



Guidelines For Residential In-Home Service

Infection Prevention &
Control Policy



Customer
Comfort.

Infection
Prevention.

Home
Service.



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Summary & Introduction

Infection Prevention & Control Policy

Summary:	Provide a standardized approach to sanitary technique to prevent the spread of infection by reducing the contact between the home environment and the service contractor
Target Audience:	All Home Service Contractors
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About the Author

L. Joseph Ochal III



A former clinical microbiologist and home services business owner, L. Joseph Ochal III received his master's in microbiology from Thomas Jefferson University's College of Biomedical Sciences, where he studied pathogenic micro-organisms. His graduate thesis focused on the seasonal Influenza Virus. After graduation, Mr. Ochal conducted independent research on West African pandemics such as Antibiotic-Resistant Tuberculosis and Ebola Virus. The machines he purchased to do his research in West Africa are utilized in his full-service medical diagnostics facility- Afrilab Medical. Based out of Ibadan Nigeria, Afrilab is a full-service medical diagnostics center currently serving 47 hospitals and 23 pharmacies and growing every day.

While studying for his undergraduate degree, Mr. Ochal started a chimney company called The Chimney Scientist. Five Years later, The Chimney Scientist is now one of the highest-rated full-service chimney companies in the Philadelphia region. The marriage of Mr. Ochal's relevant clinical microbiology and home service experience is utilized in the creation of this document which is intended to reduce the spread of infectious disease in the home service industry.

The Process Overview



Surgery, Industrial, Laboratory			In-Home Services
Asepsis			Reduction of Microbial Exposure
	Aseptic Technique	Clean Technique	Sanitary Technique
Purpose	<ul style="list-style-type: none"> Prevents introduction of microorganisms to the targeted area 	<ul style="list-style-type: none"> Reduces risk of microorganism contamination of target area without the use of sterilized equipment 	<ul style="list-style-type: none"> Reduces risk of microorganism contamination of the home environment
Gloves	<ul style="list-style-type: none"> Non-sterile clean gloves if able to perform a task without touching the targeted area Sterile gloves if required to touch targeted area 	<ul style="list-style-type: none"> Non-sterile 	<ul style="list-style-type: none"> Non-sterile Three sets Home environment set up (disposable) Targeted (work) area use (un-sanitary, reusable) Home environment clean up (disposable)
Non-Touch Technique	Yes	Yes	Yes
Cleansing Solutions	Sterile	Non-sterile	Non-sterile General Antibacterial Disinfectants <i>*For COVID-19 refer to CDC guidelines *</i>
Clean Work Surfaces	Yes	Yes	No, sanitized/disposable layer between the home environment and work area



Definitions

Personal Protective Equipment (PPE):

PPE should be worn to prevent the transfer of potentially harmful microorganisms from the technician to the home environment or home environment to a technician.

Sterile:

The process where all living microorganisms, including bacterial spores are killed. Once opened, a package's sterile contents are no longer considered sterile.

Transient Micro-Organisms:

Micro-organisms on the surface of the skin which come and go as we touch things and move around. Humans and our surroundings are covered in an infinite amount of microorganisms that do not necessarily harm us.

Aseptic technique (AT):

Is defined as a means of preventing or minimizing the risk of introducing harmful microorganisms onto essential parts or critical sites of the body when undertaking clinical procedures. Sterile gloves are not always required for AT.

Clean Hands Action

Rationale clean hands with liquid soap from a dispenser or alcohol hand sanitizer rub (if hands are visibly clean) to reduce cross-infection risk. Avoid using indoor sinks unless able to spray and wipe the sink with disinfectants after use. Do not use the homeowner's hand towels and bring sanitary disposable Sanitary Step 3 Gloves to the sink with you.

Sanitation:

A process of mechanical or chemical cleansing which reduces the level of microorganisms to safe, acceptable levels for public health. Common in the food industry.

Sanitizing vs. Disinfecting:

Sanitizing an inanimate object is meant to reduce the number of germs to a safe level, not kill the occurrence of microorganisms. Disinfecting a surface works by killing the microorganisms as claimed on the label of a particular product, and reduces the microbial load often by 99.99% or greater.

Pathogenic microorganism:

A microorganism that is capable of causing harm.

Asepsis:

Is recognized as the state of being free from pathogenic (harmful) microorganism.

