

handwashingforlife®

HANDS-ON SYSTEM

train & motivate



The Handwashing®
Leadership Forum



Step Four: Train & Motivate foodservice Workers

Knowledge is the key to understanding and is the primary driver in behavior change at the worker level.

The responsibility of every Person-In-Charge of a foodservice operation is to insure all foodservice workers practice a safe level of hand hygiene. To achieve this without a structured and disciplined approach to training is practically impossible.

Research in all regions and in all types of foodservice environments continues to prove that hand hygiene practices are seriously inadequate. Managers and workers don't understand the why, when and how basics of proper hand hygiene.

Knowledge is the key to understanding and is the primary driver in behavior change at the worker level. Behavior won't change until every worker can demonstrate:

Why handwashing is important...

The impact of a foodborne illness on their job

When they should wash their hands...

The nature and resilience of foodborne pathogens

How they should wash their hands...

The basic skills of washing, brushing, sanitizing and gloving

After completing this section the Person-In-Charge will:

Be equipped to train foodservice workers in the why, when and how of good hand hygiene

this section includes

HFLI Handwashing Certification

HFLI Hand Sanitizing Certification

HFLI Hand Gloving Certification

New Employee Guide

Team Rally Guide

Hand Hygiene Certification Programs

Designed to improve employee hand hygiene knowledge and skills the Hand Hygiene Certificate Programs educate and train employees in the best practices of hand hygiene

The Certificate programs can be done on-site using the HFLI videos and test materials or over the Internet by logging on to the learning center at www.handwashingforlife.com

Each program can be administered to an individual employee in about 30 minutes (see New Employee) or to a group of employees in about 60 minutes (see Team Rally).

There are 3 Core Hand Hygiene Certification programs offered by Handwashingforlife Institute:

The Handwashing Certification Program:

This is the basic program that every employee should complete before starting work in a foodservice environment. The Person-In-Charge should NOT allow anyone to enter his or her foodservice operation without this level of certification. This includes managers, owners and all suppliers.

The Hand Sanitizing Certification Program:

This supplementary program trains workers in the proper application and use of hand sanitizers. It is strongly recommended that all workers in foodservice receive this level of certification.

The Hand Gloving Certification Program:

This program is designed for workers who are required to use gloves at their food preparation or foodservice station. It also applies to employees who need to glove for injury or cosmetic reasons. Again it is strongly recommended that all workers in foodservice receive this certification.

Step-by-Step for the Person-In-Charge

materials needed

Handwashing Certification

- 1] Safe Hands-Safe Food Policy Statement at www.handwashingforlife.com
- 2] Materials from www.handwashingforlife.com Learning Center tab:
 - a] Get Ready Poster
 - b] Top Ten Poster
 - c] Employee hand hygiene manual
 - d] HFLI ProGrade testing sheets
 - e] Handwashing Certificates
 - f] Pledge of Professionalism
 - g] Handwashingforlife video: The Why, The When, & The How
 - h] Handwashing tests & answers:
 - The Why
 - The When
 - The How
- 3] Glitterbug lotion and UV light
- 4] Access to properly equipped handwash station

Hand Sanitizing Certification

- 1] Materials from www.handwashingforlife.com Learning Center tab:
 - a] Employee hand hygiene manual
 - b] Hand Sanitizing video: The When and The How
 - c] Hand Sanitizing tests & answers:
 - The When
 - The How
 - d] Hand Sanitizing Certificates
- 2] Access to properly equipped hand sanitizing station

Hand Gloving Certification

- 1] Materials from www.handwashingforlife.com Learning Center tab:
 - a] Employee hand hygiene manual
 - b] Sizing chart for glove fit
 - c] Hand gloving video: The When and The How
 - d] Hand gloving tests & answers:
 - The When
 - The How
 - e] Hand Gloving Certificates
- 2] Access to disposable gloves of all sizes

The Handwashing Certification Program

The New Employee: Step-by-Step Guide

- 1] At time of offering employment provide new employee(s) with employee hand hygiene manual and advise them that they will need to be certified in Hand Hygiene as a condition of employment and prior to beginning their first shift.
 - 2] Take time to review the personal hygiene conditions of employment with the employee to insure clarity.
 - 3] Set a date and time for Certification testing if it is to be done on-site.
 - 4] Have employee complete training by logging onto the website (this information is included in employee manual).
- OR**
- Have employee report to work site 45 minutes earlier than normal on day of training and testing.
- 5] At work site training session:
 - a] Ask employee if he/she has read the “Top Ten” poster.
Ask what they learned from the top ten that was new to them.
 - b] Ask if employee has read the Safe Hands policy and the Exclusion from Work policy in their manual and test for understanding to your satisfaction.
 - c] Have employees inspect their hands for compliance with good hand hygiene rules in the manual and report any violations (check hands yourself for compliance).
 - d] Show the HFLI “The Why, The When and The How” video in its entirety — one module at a time and question employee on understanding (see questions accompanying the video). End every module with “are you comfortable with your understanding of this information?”
 - e] Demonstrate the “Glitterbug” handwash test using UV light at a handwash basin in the kitchen.
 - f] Have employee complete the Glitterbug test using UV light.
Use the ProGrade scoring sheet in their manual to mark where they need to do a better job and have them repeat the handwashing until UV result is acceptable.
 - 6] On successful completion of Glitterbug test present a completed Handwashing Certificate to the new employee and congratulate them on the result.
 - 7] Complete the Quick Start or WIN handwash frequency worksheet in section two of this manual with the employee and agree a target number of handwashes per hour or shift.
 - 8] Have employee sign the Pledge of Professionalism.

