# Environmental Services Improvement and Practice Audit Checklist

Use Parts 1 to 3 to review how the home manages environmental services. Use Part 4 while observing cleaning work and checking the home's written procedures. Mark an item when the practice is in place. Record gaps, an owner and a date for follow up at the end.

Home: _____ Unit or area: _____

Review date: _____ Completed by: _____

## Part 1 Collaboration

Environmental services and infection prevention and control work on the same transmission risks. The IPAC team helps identify the precautions and the organism of concern. The EVS team knows whether the cleaning plan can be carried out with the available staff, supplies and time. Both teams need to make the plan together and review what happens in practice.

### Key action

Give the EVS lead a regular role in IPAC decisions and a clear way to raise concerns from the units.

| What to check | Done |
|---|---|
| The EVS lead attends IPAC committee meetings and shares cleaning audit results and concerns from staff. | ☐ |
| IPAC tells EVS promptly when Additional Precautions change the cleaning plan for a room or unit. | ☐ |
| During an outbreak, IPAC and EVS review the affected rooms, shared bathrooms, common areas and shared equipment together. | ☐ |
| IPAC and EVS confirm that the selected product is appropriate and that staff have the supplies and time needed to use it correctly. | ☐ |
| IPAC explains why a cleaning practice matters and EVS demonstrates how staff perform it with the home's equipment. | ☐ |
| Each identified gap has an assigned owner, a planned action and a date to check whether the action worked. | ☐ |



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## Part 2 Education and Auditing

Hand hygiene, personal protective equipment and cleaning logs matter, but they do not show whether staff cleaned a room correctly. Staff need to understand why the order of work, fresh cloths, the approved product and its contact time matter. Auditors need to observe the work, including common areas and terminal cleaning.

### Key action

Teach and observe the full cleaning process in the area where staff work.

| What to check | Done |
|---|---|
| Training explains how a used cloth or shared equipment can move contamination between surfaces and bed spaces. | ☐ |
| Staff can identify the approved product, where to find its instructions and how long the surface must remain wet. | ☐ |
| A trainer demonstrates cleaning in a resident room or comparable work area, then observes the staff member perform the task. | ☐ |
| Audits observe cleaning order, cloth handling, product use and contact time, in addition to hand hygiene and PPE. | ☐ |
| The audit plan includes shared bathrooms, dining or activity areas and terminal cleaning when applicable. | ☐ |
| Staff receive prompt, specific feedback after observation. The auditor records whether a missing step reflects knowledge, supplies, time or an unclear task. | ☐ |



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## Part 3 Quality Improvement

Choose a repeated and specific cleaning gap. Observe it on the relevant unit and shift, then ask staff what makes the work difficult. A response should address the actual cause. Repeat the same observation after the change to see whether practice improved.

### Key action

Use one clearly defined problem, a baseline measure and a follow up audit to guide each improvement.

| What to check | Done |
|---|---|
| The team defines the exact surface, task, location or shift where a gap keeps occurring. | ☐ |
| EVS and IPAC review more than one audit result, observe the work and ask staff what is getting in the way. | ☐ |
| The team records a baseline using a measure that can be repeated after the change. | ☐ |
| The chosen action addresses the cause, such as missing supplies, an unclear checklist, inadequate time or a training need. | ☐ |
| The action has a named owner, a start date and the resources staff need to follow it. | ☐ |
| The team repeats the same audit, shares results with EVS staff, reviews the trend at IPAC committee and adjusts the plan if the gap remains. | ☐ |



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## Part 4 Practical Strategies Audit

Observe routine cleaning in a resident room and a shared area. Include a shared room, a room on Additional Precautions and terminal cleaning when they are available. Check the written plan and ask staff to show how they use the approved products. Mark each item Yes, No or N/A. Record any No item in the action record.

