My Department Stores
Infection Control
Policy and Procedure

POLICIES

Hand care and hygiene policy

Hand hygiene is critical for all workers to prevent the spread of infectious disease.

Hand washing

Hand washing must be completed regularly following the Routine hand washing procedure or Surgical and high-risk exposure hand washing procedure (as applicable).

Handwashing must be used on the following occasions in non-clinical environments:

- before handling raw food
- after coughing, sneezing or blowing your nose
- after eating or drinking
- after touching your hair, scalp or any wound
- after using the toilet
- after handling urine or faeces
- after handling raw food
- after handling dirty clothing (including your own clothes)
- after smoking

Handwashing must be used on the following occasions in clinical environments:

- before providing food to a client
- before providing or assisting with any treatment for a client
- after a body substance exposure risk
- after touching a client
- after touching a client's belongings, surroundings or clothing
- after removing gloves

*During the **COVID-19** pandemic, handwashing must be used on the following occasions*

- *before touching surfaces or equipment*
- *before touching other people*
- *before touching your face*
- *before eating*
- *after touching equipment, products, money, EFTPOS machines, or other surfaces*
- *after touching other people*
- *after touching your face*
- *after coughing or sneezing*
- *after eating*

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- *after coming home after being in a public area or at work*

Wound care

Cuts abrasions or other breaks in the skin should be bandaged and then covered with a plastic material if it is a part of the body which will come into contact with people, food, food preparation equipment or food preparation surfaces.

Jewellery and watches

Jewellery and watches should be removed before handling food.

Jewellery and watches should always be removed when using gloves to avoid causing tears.

During the COVID-19 pandemic (in their own words) jewellery and watches should be avoided at work or in public environments. If they are worn, they must be sanitised regularly.

Nail hygiene

Nails should be kept clean and neatly trimmed,

Nail polish must be removed as soon as it begins to flake and could fall off into anything.

Personal protection equipment policy

Personal protective equipment (PPE) should be worn in any situation where a worker may be exposed to infection risks.

Gloves must be worn to protect the hands from coming into contact with infectious substances or other contaminants, including when:

- when providing first aid for cuts and abrasions
- when cleaning up contaminated spills or surfaces that have been contaminated with bodily fluids
- when coming into contact with a person that you know is infected with an infectious disease
- when handling used linens or other materials that have bodily fluids or waste on them

Face masks must be worn to protect both the mouth and the nose (the respiratory system) from coming into contact with infectious substances or other contaminants, including when:

- in some customer service and delivery roles during exceptionally serious outbreaks and pandemics
- when interacting with others if you have an infectious disease yourself
- in all public environment during outbreaks and pandemics when there is a high enough of risk of infection that the government provide this advice

Chef jackets or aprons must be worn to protect the body and clothing from coming into contact with infectious substances or other contaminants, including when:

- when cleaning up spills of bodily fluids such as blood or urine which could get onto your clothing
- when cleaning surfaces or equipment with large amounts of water

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Infection Control
Policy and Procedure

Glasses must be worn to protect the eyes from coming into contact with infectious substance or other contaminants that could splash up into them, including when:

- when cleaning up spills of bodily fluids such as blood or urine
- when cleaning surfaces or equipment which have become contaminated with large amounts of bodily fluids which could splash or become aerosolised

Hazard Inspections

Hazard inspections should be completed regularly to identify any hazards which could pose a risk to staff or client health and safety.

Seeking Advice or Reporting Hazards

When the person who identified the hazard and completed the risk assessment is unsure of how to manage the risk, they should seek advice and assistance from their direct supervisor.

Risk assessment

Risks should be assessed following hazard inspections and an assessment of the client and their circumstances.

Risk assessment should include the risk, risk likelihood, risk consequence, (total) risk level, and selected risk controls.

