

TEXTILE CARE PROCESSING FACILITY OPERATIONS

1. SUMMARY OF MAJOR CHANGES:

a. An amendment, dated July 13, 2023, updates the required timelines to complete initial training and maintain continuing education units (see paragraph 11).

b. Incorporates and modifies responsibilities for the Assistant Under Secretary for Health for Support; Assistant Under Secretary for Health for Operations; Executive Director, Healthcare Environment and Facilities Program (HEFP); Director, Environmental Programs Service (EPS); Veterans Integrated Services Network Director and Department of Veterans Affairs (VA) medical facility Textile Care Officer (TCO) (see paragraph 2).

c. Replaces the role of Chief, Environmental Management Service with the VA medical facility TCO (see paragraph 2).

d. Clarifies the reporting schedule for the Textile Care Processing and Cost Report, to be submitted quarterly (the 15th of January, April, July and December) (see paragraph 2).

e. Provides direction and parameters regarding preventive equipment maintenance (see paragraph 9).

f. Eliminates Appendix A and redundancy of detailed procedures and basic industry processes by redirecting to HEFP and EPS SharePoint repositories.

2. RELATED ISSUES: VHA Directive 1850, Environmental Programs Service, dated January 30, 2023, and VHA Directive 1850.03(1), Textile Management Services, dated April 4, 2017.

3. POLICY OWNER: The Office of Environmental Programs Service (19HEFC) is responsible for the content of this directive. Questions may be addressed to VHA19HEFCAction@va.gov.

4. RESCISSIONS: VHA Directive 1850.07(1), Textile Care Processing Facility Operation, dated April 5, 2017, is rescinded.

5. RECERTIFICATION: This Veterans Health Administration (VHA) directive is scheduled for recertification on or before the last working day of May 2028. This VHA directive will continue to serve as national VHA policy until it is recertified or rescinded.

6. IMPLEMENTATION SCHEDULE: This directive is effective upon publication.

May 17, 2023

VHA DIRECTIVE 1850.07(1)

**BY DIRECTION OF THE OFFICE OF THE
UNDER SECRETARY FOR HEALTH:**

/s/ Alfred A. Montoya Jr., MHA, FACHE
Acting Assistant Under Secretary for Health
for Support

NOTE: All references herein to VA and VHA documents incorporate by reference subsequent VA and VHA documents on the same or similar subject matter.

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CONTENTS

TEXTILE CARE PROCESSING FACILITY OPERATIONS

1. POLICY 1

2. RESPONSIBILITIES 1

3. REIMBURSABLE TEXTILE CARE SERVICES..... 8

4. WORKLOAD DATA..... 8

5. TEXTILE CARE PROCESSING FACILITY SPACE PLANNING METHODOLOGY 9

6. CONSOLIDATION..... 9

7. DECOMMISSIONING 9

8. TEXTILE CARE PROCESSING FACILITY SYSTEM AND EQUIPMENT
REPLACEMENT 10

9. PREVENTIVE MAINTENANCE..... 10

10. CONTINGENCY PLAN 11

11. TRAINING 11

12. RECORDS MANAGEMENT..... 12

13. BACKGROUND..... 12

14. DEFINITIONS..... 12

15. REFERENCES..... 12

TEXTILE CARE PROCESSING FACILITY OPERATIONS

1. POLICY

It is Veterans Health Administration (VHA) policy that all Department of Veterans Affairs (VA) medical facilities that operate a Textile Care Processing Facility (TCPF) provide textile processing services to process bulk textiles using direct processing equipment, to ensure a consistent supply of clean textiles to support patient treatment programs. **AUTHORITY:** 38 U.S.C. § 7301(b).

2. RESPONSIBILITIES

a. **Under Secretary for Health.** The Under Secretary for Health is responsible for ensuring overall VHA compliance with this directive.

b. **Assistant Under Secretary for Health for Support.** The Assistant Under Secretary for Health for Support is responsible for establishing policy and providing guidance and oversight as necessary to ensure timely and successful implementation of this directive.

c. **Assistant Under Secretary for Health for Operations.** The Assistant Under Secretary for Health for Operations is responsible for:

(1) Communicating the contents of this directive to each of the Veterans Integrated Services Networks (VISNs).

