



*Guiding You to Healthy
Hand Hygiene*



Implementation Guide: Property Management





What this Guide Will Do

Hand hygiene compliance is a serious issue. Since 80% of all infections are transmitted by the hands, a property's mission to sustain tenant satisfaction and prevent cross contamination between employees and visitors is critical. The World Health Organization recommends 5 essential elements for a successful hand hygiene program.

Step 1 - Gaining Commitment from all operating areas of your property is critical. Property owners, managers, cleaning personnel and tenants are key advocates to reinforce this commitment.

Step 2 - Educating those chosen to be hand hygiene advocates on the impact of this implementation is the next step. This guide will give you a basic education on critical facts and the positive impact a proper hand hygiene program can have on your facility.

Step 3 - Create a Roadmap by surveying your facility for proper placement of both sanitizing and handwashing stations. Your distributor or Betco® representative will assist in this process.

Step 4 - Implementation of the dispenser installation needs careful planning. Optimizing the educational function, or site zone, of the dispenser along with message reinforcement will greatly assist your hand hygiene campaign.

Step 5 - Communication strategy to drive hand hygiene compliance is critical. Betco® has developed several themes and support materials to implement within your facility. In addition, a suggested press release can be found that is encouraged for use to generate public awareness.

Gain Commitment

Step 1

How to gain commitment

Commitment within all levels is vital to be effective and successful in improving health and safety. This means that you, your tenants and contracted cleaning staff need to be working together.

Whether you are a property owner, property manager, or involved with the initiatives of WELL or LEED, we all share in the responsibility to keep tenants healthy and safe. Leadership and commitment from management is important in making this program successful. You can demonstrate the benefits of this hand hygiene program a number of ways.

- *Highlight how adopting a comprehensive hand hygiene program can align to your goals of tenant safety and satisfaction.*
- *If you are considering or are currently certified under the WELL program, this initiative heightens the intent of keeping tenants healthy.*
- *Create a sustainable hand hygiene program and educating those that occupy your facility. Promoting your program can help reduce cross-contamination.*

Educating

Step 2

When and how to wash your hands

Keeping hands clean with proper procedures is one of the most important steps we can take to avoid getting sick and spreading germs to others. Many diseases and conditions are spread by not washing hands with soap and clean, running water. If water is unavailable, use an alcohol-based hand sanitizer.

The proper sequence for handwashing is: wet hands, turn water off, apply soap, lather using 6-step method for a minimum of 20 seconds, then rinse and dry.

When you should wash your hands.

- *Before, during, and after preparing food*
- *Before and after eating*
- *Before and after treating a cut or wound*
- *After using the restroom*
- *After blowing your nose, coughing, or sneezing*
- *After touching garbage*





Property Management

Step 2 (continued)

Handwashing with soap helps prevent infections because:

- People frequently touch their eyes, nose, and mouth without even realizing it. Germs can get into the body through the eyes, nose and mouth and make us sick.
- Germs from unwashed hands can get into foods and drinks while people prepare or consume them. Germs can multiply in some foods or drinks, and make people sick.
- Germs from unwashed hands can be transferred to other objects like handrails, desks, or chairs, and then transferred to another person's hands.
- Removing germs with proper handwashing therefore helps prevent diarrhea and respiratory infections and can even prevent some skin and eye infections.

Teaching people about handwashing helps them and their communities stay healthy.

- Reduces the number of people who get sick with diarrhea by 31%
- Reduces diarrheal illness in people with weakened immune systems by 58%
- Reduces respiratory illnesses, like colds, in the general population by 16-21%

How should you wash your hands?

- **Wet** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- **Lather** your hands by rubbing them together with the soap. Be sure to follow the 6 step method which will address critical areas between your fingers and under your nails.
- **Scrub** your hands for at least 20 seconds.
- **Rinse** your hands well under clean, running water.
- **Dry** your hands using a clean towel.

What should you do if you don't have water?

Washing hands with soap and water is the best way to reduce germs on the skin. If soap and water are not available, use an alcohol-based hand sanitizer. Alcohol hand sanitizers can quickly reduce the number of germs on hands in some situations, but sanitizers do not eliminate all types of germs.

How do you use hand sanitizers?

- Apply the product to the palm of one hand.
- Rub your hands together.
- Rub the product over all surfaces of your hands and fingers until your hands are dry.



Property Management Statistics

Not washing hands harms people around the world.

The promotion of wellness in a multi-tenant facility goes a long way to increase employee productivity. A comprehensive hand hygiene program is highly complementary to any property management strategy and can increase tenant satisfaction.

- According to "Absenteeism: The Bottom-Line Killer," a publication of workforce solution company Circadian, unscheduled absenteeism costs roughly \$3,600 per year for each hourly worker and \$2,650 each year for salaried employees.
- Absenteeism costs U.S. companies billions of dollars each year in lost productivity, wages, poor quality of goods/services and excess management time. In addition, the employees who do show up to work are often burdened with extra duties and responsibilities to fill in for absent employees, which can lead to feelings of frustration and a decline in morale.
- 35% of adults say they have witnessed coworkers leave the restroom without washing hands.
- 75% of break room faucet handles contain high levels of bacteria.
- A typical office worker's hands come in contact with 10 million bacteria per day.
- Each year, 111 million workdays are lost due to the flu. That equals approximately \$7 billion per year in sick days and lost productivity.

Keeping hands clean through improved hand hygiene is one of the most important steps we can take to avoid getting sick and spreading germs to others. Many diseases and conditions are spread by not washing hands with soap and clean, running water.