Assessing Risk Likelihood

When assessing the likelihood of risks, the following rating scale should be used:

Rating	Likelihood	Description
1	**Rare**	May occur in exceptional circumstances
2	**Unlikely**	Could occur
3	**Likely**	May occur
4	**Almost certain**	Is expected to occur
5	**Very Likely**	Will probably occur

Assessing Risk Consequence

When assessing the consequence of risks, the following rating scale should be used:

Rating	Consequence	Description		
		Injury/Illness	**Environmental and Property Damage**	**Estimated Loss**

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1	**Insignificant**	First Aid required	Negligible damage; property of environmental damage up to $500	Less than $500
2	**Minor**	Medical attention; one or more days off work	Minor damage; property of environmental damage between $500 and $5,000	$500 - $5,000
3	**Moderate**	Medical attention; several days off work	Moderate damage; property of environmental damage between $5,000 and $20,000	$5,000 - $20,000
4	**Major**	Serious injury or illness/hospitalisation	Major damage; property of environmental damage between $20,000 and $100,000	$20,000 - $100,000
5	**Catastrophic**	Fatality/permeant disability	Extensive damage; property of environmental damage over $100,000	More than $100,000

Overall Risk Level

The overall risk level is calculated by multiplying the Likelihood Rating by the Consequence Rating.

	Likelihood	**Rare**	**Unlikely**	**Likely**	**Very Likely**	**Almost certain**
Consequence	**Rating**	**1**	**2**	**3**	**4**	**5**
Insignificant	**1**	**1**	**2**	**3**	**4**	**5**
Minor	**2**	**2**	**4**	**6**	**8**	**10**
Moderate	**3**	**3**	**6**	**9**	**12**	**15**
Major	**4**	**4**	**8**	**12**	**16**	**20**
Catastrophic	**5**	**5**	**10**	**15**	**20**	**25**

Planning Responses

The responses to risks which are most appropriate will depend on the risk category.

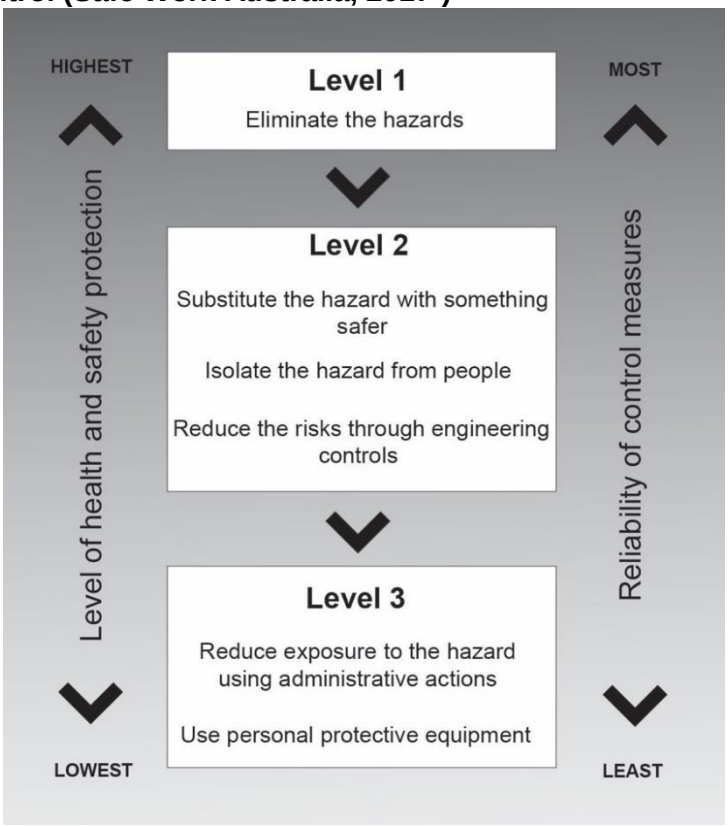
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Infection Control
Policy and Procedure

Physical/Environmental Hazards

Physical risks should be responded to with standard risk controls. Risk controls are actions which will be taken to remove or reduce the risk to staff and/or customers. Risk controls should be selected using the hierarchy of control outlined in the Model Code of Practice: How to manage work health and safety risks.

Image 1: Hierarchy of Control (Safe Work Australia, 2017[1])



Example of implementing the Hierarchy of Control are shown below.