(2) Assisting VISN Directors to resolve implementation and compliance challenges in all VA medical facilities within that VISN.

(3) Providing oversight of VISNs to ensure compliance with this directive and its effectiveness.

(4) Coordinating with the Executive Director, Healthcare Environment and Facilities Program (HEFP), VISN Director and VA medical facility Director to ensure all necessary actions are completed and funding is obtained to address TCPFs in a manner that meets the requirements of Federal, State and local statutes and regulations; applicable Executive Orders and VA and VHA directives.

d. **Executive Director, VHA Healthcare Environment and Facilities Program.** The Executive Director, HEFP is responsible for:

(1) Overseeing TCPF operations.

(2) Periodically assessing TCPF operations for continued need, currency and effectiveness.

(3) Coordinating with the Assistant Under Secretary for Health for Operations, VISN Directors and VA medical facility Directors to ensure all necessary action is taken and

funding is obtained to address TCPFs in a manner that meets the requirements of Federal, State and local statutes and regulations; applicable Executive Orders and VA and VHA directives.

e. **Director, Environmental Programs Service.** The Director, Environmental Programs Service (EPS) is responsible for:

(1) Developing and implementing TCPF policy and guidance.

(2) Administering and managing TCPF operations. **NOTE:** For additional information about TCPF scopes of service, see the EPS Textile Care Procedure Guide located at <http://vaww.hefp.va.gov/resources/eps-textile-care-procedure-guide>. This is an internal VA website that is not available to the public.

(3) Assessing TCPF operations for continued need, currency and effectiveness by reviewing key performance indicators (KPIs), equipment condition and life expectancy and cost of operations as part of the annual Textile Care Processing and Cost Reports. **NOTE:** For additional information about textile care performance measures, see <http://vaww.hefp.va.gov/environmental-programs-service/textile-care-performance-measures>. This is an internal VA website that is not available to the public

(4) Reviewing the Textile Care Processing and Cost Report that the VA medical facility Textile Care Officer (TCO) submits quarterly (no later than the 15th of January, April, July and December) into the EPS Textile Reports dashboard. **NOTE:** The EPS Textile Reports dashboard can be found at <http://vaww.hefp.va.gov/resources/eps-textile-reports>. This is an internal VA website that is not available to the public.

(5) Reviewing and approving action plans for those VA medical facilities with TCPFs that did not meet the established KPIs on the quarterly Textile Processing and Cost Reports submitted into the EPS Textile Reports dashboard.

(6) Advising when TCPF equipment should be replaced by reviewing the annual Textile Care Processing and Cost Report. **NOTE:** For additional information about equipment replacement, see paragraph 8.

(7) Developing a statement of work, technical specifications and trade-in equipment listing documentation for TCPF equipment purchases.

(8) Ensuring EPS administers equipment acceptance inspections to ensure proper installation within 30 days of notice by the equipment installation contractor.

(9) Ensuring EPS administers pre-warranty deadline inspections for TCPF equipment within 90 days of warranty expiration.

(10) Approving or denying VA medical facility requests to decommission TCPFs forwarded by the VISN Director. **NOTE:** For additional information about decommissioning TCPFs, see paragraph 7.

f. **Veterans Integrated Service Network Director.** The VISN Director is responsible for:

(1) Ensuring that all VA medical facilities within the VISN comply with this directive and informing leadership when barriers to compliance are identified.

(2) Ensuring that VA medical facilities with a TCPF are provided adequate resources and support to meet or exceed KPIs required by this directive and VHA Directive 1850.03(1), Textile Management Service, dated April 4, 2017.

