



FDR Services Corp.

Healthcare Laundry Specialists

RESIDENT CLOTHING PROGRAM

Corporate Office:

One Ames Court

Suite 204

Plainview, NY 11803

516-933-4040



Table of Contents

- I. Overview**
- II. Special Handling at Facility**
- III. Monitoring**
- IV. Sample Packing Slip**
- V. Net Bag Survey**
- VI. Sample Survey**
- VII. Pick Up & Delivery Procedures**
- VIII. Recommended Resident Clothing Purchase Procedure
-Copy of Resident Family Admissions Letter**
- IX. Labeling & Inventory of Clothing**
- X. Information for Nursing Staff**

Revised: 10/10/08



I. Overview of Resident Clothing Laundry Procedure

Each resident will be provided with net bags, color-coded by facility and one laundry hamper. Each net bag will be bar coded with name of facility, room and bed number. Net bags become the property of the room and are ***NOT TO BE TRANSFERRED***. If the resident changes rooms, the net bags remain in the old room and the resident will then use the net bags found in their new room. *Under no circumstances is the bar-code label on the I.D. flag to be altered or written on.*

At designated times and days, the net bags, ***SECURELY PINNED***, will be collected, transported and placed in bins in the soiled storage area for pick up by FDR Services Corp.

Clean, processed clothing will be returned neatly folded in a heat sealed plastic package or on hangers with net bar coded identification flag clearly and visibly on top, exposing the name of the facility, room and bed number. The processed clothing is then sent to each floor and distributed to the resident by assigned personnel.

It is important that soiled clothing be placed in the net bags ***DESIGNATED*** only for that resident. This will insure the proper return of the residents processed clothing and minimize mix-ups.

In order to effectively process the residents' clothing, it is extremely important that the above procedures are followed. Adhering to this system will guarantee the correct return of clothing to the resident.



II. Special Handling at Facility

All soiled clothing containing **URINE** and/or fecal matter should be put in a small plastic bag before being placed in residents' net bag. This will help control odor and prevent color fading. Fecal matter should be removed to help reduce staining, if possible.

FDR Service Corp. cannot be responsible for the processing of **FINE WASHABLE/SPECIAL CARE LABEL ITEMS** such as wools, dry cleanable, gentle care, cold-water wash only, etc. These items do not belong in a health care environment and should not be placed in the residents' net bag.

Clothing from known **ISOLATION SOURCE** should be placed in residents' net bag, which is then enclosed in a plastic **ISOLATION** bag and sealed.

Items not identified by resident, such as restraints, sheepskins, blankets, etc. should be placed in separate bar-coded nets, labeled **MISCELLANEOUS**. These nets are to go out on the same day as the residents' clothing. Nets need to be stored and inventoried by customer to ensure integrity and control.



III. Monitoring

We will provide a **bar code packing slip** with each delivery. This will verify that what was last picked up soiled is presently delivered clean.

Any nets held for rewash, as well as those nets being returned from rewash, will be recorded. Your staff should compare what is delivered to what is indicated on the packing slip. Any discrepancies should be reported to us immediately. These reports should be filed as a permanent record of verification.





IV. Sample Packing Slip

PACKING SLIP									
ACCOUNT #020600 Wed. - Sat.		BK. METH 1485 DUMONT AVE. BROOKLYN, NY 11208			FDR SERVICES CORP. 31 SKYKLIN DRIVE PLAINVIEW, NY 11803 (516)933-4040				
BED #	PICKED UP	FROM REWASH	HELD FOR REWASH	SHIPPED 1\14\95	BED #	PICKED UP	FROM REWASH	HELD FOR REWASH	SHIPPED 1\14\95
205	1			1	405	1	1		2
407	1			1	201 A	1			1
202 A	1			1	202 B	1			1
203 A	1			1	204 A	1			1
206 A	1			1	208 B	1			1
209 A	1			1	211 B	1			1
211 A	1		1	0	212 A	1			1
213 A	1		1	0	213 B	1			1
214 A	1			1	216 B	1			1
215 B	1			1	217 B	1			1
301 B	2			2	301 A	1			1
304 A	1			1	304 B	1			1
305 B	1			1	305 A	1			1
400 A	1	1		2	400 B	1			1
DELIVERY		PICKED UP	SHIPPED FROM REWASH		HELD FOR REWASH		SHIPPED		
TOTALS		15	2		2		15		
NETS FOR THESE BEDS WERE REWASHED AND ARE INCLUDED IN THIS SHIPMENT									
405				PICKED UP 1\9\95					
400 A				PICKED UP 1\9\95					
NETS FOR THESE BEDS HAVE BEEN HELD FOR REWASH AND WILL BE IN A FUTURE SHIPMENT									
211 A									
213 A									



V. Net Bag Survey

We will provide resident clothing net bag survey blank forms to monitor the contents of the soiled nets. This survey allows your facility to determine the proficiency of our system. This should be done on a regular basis for accountability and also to determine which residents' clothing consistently get mixed with other residents' clothes.

This survey will also serve as a cross-reference of clothing that may have found its way into the room. Mix-ups you uncover in a given area will identify the area that may need more in-service for the staff that may not be using the service for its intended purpose.