Example Risk	Risk Control	Hierarchy Level
Spilt water (slip hazard)	• Wipe up water	Elimination
	• Rope off area	Isolation
	• Put up sign to warn of wet area	Administration
Lifting clients (manual handling risk)	• Use lifting equipment	Engineering
	• Provide manual handling training	Administration

[1] Safe Work Australia (2017). Figure 2 The hierarchy of risk control. [image] Available at: https://www.safeworkaustralia.gov.au/risk [Accessed 11 Jul. 2018].

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Infection Control
Policy and Procedure



Infection Hazards
Infection risks should be responded to with standard infection prevention controls. Infection risk controls can include:

- using personal protective equipment
- using hand hygiene strategies, including hand washing and using hand sanitiser
- using cough etiquette
- using surface cleaning procedures including cleaning and disinfecting
- using equipment cleaning procedures including cleaning, disinfecting and sterilising
- handling used linen handling safely
- disposing of contaminated waste promptly and safely
- receiving vaccinations if they are available

In response to the COVID-19 pandemic, the following additional precautions may be required:

- installing protective glass or perspex barriers
- following social distance in rules
- having the infected person self-isolate
- reducing physical contact with surfaces and objects, for example using contactless payment methods

Environmental cleaning policy

The surfaces that people regularly come into contact with in the work environment must be cleaned regularly. Workers must:

- clean surfaces immediately after they are exposed to any bacterial or infectious contaminant, including any bodily fluids
- clean surfaces before and after using them to prepare or handle food
- clean regular contact surfaces at the end of every work day, such as service terminals, food preparation surfaces and food display areas
- clean client equipment and self-service machines at the end of every day, such as cash registers, tongs for self-selection of food products, reusable cups, plates and crockery, trays and EFTPOS machines
- clean frequently touched parts of the building at the throughout the day, such as doors, door handles/push plates, handrails, and lift buttons

When cleaning multiple surfaces, consider the following factors to choose cleaning and disinfecting solutions:

- How sensitive the surface that you are cleaning will be to water, particularly in the case of technology based equipment that has electrical components and gaps between different types of surfaces.
- The size of the different components that you will be cleaning which may require special clean equipment, especially when the components are very small or large or have very small access points.

The cleaning procedure may need to be adjusted to suit surfaces on technology or equipment.

- When cleaning surfaces on technology based equipment, you will typically need to be very careful not to let water enter into the internal mechanisms of the equipment.

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- For some types of technology or equipment, you may need to use specialised cleaning products which are designed to remove the type of build-up that you encounter on those surfaces.

Equipment cleaning policy

Equipment which has come into contact with bodily fluids or contaminated food can cause a serious threat to the health of workers and must be cleaned and disinfected to prevent the spread of infectious diseases following the Client equipment or contaminated equipment cleaning and reprocessing procedure.

Contaminated equipment can include:

- first aid equipment
- serving equipment, such as cutlery, plates, bowls and cups
- food preparation equipment, such as knives and chopping boards

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Infection Control
Policy and Procedure

PROCEDURES

Routine hand washing procedure

The following steps should be completed for routine hand washing:

1. **Wet your hands.**
   - Use a hand washing station with running water, soap and disposable towels.
2. **Apply soap.**
   - Apply soap to your hands and lather well.
   - Use a bar of soap or a liquid soap.
3. **Rub together for 20 seconds.**
   - Scrub your hands thoroughly, including your:
     - palms
     - backs of hands
     - fingers (including between the fingers)
     - under your nails
     - wrists
4. **Rinse and dry.**
   - Rinse your hands using warm, clean, running water.
   - Turn off the tap.
   - Dry your hands using:
     - single-use towels, or
     - other things that are not likely to transfer contaminants, such as an electric hand dryer

Surgical and high-risk exposure hand washing procedure

The following steps should be completed when preparing for surgery, medical treatment or after high risk exposure to bodily fluids or other highly infectious substances:

1. **Wet your hands.**
   - Use a hand washing station with running water, antimicrobial soap and disposable towels.
   - Run the water as warm as is comfortable.

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- Soap will not lather as well in cold water and may not wash away all germs.

