

HOW TO REQUEST EVS (HOUSEKEEPING) SERVICE FOR ACUTE SITES



ADT Systems

SCM-Sunrise Care Manager,
Cerner, Meditech, McKesson,
CMS/Teletracking

Enter ***all discharges and transfers*** at time of patient departure.



Talk to your EVS Housekeeper

For all ***routine EVS Housekeeping tasks***, such as spills, supply replenishment, garbage can emptying, etc.



Call Centre 1-844-372-1959

- In ***emergency*** situations
- If you ***can't locate your EVS Housekeeper***
- For ***scheduled work requests***, such as set ups/furniture moves/floor work
- For ***large and unscheduled tasks***, such as a flood

Communicating through the appropriate channels speeds up service response.

Our Shared Vision:

Patient and Resident focused Environmental Services that are of the highest quality and reliability. Our commitment to collaboration, innovation, and shared governance will drive value and create an exceptional health care environment for all.

HOW TO REQUEST A BED CLEAN FOR ACUTE SITES



ADT/CMS Systems
SCM-Sunrise Care Manager,
Cerner, Meditech, McKesson,
CMS/Teletracking

Enter ***all discharges and transfers*** at time of patient departure (only after the patient has left the room).



**EVS Housekeeper
Receives Request**

The system will page the appropriate EVS Housekeeper informing them of a bed clean request.
Page usually received by EVS Housekeeper within 30 seconds.
EVS Housekeeper will usually respond and clean the bed within 60 minutes.
If no response within 60 minutes, call the Call Centre for an update.

**If Bed required
immediately**

STAT cleans can only be designated by your Patient Flow/Access Lead.



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ROUTINES (What to expect from EVS Housekeeping)



In Patient & Resident Rooms

All High Touch Points are cleaned and disinfected daily. Linen and garbage are disposed and supplies restocked. High traffic areas are dust/damp mopped daily. Complete cleans are done once a week per room.



Out-Patient Rooms (clinic spaces, labs, medical imaging etc.)

Complete clean all rooms outside of core business hours when the area is closed. Linen and garbage are disposed and supplies restocked.



Offices (meeting rooms, reception areas)

Offices – cleaned weekly or bi-weekly as agreed. On a daily basis users to dispose of garbage/recycling from individual offices to central pick-up points which are collected on a daily basis. Meeting Rooms/Reception areas are serviced daily.



Public Washrooms

Monitored, cleaned, and supplies restocked throughout the day as needed. Complete clean daily.

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HELP US HELP YOU.



Patient Discharge

Enter patient discharge into the system only when the patient has left the room.
Please ensure that necessary Isolation information is entered into the system to keep everyone safe.

**Cooperation:
Everyone has a
responsibility to
contribute to a
clean environment.**

Peer to Peer communication for all tasks except discharges/transfers.
Remove all medical equipment, IV bags, commodes upon discharges.
Seal and move all cytotoxic bins to soiled utility room.
De clutter and keep area clean as required.
Tidy up after yourself.
Please dispose of paper towels in the waste bins, sharps in the sharps containers, diapers in the diaper pails. Do not overfill the linen hampers, remove bag when $\frac{3}{4}$ full.

Communication

Invite EVS Housekeeper to your daily huddles.
Inform EVS Housekeeper of all potential discharges for the day so that they do not double clean the room.

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