

 <p>TEN TEXPROS CO. LIMITED Africa's Premier Provider of Linen Solutions</p>	Doc No: TTP.R.L.012	Prepared By: Ssemuyiga Denis
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TEN TEXPROS LAUNDRY SERVICES

GUIDELINE ON OBTAINING LINEN IN AN EMERGENCY

Introduction

Linen play a critical role in enhancing the quality of healthcare in hospitals. Constant supply of sufficient, clean and safe linen emergency situations helps to reduce the risk of cross contamination to patients and enhance patient experience in healthcare facilities. Efficient and effective linen services are achieved through provision of timely, adequate and constant supply of clean and safe linen to all hospital users, including patients, hospital staff and visitors to sensitive areas like ICU and dialysis including during emergency situations. An environment that enables constant supply of sufficient, clean and safe linen all the times including during emergency situations should be created. This involves equipping laundry with efficient and sufficient machinery and equipment, adequate and competent staff and provision of sufficient linen that includes reserve linen that should be sub stored to cater for emergency situations.

Purpose

This document shall guide staff and management of Ten Texpros in ensuring provision of sufficient, clean and safe linen including during emergency situations.

Scope

The document serves to guide laundry staff, housekeepers, ward staff and management of Ten Texpros on how to ensure provision and supply of sufficient clean and safe linen including during an emergence.

Responsibility

It shall be the responsibility of linen service supervisor to train and guide staff on how to obtain linen during an emergency.

Laundry staff, housekeepers and ward staff shall ensure that sufficient clean and safe linen is always available and supplied during emergence situations.

It shall be the responsibility of management to facilitate an environment that enables provision of sufficient, clean and safe linen in an emergence situation.

Procedure

Obtaining linen in an emergency

- Procure and stock linen in the bed to linen article ratio of 1:4 where one linen article per bed i.e. one blanket, one pair bed sheets, one draw sheet, a gown shall be reserved for emergency circumstances.
- Equip laundry with efficient and sufficient equipment and machinery.
- Ensure timely repair and servicing of machines and equipment.
- Timely processing of linen including tailoring and laundering.
- Extra linen shall always be sub stored in laundry cupboards as reserve linen for emergency cases only.
- Linen for emergency circumstances shall be accessible 24 hours throughout 7 days.
- Night shifts shall be introduced or at least one laundry staff shall always be assigned to stay at night to enable easier and quicker accessibility of linen in an emergency.
- Ward/unit staff shall alert laundry team by phone call or through housekeepers for the need of emergency linen who shall respond immediately.
- Management shall facilitate an environment that ensures immediate response to supply of adequate, clean and safe linen during an emergence.

Conclusion

Ensuring constant supply of clean and safe linen including during an emergence sustains provision of quality healthcare to hospital clients.

Reference

- *Linen management manual (2025-2029), page 22-article 4.5.17.*

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