Hand Hygiene

Effective hand hygiene is crucial to the prevention of cross-infection. Transient bacteria can be removed by effective hand hygiene techniques. Using the World Health Organization's ten-step decontamination technique, which ensures all surfaces of the hands are covered.

https://www.who.int/gpsc/5may/Hand_Hygiene_Why_How_and_When_Brochure.pdf

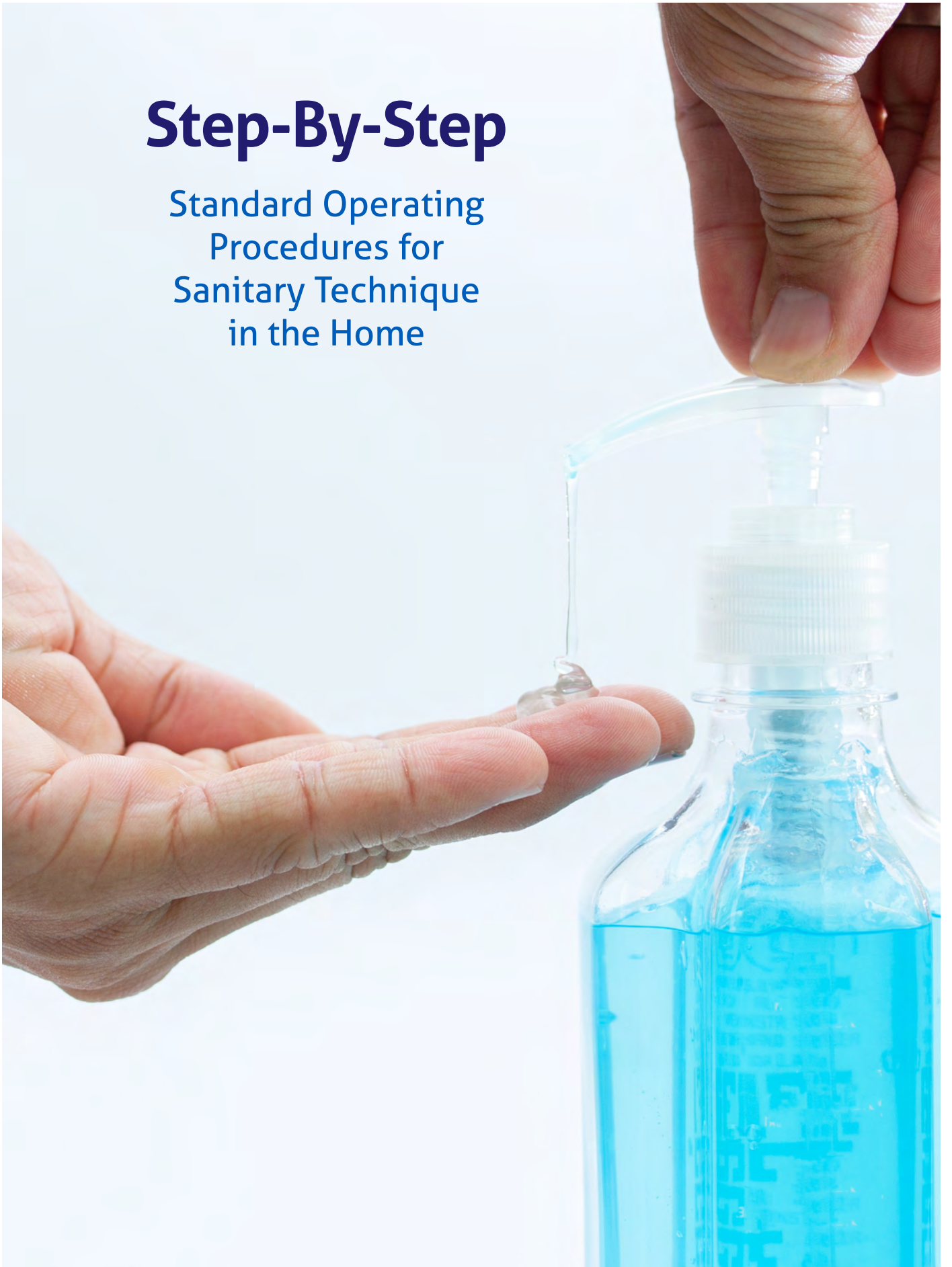
Sanitary Technique Protocols



Required Supplies	Description	Location
Sanitary Step 1 Gloves	Disposable gloves for customer introduction and work area setup. Removed once ready to work	Inside daily sanitized box or original packaging container
Step 2 Work Gloves	Reusable heavy-duty work gloves used in the work area only. Removed once ready to clean up	Stored with Work Tools (unsanitized)
Sanitary Step 3 Gloves	Disposable gloves for clean up and customer interaction	On person upon arrival
Sanitized Tarp/ Disposable Sheet	A sanitized barrier placed on a horizontal work area surface, sanitized or replaced in between jobs	Inside daily sanitized box or original packaging container
Work Tarp/ Drop Cloth	Reusable heavy-duty work tarp/ drop cloth placed between the sanitized barrier and unsanitized work equipment	Stored with Work Tools (unsanitized)
N95 or Greater Face Mask	An N95 face mask or great (refer to OSHA guidelines for your industry) to be worn at all times during work inside the home	On person upon arrival
Work Tools	Unsanitized work tools needed to perform the job	Stored with Work Tools (unsanitized)
Disinfectant Spray Bottle & Disposable Paper Towels	Disinfectant bottles brought into the home immediately to be made available to sanitize areas of the home environment as needed due to potential mishaps. i.e., accidentally touching a door handle with Step 2 Work Gloves for work instead of Sanitary Step 3 Gloves for clean up.	Inside daily sanitized box or original packaging container

Step-By-Step

Standard Operating
Procedures for
Sanitary Technique
in the Home



Greeting The Client Entering The Property With Mask & Sanitary Step 1 Gloves:

Procedure:

Knock on door, move six feet away with sanitary supplies present and visible. Technician makes an introduction, not covering the face to create familiarity and trust. After the introduction, the technician puts the mask on, then puts on the Sanitary Step 1 Gloves before entering the home.

Purpose:

To prevent contamination. For Example, typically, the technician may enter the home for a brief introduction before bringing in tools and could potentially get distracted by the task at hand or surprises within the home. For this reason, the technician should always have sanitation supplies present immediately upon entering the house.



