the house that need washing c) Obtain cleaning materials (cleaning cloths should be large enough to be efficient but small enough to squeeze out excess water with no more than two squeezing motions.) d) Clear the area of hazards and unnecessary items	<i>Clients and others to:</i> <ul style="list-style-type: none"> • Ensure suitable cleaning solutions are available • Ensures cleaning equipment is in a suitable condition • Inform CCA of any specific cleaning needs • Stay away from area to be cleaned
2. Preparation for cleaning with bleach	a) Check toilet/bathroom is unoccupied b) Ventilate area by opening windows and turning on exhaust fan c) Collect required equipment - cloths should be large enough to be efficient but small enough to squeeze out excess water with no more than two squeezing motions. d) Put required amount of water into bucket e) For mould removal on tiles/grout use 50% cool water and 50% bleach f) For general cleaning use 90% cool water and 10% bleach g) Decant and dilute bleach into a bucket slowly and in a way unlikely to cause splashing (solutions lose their strength after 24 hours. If there is no odour of bleach discard the solution.)	<i>Clients and others to:</i> <ul style="list-style-type: none"> • Ensure suitable cleaning solutions are available • Ensures cleaning equipment is in a suitable condition • Inform CCA of any specific cleaning needs • Stay away from area to be cleaned
3. Dust and/or clean surfaces	a) Damp-dust furniture, windowsills, skirting boards - damp-dusting is recommended rather than use of chemicals b) Remove and damp dust any light items below shoulder height. c) Rinse dusting cloth d) Use effective cleaning products and leave time for the cleaning products to work e) Divide work into sections to allow task rotation f) Alternate arms to reduce muscle fatigue g) Use well designed tools that match your height, strength and endurance	<i>Clients and others to:</i> <ul style="list-style-type: none"> • Ensure suitable cleaning solutions are available • Ensures cleaning equipment is in a suitable condition • Inform CCA of any specific cleaning needs • Stay away from area to be cleaned
4. Remove hazardous	a) Remove excreta from floor - using paper towel and plastic bag.	<i>Clients and others to:</i>

Activity	Worker behaviour	Client/other's behaviour
and/or solid waste	b) Dispose of plastic bag into the garbage bin.	<ul style="list-style-type: none"> • <i>Ensure suitable cleaning solutions are available</i> • <i>Ensures cleaning equipment is in a suitable condition</i> • <i>Inform CCA of any specific cleaning needs</i> • <i>Stay away from area to be cleaned</i>
5. Clean dishes	a) Before washing dishes dispose of food wastes b) Fill sink with adequately hot water and dishwashing liquid. c) Wash all surfaces of dishes d) Dry items and put them away.	<i>Clients and others to:</i> <ul style="list-style-type: none"> • <i>Ensure suitable cleaning solutions are available</i> • <i>Ensures cleaning equipment is in a suitable condition</i> • <i>Inform CCA of any specific cleaning needs</i> • <i>Stay away from area to be cleaned</i>
6. Cleaning with bleach solution	a) Apply bleach solution and leave surfaces (toilet, basin, bath/shower) for “5 minutes” so it can work on the grime b) Scrub the bleach solution into the grout with a brush (wear eye protection). c) Rinse off area d) Wipe away any moisture on the surface with a paper towel or suitable cloth.	<i>Clients and others to:</i> <ul style="list-style-type: none"> • <i>Ensure suitable cleaning solutions are available</i> • <i>Ensures cleaning equipment is in a suitable condition</i> • <i>Inform CCA of any specific cleaning needs</i> • <i>Stay away from area to be cleaned</i>
7. Clean basin and other surfaces	a) Apply cleaning agent and leave surfaces (toilet, basin, bath/shower) for “5 minutes” so it can work on the grime b) Wipe the cleaning agent off the area with a cloth/sponge c) Rinse the cloth/sponge and use it to cleaning area of dirt and cleaning agent	<i>Clients and others to:</i> <ul style="list-style-type: none"> • <i>Ensure suitable cleaning solutions are available</i> • <i>Ensures cleaning equipment is in a suitable condition</i> • <i>Inform CCA of any specific cleaning needs</i> • <i>Stay away from area to be cleaned</i>
8. Clean bath and/or shower	a) Use long handled brush on bath or shower ensuring that you have your feet apart as wide as the span of your shoulders and that you bend your arms and knees to move brush – DO NOT BEND YOUR BACK to put pressure on brush b) Rinse the bath/shower using a bucket of water or detachable shower rose using the body movements described above	<i>Clients and others to:</i> <ul style="list-style-type: none"> • <i>Ensure suitable cleaning solutions are available</i> • <i>Ensures cleaning equipment is in a suitable condition</i> • <i>Inform CCA of any specific cleaning needs</i> • <i>Stay away from area to be cleaned</i>
9. Clean toilet/commode	a) Use of the semi-squat and a toilet brush to scrub toilet bowl	<i>Clients and others to:</i>

