

# Learning Guide

SAMPLE

**CPPCLO3018**

**Clean and maintain furniture and fittings**

This publication is one of a number of learning guides produced by The Australian Medical Association (WA) Inc as a resource for the health sector. It is utilised within AMA Training Services and Health Training Australia as a training resource and within the workplace as a support guide.

The development of this workbook was undertaken by a number of trainers and developers within AMA and HTA, who have both industry knowledge and specific expertise in the course content.

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## INFORMATION FOR STUDENTS

This learning guide will assist you in developing skills and knowledge to work effectively in the health industry and to apply these skills to your workplace and daily tasks.

### Training

Competence means that you have the required knowledge and skills to do your job. These are described in 'competency standards'. Your training will be based on these to make sure it is relevant to the needs of your job and yourself.

The purpose of the training is to develop your workplace competence, so you will be expected to practise your skills whenever you can. This can be done through work experience, practical sessions in a training organisation or through your full time or part-time job. It is important that you have both theoretical and practical skills and knowledge.

### On and Off-the-Job Training

Your training may consist of on-the-job coaching with your workplace supervisor and/or trainer on a one-to-one or small group basis. It may also involve formal training sessions conducted off-the-job in addition to working through your learning guide. Make sure you ask lots of questions, complete the activities.

**If you do not understand any part of the unit, please contact your Trainer.**

### Assessment

Once you have completed your training and practised your skills, you will be ready to have your skills and knowledge assessed. The purpose of this is not to see if you can pass a test but to determine if you can perform work tasks competently.

### Tips for Students



Read through the information in the learning guide carefully. Make sure you understand the material. If you come across anything you do not understand:

- Discuss your training with your trainer and make sure you understand what is required and how the training will be organised.
- Ask for feedback on your progress as you work through the activities.
- Ask for help when you need it. Talk to more experienced colleagues or your trainer and ask for their guidance.
- Listen, take notes, ask questions and practise your new skills as often as possible. This way you will improve your speed, memory, and also your confidence.
- During your training, you should seek other sources of information as well; e.g. reference books, the internet.
- Try to relate the information presented in this learning guide to your own experiences and to what you already know.
- Work through the activities. They are there for a reason and even if you already have the knowledge or skills relating to a particular activity, doing them will help to reinforce what you already know. If you do not understand an activity, think carefully about the way the question or instructions are phrased.



**Students are to read through the learning guide and work through the assignments.**

**NOTE: after completing the assignments read and sign the Student Declaration before submitting.**

## INTRODUCTION

This unit is provided as a collective unit for health support workers who have a multi-functional role within a health care facility but can also be adapted for workers who have a more specific support role in relation to providing quality health care services.

Regular cleaning of all furniture and fittings in health care facility is important for aesthetic and health reasons. Deposits of dust, soil and micro-organisms on environmental surfaces can transmit infection so routine cleaning is therefore necessary to maintain a safe environment for clients and workers.

The furniture and fittings you may have to clean could be found in;

- Wet areas such as:
  - Bathrooms.
  - Kitchens.
- Dry areas such as:
  - Client rooms.
  - Corridors.
  - Wards.
  - Public areas and administration offices.

Cleaning activities will require a range of different cleaning equipment such as brushes, buckets, cloths, cleaning chemicals and vacuum cleaners.

In reading through the learning guide you may well come across information and tasks that are not your everyday responsibility. However, by completing this unit you will gain a better understanding of your role and responsibilities in a health care facility and thereby improve your existing skills and knowledge in your current work role.



**In this unit examples are given from Western Australian legislation. Each State and Territory has adapted legislation according to their needs and requirements.**

**To look at legislation that governs your State or Territory go to:  
Australian Government website [www.australia.gov.au/Legislation](http://www.australia.gov.au/Legislation)**

## LEARNING OUTCOMES

This learning guide will provide you with information that will assist in your learning and development of the skills and knowledge required to wash furniture and fittings. This task is usually part of a periodic clean as required by client specification and covers a range of surface types and cleaning methods.

Completing this work book aims to provide you with a greater understanding of the principles and techniques associated with:

- Preparing a work site and selecting the appropriate chemicals and equipment for the task.
- Washing furniture and fittings according to all the manufacturer's instructions and any organisational and legal requirements.
- Tidying the work site following the task and cleaning, checking and storing chemicals and equipment after use.

In order to be competent in this unit you will be able to:

- Determine the area that requires cleaning.
- Identify hazards and risks associated with use of cleaning chemicals and equipment.
- Describe the selection of cleaning equipment and chemicals.
- Prepare the worksite and follow cleaning schedules or work orders.
- Demonstrate how to clean a range of furniture and fittings.
- Follow manufacturer's instructions when using cleaning equipment.
- Demonstrate the understanding of the requirements for standard precautions when completing cleaning tasks.
- Clean, safety check and store equipment and cleaning chemicals in accordance with organisational policies and procedures and the manufacturer's instructions.