VI. Resident Clothing Net Bag Survey Sample

RESIDENT CLOTHING NET BAG SURVEY		
Customer:		
Net Number:		
Room & Bed Number:		
Residents Name:		
<u>Pick Up Date:</u>	<u>Items</u>	<u>Delivery Date:</u>
	DRESSES	
	NIGHTGOWNS	
	SOCKS	
	STOCKINGS	
	SWEATERS	
	BLOUSES	
	SLIPS	
	PANTIES	
	BRAS	
	PANTS	
	SHIRTS	
	UNDER SHORTS	
	UNDER SHIRTS	
	PJ TOPS	
	PJ BOTTOMS	
	SWEAT SHIRTS	
	SWEAT PANTS	



VII. Pick Up and Delivery Procedures

Clean clothes are delivered in our portable containers to an area determined by your staff. At this location, the delivered residents' clothing nets should be verified with the bar-code packing slip. Any discrepancies should be reported immediately.

The clean clothes should be transported to the residents' room as quickly as possible.

All soiled clothing, in securely pinned net bags, must be collected and placed in our portable containers for collection and be ready for pick up on scheduled times.



VIII. Resident Family Admissions Letter and Recommended Resident Clothing Purchase Procedure

The Following is a sample letter that is provided to the admissions office of each facility to be disbursed to the resident families of new patients. This letter shows some of FDR Services recommendations for the family members in regards to patient clothing that is durable, comfortable and appropriate for the residents.

Dear Mr./Mrs.

My department in conjunction with the Nursing Department and FDR Services Corp., would appreciate your cooperation to enable us to render a better and more efficient laundry service.

I call upon your kind attention to the following points:

1. Be sure that all clothing brought to your family relative be machine washable and be of 65/35 fabric blend. We find this blend of fabric most comfortable for our residents. Following this suggestion will also enhance the appearance of our residents by reducing laundering problems that can occur with blends other than 65/35.
2. Fine hand washable garments, dry cleaning garments, wool sweaters or wool suits should be avoided.
3. To prevent colors from running, all new garments purchased for your family relative must be washed first, and then brought to the Housekeeping Office for proper marking with your relative's name.

I want to thank you for your cooperation on the points stated above.



Be cautious of the terminology, “machine washable.” There are many different blends of wash and wear fabrics all requiring different washing and drying procedures.

Example:

100% Cotton
50% Cotton/50% Polyester
65% Polyester/35% cotton
80% Polyester/20% Cotton
100% Polyester

The textile care industry has found 65% Polyester/35% Cotton blend to be the most desirable and comfortable.

Traveling store services and on premise thrift shops should be made aware of the above information and encouraged to display only 65/35 blends.



IX. Labeling and Inventory of Clothing

All existing articles of clothing should be inventoried and verified for proper labeling for residents. This inventory will be used to assure that all residents have sufficient clothing in place. As garments become discarded and new garments are used to replace these items, the inventory should be updated. Any clothing brought in by the residents' families should first go through social service for proper labeling and to update the residents' clothing inventory.

As for labeling, FDR recommends that all of the residents' clothing, including socks, bras, underwear, etc. be labeled. This can be accomplished with a simple label maker program, which will show the facility's name and the resident's name. FDR does not recommend affixing the room number to the label, since residents at times are transferred to other rooms. Once these labels are produced, they should be heat sealed to each article of clothing. When buying new clothing for the residents, most vendors will provide these labels already affixed.



X. Information for Nursing Staff

1. NO RESIDENT SHOULD WEAR ANOTHER RESIDENT'S CLOTHING FOR ANY REASON.

- a. Notify Housekeeping or Social Services if a resident needs clothes.
- b. When a resident expires, the family must donate his/her clothing **BEFORE** it can be distributed to other residents. When clothing is donated it should be marked with the name of the resident receiving the donation.

2. EACH RESIDENT HAS COLOR CODED NET BAGS AND A HAMPER.

- a. Use only the bar coded net bags and hamper ASSIGNED to the residents' bed for the residents' soiled clothes.
- b. Don't put residents' soiled clothes in with the regular linen—**EVEN IF IT IS COVERED WITH FECES!!!** Soiled residents' clothes must go into the hamper lined with a net bag to be processed and returned to the resident.
- c. Don't alter the bar coded net bags in any way. Net bags should never bear the residents' name—just the preprinted room number and bed assignment. Notify Housekeeping if you need a net bag.
- d. The net bag belongs to the room it is assigned to and is **NOT** to go with the resident if transferred out of that room.
- e. **NEVER** put one net inside another net. Place any extra net bags underneath the one already in the hamper.



3. NEVER THROW AWAY A RESIDENT'S CLOTHING.

- a. Inappropriate clothing - is clothing that is too small, ripped, torn, missing buttons, badly stained, etc. - **SHOULD BE REPORTED BEFORE IT IS THROWN AWAY.** Take the garment to the Head Nurse or to Social Services so that the family can be notified.
- b. Even the most soiled clothing can be washed. (If necessary,
put very soiled or wet clothing into a plastic bag tied and **THEN INTO THE RESIDENTS' NET BAG AND HAMPER**). This will control odor and prevent color fading.