



# SECURE THE NEW NORMAL IN HYGIENE

## Aged Care Toolkit



## We're here to help.

Today we live in a world with a new hygiene standard, where people want to feel confident and secure about hygiene.

Tork has been committed to improving hygiene for more than 50 years at work and away from home, with our focus on developing and producing complete hygiene and cleaning solutions.

In this guide, we share our expertise with you and provide guidelines on how to execute appropriate hand hygiene and surface cleaning in your facility to protect the health and well-being of your staff, residents and visitors.

Together we can secure the new normal in hygiene and keep business running.

Sincerely,

Rochelle Lake  
Head of Marketing B2B  
**Tork Professional Hygiene**



## Improve hygiene

Following proper hand hygiene protocols, routine cleaning and disinfecting procedures, and optimizing dispenser placement can help reduce the spread of the viruses and infections.

This toolkit provides the resources you need to help you reinforce those best practices in your aged care facility to protect the health and well-being of your staff, residents and visitors.



### How can viruses and infections spread in your facility?



**Through the air  
by coughing and  
sneezing**



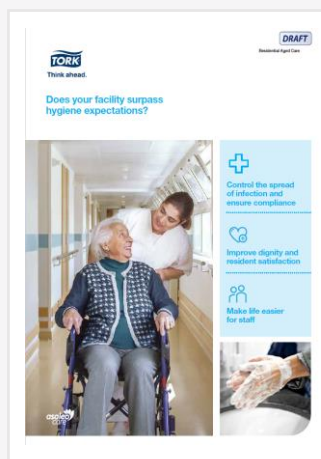
**Close personal contact,  
such as touching or  
shaking hands**



**Touching an object or  
surface with the virus or  
infection on it, then  
touching your mouth,  
nose, or eyes**

## Resources

**Tork Product Recommendations  
for Aged Care**



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# Hand hygiene

It is more important than ever to reinforce proper hand hygiene to control the spread of germs and bacteria.

Hand washing or sanitising should occur:

- before and after all resident and visitor contact
- contact with potentially infectious materials
- before putting on and after removing personal protective equipment (PPE)

If hands are visibly soiled, hands should be thoroughly washed with soap and water and dried with single-use paper towel.

You should ensure that hand hygiene supplies are readily available to all personnel in every care location.

Below are also some resources to reinforce proper hand hygiene techniques.



## Resources

**SECURE THE NEW NORMAL IN HYGIENE** Hand washing procedure

Wash and dry your hands thoroughly for at least 60 seconds with soap, water and paper towel

**TORK®** Think ahead.

Hand washing procedure

Download



**SECURE THE NEW NORMAL IN HYGIENE** Hand sanitising procedure

Disinfect your hands thoroughly for at least 30 seconds

**TORK®** Think ahead.

Hand sanitising procedure

Download



**Hand Hygiene Training**

Improve your hand hygiene in virtual reality

Download the app

Virtual reality for deeper learning

VR Clean Hands training

Learn more



**Tork poster builder**

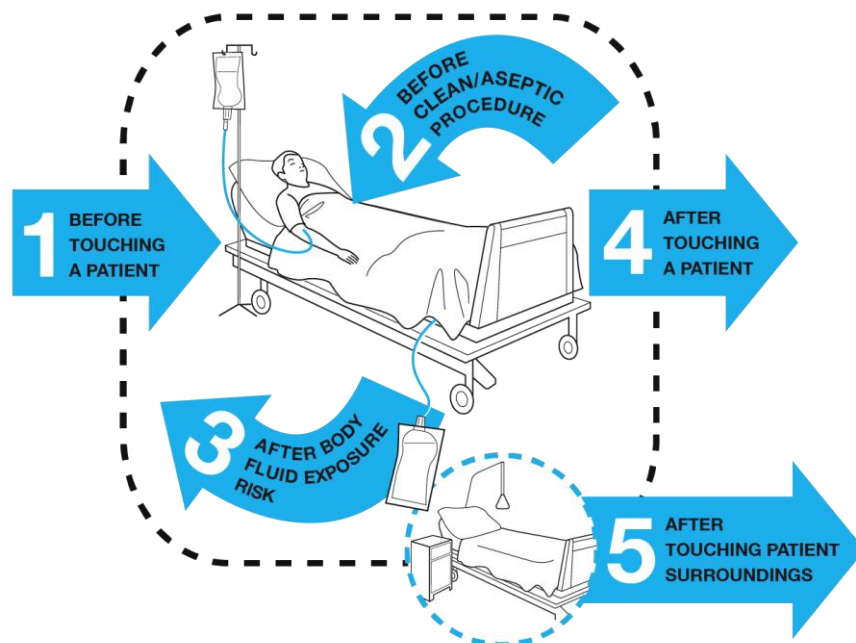
Create a powerful message for your facility or ward.

Tork poster builder

Learn more



## WHO's 5 moments of hand hygiene for healthcare staff



### 1 Before touching a patient

In order to reduce patient exposure to being colonized with healthcare-associated microorganisms, hand hygiene must take place before touching a patient or entering the patient zone. The patient zone contains the patient and his/her immediate surroundings, including surfaces touched by the patient (such as the bed rails, infusion tubing) and surfaces frequently touched by staff (such as monitors, knobs and buttons).

