



"Spirit of Services"

Good Times Security & Allied Services Pvt. Ltd.

SCOPE OF WORK (for Hospitals)



1. Cleaning Services:- The main objective is to provide a high level of a neat, clean, hygienic and presentable look to the entire area to keep the surrounding dust free. We and our management team will supervise the awarded work. We will ensure that the staffs deployed are dressed in neat and clean uniform approved by the Hospital.

2. Our Documentation & General Requirements:-

- Organizational structure and line of authority.
 - Housekeeping manual and all SOP (Standard Operating Procedures).
 - List of equipment's used.
 - Colour coding.
 - On job training and documentations.
 - Description for each category of Housekeeping.
 - Hospitable and polite behavior with patients and hospital staff.
 - HBV vaccination of all the staff.
- Maintaining records of:-
- a. Needle stick injuries
 - b. Amount of waste (In Kg) going out.
 - c. Memorandum of understanding.
 - d. Complaint book.
- Maintaining logs and checklists.
 - Both male and female staff should be posted in all areas.
 - Female patients should be attended by female staff only. Immediate replacement of on leave staff.
 - Rotation of staff if required.

Daily Services:- Housekeeping/Cleaning services should be provided round the clock on all days including holidays in all Block and Outer area (7.00 am to 6.00 pm) from Monday to Sunday, as discussed with client so that all areas are neat and clean all the time. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 8.00am in rooms where work will start at 9.00 am. We will arrange manpower for special VIP visits, if required and provide full support and cooperation during functions, seminars, conferences organized by the Hospitals. Housekeeping staff has to do

following activities for all of the Hospital rooms of all the departments, stores, canteen, kitchen, consultant's chambers, wards, ICUs, Operation Theatres, CSSD, Laundry, Labs, Blood Bank, all corridors and all covered and open areas of outer areas as per discussion with client.

1. Cleaning, scrubbing and disinfecting bathrooms, toilets, wash basins, sanitary fittings, floors etc. of all the areas including wards, ICUs, OT and all other departments at regular intervals on daily basis and on weekly capital cleaning- deep cleaning (Sundays).
2. Cleaning sweeping, mopping with disinfectant stair cases, cabins, lobbies, reception, pantries, kitchen, canteen, CSSD, Laundry, Corridors, Ceilings, Iron/ Steel railings, Outer areas, Office Rooms, training rooms at regular intervals on daily basis. Vacuum Cleaning of all carpets and upholstered furniture.
3. Carbonization of medical equipment, beds, trolleys, bed side lockers, monitors, furniture and fixed surfaces by GDA.
4. Cleaning and Disinfecting kidney trays, urinals bed pans, sputum mugs, humidifiers, suction bottles and emptying urine and drain bags whenever required.
5. Cleaning blood spills and others such as human excrement, urine, vomitus, sterile body fluids as & when required.
6. Cleaning, Dusting electrical switch boards, light fixtures, fans, air conditioner vents, name plates, door mats, firefighting equipments, computer systems, phones, doors, windows, furniture, window glasses, grills, curtains etc.
7. Cleaning of dust bins, waste paper baskets, cobwebs etc. and disposing off all collected refuse on daily basis at regular intervals i.e. 3 times.
8. The dust bins shall be washed and garbage bags need to be placed in all garbage bins to avoid stains and clear them when it is full time to time.
9. Collect garbage in specified colour coded bags from all dust bins and garbage bins existing inside the premises and shall dispose at the designated area within the hospital.
10. Refilling, replacing and emptying of sharp container at all stations.
11. Offering and assisting the patient with kidney tray, urinals, bed pans, sputum cups when required and disposing the contents in the sluice room, clean, disinfect and keep it ready for next use.
12. Spraying room fresheners in all rooms on daily basis at regular intervals.

13. Assist in transporting dead bodies to mortuary and dispose off and amputated limbs or other parts to BMW collecting point.
14. Cleaning, Mopping, disinfecting OT floors, walls, ceilings/ OT lights in morning before starting the case, in between cases and terminal cleaning at the end of the day (as per instruction & direction of OT In charge).
15. Clean the patient's bed, lockers, trolleys, wheel chairs and surrounding areas twice a day or when patient is discharged or when soiling occurs.
16. Cleaning and carbonization of ICU beds, OT beds between cases (as per instruction & direction of OT in charge) .
17. Washing of sleepers in ICUs, OT, Dialysis etc. Assist in fumigation of ICUs as per schedule.
18. Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets etc. after daily check- ups in the morning, afternoons and on call basis during daytime.
19. All the garbage collected at the designated points spreaded over the Hospitals, is to be lifted as well as the general waste which does not require incineration should be cleared on daily basis municipality/ garbage collecting vendor defined yards outside Hospitals, Campus. In additions to this the cleaning of garbage points is also under the responsibility of Housekeeping vendor.
20. It is the responsibility of GTSS, to keep round the clock a housekeeping staff who is expert in the clearance of chocking of sinks, wash basins, floor traps, nahani traps, EWC, IWC, P traps, Rain water pipes, sewer chamber & sewer lines, the chocking shall be cleaned within 2(Two) hours after reporting the complaint as per discussion with client.
21. Any additional work assigned by the ward I/C of the areas where the housekeeping staff has been placed on duty. Once assigned an area the housekeeping staff will be under the control and supervision of the sister I/C/Supervisor/ Head on duty of the area.
22. Cleaning the patients who have soiled themselves with stool, urine, vomits with assistance of Patient attendant/ nursing orderly/ staff nurse/ nursing sister.