Knock on door with sanitary supplies present and visible.



Enter property with a Mask & Sanitary Step 1 Gloves on

Put Sanitary Step 1 Gloves On Correctly:

Procedure:

Putting on Sanitary Step 1 Gloves without touching the exterior of the Sanitary Step 1 Glove before entering the home.

Purpose:

To prevent technician contamination with the clean gloves used in contact with the home environment.



Grabbing glove on the **INSIDE** of the Sanitary Step 1 Glove



Fold the **Sanitary Step 1 Glove**



Pull Sanitary Step 1 Glove on using **INSIDE** of the glove

Using Sanitary Step 1 Gloves on all doors:

Procedure:

Open and Close doors with Sanitary Step 1 Gloves.

Purpose:

Even though the technician will sanitize the door handles before leaving a home, using Sanitary Step 1 Gloves or Sanitary Step 3 Gloves while operating doors reduce the number of transient organisms coming in contact with a surface in the home environment.



Close the door with Sanitary Step 1 Glove

Use of spray, disposable towels, & Sanitary Step 1 Gloves:

Procedure:

Place disposable wipes and spray on new disposable wipe. The inside layer of the disposable wipe should be the layer that touches the home near the work area.

Purpose:

To immediately have a designated area for sanitation supplies inside the home. Placing the supplies on a new disposable wipe reduces contamination potential.



Place disposable wipes and sprayer on new disposable wipe

Work Place Set Up Sanitary Step 1 Gloves:

Procedure:

Install a sanitary barrier in the work area between the home environment and unsanitized work drop cloth and tools. The barrier can be reusable sanitized waterproof tarps or disposable plastic sheets. For large appliance installations requiring hand trucks moving through the home, a sanitary barrier should be provided on all carpeted areas. In contrast, areas that could be quickly sanitized, such as hardwood floors or tile should be sanitized with disinfectant upon clean up. Disinfectants must be compatible with the surfaces they are applied to, per the product directions

Purpose:

A sanitary barrier ensures minimal contact with the technician's transient microorganisms with the home environment. Avoid placing any equipment on unprotected surfaces



**Install sanitary barrier
in work area**



**Unsanitized work tarp between work tools and
sanitary barrier (new plastic)**

Perform Step 2 Work Gloves:

Procedure:

Once the work area set up is complete dispose of Sanitary Step 1 Gloves and put on reusable Step 2 Work Gloves which are kept with unsanitized tools.

