



Total Laundry has been working closely with the Textile Services Association, who have issued detailed guidelines to all laundries and hospitality providers.

When you reopen after the Covid-19 lockdown, the following aspects may be included within your reopening guidelines/policies/Risk Assessments: This is to keep your staff, our staff and our guests safe and enables us all to work together in these changed circumstances.

Housekeeping

1. Clean linen which has been sanitised by the laundry should be stored in a locked linen room and accessed only on 'as required' basis. Your linen will be returned in biodegradable plastic or in sanitised laundered hampers.
2. Soiled linen should be stored in a separate area in washable hampers or disposable plastic bags – do not leave it loose.
3. Housekeeping should segregate soiled and clean linen i.e. either in separate trolleys or with physical barriers.
4. When stripping beds, handle linen gently – do not shake.
5. Clean linen should only be brought into the room only once the cleaning is complete and the soiled linen removed.
6. Used table linen should be collected directly into clear plastic bags (wet linen should be kept separate and air dried prior to bagging).
7. Store the soiled linen on the ground floor as near to an external exit as possible and ideally away from public and high foot traffic flow areas. This is to avoid transport of dirty linen through your premises.

Collection/Delivery

We are operating a contactless collection and delivery system wherever possible.

Linens will be collected/delivered to either, a covered outside space or by arrangement, to just inside the premises. All access to be step free and contact with staff to be kept to a minimum.

Once the clean linen has been delivered, it must be taken to the linen store as soon as possible.

If you are notified that the guest has become unwell and is showing symptoms of Covid-19, then the following process should be;

- a. When the linen is identified and contained within a room and / or clearly traceable – depending on the risk assessment, you should consider quarantining the room and the affected linens bagged (we can supply you with soluble red laundry bags, specifically made for contaminated linens), label them clearly and let us know before we come to collect.
- b. Depending on your local risk assessment, you should consider a deep-clean and thorough disinfection of the room and any other relevant facilities.
- c. When the linen cannot be traced any longer, already been removed from the room in question, mixed with other linen and waiting for collection by us –please notify us so we can agree a process for linen collection.
- d. When the linen cannot be traced any longer and already in the possession of the laundry – you should inform us with the time periods of the potential contamination and any other information that can help the us to manage the risk as best as we can.

It is recommended that you use a commercial laundry for all of your items. However, In the event you operate an OPL (On Premise Laundry), for some of your items, you should ensure that your wash programme is able to achieve thermal and/or chemical-thermal disinfection. Domestic style washing machines do not hold the required temperatures for long enough to affect a thermal disinfection. You must then use an in wash sanitiser and additional segregation procedures to ensure that any risk of cross contamination of clean and soiled linen is minimised.

Total Laundry is here to help you get back in business. Our robust Covid-19 procedures are in place to look after us all and are taken in line with Government Guidelines and in association with the Textile Services Association, of which we are active members.

Our robust clean laundry protocols include;

- social distancing
- sanitisation of the laundry premises
- In addition to guidelines, to avoid cross contamination, we do not mix your items with other customers. Your items are laundered separately and we use a commercial grade in-wash sanitiser, supplied by our detergent manufacturer
- We do not mix customers laundry
- Clean laundry will be returned either in clean biodegradable plastic or in your laundry hampers. Hampers will be washed and sanitised for you - free of charge

If you have any questions, please get in touch – we are here to help and to work with you.

Sarah Lancaster
Managing Director
29.06.20