(3) Ensuring that appropriate actions are taken in response to TCPF-related deficiencies identified during internal and external reviews including, but not limited to, The Joint Commission and Federal, State and local regulatory visits. **NOTE:** *For more information on TCPF-related deficiencies, see the Textile Care Procedure Guide at <http://vaww.hefp.va.gov/resources/eps-textile-care-procedure-guide>. This is an internal VA website that is not available to the public.*

(4) Ensuring that VA medical facilities with TCPFs submit the Textile Care Processing and Cost Report into the EPS Textile Reports dashboard quarterly (no later than the 15th of January, April, July and December) **NOTE:** *The EPS Textile Reports dashboard can be found at <http://vaww.hefp.va.gov/resources/eps-textile-reports> This is an internal VA website that is not available to the public.*

(5) Reviewing required action plans for those VA medical facilities with TCPFs that did not meet the established KPIs on the quarterly Textile Care Processing and Cost Reports and submitting action plans to EPS at VHA19HEFCAction@va.gov.

(6) Determining when and if TCPF operations should be consolidated for two or more VA medical facilities based on the factors outlined in the TCPF Consolidation Determination Calculation Procedure at <http://vaww.hefp.va.gov/resources/tcpf-consolidation-determination-calculation-procedure>. **NOTE:** *This is an internal VA website that is not available to the public. For additional information on consolidation, see paragraph 6.*

(7) Reviewing for concurrence any VA medical facility Director request to decommission TCPFs and forwarding the request to the Director, EPS. **NOTE:** *For additional information about decommissioning TCPFs, see paragraph 7.*

(8) Coordinating with the Assistant Under Secretary for Health for Operations, the Executive Director, HEFP and VA medical facility Directors to ensure all necessary action is taken and funding is obtained to address TCPFs in a manner that meets the requirements of Federal, State and local statutes and regulations; applicable Executive Orders and VA and VHA directives.

g. **VA Medical Facility Director.** The VA medical facility Director is responsible for:

(1) Ensuring VA medical facility compliance with this directive and that appropriate corrective action is taken if non-compliance is identified.

(2) Ensuring overall conditions, resource support, functional usability, performance, training, safety, appearance and long-term stewardship associated with the operational success of TCPF.

(3) Appointing the service chief responsible for TCPF as the VA medical facility TCO.

(4) Ensuring the timely and accurate submission by the VA medical facility TCO of the Textile Care Processing and Cost Report into the EPS Textile Reports dashboard quarterly (no later than the 15th of January, April, July and December). **NOTE:** *The EPS Textile Reports dashboard can be found at <http://vaww.hefp.va.gov/resources/eps-textile-reports>. This is an internal VA website that is not available to the public.*

(5) Submitting any request to decommission TCPF to the VISN Director. **NOTE:** *For additional information about decommissioning TCPFs, see paragraph 7.*

(6) Submitting action plans developed by the VA medical facility TCO to the VISN Director for review and submission to EPS to address KPIs not met in the quarterly Textile Care Processing and Cost Report.

(7) Coordinating with the Assistant Under Secretary for Health for Operations, Executive Director, HEFP and VISN Director to ensure all necessary action is taken and funding is obtained to address TCPFs in a manner that meets the requirements of Federal, State and local statutes and regulations; applicable Executive Orders and VA and VHA directives.

h. VA Medical Facility Textile Care Officer. The VA medical facility TCO is the service chief who oversees TCPF and is responsible for:

(1) Providing oversight of TCPF operations to include all VA medical facility textile care activities.

(2) Ensuring the VA medical facility Textile Care Manager (TCM) completes the Association for Linen Management (ALM) certification courses for Registered Laundry and Linen Directors (RLLDs). **NOTE:** *For more information, please see Linen Management at <https://www.almnet.org>.*

(3) Submitting the Textile Care Processing and Cost Report into the EPS Textile Reports dashboard for VA medical facility Director concurrence quarterly (no later than the 15th of January, April, July and December). **NOTE:** *The EPS Textile Reports dashboard can be found at <http://vaww.hefp.va.gov/resources/eps-textile-reports>. This is an internal VA website that is not available to the public.*

(4) Developing action plans and submitting them to the VA medical facility Director addressing KPIs not met in the quarterly Textile Care Processing and Cost Report.

