

STANDARD OPERATING PROCEDURE

TITLE:	GOOD HYGIENE PRACTICES
PURPOSE:	The purpose of this Standard Operating Procedure (SOP) is to set guidelines on how the Support Worker can best manage personal and environmental hygiene whilst on shift, due to the close proximity with Participants and the nature of the support provided.
RESPONSIBILITIES:	It is the responsibility of the Support Worker to manage their personal hygiene and environmental hygiene whilst on shift. It is the responsibility of the Participant or the Participant's Representative to provide the appropriate Personal Protective Equipment (PPE) equipment to the support worker.

PERSONAL HYGIENE & HEALTH

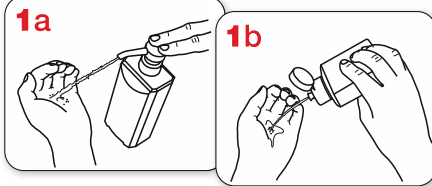
1. Daily bathing rituals are recommended and the daily use of deodorant.
2. Arrive at work with clean, brushed hair.
3. Wear clean, work-appropriate attire such as modest clothing and closed toe shoes.
4. PPE issued must be worn and used at all appropriate times. PPE may include gloves, face masks, aprons and eye protection.
5. Support workers who are suffering from illness and believe they may be contagious to Participants and other individuals may need to seek medical clearance. Please see the following symptoms to look out for:
 - Severe cold or flu symptoms
 - Stomach cramps, vomiting and/or diarrhoea
 - Contagious or infectious diseases
 - Infected wounds or sores, dermatitis, rash, or skin irritations
6. Any cuts, abrasions or burns that have broken skin must be covered.
7. Smoking is not permitted whilst on shift unless on a designated break away from the Participant.

HAND HYGIENE

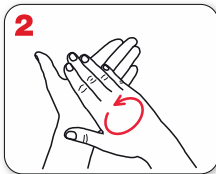
Hand hygiene should **ALWAYS** be performed:

- Prior to putting on gloves
- Following the removal of gloves
- Prior to the preparation of food (especially raw meat)
- Following lunch time and/or other breaks
- Prior to dispensing medication
- Following toilet use
- Following blowing your nose or coughing
- Following the handling of rubbish & cleaning duties
- Following the handling of unwashed linen or clothing
- Following the petting of animals
- When your hands are visibly dirty
- Prior to performing ANY personal care

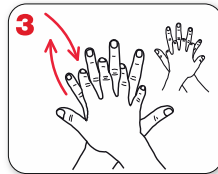
How to handrub? WITH ALCOHOL-BASED FORMULATION



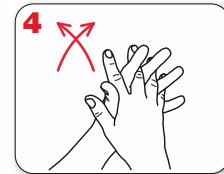
Apply a palmful of the product in a cupped hand and cover all surfaces.



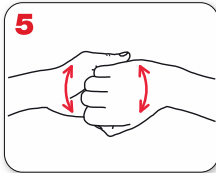
Rub hands palm to palm



right palm over left dorsum with interlaced fingers and vice versa



palm to palm with fingers interlaced



backs of fingers to opposing palms with fingers interlocked



rotational rubbing of left thumb clasped in right palm and vice versa



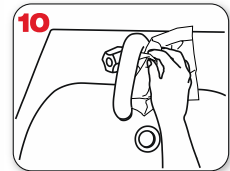
rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa



rinse hands with water



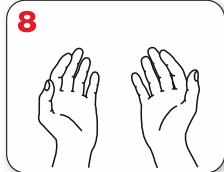
dry thoroughly with a single use towel



use towel to turn off faucet



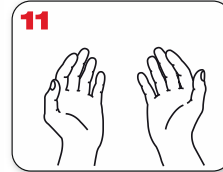
20-30 sec



...once dry, your hands are safe.



40-60 sec



...and your hands are safe.



WHO acknowledges the Hôpitaux Universitaires de Genève (HUG), in particular the members of the Infection Control Programme, for their active participation in developing this material.



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ENVIRONMENT & EQUIPMENT HYGIENE

- Clean up any spills immediately.
- Soiled laundry needs to be cleaned/ put to soak as soon as possible.
- Incontinent aids need to be disposed of into the general council waste or designated nappy bins as soon as the personal care routine is completed.
- Bodily fluids need to be cleaned up as soon as it is safe to do so for both the Participant and Support Worker. The area will then need to be disinfected.
- If the Support worker feels that the working environment is not hygienic when they arrive on shift, this should be reported to Hearth.

FOOD HANDLING & PREPARATION

- Wash your hands **before, during and after** the handling, preparing and eating of food including any contact with utensils for preparation.
- Wash your hands, countertops, chopping boards, utensils, knives before and after handling, preparing and eating food *i.e. **including any contact with utensils used for preparation of raw meat.***
- If a knife or other kitchen utensil has touched raw meat, don't use it on any other food items until it has been thoroughly washed.
- Store meat in the fridge at **less than 5°C** or in the freezer at **less than -15°C**.
- Defrost meat in the refrigerator, not on the counter or in the sink.
- Don't refreeze meat after thawing unless it is cooked
- Always thoroughly cook meats as you're safer to overcook than undercook meats.
- Aim for an **internal temperature of 75 °C+** when cooking.
- If reheating, do so until the food is steaming throughout and not just at the edges.
- Keep hot pots and pan handles **pointed away** from the front of the stove to prevent burns and spills.
- Always use potholders, hot pads and oven mitts.
- Keep hot pots and pans away from counter tops as they'll scorch and burn.
- Only use **microwave approved** containers and never cook in Styrofoam or takeout containers.
- Use a **splatter screen** when frying.
- Keep glasses of liquid **away** from the vicinity of hot grease. Steam and hot oil can cause injuries.



RESPIRATORY AND COUGHING ETIQUETTE

- Covering sneezes and coughs prevents people who are infected from dispersing droplets into the air where they can spread to others.
- Cover your nose and mouth with a tissue when coughing, sneezing, wiping or blowing your nose, and dispose of the tissue after use.
- If you don't have a tissues, cough or sneeze into your elbow rather than your hand.
- Perform hand hygiene straight away.
- Encourage participants to follow the same etiquette.