### Knowledge Evidence

This learning guide provides you with the knowledge required of this unit.

The unit of competency requires you to demonstrate the essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit (to see the complete unit refer to your Record Book). Manage tasks and manage contingencies in the context of the work role.

- Key features of cleaning chemicals and equipment and their application to furniture and fitting surfaces.
- Procedures for selecting and applying required cleaning chemicals for different surfaces.
- Cleaning methods for furniture and fittings, including:
  - Pre-spotting and stain removal.
  - Low-water.
- key requirements of legislation, regulations, codes of practice and industry advisory standards relating to cleaning furniture and fittings, including:
  - AS/NZS 4849.1 Upholstery cleaning – Fabric upholstery.
  - Industry advisory standards and codes, such as dangerous goods codes.
- Processes for safely handling and disposing of waste, including:
  - Chemicals past their expiry date.

- Obsolete equipment.
- Packaging.
- Used containers.
- Used or contaminated personal protective equipment (PPE).
- Used or unused chemicals.
- Safe handling techniques for working with hazardous chemicals, including:
  - Emergency chemical spill control measures.
  - Routes of entry and potential symptoms of exposure to chemicals.
  - Safe methods for distilling chemicals.
  - Working according to safety data sheets (SDS).
- Range of soil types found on furniture and fittings listed in the performance evidence, and methods for cleaning them.

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## FURNITURE AND FITTINGS

Specifications for cleaning furniture and fittings are mostly based on recognised National Guidance Standards, Work Health and Safety Legislation and Codes of Practice for minimum cleaning frequencies, with adjustment for the needs of the health care facility.

Legislative Acts, Standards and specified 'Codes of Practice' for the health care sector which may include:

- Work Health and Safety Act.
- Infection control standards.
- Codes of practice for:
  - First aid, workplace amenities and personal protective equipment (PPE).
  - Manual handling.
  - Managing noise in the workplace.
  - Management of clinical and related wastes.
  - Labeling of workplace substances.
  - Preparation of Material Safety Data sheets (MSDS).
  - Prevention of occupational overuse syndrome.
  - Control of workplace hazardous substances.
  - The Management of HIV/AIDS and hepatitis at the workplace.
- The Australian Council on Healthcare Standards (ACHS).
  - Are active statements of principles of good practice rather than detailed requirements for specific structures and processes.
  - The organisation is given flexibility to apply the standards in the way that is most relevant for the delivery of quality care.



When employed as a health support worker within a health care facility part of your job role may be to clean a variety of furniture and fittings.

While undertaking your duties you will often deal with WHS hazards such as:

Wet or slippery surfaces	Spillages	Breakages
Broken or damaged furniture	Fumes	Sharp objects
Blood and body fluids	Broken glass	Fat and oil
Heated utensils and surfaces		



Image Courtesy of Sir Charles Gardiner Hospital

## Standards for Cleaning

The standards for cleaning furniture and fittings are aimed at reducing microbiological risks and occupational injury.

The standards of cleaning practice for furniture and fittings include but are not limited to:

- Confinement and decontamination of spillage of blood and body substances.
- Disposal of contaminated fluids and waste.
- Decontamination of cleaning equipment.
- Cleaning of used equipment
- Cleaning of client's immediate environment.
- Wearing and using protective apparel and equipment.

Furniture and fittings may be in areas which could include:

- Day activity areas.
- Laboratories.
- Public thoroughfares.
- Pathology.
- Procedure rooms.
- Residential accommodation.
- Waiting rooms.
- General wards, nursery, Coronary Care Unit (CCU) and operating theatres.
- Kitchens.
- Medical imaging.
- Outpatient clinics.
- Pharmacy.
- Allied health and rehabilitation areas.
- Treatment rooms.
- Mortuary.
- Cafeteria.



**Types of Furniture and Fittings**

Air conditioning vents	Bedside cupboards	Beds
Benches	Blinds	Ceiling fans
Chairs	Clocks	Compactus
Computers	Curtains	Desks
Displays	Door handles	Doors
Electrical items e.g. jugs, microwaves	Filing cabinets	Grills
Lamps	Light fittings	Light switches
Ornaments	Ovens	Picture frames
Railings	Refrigerators	Shelves
Skirting	Stoves	Tables
Telephone hand-sets	Vents	Walls
Work stations	Window sills	

**GENERAL CLEANING SAFETY MEASURES**

There are work health and safety requirements you need to complete prior to cleaning furniture and fittings.