GTSS employees are strictly prohibited for below mentioned things:

- Do not touch/ clean any patient unless it is told or supervised.
- Do not touch or clean any tubing's or drains attached to the patient unless supervised.
- Do not empty any bags (urine, drain etc.) unless it is supervised.
- Do not carry any unconscious or ventilated patient unless it is escorted by staff nurse.
- Do not pull any linen or patient clothes without the consent of the patient.
- Do not transfer the patient without instructions/ supervisions.
- Do not touch electrical panel & AC.

Waste Disposal Management (Including Bio-Medical Waste) :-

- i. We will prepare a flowchart indicating the method of collecting/ disposals etc.
- ii. We will teach and train our staff for the collection/ disposal of work.
- iii. The garbage will have to be disposed off at least thrice a day.
- iv. We will make arrangement to collect garbage in specified color coded bags with label of source of collection from all designated areas within the hospital.
- v. Supervision of collection of BMW (Bio Medical Waste bin) by the outsourced agency. Ensure that all the dustbins are cleared daily.

Weekly Services:-

The deep cleaning of the entire area will be done by our staff once a week as under:-

- I. Dusting of entire area including windows/ windowpanes/ doors/ ledges, etc.
- II. Thorough cleaning/ sweeping/ mopping with disinfectant cleaning of all floors, staircases and toilets, scrubbing of all floors and ceramic tiles base. Cleaning of ceilings and high walls, removal of wash stains on walls, cleaning of roofs, porches etc.
- III. Cleaning of Sanitary fitting, toilet drain pipes etc. in the toilet with standard cleaning material.
- IV. Cleaning of all windows glasses and grill with detergent/ cleaning agents and facades.
- V. Washing of outside area with High Pressure Jet Machine.
- VI. Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
- VII. We will make a cleaning program and submit to Hospitals for weekly cleaning so that Hospitals concerned official/ in charge for the particular area can be

- deputed on the day of cleaning to make the area available and supervise the cleaning work.
- VIII. The housekeeping vendor will work in the specified area mentioned in the scope of work.

Housekeeping Monitoring and Control:- For better management and smooth services, the following monitoring mechanism will be adopted by us:-

- 1) **Toilets Checklist**:- This is to be attached on the back of the toilet door. It is to be filled up by the housekeeping supervisor on duty daily.
- 2) **Housekeeping Services Complaint Register**:- This register is to be complete on the basis of information received by the Housekeeping Supervisor from Hospitals officials through the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter/ fax/ e- mail, verbal complaints from Hospitals etc. and necessary action is to be taken.

Additional Scope Pertaining to Hospital:-

Housekeeping in the Hospital conditions is different than the housekeeping services in other commercial organization. Housekeeping Staff has to work with the infected patients and has to handle dangerous infected materials and waste. Along with the routine housekeeping activities the housekeeping staffs has to show his/ her humanitarian concern towards the patient and provide him/ her all types of required help and services. Such services may be need based and might not been included in the general scope of work but they have to be provided by the housekeeping staff if needed. In view of the above, any work assigned by the sister I/C/Supervisor/Heads for the patient benefit like cleaning of vomits, urine, stool, blood or any undesired material produced by the ill patient or helping him/ her in changing of soiled clothes/ linen or any type of need in emergency and helping the ill patient in any type of need is included in the scope of work. The housekeeping staff shall maintain cleanliness in the patient's discharge and keep it ready for the next arrival.

GTSS will ensure that the Housekeeping Material used by GTSS should not be reactive to kota stone, vitrified tiles, PVC Flooring, ceramic tiles, marble, furniture, upholstery, ceramic fittings of toilets, if it is found at any time that any damages occurred due to use of wrong chemicals the same shall be rectified on the risk and cost of GTSS.

Cleaning of Office/ Consultant Rooms:-

- 1) Our staff shall remove trash from office dustbins and change the trash liner every evening before closing hours.
- 2) The offices shall be dry dusted and swept after the closing hours. Vacuum cleaning shall be done on carpets and upholstery.
- 3) The worktables shall be mopped with soap solution in the morning.
- 4) The office shall be mopped with soap solution in the morning.
- 5) Office staff rest rooms/ toilets shall be cleaned using soap solution and kept odour free using deodorizer.

Cleaning of Diagnostic area, Laboratory and Other Critical Areas:-

- 1) All the dustbins shall be washed and lined with color coded bags in the floor shall be thoroughly mopped with a specialized soap solution. The entire laboratory areas shall be scrubbed at least twice in a week.
- 2) Toilets/ bathrooms shall be cleaned with soap solution and kept odour free using deodorizer cubes.
- 3) The common areas shall be swept and mopped in the morning and at regular intervals to keep them clean.
- 4) Rotation of staff in critical areas like OT, Laboratory, ICU & Wards may be kept at minimum.
- 5) In morning the trash bag shall be changed when it is full.
- 6) Walls shall be thoroughly cleaned using a specialized soap/ disinfectant solution in the morning.

GTSS will ensure below mentioned points:-

- I. Ensure Animal (quadrupeds), honey bee, bats, bees, pigeon, flies free environment in the premises of Hospitals.
- II. Ensure that their manners / supervisors are equipped with mobile phones.
- III. GTSS will also ensure that the garbage should be disposed separately i.e. dry and wet garbage in the marked disposal area in proper and eco-friendly manner.
- IV. GTSS will arrange required resources, including manpower, machinery, disposables etc. which is used by the housekeeping staff. The housekeeping vendor will also ensure that the garbage collection/ disposal work does not adversely affect the surroundings or personnel.