(5) Developing, implementing and sustaining a comprehensive TCPF operating plan in accordance with the Textile Care Procedure Guide found at

<http://vaww.hefp.va.gov/resources/eps-textile-care-procedure-guide>. **NOTE:** This is an internal VA website that is not available to the public. This plan includes but is not limited to:

- (a) Production and distribution operations.
- (b) Employee training and competency. **NOTE:** For additional information about training, see paragraph 11.
- (c) Physical space requirements. **NOTE:** For additional information about VA Space Criteria, see Chapter 408 at <https://www.cfm.va.gov/til/space.asp>.
- (d) Equipment maintenance scheduling.
- (e) Adherence to the EPS KPIs found at <http://vaww.hefp.va.gov/environmental-programs-service/textile-care-performance-measures>. **NOTE:** This is an internal VA website that is not available to the public.
- (f) A written contingency plan capable of mitigating risk and resuming normal operations. **NOTE:** For additional information about contingency plans, see paragraph 10.
- (6) Submitting the Textile Care Processing and Cost Report quarterly (no later than the 15th of January, April, July and December) into the EPS Textile Reports dashboard. **NOTE:** The EPS Textile Reports dashboard can be found at <http://vaww.hefp.va.gov/resources/eps-textile-reports>. This is an internal VA website that is not available to the public.
- (7) Ensuring quality assurance and efficiency control standards for wash formulas are established to ensure infection prevention practices are in place and actions are taken when washing and finishing standards are not met. **NOTE:** For additional information about quality and control standards, see the Textile Care Procedure Guide located at <http://vaww.hefp.va.gov/resources/eps-textile-care-procedure-guide>. This is an internal VA website that is not available to the public.
- (8) Providing necessary information to VA medical facility fiscal departments for the establishment of rates for textile care services. **NOTE:** For more information on reimbursable textile care, see paragraph 3.

i. **VA Medical Facility Textile Care Manager.** The VA medical facility TCM serves as the primary point of contact and subject matter expert for TCPF operations and is responsible for:

- (1) Managing the daily operations of the TCPF, including but not limited to:
 - (a) Assigning, developing and adjusting work schedules.
 - (b) Receiving, processing, ironing, packaging and distributing clean, reusable textiles in compliance with integrated requirements, best practices, National Fire Protection

Association Codes and Standards, Occupational Safety and Health Administration Standards and VHA Directive 1850.03(1). **NOTE:** For more information on safety, see the Textile Care Procedures Guide located at <http://vaww.hefp.va.gov/resources/eps-textile-care-procedure-guide>. This is an internal VA website that is not available to the public.

(c) Ensuring VA medical facilities contracting for laundry service meet all requirements for the TCPF. **NOTE:** For more information on contract for services requirements, see the Textile Care Procedures Guide located at <http://vaww.hefp.va.gov/resources/eps-textile-care-procedure-guide>. This is an internal VA website that is not available to the public.

(2) Following EPS and the Centers for Disease Control and Prevention linen and laundry management guidelines at <https://www.cdc.gov/infectioncontrol/guidelines/environmental/background/laundry.html> specific to environmental infection control in VA medical facilities. **NOTE:** For more information, please see Linen Management at: <https://www.almnet.org>.

(3) Implementing a monthly cleaning frequency for TCPF walls, floors and horizontal surfaces such as equipment, ducts, pipes, hoods, ledges and beams and other concealed surfaces to minimize dust and lint accumulations through either a manual or automated blowdown process. **NOTE:** For additional information about the blowdown process, see Textile Care Procedures Guide located at <http://vaww.hefp.va.gov/resources/eps-textile-care-procedure-guide>. This is an internal VA website that is not available to the public.

(4) Setting TCPF parameters, operating conditions, equipment placement and workflow optimization to enhance efficiencies as outlined within industry Pounds Per Operator Hour production standards. **NOTE:** For more information on ALM standards, see Linen Management at: <https://www.almnet.org>.

