

INTERNAL ONLY
ISLHD BUSINESS RULE
COVER SHEET



Health
Illawarra Shoalhaven
Local Health District

NAME OF DOCUMENT	Public Toilet Safety Checks
TYPE OF DOCUMENT	Business Rule
DOCUMENT NUMBER	ISLHD CORP BR 08
DATE OF PUBLICATION	April 2021
RISK RATING	Low
REVIEW DATE	April 2026
FORMER REFERENCE(S)	N/A
EXECUTIVE SPONSOR or EXECUTIVE CLINICAL SPONSOR	Executive Director Clinical Operations
AUTHOR	Facility Support Manager NIHG/SIHG
KEY TERMS	Safety checks
FUNCTIONAL GROUP OR HUB	District-Wide
NSQHS STANDARD	Standard 3 - Preventing and Controlling Healthcare Associated Infections Standard 6 - Communicating for Safety
SUMMARY	To ensure a standard approach is implemented in ensuring public toilet safety checks are in place with generic signage and checklist across the ISLHD.

COMPLIANCE WITH THIS DOCUMENT IS MANDATORY

Feedback about this document can be sent to ISLHD-CorporateGovernance@health.nsw.gov.au

Public Toilet Cleaning and Safety Check

ISLHD CORP BR 08

Name	Public Toilet Cleaning and Safety Checks
What it is	<p>If a person is found to be unwell and in need of clinical assistance, please refer to ISLHD CLIN PD 09 – CPR – First Responder. If unlawful activity is suspected escalate as per security protocols.</p> <p>This procedure also applies to facilities operated under a public/private partnership.</p>
What it is not	
Who it applies to	All staff responsible for inspecting Public Toilets across Illawarra Shoalhaven Local Health District (ISLHD) and the escalation process to follow if someone is in a public toilet and does not respond.
What to do	<p>Public toilets shall be checked at a minimum four times daily within morning shift (06:00-14:30).</p> <p>High usage areas will be checked an additional three times between 14:30-23:00.</p> <p>Signage and access</p> <p>All single cubicle public toilets shall have a sign fitted on the inside of the door. If this is a shared toilet/shower the sign shall be fitted on the outside of the door.</p> <p>If the Hospital Assistant finds the sign missing they are to notify their Team Leader/Supervisor immediately for replacement. Spare signs will be held within Hotel Services Department.</p> <p>If a single use public toilet is occupied, the Hospital Assistant shall adhere to the following:</p> <p>Knock three times and pause. If a response is received the Hospital Assistant shall return at a later time to clean and check the toilet.</p> <p>If no response has been received, knock another three times and state the following in a loud clear manner "CLEANER IS HERE! IS ANYONE THERE?" If a response is received the</p>

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	<p>Hospital Assistant shall return at a later time to clean and check the toilet.</p> <p>If no response or suspect unlawful activity, Security Department or the After Hours Manager (AHM) to be contacted and advise that there is no response received when knocking and a safety check is required.</p> <p>The Hospital Assistant is to wait outside the single use toilet until Security and or the AHM arrives.</p> <p>Security Staff or the AHM will be responsible to conduct a safety check and open the door if no response is received or they suspect unlawful activity is taking place.</p> <p>Security Staff to include the information in their blue book and log this in the Security Handidata System and IMS+ system.</p>
<p>When to use it</p>	<p>For the purpose of guidance and to inform the relevant staff of their roles and responsibilities.</p>
<p>How to use it</p>	<p>Cleaning Checklists</p> <ul style="list-style-type: none"> • All public toilets will have a public toilet checklist form to document the required routine cleaning schedule. • Staff responsible for cleaning public toilets are required to fill the checklist in full and ensure their writing is legible. • Spot-checks are to be conducted on an ad-hoc basis by the Hotel Services Team Leaders/Supervisors, who will document if the area has been cleaned satisfactorily or unsatisfactorily. • Areas deemed unsatisfactory are to be documented on the form as a X (cross). • Areas deemed satisfactory are to be documented on the form as a \surd (tick). <p>The forms are to be kept free from debris and moisture by using plastic Perspex document holders. If the document holder is broken, Hotel Services to be notified to request replacement.</p>

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Why the rule is necessary	To ensure the public toilets are cleaned and that there is an escalation process to follow when a person is in a public toilet that does not respond.
Who is responsible	Hotel Services Supervisor/Manager Security Staff Facility Support Manager NIHG/SIHG Corporate Services Manager SHG Site After Hours Nurse Manager
Reference	Public Toilet Safety Checks Document number GL2019_005 Publication date 06 June 2019 Public toilet cleaning and safety checks – SWSLHD_Proc2019_027 ISLHD CLIN PD 09 – CPR – First Responder

I, *Kylie Harper, Facility Support Manager, NIHG/SIHG*, attest that this business rule is not in contravention of any legislation, industrial award or policy directive.

Revision & Approval History

Date	Revision No.	Author and Approval
April 2021	0	Facility Support Manager, NIHG/SIHG Approval/Date: Corporate Policy Recommendation committee/ April 2021 Approval/Date: Executive Director Clinical Operations / April 2021

Appendix: 1. Signage

Appendix: 2. Public Toilet Cleaning and Safety Checklist

Appendix: 1. Signage

**THIS TOILET IS CLEANED
THROUGHOUT THE DAY.**

**CLEANING STAFF WILL
KNOCK AND ANNOUNCE
THEIR PRESENCE PRIOR TO
CLEANING.**

**IF THERE IS NO RESPONSE, A
SAFETY CHECK MAY
FOLLOW.**