Activity	Worker behaviour	Client/other's behaviour
	b) Flush the toilet c) Damp wipe cistern and lid with disinfectant on a paper towel d) Damp wipe toilet seat upper, then under with disinfectant on a paper towel e) Damp wipe external surface of bowl with disinfectant on a paper towel	<ul style="list-style-type: none"> • <i>Ensure suitable cleaning solutions are available</i> • <i>Ensures cleaning equipment is in a suitable condition</i> • <i>Inform CCA of any specific cleaning needs</i> • <i>Stay away from area to be cleaned</i>
10. Pack up after cleaning	a) Dispose of diluted bleach solutions down the drain b) Replace items removed from room before cleaning (e.g., shower chair) c) Put away equipment in appropriate places. If an old toothbrush was used throw it in the bin or store it in place where it will not be mistaken for a dental hygiene tool. d) Wash measuring device (if used) and cloth/sponge then place where they can dry out e) Remove gloves. f) Wash hands. g) Store bleach in the original container in a cool, well-ventilated place away from foodstuff and out of reach of children.	
11. Follow up	a) Remove gloves and wash hands. b) Document any incident and report it to your Coordinator immediately	

As at 07/10/15 this Safe Work Practice is authorised for use in:

<i>Service</i>	<i>Position</i>
Home Care Packages	Community Care Assistant
Home Support Program / National Disability Insurance Scheme	Community Care Assistant

Date for review of safe work practice: October 2018 (*or if injury or changes require*)

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COMPETENCY ASSESSMENT

Cleaning

Employee _____

Assessor _____

Date _____

Desired Outcome: *cleaning completed without injury to people or property*

Performance Criteria	Competence demonstrated	Comment
1. Preparation		
a) Applies PPE as required by task		
b) Tells client when about to start cleaning dishes and asks if there are any dirty dishes around the house that need washing		
c) Obtains suitable cleaning materials		
d) Clears the area of hazards and unnecessary items		
2. Preparation for cleaning with bleach		
a) Checks toilet/bathroom is unoccupied		
b) Ventilates area by opening windows and turning on exhaust fan		
c) Collects required equipment - cloths		
d) Puts required amount of water into bucket		
e) Adds appropriate cleaning solution for mould removal on tiles/grout		
f) Adds appropriate cleaning solution for general cleaning		
3. Dust and/or clean surfaces		
a) Damp-dusts furniture, windowsills, skirting boards		
b) Removes and damp dusts any light items below shoulder height.		
c) Rinses dusting cloth		
d) Uses effective cleaning products and leaves time for the cleaning products to work		
e) Divides work into sections to allow task rotation		
f) Alternates arms to reduce muscle fatigue		
g) Uses well designed tools that match CCA height, strength and endurance		
4. Remove hazardous and/or solid waste		
a) Removes excreta from floor - using paper towel and plastic bag.		
b) Disposes of plastic bag into the garbage bin.		
5. Clean dishes		

a) Before washes dishes disposes of food wastes appropriately		
b) Fills sink with adequately hot water and dishwashing liquid.		
c) Washes all surfaces of dishes		
d) Dries items and puts them away.		
6. Cleaning with Bleach solution		
a) Applies bleach solution and leaves surfaces (toilet, basin, bath/shower) for “5 minutes”		
b) Scrubs the bleach solution into the grout with a brush.		
c) Rinses off area		
d) Wipes away any moisture on the surface with a paper towel or suitable cloth.		
7. Clean basin and other surfaces		
a) Applies cleaning agent and leaves surfaces (toilet, basin, bath/shower) for “5 minutes” so it can work on the grime		
b) Wipes the cleaning agent off the area with a cloth/sponge		
c) Rinses the cloth/sponge and uses it to clean area of dirt and cleaning agent		
8. Clean bath and/or shower		
a) Uses long handled brush on bath or shower ensures feet are apart as wide as the span of shoulders and that you bend your arms and knees to move brush – DOES NOT BEND YOUR BACK to put pressure on brush		
b) Rinses the bath/shower using a bucket of water or detachable shower rose using the body movements described above		
9. Clean commode/toilet		
a) Uses semi-squat position and a toilet brush to scrub toilet bowl		
b) Flushes the toilet		
c) Damps wipe cistern and lid with disinfectant on a paper towel		
d) Damp wipes toilet seat upper, then under with disinfectant on a paper towel		
e) Damp wipes external surface of bowl with disinfectant on a paper towel		
10. Pack up after cleaning		
a) Disposes of diluted bleach solutions down the drain		
b) Replaces items removed from room before cleaning (e.g., shower chair)		
c) Puts away equipment in appropriate places. If an old toothbrush was used throws it in the bin		

or stores it in place where it will not be mistaken for a dental hygiene tool.		
d) Washes measuring device (if used) and cloth/sponge then places where they can dry out		
e) Removes gloves.		
f) Washes hands.		
g) Stores bleach in the original container in a cool, well-ventilated place away from foodstuff and out of reach of children.		
11. Follow up		
a) Removes gloves and washes hands.		
b) Documents any incident and reports it to your Coordinator immediately		

Is the worker assessed as being competent? YES NO

Any required follow up action/training: _____

Signature of employee..... Date.....

Signature of assessor Date.....