(5) Monitoring the daily TCPF operations to promote infection prevention and control processes to ensure an ample supply of textiles are available within the circulating inventory, safety measures are in place and linens and other laundry is handled, stored and processed in a manner to control the spread of infection. **NOTE:** For additional information about infection control, see the Textile Care Procedure Guide located at <http://vaww.hefp.va.gov/resources/eps-textile-care-procedure-guide>. This is an internal VA website that is not available to the public.

(6) Maintaining RLLD training requirements from ALM encompassing institutional textile care management and processing. **NOTE:** For more information on ALM, see <https://www.almnet.org>.

(7) Guaranteeing TCPF personnel are costed within the appropriate VHA major cost center of 8570 or 8571 as directed and differentiated by VA Financial Policy Volume XIII – Cost Accounting, Chapter 1, Cost Centers, Appendix A, attached Excel spreadsheet, Section 6: VHA, pertaining to textile care processing and textile management. **NOTE:** For additional information about VA Financial Policy Volume XIII Chapter 1, see <https://www.va.gov/finance/policy/pubs/volumeXIII.asp>.

(8) Ensuring textile products are procured through VHA mandatory sources and of a quality that supports patient comfort and textile durability and integrity that meets or exceeds the quarterly quality controls. **NOTE:** For additional information about procurement, see <https://www.va.gov/opal/sac/mspv.asp>.

(9) Ensuring that the test-piece process is performed quarterly by a third party contracted service as directed by EPS and ALM. Test piece results that fail to be within the established parameters require the VA medical facility TCM to initiate corrective actions.

(10) Participating as an active member of the VA medical facility Textile Care Committee (TCC). **NOTE:** For additional information about the VA medical facility TCC, see VHA Directive 1850.03(1).

(11) Conducting semi-annual visits with VA medical facility customers (e.g., unit managers and staff from VA medical facilities with consolidated TCPFs) serviced by the TCPF to discuss refinement of textile levels and improvement of service and textile control procedures.

(12) Ensuring the VA medical facility develops an internal and external TCPF customer feedback mechanism (or purchases a commercial option) to track and trend feedback and document actions taken in response to substantiated grievances.

(13) Ensuring weighing scales are annually calibrated by a certified, independent third party to ensure that costing and workload data associated with laundry production poundage and billing are accurate. **NOTE:** For additional information about weigh scales and workload data, see paragraph 4.

(14) Providing the VA medical facility TCO any information necessary to develop the Textile Care Processing and Cost Report submitted quarterly (no later than the 15th of January, April, July and December).

(15) Ensuring equipment selection and processing operations are aligned with VHA efforts to reduce fossil fuel dependency, curtail energy and water consumption and cost and to create sustainable green facilities. **NOTE:** For additional information about energy management and water conservation, see the Textile Care Procedure Guide located at <http://vaww.hefp.va.gov/resources/eps-textile-care-procedure-guide>. This is an internal VA website that is not available to the public.

(16) Ensuring VA medical facilities have an effective and safe preventive maintenance program in place. **NOTE:** For additional information about preventive maintenance programs, see paragraph 9.

(17) Overseeing TCPF equipment specifications, replacement and processing. **NOTE:** For additional information about textile care processing systems and equipment replacement, see paragraph 8.

3. REIMBURSABLE TEXTILE CARE SERVICES

a. The reimbursement rate for VA medical facilities textile care services is based upon the actual processing cost per pound. This rate includes contract and non-contract labor (wage and non-wage compensation); costs associated with administrative functions, processing, utilities, maintenance and repair; supply costs; chemicals; replacement textiles; and general costs. If applicable, dry-cleaning costs, transport costs, equipment depreciation and non-productive labor costs, such as TCPF-specific Office of Worker's Compensation Program generated costs must also be factored into the rate. Rates for reimbursable services must be reviewed and adjusted at least annually.