Purpose:

Durable work gloves are needed to perform most in-home service work. Avoid touching any unprotected surface with your Step 2 Work Gloves.



Set up complete switch to Step 2 Work Gloves



Perform the work with Step 2 Work Gloves

Work Place Clean Up Sanitary Step 3 Gloves:

Procedure:

Once the work area is collected, ready to be removed from the work area to outside of the home, remove Step 2 Work Gloves, and replace with Sanitary Step 3 Gloves.

Purpose:

The technician will now be touching other areas of the home, such as door handles and inanimate objects near their work area as part of clean up. They may also come in close contact with the homeowner. The possibility of household contact is why it is required to switch from reusable unsanitized Step 2 Work Glove to new Sanitary Step 3 Gloves .



When work is complete, clean up your tools and unsanitized items
Then put on Sanitary Step 3 Gloves



Sanitary Step 3 Gloves changed within work area

Work Place Clean Up Sanitary Step 3 Gloves:

Procedure:

Sanitary barrier is removed from home. Sanitize the exterior and any regularly touched surface on the home product including outlets in the home.

Purpose:

To reduce potential contamination of inanimate objects inside the home environment.



Remove sanitary barrier from the home



Sanitize exterior surface of the home product where work was performed including outlets

Cleaning Doors Using Sanitary Step 3 Gloves:

Procedure:

The technician must sanitize all door handles they came in contact with upon leaving a home. If belongings cannot be stored outside the house during the cleanup process due to potential theft or inclement weather, setting up an additional sanitary barrier in the interior doorway to store tools and equipment before exiting the home is necessary.

Purpose:

Sanitizing door handles reduces potential contamination of transient microorganisms.

Setting up a sanitary barrier in the doorway or removing tools and equipment outside the home and not bringing them directly to the work vehicle reduces potential cross-contamination from the work vehicle to the inside of the home environment during the cleanup process. If the technician absolutely must go back and forth from the work vehicle, unsanitary Step 2 Work Gloves should be worn. Followed by home door handle sanitation using disposable wipes and disinfectant solution while walking to and from the vehicle.



Sanitize all door handles you came in contact with upon leaving the home



Wipe exterior knob

Removing Sanitary Step 1 or Step 3 Gloves properly:

Procedure:

The technician will pinch the exterior of the first glove to pull it off. While the first glove is pulled off it will be placed inside the second gloved hand. Neither bare hand should come into contact with the exterior of either glove. Lastly, the ungloved hand should pull off the second glove touching only the inside of the glove as shown.

Purpose:

Removing Sanitary Step 1 Gloves or Sanitary Step 3 Gloves in a way that prevents cross-contamination of the home environment by the technician. This is one extra precaution to protect the technician from potential pathogenic organisms in the home environment.



Pinching the exterior of first glove to pull off



Placing first glove in second gloved hand



Pulling second glove off only touching inside of second glove

Step-By-Step

Additional Scenarios
& Protocols



Avoid using the property restroom

If you must:

Procedure:

The technician brings their own paper towels and sanitizer for hand drying and area sanitizing.

Purpose:

It is not recommended to use or enter a customer's restroom at all if it can be avoided. However, circumstances occur where restroom usage is needed. The technician bringing their own sanitary supplies and/or hand drying towels is required. This prevents contamination of the homeowner's restroom fixtures and reusable hand towels often present in a home restroom setting.

Procedure:

Hand washing followed by the sink, toilet seat, toilet lid, and handle sanitizing before putting on new Sanitary Step 1 Gloves or Step 3 Gloves and sanitizing both door handles.

Purpose:

The goal is for the technician to sanitize anything they may have touched to the best of their capabilities.