### Cleaning order and movement

| What to observe or verify | Yes | No | N/A |
|---|---|---|---|
| The written schedule shows which rooms and areas staff clean first, including how rooms on Additional Precautions are handled. | ☐ | ☐ | ☐ |
| Staff check for changes to Additional Precautions before starting the assignment. | ☐ | ☐ | ☐ |
| The cleaner moves from cleaner surfaces toward areas more likely to be contaminated within the room. | ☐ | ☐ | ☐ |
| The cleaner completes a surface or zone before moving to another area. | ☐ | ☐ | ☐ |
| The cleaner does not return to a cleaned surface with a used cloth or mop head. | ☐ | ☐ | ☐ |
| The cleaner changes supplies or follows the home's procedure before moving between rooms or cleaning zones. | ☐ | ☐ | ☐ |

### Shared resident rooms

| What to observe or verify | Yes | No | N/A |
|---|---|---|---|
| The cleaner treats each resident bed space as a separate zone. | ☐ | ☐ | ☐ |
| The cleaner completes the first bed space before moving to the second. | ☐ | ☐ | ☐ |
| Cloths used in one bed space are not taken into the other bed space. | ☐ | ☐ | ☐ |
| Staff know which shared bathroom surfaces, equipment and high touch surfaces belong in the cleaning plan. | ☐ | ☐ | ☐ |
| When one resident has Additional Precautions, EVS and IPAC have clarified the cleaning plan for the whole shared room. | ☐ | ☐ | ☐ |

### Cloths and equipment

| What to observe or verify | Yes | No | N/A |
|---|---|---|---|
| Staff start with enough clean cloths or ready to use wipes for the assigned work. | ☐ | ☐ | ☐ |
| Staff do not dip a used cloth back into a container of clean disinfectant solution. | ☐ | ☐ | ☐ |
| Used cloths go directly into a designated container for soiled materials. | ☐ | ☐ | ☐ |
| Clean supplies are kept separate from used supplies on the cart and in the work area. | ☐ | ☐ | ☐ |
| Staff change cloths when soiled and before moving to another resident bed space. | ☐ | ☐ | ☐ |
| Reusable equipment is cleaned and disinfected between rooms according to the home's procedure. | ☐ | ☐ | ☐ |



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### Product selection and use

| What to observe or verify | Yes | No | N/A |
|---|---|---|---|
| Staff can identify the approved cleaning or disinfecting product for routine work and where to check its instructions. | ☐ | ☐ | ☐ |
| IPAC and EVS have confirmed the selected product has the required claim for the organism of concern during a case or outbreak. | ☐ | ☐ | ☐ |
| For C. difficile, staff use a product with a sporicidal claim according to the home's procedure and the product label. | ☐ | ☐ | ☐ |
| For suspected or confirmed norovirus, staff use a product with an appropriate norovirus or nonenveloped virus claim according to the home's procedure. | ☐ | ☐ | ☐ |
| Staff prepare or dilute the product as instructed and check that it is within its expiry or usable period. | ☐ | ☐ | ☐ |
| Staff use the product in a way that keeps the surface wet for its required contact time. | ☐ | ☐ | ☐ |
| Staff clean visible soil before disinfection when required by the product instructions or the home's procedure. | ☐ | ☐ | ☐ |

### Frequency and coverage

| What to observe or verify | Yes | No | N/A |
|---|---|---|---|
| The home has assigned a cleaning frequency to resident rooms, shared bathrooms, dining areas, activity spaces and offices. | ☐ | ☐ | ☐ |
| EVS and IPAC review contamination risk, frequency of touch and resident vulnerability when setting those schedules. | ☐ | ☐ | ☐ |
| High touch surfaces, including bed rails, call bells, handles and grab bars, appear on the applicable task lists. | ☐ | ☐ | ☐ |
| Staff know when to clean again after spills, visible soiling or a change in risk. | ☐ | ☐ | ☐ |
| The outbreak cleaning plan states which areas need additional cleaning and who completes it. | ☐ | ☐ | ☐ |
| Staff can show how the home completes and records terminal cleaning of a resident bed space, bathroom and assigned equipment. | ☐ | ☐ | ☐ |
| A supervisor checks whether the assigned cleaning work fits the shift and addresses missed work. | ☐ | ☐ | ☐ |



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## Action record

For each No item, record the gap and the next step. Recheck it using the same observation method.

| Item or location | Action needed | Owner | Recheck date |
|---|---|---|---|
| | | | |
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