b. Reimbursement rates for sharing of VA textile care services with Department of Defense activities may be negotiated at less than actual cost as prescribed in accordance with VHA Directive 1660.01, Health Care Resources Sharing Authority – Selling, dated June 20, 2018. In no case must an estimated rate be below the incremental cost, which would result in a subsidy to a sharing partner.

c. VA medical facilities seeking reimbursement from other Federal government agencies for use of their TCPFs must use standard forms SF1080 and SF1081. **NOTE:** For more information, see <https://www.gsa.gov/forms-library/voucher-transfers-between-appropriations-and-or-funds> and <https://www.gsa.gov/forms-library/voucher-and-schedule-withdrawals-and-credits>.

4. WORKLOAD DATA

a. Scales, weight carts and counting devices must be accurate and must record actual soiled and clean textile weights received and delivered daily.

b. Scales used to weigh cleaned and soiled textile carts must be calibrated and certified annually by an independent service contractor to ensure accurate costing and workload associated with processing and billing. Documentation of calibration must be readily available upon request and retained in accordance with VHA Records Control Schedule (RCS) 10-1.

c. The TCPF Cost of Operations Worksheet (COW) Calculator and TCPF Equipment Depreciation Calculator (EDC) tools must be maintained monthly. These tools are used for collecting and analyzing cost and processing information necessary for meeting EPS KPIs. The tools are located at <http://vaww.hefp.va.gov/topics/textile-care-management>. **NOTE:** This is an internal VA website that is not available to the public.

d. The TCPF EDC provides a mechanism to track detailed equipment depreciation information necessary for populating the COW and meeting EPS benchmark requirements for ensuring accurate TCPF operational costs. The TCPF EDC is located at <http://vaww.hefp.va.gov/topics/textile-care-management>. **NOTE:** This is an internal VA website that is not available to the public.

e. Utilities are measured directly at the site of usage. These measurements must record only those utilities used for the provision of TCPF administrative and processing services (e.g., electrical, steam, gas and water usage), requiring that TCPF be metered.

5. TEXTILE CARE PROCESSING FACILITY SPACE PLANNING METHODOLOGY

The Office of Construction and Facilities Management (OCFM) provides the space, planning procedures and methodology for a VA medical facility TCPF within VA Space Planning Criteria (PG-18-9), Chapter 408. All space planning documents can be obtained from OCFM's Technical Information Library (TIL) located at <https://www.cfm.va.gov/til/>.

6. CONSOLIDATION

a. Decisions whether to consolidate TCPF operations must consider all factors as outlined within the TCPF Consolidation Determination Calculation Procedure. The decision to consolidate must be made by the VISN Director. **NOTE:** *For more information on the TCPF Consolidation Determination Calculator, see <http://vaww.hefp.va.gov/topics/textile-care-management>. This is an internal VA website that is not available to the public.*

b. VISNs and VA medical facilities that move forward with a consolidation effort must develop a detailed initial support agreement including the requirements associated with textile care management denoted within VHA Directive 1850.03(1). This support agreement must be reviewed annually to ensure budget and services align with expectations and requirements.

c. For additional information about consolidation, including examples of consolidation scenarios, see the Textile Care Procedure Guide at <http://vaww.hefp.va.gov/resources/eps-textile-care-procedure-guide>. **NOTE:** *This is an internal VA website that is not available to the public.*

7. DECOMMISSIONING

a. Efforts to decommission a VA medical facility TCPF regardless of justification (e.g., prohibitive capital investment cost to replace or upgrade, safety concerns, potential availability of cost-effective solutions in the community) must follow the provisions as outlined within the EPS Closure and Discontinuance of Service guidelines at <http://vaww.hefp.va.gov/topics/textile-care-management>, P.L. 109-115 § 842(a) (Consolidated Appropriations Act), and Office of Management and Budget Circular A-76. **NOTE:** *This is an internal VA website that is not available to the public.* Initial details required to issue a require for closure or discontinuance of an existing TCPF include, but are not limited to, physical description, equipment, disposition, staffing, labor concurrence, stakeholders, recurring and non-recurring costs, projected costs, revenue, potential revenue, options and impact to Veterans. Decommissioning of a VA medical facility TCPF requires VA medical facility Director and VISN Director concurrence prior to submission to the Director, EPS for final approval.