### 2 Before a clean/septic procedure

Before performing a clean/aseptic procedure, hand hygiene is critical to preventing healthcare associated infections (HAI). Hand hygiene should take place between the last exposure to a surface and immediately before access to a critical site with infectious risk for the patient or a critical site with combined infectious risk.

### 3 After body fluid exposure risk

After performing a task associated with a risk to exposing hands to body fluids, hand hygiene must take place instantly and before a new hand-to-surface exposure, even if you stay within the patient zone. This action reduces both your risk of being colonized or infected by infectious agents and the risk of transmitting microorganisms from a "colonized" to a "clean" body site within the same patient.

### 4 After touching a patient

After touching the patient and before touching an object in the area outside of the patient, hand hygiene is important to minimize the risk of dissemination to the healthcare environment. This action also protects you by significantly reducing the contamination of your hands with flora from the patient.

### 5 After touching patient surroundings

The final moment for hand hygiene occurs between hand exposure to a surface in the patient zone and a subsequent hand exposure to a surface in the area outside of the patient - but without touching the patient. Hand hygiene is required at this moment, since exposure to patient objects, even without physical contact with the patients, is associated with hand contamination.

# Surface cleaning and disinfecting

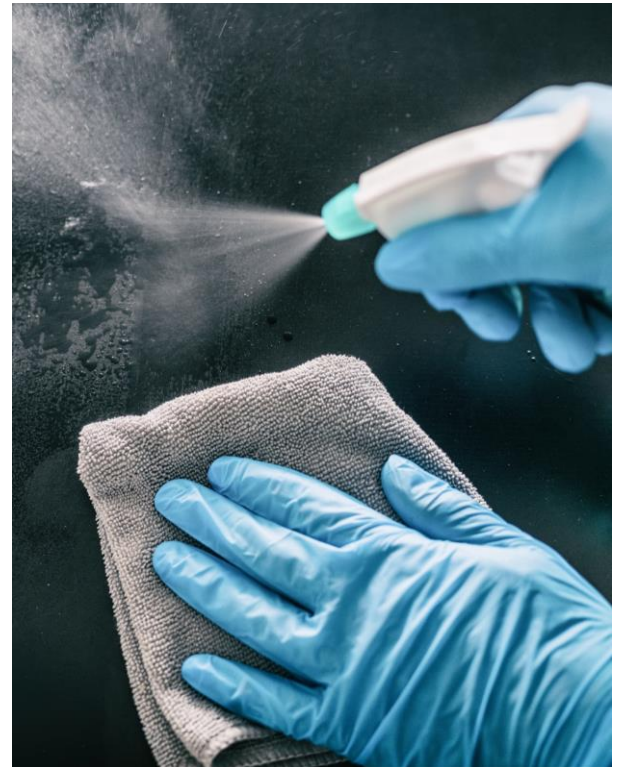
Routine cleaning and disinfecting procedures are appropriate to prevent viruses and infections, so ensure these procedures are followed consistently and correctly, especially for high-touch surfaces such as:

- Overbed tables
- Floors
- Bed rails
- Bedside tables
- Chairs
- Door handles
- Dining areas
- Coffee lounges
- Bathrooms

Managing laundry, foodservice utensils and medical waste should also be performed following routine procedures.

All employees can play an important role in helping to stop germs and bacteria spreading by working by prioritising areas of risk and following guidelines for cleaning and disinfecting.

Below are some tools and guidelines to help you ensure that your aged care facility remains hygienic and clean.



## Resources

**NHMRC Infection prevention & control in aged care**

Download

**Environmental cleaning and disinfection principles for aged care – AU Govt.**

Download

**CDC environmental checklist for cleaning**

Download

**Guide to Tork surface cleaning solutions for aged care**

Download



# Dispenser placement recommendations

To ensure best practice hygiene standards, reinforce proper hand hygiene and cleaning through optimal dispenser placement. Make sure to place hygiene equipment in easily visible and accessible areas where there's a natural flow of traffic. Staff, residents and visitors should not have to go out of their way to access those dispensers. While we understand that every aged care facility is unique, here are some guiding principles for areas.



## Reception

- 1 Many visitors do not clean their hands when entering the hospital. Giving easy access to and info about hand hygiene could potentially have great benefit.



## Private room

- 1 Placing dispensers on "walking-routes" or at a site where care is frequently provided results in more usage.
- 2 Dispensers should not be out of the way, behind another object or out-of-sight



## Shared room

- 1 This type of room requires more than one dispenser.
- 2 Familiar locations eliminate need to look for dispenser. In one observational study dispensers located near the sink and at the entrance to the room were used more frequently than dispensers at the rear of the room.
- 3 Perform a work-flow study to see where the "high-traffic" areas of the room are as well as where health care workers are standing when one of the 5 moments occurs.
- 4 In addition to high traffic, take extra care to see where healthcare workers moves between patients.



## Nurse station

- 1 An observational study showed that dispensers located at the nursing station were used more frequently than dispensers placed on the wall behind patient beds.
- 2 Place dispensers in walking corridors for use on the go

For further information visit our website or contact us for a hygiene audit of your aged care facility.

[Learn more](#)

# SECURE THE NEW NORMAL IN HYGIENE



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**Think ahead.**

**Note:** All reasonable care has been taken to ensure that the information contained in this publication is accurate and correct at the time of printing. Product changes may occur without notice.  
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