2. **Apply soap.**
   - Apply soap to your hands and up your arms.
   - Use antimicrobial soap and make sure that you lather well.
3. **Wash your hands and arms.**
   - Use a nail file to clean under your nails.
     - Set a timer for 2 minutes. Scrub your fingers and hands for 2 minutes, including:
       - palms
       - backs of hands
       - each side of each finger
       - between your fingers
     - Set a timer for 1 minute. Scrub one arm thoroughly with a brush from the wrists to about 10cm above the elbow. Keep your hand above the arm that you are washing so that water from your arm does not drip down and contaminate your hand as your scrub.
     - Set a timer for 1 minute and scrub the other arm with a brush. Keep your hand above the arm. If your hand touches anything except the brush that you are using or has any contaminated water drip on it, spend another minute scrubbing the area that is contaminated.
4. **Rinse and dry.**
   - Rinse your hands and arms using warm, clean, running water.
   - Move your hands and arms through the water in one direction, from the elbow to the hand.
   - Do not move your hands back and forth through the water.
   - Turn off the tap without touching it (surgical hand washing stations will typically have sensors).
   - Dry your hands using a sterile towel.

Respiratory hygiene and cough etiquette procedure

The following steps should be completed when conducting risk assessments:

1. **Cover your nose and mouth**
   - Cough or sneeze into your elbow or upper arm, or
   - Lift the colour of your shirt over your nose and cough into your own clothing, or
   - Wear a face mask which you can then cough or sneeze into.
2. **Use a tissue**

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- Remove any secretions using a tissue.

3. **Dispose of tissues**
   - Place used tissues in a bin immediately and these should not be store d or held onto to be used a second time.
4. **Wash your hands**
   - Wash your hands using the Routine hand washing procedure or Surgical and high-risk exposure hand washing procedure (as applicable).

Risk Assessment Procedure

The following steps should be completed when conducting risk assessments:

1. **Identify risks**
   - Review the hazards to identify the risk or risks that it can cause.
   - Record the risks on the My Department Stores Hazard and Risk Assessment Form.

2. **Assess risk likelihood**
   - Assess the likelihood of the risk occurring and give it a score between 1 and 5.
   - Record the risk likelihood score on the My Department Stores Hazard and Risk Assessment Form.

3. **Assess risk consequence**
   - Assess the consequence of the risk occurring and give it a score between 1 and 5.
   - Record the risk consequence score on the My Department Stores Hazard and Risk Assessment Form.

Environmental cleaning procedure

The following steps should be completed when conducting risk assessments:

1. **Prepare your cleaning equipment.**
   - Select and prepare a cleaning detergent and a disinfecting solution.
   - Select and prepare a variety of cloths or brushes that are suitable for the type of surface that you are cleaning and will both be effective and avoid damage in the surface.
2. **Clean the surface.**
   - Use a cleaning product and a cloth, sponge or brush to clean the surface following the manufacturer's instructions.
3. **Disinfect the surface.**
   - Apply a disinfectant after the surface has been cleaned following the manufacturer's instructions.

Used linen handling, transporting and processing procedure

The following steps should be completed when handling, transporting and processing used linen:

1. **Collecting used linen:**

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- Used linen will need to be collected from whichever locations it can be found in, in your workplace. This will often include kitchens and any other food preparation areas and dining areas.

2. **Transporting used linen:**
   - Transport used linen handling to a central area for processing, such as an onsite or off-site laundry.
3. **Processing used linen:**
   - Wash and dry used linen handling.

Waste disposal procedure

The following steps should be completed when disposing of hazardous or infectious waste:

1. **Collect and bag contaminated waste**.
   - Collect all of the contaminated waste to be disposed of.
2. **Bag contaminated waste**.
   - Place contaminated waste in a thick plastic bag and tied off so that it cannot spill.
3. **Dispose of contaminated waste.**
   - Place contaminated waste in a biological waste or medical waste bin.
4. **Clean-up after disposing of contaminated waste.**
   - Remove each item of PPE while wearing your gloves and take them off last
   - Dispose of each item of PPE immediately into a biological or medical waste bin
   - Wash your hands following the Routine hand washing procedure or Surgical and high-risk exposure hand washing procedure (as applicable).