b. For additional information about decommissioning, see the Textile Care Procedure Guide at <http://vaww.hefp.va.gov/resources/eps-textile-care-procedure-guide>. **NOTE:** *This is an internal VA website that is not available to the public.*

8. TEXTILE CARE PROCESSING FACILITY SYSTEM AND EQUIPMENT REPLACEMENT

a. The National Acquisition Center is the official contracting authority for textile processing equipment.

b. VHA has precise criteria for TCPF equipment specifications. All equipment specifications for processing equipment and ancillary support equipment in support of the TCPF, including statement of work, design and installation, must be developed in collaboration with EPS. Each acquisition procurement package must comply with the specifications outlined within the TIL.

c. TCPFs requesting new equipment must follow these steps:

(1) Obtain concept approval for equipment purchases based on cost thresholds developed by local VA medical facility.

(2) Contact EPS to evaluate equipment needs and requirements to help determine or validate the reasonable point at which total cost of ownership, performance obsolescence, warranty expiration, parts availability market technical support, budget and criteria favor equipment replacement.

(3) Develop and submit an acquisition package in compliance with both Federal Acquisition Regulation and Veterans Affairs Acquisition Regulation.

d. To ensure proper equipment installation and operation, acceptance of equipment inspections must be conducted by EPS as required by the solicitation package.

e. Following equipment acceptance installation and activation, EPS must conduct a comprehensive pre-warranty deadline inspection.

9. PREVENTIVE MAINTENANCE

a. VA medical facilities must have an effective preventive maintenance program that prioritizes the TCPF's equipment assets by maximizing efficiency, extending the useful life of the equipment and mitigating unexpected breakdowns or interruptions to production. In doing so, the preventive maintenance program ensures the ability for the VA medical facility to provide an adequate supply of clean textiles and linens for the comfort and safety of patients. **NOTE:** *For additional information about preventive maintenance programs, see the Textile Procedure Guide located at <http://vaww.hefp.va.gov/resources/eps-textile-care-procedure-guide>. This is an internal VA website that is not available to the public.*

b. At a minimum, TCPFs must have either a VA medical facility mechanic dedicated to TCPF or an equipment maintenance contract in place to ensure required preventive maintenance and repairs are performed with minimal impact to production and operational costs, with the goal of keeping equipment in optimal working order, maximizing production output and increasing the equipment's useful lifecycle. It is recommended that TCPFs have both a VA medical facility mechanic and an equipment maintenance contract to ensure maximum coverage.

10. CONTINGENCY PLAN

a. Maintenance of a current contingency plan is necessary to ensure the availability of textiles in support of patient care, in case such services are required from another processor in the event of inclement weather and other unforeseeable conditions, such as equipment and VA medical facility damage. If the contingency plan must be exercised, the VA medical facility TCM is responsible for coordinating the textile service between the receiving VA medical facility, VHA and the commercial TCPF.

b. The contingency plan must include:

(1) Systematic procedures for alerting all relative parties in the event of an occurrence that could lead to serious disruption of TCPF operations and details regarding how processing must be conducted in an emergency.

(2) An annual review to ensure feasibility in the event the contingency plan is changed or activated. All modifications must be communicated within 5 business days to all relevant parties.

(3) A structured, detailed and well communicated emergency response plan to minimize disruption and ensure continuance of service.

11. TRAINING

VA medical facility TCMs must enroll within 90 days and complete curriculum VHA-214, ("Textile Care Manager Training") in the Talent Management System within 1 year of assignment to the TCPF and maintain 45 continuing education units (CEUs) every 3 years thereafter. The courses contained in this curriculum are:

a. Textile Care Services Training (VA – 131007159).

b. Laundry Processing and Operations Training (VA – 131007160).

c. RLLD Certification Exam (VA – 131007161).

d. **NOTE:** VA employees must complete items a. and b. above prior to scheduling their RLLD Certification Exam.

