

Sanitation and Safety in Housekeeping

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Regulations for Lodging Organizations

- Code of Iowa mandates inspections once every TWO years
- City of Ames has agreed to keep at ONCE per year
- Licensed facilities must complete an **application form**
- Room Rates must be posted
- **Inspection** addresses:
 - fire protection
 - Ventilation
 - clean towels and bedding per guest
 - floors and walls proper materials
 - Furnishings good repair
 - No vermin present
- Inspection process will also review other areas:
 - laundry operations
 - pool and areas

Trends in Lodging

- Americans with Disabilities Act
 - design and safety features for new construction or renovations
 - Examples: handicapped accessible showers; grab bar in shower; wider doors
- Environmental issues
 - Types and application methods of cleaning agents and other chemicals – i.e green cleansers
 - Sewage treatment – i.e low flush toilets
 - Impact on local environment – i.e save a towel programs, such as Project Planet™

Lodging Sector Niches

- Budget motels to 5 star
- Differences in
 - Amenities offered in rooms
 - Facilities and room size
 - Services provided
- Regardless of niche, should meet basic standards
 - clean sheets per guest
 - clean towels per guest
 - room clean
 - ventilation
 - potable water

Cleaning of Hotel Rooms

- Housekeeper's cart with supplies
- Floors
 - generally carpet or easy to clean common room
 - bathroom flooring usually tiles
- Sheets
 - changed each guest
 - Identified handling of soiled linens
 - Biohazards addressed through written policies, training, tools
- All contact surfaces cleaned and disinfected – remote, light switch

Considerations in Cleaning of Rooms

- Cautions remove garbage – i.e. broken glass or discarded razor
- Use of Personal Protective Equipment
 - Gloves
 - face masks
 - ear plugs
- Addressed through written policies, training, tools
- Risks from two bloodborne pathogens
- Replenish courtesy items – disposable ice bucket liners or protected drinking glasses

Bloodborne Pathogens

1. Hepatitis B virus

- a. very hardy – can live more than week in dried blood or body fluids on cloths or towels
- b. human transmission
- c. immunization – 3 shot series

2. HIV Virus

- a. Blood or body fluids from infected person
- b. Blood can remain in/on needle of syringe or razor
- c. Entry into body via open cuts or sores
- d. Limited life span –not as hardy but cause of concern

Cleaning Agents and Supplies

Items on the Housekeeper's Cart

- Furniture polish
- Wiping cloths
- Bathroom cleaner
- Disinfectant
- Glass cleaner
- Special products – ie mildewcide in high humid climates for bathrooms
- Vacuum cleaner
- Extra towels
- Trash liners
- Clean glassware and other service items
- amenities

Employee Training

- Regulations by Government
 - Material Safety Data Sheets identify chemicals in cleaners and treatments if exposed
 - Occupational and Safety Health Administration tracks accidents and injuries
- Procedures –
 - Use of PPE
 - Removing trash liners
 - Bathroom cleaning
 - Bedmaking
 - Uniform requirements
 - Security issues

Employee Training, continued

- Methods should include practice and demonstration opportunities as goal is to develop and/or change technical **skills**, communicate **knowledge** and influence **attitudes**
- Address Concerns – i.e. bloodborne pathogens
- Documentation that training attended and content covered
- Policies
 - Report accident or injury
 - Use of PPE
 - Need to follow written procedures

Ways to avoid accidents and injury

Training proper procedures and PPE

- How to remove garbage bag – sharps
- How to handle soiled linens or bloody towel
- Use of heavy duty gloves

Methods to train

- Visual – videos or demonstration
- Practice and monitor – feedback
- Written documentation that information received

In the real world...

Challenges to monitor and ensure compliance with SOPs exist.

Why?

Diversity of staff – some language barriers

Turnover –

Varying level of standards

Costs of continual training

What to do?

Demonstrate that reasonable care was given to staff

Have policies in place as foundation to guide procedures

Resources

**Standard Operating Procedure for
use of Linens available at
www.iowahaccp.iastate.edu**

**American Hotel and Lodging
Association**

<http://www.ei-ahla.org/>