Quiz

Q1: True or False - Since half of all infections are transmitted from the hands it's important to encourage handwashing.

Q2: True or False - There are 5 key steps to implement a successful hand hygiene program.

Q3: True or False. When water is not available, an alcohol based sanitizer should be used.

Q4: Which sequence is correct for handwashing:

1. Wet hands, apply soap, lather using 6-step method for 20 seconds, rinse & dry
2. Apply soap, wet hands, lather using 6-step method for 30 seconds, rinse & dry
3. Wet hands, turn water off, apply soap, lather using 6-step method for a minimum of 20 seconds, rinse & dry

Q5: True or False - Sick time costs U.S. companies millions each year in lost productivity.



Q6: Is handwashing or sanitizing the best way to reduce the number of germs on your hands?

Q7: The most critical areas missed by not following the 6-step method of handwashing are:

1. Palms of your hands and in-between fingers
2. Top of your hands and under nails
3. Top of your hands, in-between your fingers and under your nails

Q8: True or False: Implementation of this program is complimentary to green initiatives like LEED certification or WELL program.

Q9: Reasons for property manager or owner to implement a hand hygiene program are:

1. To create good hand hygiene habits at work
2. Compliment a strategy for keeping tenants safe & healthy
3. Build reputation of caring and devotion to tenant health
4. All of the above

Answers

Q8 Answer: True - This is an innovative approach to keeping your tenants healthy and safe, protecting against the spread of germs. Sustainable "green" soap and sanitizer solutions are available for the Compass™ program.

Q9 Answer: 4 - All of the above.

Q4 Answer: 3 - It is always a good habit to turn the water off as you are lathering and using the 6-step method for a minimum of 20 seconds.

Q5 Answer: False. Billions!

Q6 Answer: Handwashing is always the most effective when you do it correctly.

Q7 Answer: 3 - The 6-step method specifically addresses these areas that harbor harmful germs.

Q1 Answer: False - 80% of all infections are transmitted by the hands creating an urgent need to use proper techniques for hand hygiene.

Q2 Answer: True - Gaining Commitment, Educating, Roadmap, Implementation and Communication.

Q3 Answer: True - An alcohol-based sanitizer can be effective at removing germs when water is not available.

Create a Roadmap

Step 3

It is important to make handwashing and sanitizing available, where it is needed. A critical element is to ensure proper dispenser placement with the correct type of soap or sanitizer. Your distributor or trained Betco® representative will guide this plan for you. Consider that food preparation areas require a different rated soap and sanitizer. Placement of dispensers will require ADA compliance and mounting to ensure the guiding screen is visible. Do not assume your previous dispenser placement is necessarily correct. We will verify what is compliant for your new program.

Implementation

Step 4

Implementation can feel overwhelming, especially if you have hundreds of dispenser changes. The carefully planned roadmap will take the surprises out of the equation. Your Betco® authorized distribution and installation team will minimize disruption and ensure a professional and seamless transition to your new hand hygiene program. If you have an older system and still have supply, we will complete installation in phases so you can consume your existing soap inventory. Keep in mind, this is a program that will influence the safety and well-being of your tenants and employees, this is not a product exchange.

Communicate

Step 5

During your installation, you will select messaging to post in designated areas or on the dispenser itself. Choose from posters, dispenser billboards or tent cards with themes that emphasize the commitment you have made to create a healthier community. We have also included a pre-written press release ready for your use. Send this press release to local news outlets, post on your intranet and post on social media sites that you already use.



Press Release Sample Template

FOR IMMEDIATE RELEASE

From: (Name of person issuing the release)
(Name of long term care facility issuing the release)
(Contact Information)

(Facility Name) Builds a Healthier Long Term Care Facility with New Comprehensive Hand Hygiene Program

(Facility Name) announces the implementation of the hand hygiene program designed to help keep patients and guests healthy by educating them on proper hand hygiene practices.

According to the Centers for Disease Control and Prevention, proper hand hygiene education is the most important step in preventing the spread of illness and disease. The program aligns with CDC recommendations by promoting the step-by-step instructions for proper handwashing. (Facility Name) will place Soap and Instant Hand Sanitizer dispensers throughout their facility and restrooms to support their commitment to a worry-free path to recovery. These dispensers will use Betco® skin care products, which include green and triclosan-free options. In addition, (Facility Name) will implement educational elements to remind patients, guests and staff about the relationship between proper hand hygiene and health.

“Controlling the spread of germs in a healthcare facility is very important,” says NAME, TITLE at (Facility Name). “Research shows that 80% of all communicable diseases are spread by touch. In order to stay dedicated to improving the health and wellbeing of our patients, (Facility Name) agreed that the program is the best solution to accomplish that goal. I’m convinced that this program can do amazing things to reduce risk during a patient’s journey to recovery.”

“Germs can spread very easily in a treatment facility,” adds NAME, POSITION at (FACILITY NAME). “Otherwise healthy guests and staff can spread them every time they touch a doorknob, faucet or another person. This can mean trouble for patients who are trying to recover from other illnesses.”

The educational elements of the Hand Hygiene Program aim to make proper hand hygiene a habit for everyone. Thorough messaging that increases knowledge surrounding the importance of hand hygiene is also available as posters and table tents and accompanies the dispenser program. **“Helping our residents, staff and community stay healthy could not be any more in line with our mission.”** said (Long Term Facility Name) President NAME.

Sources cited:

Centers for Disease Control and Prevention. Centers for Disease Control and Prevention, 28 Jan. 2016. Web. 17 Aug. 2016.
“World Health Organization.” World Health Organization. N.p., n.d. Web. 17 Aug. 2016.



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