The Handwashing Certification Program

Team Rally: Step-by-Step Guide

- 1] Advise all employees that hand hygiene training will be conducted in 3 weeks time and that all employees must take the training. Post Safe Hands Policy statement where all employees will see it.
- 2] Post the “Get Ready” poster two weeks in advance of training day where all employees will see it.
- 3] Post the “Top Ten” poster one week in advanced of training day.
- 4] Print/copy and distribute the employee manual one week in advance of program to all employees.
- 5] Have employees report to work 1 hour earlier than normal on day of training and testing.
- 6] At training session:
 - a] Ask if everyone has seen “Top Ten” poster. Read the top ten to attendees.
 - b] Ask if everyone has read the materials in their manual.
 - c] Have employees inspect their hands for compliance with good hand hygiene rules in the manual. Read the rules to them one by one.
 - d] Show the HFLI “The Why, The When and The How” video, one module at a time and question attendees as a group on understanding (see questions accompanying the video). Ask if anyone disagrees with the group consensus answer at the end of each question and review rationale as required.
 - e] Demonstrate the “Glitterbug” handwash test using UV light at a handwash basin in the kitchen.
 - f] Have each employee complete the Glitterbug test using UV light. Have them repeat the handwashing until UV result is acceptable. An assistant at a second basin will accelerate the testing process.
- 7] On successful completion of Glitterbug test award each employee a completed Handwashing Certificate.
- 8] During the day take each employee aside, one at a time, for 15 minutes to individually complete the Quick Start or WIN handwash frequency worksheet and agree target number of handwashes per hour or shift.
- 9] Have each successful employee sign the Pledge of Professionalism.

The Hand Sanitizing Certification Program

The New Employee: Step-by-Step Guide

Ideally, this certification program should be completed at the same time of, or within 1 month of, the Handwashing Certification program.

- 1] Print out from website and provide employee with hand hygiene manual.
- 2] Show the HFLI video Hand Sanitizing: “The When and The How” in its entirety — one module at a time and question employee on understanding (see questions accompanying the video).
- 3] Have employee demonstrate appropriate sanitizing technique
- 4] Award Hand Sanitizing Certificate.
- 5] Revisit the Quick Start or WIN handwash frequency worksheet with employee and agree hand hygiene frequency targets per hour or shift.
- 6] Congratulate them on their success.

Team Rally: Step-by-Step Guide

Ideally, Hand Sanitizing training should occur at same time, or within 1 month, of the Team Rally for Handwash Certification. If this is not possible then repeat steps 1 through 5 in Team Rally for Handwash Certification.

- 1] At training session:
 - a] Ask if everyone has seen “Top Ten” poster. Read the top ten to attendees.
 - b] Ask if everyone has read the materials in their manual.
 - c] Have employees inspect their hands for compliance with good hand hygiene rules in the manual. Read the rules to them one by one.
 - d] Show the HFLI “The Why, The When and The How” video, one module at a time and question attendees as a group on understanding (see questions accompanying the video). Ask if anyone disagrees with the group consensus answer at the end of each question and review rationale as required.
 - e] Demonstrate proper use of hand sanitizer after a standard handwash.
 - f] Have each employee sanitize his or her hands.
- 2] Award each employee a completed Handwashing Certificate.
- 3] During the day take each employee aside, one at a time, for 15 minutes to individually complete the Quick Start or WIN handwash frequency worksheet and agree target number of hand hygiene interventions per hour or shift.

The Hand Gloving Certification Program

The New Employee: Step-by-Step Guide

If employee job requires the use of gloves, this program should be completed as a condition of employment and prior to beginning his or her first shift.

- 1] Print out from website and provide employee with hand hygiene manual.
- 2] Show the HFLI video Hand Gloving: “The When and The How” in its entirety, one module at a time and question employee on understanding (see questions accompanying the video).
- 3] Measure employee for proper glove size using HFLI sizing chart.
- 4] Have employee demonstrate appropriate gloving technique
- 5] Award Hand Gloving Certificate.
- 6] Congratulate him or her on their success.

Team Rally: Step-by-Step Guide

Ideally, if all employees require training in proper glove usage, Hand Gloving training should occur at same time, or within 1 month, of the Team Rally for Handwash Certification. If this is not possible then repeat steps 1 through 5 in Team Rally for Handwash Certification.

- 1] At training session:
 - a] Ask if everyone has read the materials in their manual.
 - b] Show the HFLI Hand Gloving video: “The When and The How” in its entirety, one module at a time and question attendees as a group on understanding (see questions accompanying the video). Ask if anyone disagrees with the group consensus answer at the end of each question and review rationale as required.
 - c] Demonstrate proper use of hand gloving after a standard handwash.
 - d] Demonstrate proper gloving technique, after a standard handwash.
 - e] Have each employee measure his or her hand for proper glove size using the HFLI sizing chart in manual
 - f] Have each employee glove his or her hands.
 - g] Award each employee a completed Hand Gloving Certificate.
 - h] Congratulate them on their success.