


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

Transfer of client linen

 Risks	Risk rating	Risk Controls
Injury to back, muscle, ligaments from repetitive use or stretching	Likelihood E Consequence 2 Rating = HIGH	<input checked="" type="checkbox"/> Hold unsoiled load close to body <input checked="" type="checkbox"/> Avoid twisting movements by using feet to turn <input checked="" type="checkbox"/> Observing weight/load levels <input checked="" type="checkbox"/> Do not stack linen bags above shoulder height in van
Infection from contact with body waste or germs	Likelihood C Consequence 3 Rating = HIGH	<input checked="" type="checkbox"/> Ensure linen is appropriately bagged <input checked="" type="checkbox"/> Take extra care when tying and picking up bags of soiled linen as urine can sometimes be pushed out of the top of the bag when closing. <input checked="" type="checkbox"/> Always deliver clean linen to client before collecting their soiled linen <input checked="" type="checkbox"/> Wear gloves
Injury to back, muscle, ligaments, bones from fall, trip or slip	Likelihood D Consequence 4 Rating = LOW	<input checked="" type="checkbox"/> Wear non-slip footwear <input checked="" type="checkbox"/> Ensure clear and non-slip path before starting transfer <input checked="" type="checkbox"/> Ensure workers do not rush while transferring linen
Injury/infection from cut caused while cutting tie on clean linen	Likelihood D Consequence 4 Rating = LOW	<input checked="" type="checkbox"/> Use cutter carefully <input checked="" type="checkbox"/> Replace cutter blade when it is becoming blunt

Equipment required:

<i>Mercy Services equipment</i>	<i>Others equipment</i>
Worker to wear <u>footwear</u> that is fully enclosed, slip resistant sole, water repellent/resistant and provides adequate support. Personal Protective Equipment required: gloves, Aquim Hand Gel	

Activity	Worker behaviour	Client/other's behaviour
1. Preparation	a. Phone client before arriving if it is necessary for them to secure their pets b. Park vehicle at client's residence, in a safe position and as close as possible to entry for delivery of linen. Note any special directions as noted on Client Home Environment Checklist. c. Check vehicle side mirrors before alighting from the van if parked on road. d. Lock driver's door of van e. Don gloves	<i>Clients and others to ensure dogs are secured while Linen delivery taking place</i>
2. Gather necessary clean linen	a. If stock requirements unknown proceed into clients home to determine same <i>Once stock requirement is known commence filling</i>	

Activity	Worker behaviour	Client/other's behaviour
	<p><i>the order by:</i></p> <ul style="list-style-type: none"> b. Open sliding door on passenger side of van, c. Select number of green fabric linen bags required to fill order. d. Cut string off linen stock with cutter. e. If stock is required from drivers' side of van follow same process and beware of traffic if parked on side of road. f. Fill bags with required stock up to $\frac{3}{4}$ of capacity. g. Pull cord to close bag to prevent stock falling out. h. Bring replacement clean linen bags for client to fill with next load of soiled linen. i. Place linen bag(s) on the ground j. Close van sliding doors. 	
3. Transfer clean linen	<ul style="list-style-type: none"> a. Carry a maximum of 2 bags linen, one on either side, into clients' home for each trip. If more than 2 bags of clean stock are to be delivered, additional trips to vehicle may be required. b. Place clean linen stock where client has requested, if appropriate pack linen in storage cupboard. 	<i>Clients and others to: stay away from area while transfer of linen taking place</i>
4. Collect soiled linen	<ul style="list-style-type: none"> a. Proceed to where the client has previously arranged to leave soiled stock (often a laundry or veranda area). b. If green bags used pull cords to close bags, if blue plastic bags used, tie off handles to prevent soiled stock falling out. c. Ensure only two bags of soiled stock carried at any one time, ensure bag is gripped around gathered area for comfort of courier. It may be appropriate to 'walk' the soiled linen bags to the van, one on each side. d. Open rear of van and place soiled linen bags inside e. Close rear door at completion. 	<i>Clients and others to:</i> <ul style="list-style-type: none"> a. <i>stay away from area while transfer of linen taking place</i> b. <i>ensure all soiled linen is already in bag</i> c. <i>ensure the linen does not contain other waste</i>
5. Pack up	<ul style="list-style-type: none"> a. Remove gloves b. Wash hands with Aquim Gel. c. Fill out appropriate paperwork. 	
6. Follow-up	<ul style="list-style-type: none"> a. Document any incident and report it to your Coordinator immediately 	

As at 02/04/14 this Safe Work Practice is authorised for use in:

<i>Service</i>	<i>Position</i>
Linen Service	Drivers

Date for review of safe work practice: March 2014 (*or if injury or changes require*)

COMPETENCY ASSESSMENT

Transfer linen at client's home

Employee _____

Assessor _____

Date _____

Desired Outcome:

For staff to transfer linen between van and client's home

Knowledge required:

Performance Criteria	Competence demonstrated	Comment
Preparation		
a. Phoned client before arriving if it is necessary for them to secure their pets		
b. Parked vehicle at client's residence, in a safe position and as close as possible to entry for delivery of linen. Note any special directions as noted on Client Home Environment Checklist.		
c. Checked vehicle side mirrors before alighting from the van if parked on road.		
d. Locked driver's door of van		
e. Donned gloves		
Gather necessary clean linen		
a. If stock requirements unknown proceeded into clients home to determine same		
b. Opened sliding door on passenger side of van,		
c. Selected number of green fabric linen bags required to fill order.		
d. Cut string off linen stock with cutter.		
e. If stock was required from drivers' side of van followed same process and beware of traffic if parked on side of road.		
f. Filled bags with required stock up to $\frac{3}{4}$ of capacity.		
g. Pulled cord to close bag to prevent stock falling out.		
h. Brought replacement clean linen bags for client to fill with next load of soiled linen.		
i. Placed linen bag on ground		
j. Closed van sliding door		
Transfer clean linen		
a. Carried a maximum of 2 bags linen, one on either side, into clients' home for each trip. If more than 2		

Performance Criteria	Competence demonstrated	Comment
bags of clean stock were to be delivered, additional trips to vehicle were made.		
b. Placed clean linen stock where client requested, if appropriate pack linen in storage cupboard. Carried a maximum of 2 bags linen		
Collect soiled linen		
a. Proceeded to where the client has previously arranged to leave soiled stock		
b. If green bags used pulled cords to close bags, if blue plastic bags used, tied off handles to prevent soiled stock falling out.		
c. Ensured only two bags of soiled stock carried at any one time, ensured bag was gripped around gathered area. If appropriate 'walked' the soiled linen bags to the van, one on each side.		
d. Opened rear of van and placed soiled linen bags inside		
e. Closed rear door at completion.		
Pack up		
a. Removed gloves		
b. Washed hands with Aquim Gel.		
c. Filled out appropriate paperwork.		
Follow-up		
a. Documented the incident and report 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.....