12. RECORDS MANAGEMENT

All records regardless of format (e.g., paper, electronic, electronic systems) created by this directive shall be managed as required by the National Archives and Records Administration (NARA) approved records schedules found in VHA RCS 10-1. Questions regarding any aspect of records management should be addressed to the appropriate Records Officer.

13. BACKGROUND

Textile Care Processing and Textile Management Services (uniform management, textile management and distribution and patient assistance program) are equal but separate EPS functions under the supervision of the VA medical facility TCO. Both functions contribute to the proper distribution, handling, processing and management of textile goods and services within VA medical facilities. Combined, they form the VHA Textile Care Management Program.

14. DEFINITIONS

a. **Direct Processing Equipment.** Direct processing equipment is equipment used to process bulk textiles such as commercial washers, steam or gas dryers, iron systems and steam or gas garment finishing systems.

b. **Test Piece.** A test piece is a swatch designed to provide results that ensure proper chemical and chlorine levels, proper wash methods, tensile strength and linen whiteness.

c. **Textile.** Textile is any linen item used in support of patient care that includes, but is not limited to, sheets, pillows, pillowcases, blankets, bathrobes, towels, patient gowns, government purchased employee uniforms, lab coats, scrubs, aprons, donated patient clothing, tablecloths and laundry bags.

d. **Textile Care Processing Facility.** A TCPF is a laundry processing facility that provides textile services to VA medical facilities and ensures a consistent supply of clean textiles in support of patient treatment programs.

15. REFERENCES

- a. P.L. 109-115 § 842(a).
- b. 38 U.S.C. § 7301(b).
- c. VHA Directive 1660.01, Health Care Resources Sharing Authority – Selling, dated June 20, 2018.
- d. VHA Directive 1850.03(1), Textile Management Service, dated April 4, 2017.

- e. EPS Textile Care Management. <http://vaww.hefp.va.gov/topics/textile-care-management>. **NOTE:** This is an internal VA website that is not available to the public.
- f. EPS Textile Care Procedure Guide. <http://vaww.hefp.va.gov/resources/eps-textile-care-procedure-guide>. **NOTE:** This is an internal VA website that is not available to the public.
- g. EPS Textile Care Performance Measures. <http://vaww.hefp.va.gov/environmental-programs-service/textile-care-performance-measures>. **NOTE:** This is an internal VA website that is not available to the public.
- h. EPS Textile Reports. <http://vaww.hefp.va.gov/resources/eps-textile-reports>. **NOTE:** This is an internal VA website that is not available to the public.
- i. Office of Construction and Facilities Management. Technical Information Library. <https://www.cfm.va.gov/til/>.
- j. TCPF Consolidation Determination Calculation Procedure. <http://vaww.hefp.va.gov/resources/tcpf-consolidation-determination-calculation-procedure>. **NOTE:** This is an internal VA website that is not available to the public.
- k. VA Financial Policy Volume XIII – Cost Accounting, Chapter 1, Cost Centers. <https://www.va.gov/finance/policy/pubs/volumeXIII.asp>.
- l. VA Office of Procurement, Acquisition, and Logistics. <https://www.va.gov/opal/sac/mspv.asp>.
- m. VA Space Planning Criteria (PG-18-9), Chapter 408. Technical Information Library. <https://www.cfm.va.gov/til/space.asp>.
- n. Association for Linen Management: <https://www.almnet.org>.
- o. Centers for Disease Control and Prevention. Environmental Infection Control Guidelines. <https://www.cdc.gov/infectioncontrol/guidelines/environmental/background/laundry.html>.
- p. National Fire Protection Association 70E. Electrical Safety in the Workplace. 2021. <https://www.nfpa.org/codes-and-standards/all-codes-and-standards/list-of-codes-and-standards/detail?code=70E>.
- q. Office of Management and Budget Circular A-76.
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