

Hand Hygiene Procedure

SAMPLE

Table of Contents

Purpose	4
Scope	4
Definitions.....	4
Key Definitions	5
Roles and Responsibilities.....	5
Officers and Senior Management.....	5
Managers and Supervisors.....	6
Workers.....	6
Contractors, Agency Staff and Volunteers.....	6
Clients, Residents, Customers and Visitors.....	6
Risk Management and WHS Context.....	7
When to Perform Hand Hygiene	7
General Principles.....	7
Disability and Age-Related Care Examples.....	7
Hospitality and Events Examples	8
Commercial Cleaning Examples	8
Retail and Wholesale Examples.....	8
Hand Hygiene Methods	9
Handwashing with Soap and Water.....	9
Steps for Effective Handwashing	9
Alcohol-Based Hand Rub (ABHR).....	9
Steps for Effective Use of ABHR.....	9
Clinical Handwash (Where Applicable).....	10
Use of Gloves and Hand Hygiene.....	10
When to Wear Gloves	10
Glove Use Principles.....	10
Sector-Specific Examples	11
Hand Care and Skin Management.....	11
Facilities, Equipment and Supplies	11
Handwashing Facilities.....	11

ABHR Dispensers	12
Maintenance and Housekeeping	12
Training, Instruction and Supervision	12
Monitoring, Audit and Review	13
Consultation.....	13
Records and Documentation	13
Checklists	14
Worker Hand Hygiene Self-Check.....	14
Supervisor Hand Hygiene Compliance Checklist.....	14
Emergency, Outbreak and High-Risk Situations	15
Related Documents	15
References	15

SAMPLE

Purpose

The purpose of this Hand Hygiene Procedure is to set out the requirements and minimum standards for effective hand hygiene at [Company Name]. This procedure aims to:

- Reduce the risk of transmission of infectious agents between workers, clients, customers, contractors and visitors.
- Support [Company Name] to meet its duties under work health and safety (WHS) legislation, relevant public health directions and industry standards.
- Provide clear, practical instructions for when and how to perform hand hygiene in Disability and Aged Care, Hospitality and Events, Commercial Cleaning, and Retail and Wholesale environments.

This procedure must be read in conjunction with [Company Name]’s Infection Prevention and Control Policy and any site-specific procedures.

Scope

This procedure applies to:

- All workers of [Company Name], including employees, contractors, labour-hire workers, volunteers and work experience students.
- All [Company Name] workplaces, including client homes, residential facilities, commercial premises, retail outlets, warehouses, hospitality venues, event sites and vehicles used for work purposes.

All activities where workers may come into contact with clients, residents, customers, food, bodily fluids, waste, contaminated surfaces, or shared equipment.

This procedure covers:

- Handwashing with soap and water.
- Use of alcohol-based hand rub (ABHR).
- Use of gloves and the relationship between glove use and hand hygiene.
- Hand care and management of skin conditions related to hand hygiene.

Definitions

Term	Definition

Key Definitions

- **Hand hygiene:** A general term referring to any action of hand cleansing, including handwashing with soap and water or use of an alcohol-based hand rub.
- **Alcohol-Based Hand Rub (ABHR):** A gel, liquid or foam formulation containing alcohol (usually 60–80%) designed for application to the hands to reduce the number of microorganisms.
- **Clinical handwash:** Washing hands with antimicrobial soap and water, typically required in higher-risk clinical or personal care settings.
- **Routine handwash:** Washing hands with plain (non-antimicrobial) soap and water to remove dirt, organic material and most transient microorganisms.
- **Disability and Aged Care worker:** Any worker providing support, care, personal care or domestic assistance to people with disability or older persons in residential, community, or home care settings.
- **Hospitality and Events worker:** Any worker involved in food and beverage preparation or service, event set-up, customer service or cleaning in hospitality and event environments.
- **Commercial Cleaning worker:** Any worker performing cleaning, waste handling or hygiene services in commercial, industrial, education, health, aged care or public environments.
- **Retail and Wholesale worker:** Any worker involved in sales, merchandising, warehousing, packing, customer service or handling of goods.
- **PPE (Personal Protective Equipment):** Equipment worn to minimise exposure to hazards, including disposable gloves, gowns, masks, eye protection and aprons.
- **Resident/client/customer:** Any person receiving services, care or interaction from [Company Name] in Disability and Aged Care, Hospitality and Events, Commercial Cleaning, or Retail and Wholesale settings.

Roles and Responsibilities

Officers and Senior Management

Officers and senior managers of [Company Name] are responsible for ensuring that:

- Hand hygiene is embedded in the organisation's WHS management system and infection prevention and control framework.
- Adequate resources are provided for hand hygiene infrastructure, including sufficient handwashing facilities, ABHR dispensers, soap, single-use paper towels and skin care products.
- This procedure is implemented, communicated, monitored and regularly reviewed.
- Hand hygiene expectations are incorporated into job descriptions, performance reviews and contractor agreements.

Managers and Supervisors

Managers and supervisors must:

- Ensure hand hygiene facilities and supplies are available, accessible, functional and regularly replenished in all work areas.
- Conduct and document risk assessments to identify hand hygiene requirements specific to tasks and environments (e.g. personal care, food handling, waste handling, cash handling, stock replenishment).
- Provide induction and refresher training on hand hygiene technique, when to perform hand hygiene, and the link between hand hygiene and WHS.
- Monitor compliance through observation, audits and feedback, and take corrective action where non-compliance is identified.
- Support workers with skin problems related to hand hygiene by facilitating access to occupational health or medical advice.

Workers

All workers must:

- Follow this Hand Hygiene Procedure and any site-specific requirements.
- Perform hand hygiene at the recommended moments, using the correct technique.
- Report any damaged or empty soap/ABHR dispensers or handwashing facilities that are not functioning.
- Maintain fingernails in a short, clean and natural state; avoid artificial nails and excessive jewellery that may hinder effective hand hygiene.
- Report any skin irritation, dermatitis or injury related to hand hygiene to their supervisor.

Contractors, Agency Staff and Volunteers

Contractors, agency staff and volunteers are required to:

- Comply with this procedure while on [Company Name] worksites or when representing [Company Name].
- Participate in hand hygiene training and follow site-specific instructions.

Clients, Residents, Customers and Visitors

Where appropriate, [Company Name] will:

- Provide access to ABHR or handwashing facilities for clients, residents, customers and visitors.
- Encourage hand hygiene, particularly in high-risk areas such as aged care facilities, food service areas and during outbreaks.