### Purpose
This Operating Standard provides guidance to ensure that an adequate daily linen inventory supply is maintained.

### Applicability
This Operating Standard applies to all Covenant Health Laundry Services employees, students, volunteers, and any staff member washing resident/patient laundry or linens. Compliance with this protocol is required for any other persons acting on behalf of Covenant Health, including contracted service providers as applicable.

### Responsibility
All Covenant Health employees and contract service providers are required to follow the steps outlined for handling of soiled linens in order to maintain a clean and safe environment.

### Principles
This standard operating procedure ensures the adequate supply of linens.

### Procedures
**TOOLS NEEDED**

#### Inventory / Supply

1. Laundry Services must maintain a sufficient supply of linen at all times in order to meet department/user linen supply quotas/requirements.

2. For In-house laundry - when **re-order points** for inventory / supply items is not met, Laundry Services staff must advise the Environmental Services or Hospitality Services Manager or supervisor designate of the need to order additional quantities.

#### General Linen

1. Linen is purchased from approved vendors as per the current linen contract for standard linen.

2. As circulating inventory is decreased, due to discard or loss, new items will be injected into the circulating linen inventory as applicable to the site.
Linen Quotas

1. In collaboration with the department/user, Laundry Services will determine the appropriate linen quotas/requirements for each department/user.
   
   a) Linen quotas are monitored and documented to ensure adequate supply. Linen supply quotas and returns will reflect the usage needs of each department/User.
   
   b) Linen quota supply lists shall include the days and times for delivery; Cart Name, Number and/or Description.

Quota Fill Rate

1. Laundry Services will track the percentage of fill rates for each cart at each laundry processing facility and document fill rates for each facility.

2. Quota Fill Rates will be accessible to Covenant Health staff as appropriate.

Changes to Quotas

1. Any adjustments or requests to change the linen quota (other than in an emergency) must be properly communicated from the unit to Laundry Services Manager or supervisor for consideration.
   
   a) Laundry Services Manager or supervisor will assist in the review of linen requirements and determine the extent to which quotas will be adjusted.
   
   b) Effective date for requests for cart quota changes will be agreed upon by the department/user and Laundry Services.
   
   c) The Laundry Services Manager or supervisor will provide the revised quota to the Department Manager either through verbal communication or printed quota sheet.

2. Quotas should be reviewed as needed.

Emergency Linen Requirements

1. Requests for emergency linen can be ordered from Laundry Services as required.
2. Sites In-house linen services will maintain a 4 day supply in the event of an emergency as determined by site.

DEFINITIONS

Footnotes:

Maintenance – report plugged or damaged toilets, urinals, sinks/fixtures, lights, walls, flooring, etc. to unit staff and to your Supervisor or submit maintenance requisition where appropriate.

Personal Protective Equipment (PPE) – Clothing or equipment worn by staff for protection against hazards. To “Don” is to put on, and to “Doff” is to remove.
**Additional Precautions (AP)** – Precautions (i.e. Contact Precautions, Droplet Precautions, Airborne Precautions) that are necessary in addition to Routine Practices for certain pathogens or clinical presentations. These precautions are based on the method of transmission (e.g. contact, droplet, airborne).

**Hazard Assessment** – Health and Safety Hazard Assessments mitigate the risk of incident/injury or illness from exposure to biological, chemical, or physical contaminants. To reduce the risk of incident/injury or illness appropriate controls must be put into place. Health and Safety Hazard Assessments must be completed and reviewed before a Laundry employee is exposed to contaminants which may pose incident/injury or illness. This is done to protect the health and safety of EVS employee, other staff and patients/residents.

**Employee Incident/Injury Reporting** – Report incidents or unsafe work to your Supervisor and to OHS through the incident management process as required.

**General Linen** includes linens routinely used and laundered in a healthcare facility that do not require sterilization such as bed linens, towels, cleaning cloths, etc. but does not include surgical textiles or personal clothing.

**Quota** refers to a prescribed amount of linen (item mix and quantity) that is allotted to each healthcare facility and is determined based upon each department/user or unit’s particular requirements and utilization.

**Quota Fill Rate** is the percentage of linen sent compared to the linen requested by the unit quota.

**Re-order Point** is when linen inventory reaches a minimum re-order point, it will act as a trigger that more supply needs to be ordered to meet requirements.

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**References**

Linen Inventory & Quota Management, Alberta Health Services Practice Support Document LS-STD-OPS-003