Client equipment or contaminated equipment cleaning and reprocessing procedure

The following steps should be completed when cleaning client equipment or contaminated equipment:

- **Select and set out cleaning equipment**
  - Set out:
    - cloths or towels, which should be lint-free (for example, microfibre cloths)
    - tubs
    - brushes which are suitable for the type of equipment being cleaned
  - Set up the cleaning area so that cleaning, disinfecting (and when required sanitising) occur sequentially in areas which are separated.
- **Clean equipment**
  - Fully submerge the equipment in the water and remove any larger pieces of organic material cleaned off using any other cleaning techniques.

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    - Use brushes and cloths to clean every part of the equipment surface, following the manufacturer's instructions for both the equipment and the cleaning product.

- **Rinse equipment**
    - Rinse equipment in clean or sterile water.

- **Dry equipment**
    - Dry equipment with a clean towel or by air drying.

- **Disinfect equipment**
    - Fully submerge the equipment in the disinfecting solution, following the manufacturer's instructions for the cleaning product.

- **Rinse equipment**
    - Rinse equipment in clean or sterile water.

- **Dry equipment**
    - Dry equipment with a clean towel or air drying.

- **Clean-up after cleaning equipment.**
    - Remove each item of PPE while wearing your gloves and take them off last.
    - Dispose of each item of PPE immediately into a biological or medical waste bin.
    - Wash your hands following the Routine hand washing procedure or Surgical and high-risk exposure hand washing procedure (as applicable).

Bodily spills clean-up procedure

The following steps should be completed when cleaning up bodily fluids:

1. **Prepare to clean up the spill:**
    - Select and set out cleaning equipment.
    - Pre-mix any cleaning or disinfectant solution dilutions, following the manufacturer's instructions.
    - Put on full PPE, including gloves, a face mask, aprons or coveralls and glasses
2. **Clean up the spill**:
    - Mop up as much of the bodily fluid as possible, using single-use paper towels when possible.
    - Place any waste into a thick plastic bag ideally a biohazard or medical waste grade bag.
    - Use a cleaning detergent and water to clean the entire surface thoroughly.
3. **Disinfect the surface**:
    - When the surface has been cleaned, you will need to follow the standard surface disinfecting process to kill any remaining pathogens which have survived cleaning.

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- Use a disinfecting solution to thoroughly disinfect the entire surface, following the manufacturer's instructions for the disinfecting product.

4. **Dispose of waste**:
   - Collect any waste created by the cleaning process and put it into a thick plastic bag (or biohazard or medical waste bag).
   - Dispose of the waste bags immediately in a biological or medical waste bin.
5. **Remove PPE and wash your hands:**
   - Remove each item of PPE while wearing your gloves and take your gloves off last.
   - Dispose of each item of PPE immediately into a biological or medical waste bin.
   - Wash your hands**.**

Bodily fluid exposure procedure

The following steps should be completed if a worker is exposed to bodily fluids:

1. **Stop work:**
   - Stop work immediately, no matter what you are doing, to implement the bodily fluid exposure protocol.
2. **Clean the contact site:**
   - For a penetrating injury:
     - let the wound bleed for as long as possible to allow your body to use its natural process to flush out as much of the bodily fluid is possible
     - clean the wound thoroughly with lukewarm water and soap
     - complete any additional first aid required to treat the wound, such as bandaging it
   - For eyes:
     - flush out your eyes with saline solution or water
     - if you wear contact lenses remove your contact lenses and clean them following your normal procedure
   - For mouth:
     - spit the bodily fluid out
     - flush out your mouth thoroughly with saline solution or water
3. **Report the incident:**
   - Report the incident verbally to your supervisor immediately.
   - Document an incident report following your workplace policies and procedures.
4. **Participate in testing:**
   - Get tested for the types of infections that can be contracted through contact.

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APPENDICES

My Department Stores Hazard and Risk Assessment Form

Hazard		Risk/s	Score		
Category	Hazard		Likelihood	Consequence	Total

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Notes:
Risk likelihood: • • • • • • *Risk consequence:* • • • • • •

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Clean zone sign

CLEAN ZONE

PPE MUST BE WORN

HANDS MUST BE WASHED BEFORE ENTRY

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Contamination zone sign

CONTAMINATION ZONE

PPE MUST BE WORN

HANDS MUST BE WASHED AFTER ENTRY

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