

Learning Guide

CPPCLO3001
Maintain hard floor surfaces

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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SAMPLE

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.

Your duties in a health support worker's role may include the ability to clean and maintain hard floor surfaces.

All hard floor surfaces should be:

- Free from dust, litter, marks and spots, water or other liquids.
- Free from build-up at the extremities or in traffic lanes.
- Free from spots, scuffs or scratches on traffic lanes, around furniture and at pivot points. Inaccessible areas (edges, corners and around furniture) are free of dust, lint and spots.

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 setting 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**

LEARNING OUTCOMES

This learning guide will provide you with information that will assist in your learning and development of skills associated with both manual and mechanical methods of cleaning a hard floor surface.

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

- The ability to assess the extent of the cleaning task through understanding client requirements and applying organisational policies and procedures in order to perform the task. The selection of appropriate equipment, chemicals and methods is essential for performing the task safely and efficiently.

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

- Determine the floor area that requires cleaning.
- Identify hazards and risks associated with use of cleaning agents, chemicals, equipment and machinery.
- Describe the selection of cleaning equipment and chemicals.
- Prepare the worksite and follow cleaning schedules.
- Demonstrate how to clean a hard floor surface.
- Follow manufacturer's instructions when using equipment and machinery.
- Demonstrate the understanding of the requirements for standard precautions when completing cleaning tasks.
- Clean, safety check and store equipment, machinery, cleaning agents and 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.

- Application methods for maintaining hard floor surfaces using microfibre cleaning techniques, including using:
 - Cloth and water in spray bottle to spot clean low-level stains.
 - Damp mops for hard floor surface cleaning and finishing.
 - Dry mopping techniques.
 - Different cleaning chemicals and equipment for hard floor surfaces.
- Environmental requirements relating to maintaining hard floor surfaces, including:
 - Clean-up, containment and isolation procedures.
 - Emergency chemical spill control measures.
 - Environmental protection agency requirements relating to using and Disposing of cleaning chemicals.
 - Hazardous materials handling.
 - Use of low-energy cleaning methods.
 - Use of low-moisture cleaning methods.
 - Use of low water-use equipment and other water-efficient cleaning methods.
 - Use of non-chemical cleaning methods.

- Methods for cleaning and maintaining microfibre cloths and mops, including:
 - Air drying for optimal performance.
 - Avoiding fabric softeners.
 - Regular hand or machine washing in hot soapy water.
 - Removing stains with hot water and washing liquid.
 - Washing products on their own to avoid static transfer of lint.
- key requirements of legislation, regulations, codes of practice and industry advisory standards relating to maintaining hard floor surfaces, including:
 - Quality assurance and certification requirements.
 - Industry advisory standards and codes, such as dangerous goods codes.
- Processes for safely handling and disposing of waste, including:
 - Chemicals past their expiry date.
 - Litter.
 - Obsolete equipment.
 - Sweeping detritus.
 - 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).
- Types and characteristics of different hard floor surfaces and required cleaning methods for each type.

HARD FLOOR SURFACES

When cleaning hard floor surfaces time frames will be determined that reflect the health care facility's policy and local requirements to ensure acceptable cleaning guidelines are established and maintained.

Specifications for hard floor cleaning services are mostly based on recognised National Guidance Standards, Work Health and Safety Legislation and Codes of Practice for minimum cleaning frequencies, with adjustment for local needs.

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.
 - Manual handling.
 - Managing noise in the workplace.
 - Management of clinical and related wastes.
 - Labeling of workplace substances.
 - Preparation of material safety data sheets.
 - 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 the health care facility part of your job role may be to clean a variety of hard floor surfaces. You will need to ensure the floor is free of dust, litter, marks and spots, water or other liquids. Hard floors should also be free of build-up at the extremities or in traffic lanes.



Standards for Cleaning

The cleaning standards for hard floor surfaces are aimed at reducing microbiological risks and occupational injury.

The standards of cleaning practice of hard floor surfaces include but are not limited to:

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

Hard floor surfaces may be in areas which could include:

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



It is essential that adjoining areas also receive the same level of cleaning these may include:

- | | |
|------------------------------|-----------------------------------|
| • Balconies. | • Bathrooms. |
| • Corridors. | • Elevators. |
| • Lecture and meeting rooms. | • Pantry and nourishment station. |
| • Offices. | • Stairwells. |
| • Staff lounges. | • Storerooms. |

Activity 9

a. How often is dust control mopping completed in your workplace?

b. What areas are dust control mopping used in?

Activity 10

a. How often is damp mopping completed in your workplace?

b. What areas are damp mopping used in?