Avoid home restroom use



Bring your own paper towels for hand drying and area sanitizing



Place disposable wipes and sprayer on new disposable wipe



Wash hands when done



Sanitize sink area



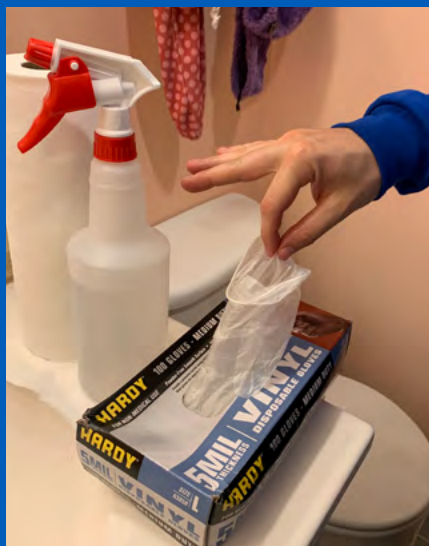
Sanitize toilet handle



Sanitize toilet seat



Sanitize toilet lid



New Sanitary Step 1 or Step 3 Gloves



Sanitize door handles upon exiting bathroom

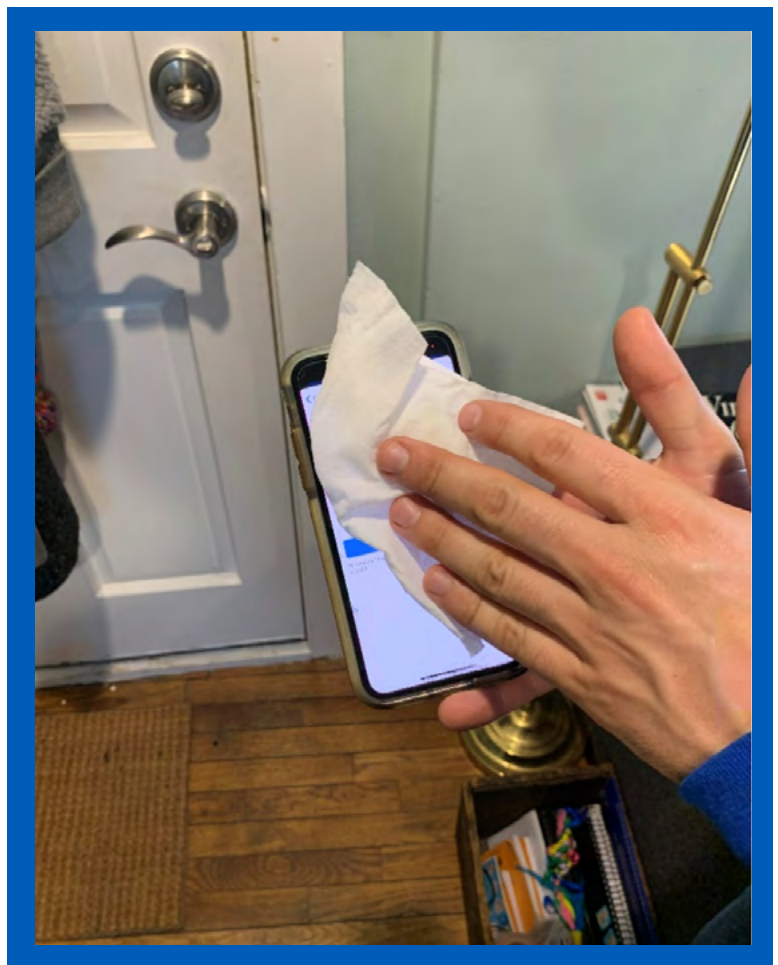
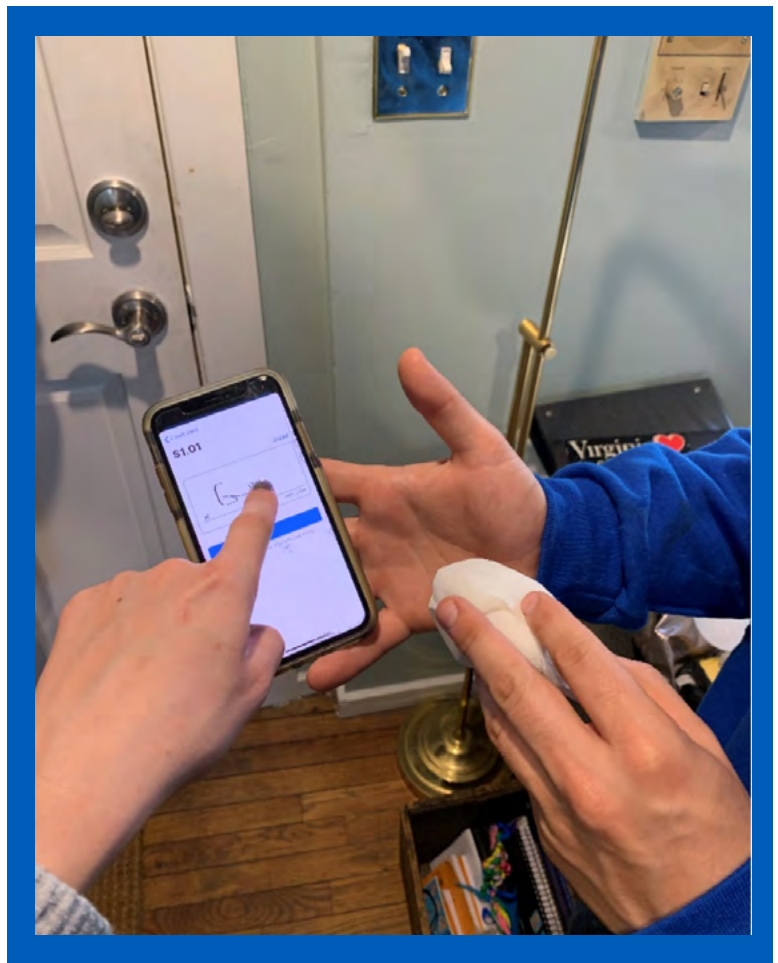
Credit Card Processing or Digital Signature Protocol:

Procedure:

Remove disposable gloves if needed to interact with unsanitized digital phone or tablet screen. Wipe the device with a disinfectant prior to handing the device to the homeowner. Upon completion of homeowner's use, immediately wipe the screen again with a disinfectant solution. Put on Sanitary Step 3 Gloves, sanitizing both door handles as the technician exits the house.

Purpose:

The customer interacting with a technician's phone or tablet may cause one of the most considerable risks of microorganism transmission to the customer and is not recommended. If the customer absolutely must sign the technician's electronic device, be sure the technician is holding the phone or tablet, not the customer. The immediate sanitary wiping after customer's use is more to demonstrate care to the customer's well-being rather than meet sanitary measures inside the customer's home.





Additional Scenarios & Protocols

Product Brochures and Hand Written Documents:

Inanimate objects brought by the technician to be left with the homeowner that cannot be readily sanitized or unpackaged inside the home do not meet sanitary technique requirements. Examples include written paper invoices and product brochures. Handwritten documents must be replaced with digital records to reduce potential contamination. If physical brochures must be used, they should be removed from their original bulk packaging using disposable sanitary gloves and stored in the work vehicle inside a designated closed sanitary container, which is sanitized weekly. Brochures are only handled after that using Sanitary Step 1 Gloves or Sanitary Step 3 Gloves. Utilizing paper documents is an imperfect process, which is why it is not recommended. Digital brochures and invoice products are safer for the customer and reduce our environmental impact with relative ease.

Purpose and Usage

Currently, there is not a national standard for in-home service companies when it comes to protecting the homeowner and the employee from the transmission of infection. This sanitary technique takes into account science, practicality, effectiveness, efficiency, and the home environment. This technique should become the minimum standard for in-home service companies that are serious about preventing any infection transmission.

This technique should be combined with a communication plan that begins with setting expectations with the homeowner about what to expect during their in-home visit. Companies that can adopt this standard will be able to differentiate themselves from their competition, provide additional comfort to their clients, and continue to safely provide in-home services during times when transmission rates of infection are rampant. An associated marketing plan will allow your employees and your customers to know that your company has adopted a sanitation plan rooted in science and designed to protect them both.

Considerations

The sanitary technique is the recommended protocol to reduce the spread of pathogenic microorganisms. Any deviation from this protocol will not be considered a sanitary technique and may compromise the integrity of the process.

Tool sanitation left to the discretion of the home service company:

Different home service industry sectors have different and unique tools. Some of these cannot regularly undergo the sanitation of CDC approved disinfectants. For this reason, the sanitary barrier is implemented to prevent the transmission of microorganisms from work tools to inanimate objects in the home environment. The proper cleaning and sanitation of tools and devices should be conducted according to manufacture guidelines and should be regular practice regardless of sanitary technique.

Healthcare service industry needs to take priority:

Sanitary supplies should not be purchased anywhere other than traditional home service distribution pipelines. The purchasing of masks and disposal gloves from different industries such as medical services may take away these essential products where they are needed most, in the healthcare service industry.

Wasteful product usage

It is encouraged to use reusable sanitary barriers over disposable barriers to reduce the impact on our global climate. Changes to implement reusable sanitary products over disposable products will be showcased in the next version of this document. Our climate impact is also part of our health and safety.

References

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