Listed below are the main safety measures to remember during the cleaning process.

- Perform hand hygiene before and after cleaning and use PPE as required.
- Wear cotton clothing to cover your limbs and other parts of your body that might be exposed to the cleaning chemicals.
- Wear suitable footwear – should be closed in and may need to have a steel toe/cap.
- Where necessary wear industrial strength thick plastic or rubber gloves.
- *DO NOT* touch electrical fittings with wet hands.
- *DO NOT* mix cleaning chemicals.
- Ensure adequate ventilation when using cleaning chemicals.
- Point sprays in the right direction and close to the surface to be cleaned.
- Ensure that all cleaning materials are correctly stored according to the organisations policies and procedures, and the manufacturer's instructions.
- Where possible use the cleaning chemical that is least toxic and most environmentally friendly.
- When cleaning use the appropriate signs and barriers.
- Safely dispose of the waste water as soon as possible and be mindful of the presence of toxic chemicals.
- Replace all furniture and fittings to original area and appropriate height; e.g. bed for occupation.
- Safe manual handling techniques.
- Have knowledge of basic first aid.

**Standard Precautions**

Standard precautions are working practices that form the basis of an infection control strategy and they include the following:

- Good hygiene practices.
- Washing and drying hands before and after work tasks.



## CPPCLO3018 CLEAN AND MAINTAIN FURNITURE AND FITTINGS

- Using protective barriers such as gloves, gowns, aprons and masks (PPE).
- Handling and disposing of waste and other contaminated materials in the recommended way.
- Cleaning equipment and cleaning chemicals in accordance with the manufacturer's instructions and the organisation's policies and procedures.



**To ensure efficiency and good hygiene practices, maintain the cleaning equipment in a clean state - free from damage, stored appropriately and ready for future use.**

Consider the following:

- **Dirty equipment** may contaminate the furniture or fittings you have cleaned.
- **Preventing damage** and taking care when using equipment will make it last longer and not waste time or money repairing or replacing it.
- **Having equipment clean and ready for use** will prevent delays and accidents if there is a hand-over to the next shift.

### Personal Protective Equipment

The need for protective clothing is directly related to the risk that you will encounter. The organisation's policies and procedures in the workplace will stipulate the expected use of PPE. The person doing the task also needs to make informed judgements about what protective clothing is appropriate.

Protective clothing must be available for all employees to use and be in safe working order. It is essential you seek out the appropriate person; e.g. your supervisor, to ask for protective clothing if it is not available in your workplace.

PPE will include some of the following:

- Overalls.
- Safety boots.
- Safety glasses.
- Gloves.
- Goggles.
- Respirators.
- Ear muffs as appropriate.

### Emergency and Safety Procedures

It is important that you work safely and follow organisational policies and procedures, not only for your own safety, but also the safety of others.



**When using cleaning chemicals and equipment you will need to follow your organisation's policies and procedures regarding emergency and safety procedures.**

## Dealing with workplace emergencies

The health care facility where you work will provide instruction on how to deal with emergency situations.

Incidents and accidents do sometimes happen in workplaces, so you must know how to respond to them. Because every workplace is different, it's essential that you are told about the location of the first aider or first aid items and fire extinguishers, how they are used, and the emergency evacuation procedures used where you work.

Pay attention when you are told about the first aid and fire facilities and other procedures at your workplace. If you are still not sure, ask for further information. If a fire or other emergency does occur, there will be an alarm of some kind. You must be able to identify the alarm signals so you know what they mean. Your employer must provide training so you know what to do and where to go if there is an emergency.

## Emergency Responses



**When dealing with a chemical spill always follow your organisation's policies and procedures.**

### Be prepared in advance

Have a spill kit available to clean up spills.

The spill kit should include:

- Instructions and/or Material Safety Data Sheet (MSDS) for the chemical or cleaning agent in use.
- PPE including gloves, safety goggles and other protective clothing.
- Spill pads or pillows sufficient to contain and absorb one litre of liquid.
- Plastic bags or containers to place spill waste material into.

**DO NOT** clean up a spill when:

- More than one chemical or cleaning agent has been spilled.
- The quantity spilled is more than one litre.
- The substance is unknown or you are uncertain of the hazards associated with the substance.
- You have not received training in managing chemical spills.
- You do not feel safe to deal with the spill.



**Activity 4**

**Explain your organisation's policies and procedures if an accident occurs when using cleaning chemicals.**

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**Activity 5**

**Explain how the computer equipment cleaned in your workplace.**

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**Activity 6**

**In your workplace what types of pre-existing damage do you often find and what is the procedure for reporting these?**

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**Activity 7**

**Give an example of a periodic cleaning task for furniture and equipment.**

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