

# SESLHD PROCEDURE COVER SHEET



**Health**  
South Eastern Sydney  
Local Health District

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<b>POSITION RESPONSIBLE FOR THE DOCUMENT</b>	Infection Prevention & Control Working Party <a href="mailto:SESLHDInfectionControlDL@health.nsw.gov.au">SESLHDInfectionControlDL@health.nsw.gov.au</a>
<b>KEY TERMS</b>	Ice machines, cleaning, maintenance
<b>SUMMARY</b>	To ensure ice used for human consumption is stored and served in a safe and hygienic manner.

## **COMPLIANCE WITH THIS DOCUMENT IS MANDATORY**

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# SESLHD PROCEDURE

## Ice for Human Consumption

**SESLHDPR/362**

### 1. POLICY STATEMENT

Ice for human consumption must be managed in accordance with the [Clinical Excellence Commission \(CEC\) – Environmental Cleaning Standard Operating Procedures](#) (Module 3 - 2.2 Kitchen fixtures and appliances, 2.2.3 Cleaning ice machines) to reduce the risk of contamination and transmission of infection.

Ice for clinical/therapeutic use and consumption, must not come from the same machine.

#### **Important information when purchasing ice machines**

- Advice must be sought from the Infection Control Team, Facilities Maintenance and the facility product evaluation committee
- Machines that dispense ice directly into portable containers at the touch of a control or “Hands Free”, should be purchased to reduce potential for contamination
- Recycling of excess water onto a reservoir or ice compartment is not recommended. Machines must be plumbed into the main water supply
- Machines must be installed in accordance with the manufactures guidance and instructions
- A U-bend and break in the drain is desirable to prevent reflux
- There should be adequate separation of air inlet and air outlet in the heat exchange mechanism to permit efficient cooling. The placement of the machine should be such that these areas are not obstructed
- Adequate maintenance schedules should be developed, to ensure the machine is maintained as per manufacturer’s instructions.

### 2. BACKGROUND

Ice for human consumption is subject to contamination when improperly managed.

### 3. DEFINITIONS

**Cleaning:** removal of soil/dirt/dust from a surface involving water and physical or mechanical action with a cleaning agent such as neutral detergent.

**Sanitise:** to apply heat or chemicals, heat and chemicals, or other processes, to a surface so that the number of micro organisms on the surface is reduced to a level that:

- does not compromise the safety of the food with which it may come in contact, and;
- does not permit the transmission of infectious disease.

### 4. RESPONSIBILITIES

#### **4.1 Employees will:**

- Comply with this procedure

**4.2 Line Managers will:**

- Ensure Healthcare workers comply with the correct procedures for handling and maintaining ice and ice making machines
- Provide separate ice making facilities for human consumption and clinical/therapeutic use
- Ensure regular cleaning and periodic maintenance is planned, actioned and documented.

**4.3 Directors of Operation/ Service Managers will:**

- Ensure preventative maintenance schedules are in place and records are audited at least annually
- When purchasing new ice machines, the facility is to comply with their product/equipment evaluation processes. There is a preference for non-touch dispensing ice machines.

**5. PROCEDURE****5.1 Removing ice from machines with storage units**

- Staff obtaining ice must:
  - wash their hands prior to accessing the ice
  - never handle ice with their hands
  - use a designated hard surface scoop/container with a handle
  - only hold the scoop/container by the handle
- Scoop/container should:
  - be kept on a chain short enough not to reach the floor
  - stored in a clean location (container attached to the outside of the machine) and not stored in the ice bin
  - cleaned daily with detergent as per [CEC Environmental Cleaning Standard Operating Procedures 2.2.3, page 73](#)
- Storage unit should be cleaned with detergent then sanitised with a food safe sanitiser or white vinegar at least monthly
- Signage outlining ice-handling instructions is to be placed on all ice storage compartments (*refer to example at Appendix 1*)
- Unused ice must not be returned to the storage compartment
- The door or cover of the storage compartment must be kept closed except when removing ice.

**5.2 Maintenance:**

**Six monthly:** maintenance of the internal components of the machine conducted according to the manufacturer's maintenance manual.

**Annual:** inspection and replacement of any damaged seals and review of the water supply filter.

# SESLHD PROCEDURE

## Ice for Human Consumption

**SESLHDPR/362**

### 6. DOCUMENTATION

Records of cleaning and maintenance.

### 7. AUDIT

Annual audit of maintenance and cleaning records.

### 8. REFERENCES

- [Australia New Zealand Food Authority. Safe Food Australia: Guidelines to the Australian New Zealand Food Standards Code. Chapter 3 Food Safety Standards. 2001](#)
- [Queensland Health – Ice and chilled water dispensing machines](#)
- [Clinical Excellence Commission \(CEC\) cleaning of ice machines in Module 3: 2.2.3](#)
- [Alberta Health Services - Infection and Prevention Control \(IP&C\) Best Practices Guideline: Safe Distribution of Ice and Water in healthcare facilities](#)

### 8. REVISION AND APPROVAL HISTORY

Date	Revision No.	Author and Approval
May 2003	0	May 2003
Feb 2005	0	Infection Control Coordinators, Illawarra Health
May 2006	1	Approved by Area Policy and Procedure Committee on 10 <sup>th</sup> Feb 2005 and ratified by executive on 21 Feb 2005 for a six month period – review Aug 2005
Oct 2006	1	Former Illawarra Health policy reviewed and merged for SESIAHS in consultation with SESIAHS Infection Control Manual Working Party. Contact H Newman.
Sept 2008	2	Approved by Executive Sponsor, DN&MS. Approved by the Area Executive Committee, 24 October 2006
April 2011	3	Re-number from Infection Control Manual Section I-11 to SESIH PD184. No changes made to content.
April 2014	4	Amendment to reflect change to Local Health District
August 2014	5	Minor changes to wording and formatting. References updated. Changed from a policy to a procedure. Approved by Executive Sponsor (Director of Clinical Governance)
July 2019	6	Minor review. Updated references and National Standards. Approved by Executive Sponsor.
August 2019	6	Formatted by Executive Services prior to publishing.

Appendix 1

**This ice is for human consumption**

**STOP !**

**Hands must be washed**

**You must use the scoop not your hands  
Ice once removed cannot be returned to  
the machine.**

**Any contamination of the ice machine or  
scoop means they must be cleaned  
immediately before reusing**