



Laundry Services FAQs

Is CALCTRA Title 22 compliant?

Yes, CALCTRA provides laundry services compliant to the following California Code of Regulations Title 22, sections 70825, 79861 & 71629. CALCTRA maintains written policies and procedures for infection control in the handling, storage, transportation, and processing of linens. These include:

- Separation of clean and soiled linen areas to prevent cross-contamination.
- Handling and transport practices are designed to maintain linen hygiene.
- Use of appropriate chemical formulations, mechanical action, and thermal or chemical disinfection processes that meet recognized healthcare standards.

CALCTRA utilizes validated wash processes that achieve effective disinfection in accordance with Title 22 and industry guidelines.

In addition, CALCTRA maintains a comprehensive quality assurance program, which includes routine microbiological testing, chemical residual monitoring, fabric integrity evaluations and PH testing. Independent laboratory testing and internal process controls are used to verify that linens meet established hygienic and quality standards.

How do I request optional laundry services from CALCTRA?

Please complete the Optional Laundry Services form ([LAUN-F023](#)) and send it to Laundry@calctra.ca.gov for processing. You will be billed for optional services as listed on the Laundry Rate Sheet for that Fiscal Year. If you have questions pertaining to this form, please reach out to your local CALCTRA Account Representative and they will assist you.

- Optional Services include Counting Quantity, Bundling, Dying Fabric, Plastic Wrap, Sort by Size along with additional Misc. Services.

Why is the weight of my laundry higher when submitted than when it is returned?

Soiled linens naturally weigh more than clean linens because they contain moisture, body fluids, dirt, and other contaminants. During the laundering process, these soils and excess moisture are removed, resulting in a lower returned weight. This difference is normal and expected.

Why is there a discrepancy in the clean laundry that was returned?

A discrepancy in returned laundry may occur for several reasons, including:

- Items were removed from service because they were determined to be ragged (see "What is considered ragged?" for the definition).
- Unforeseen transportation delays.
- Delivery reroutes due to lockdowns, facility closures, equipment issues, or other operational circumstances.

What is a full cart?

A full cart is at least 3/4 full. The rate is determined by the number of carts received by CALCTRA. The quantity of the cart is based on a single trailer. If multiple trailers are used, carts will be counted per trailer.



Does CALCTRA wash laundry carts?

CALCTRA washes laundry carts as part of its Title 22-compliant laundry process. Carts are washed and sanitized as they move between the soiled and clean sides of the laundry facility, ensuring that clean laundry is returned in a clean cart. However, CALCTRA does not offer a cart-washing service for empty carts.

Is my laundry mixed with other customers?

No. Each customer's laundry is processed separately on the factory floor to ensure items remain with the correct customer throughout the laundering process.

What is considered contaminated?

CALCTRA accepts contaminated linens if they are properly bagged in a sealed water-soluble bag inside of a sealed yellow bag to protect our workers. Improperly bagged contaminated linens will be processed according to CALCTRA procedure and returned to the customer clean. Contaminated linens are laundry that has been soiled with blood or other potentially infectious materials (OPIM). OPIM means: (1) The following human body fluids: semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva in dental procedures, any bodily fluid that is visibly contaminated with blood, and all body fluids in situations where it is difficult or impossible to differentiate between body fluids; (2) Any unfixed tissue or organ from a human (living or dead); and (3) HIV-containing cell or tissue cultures, organ cultures, and HIV- or HBV-containing culture medium or other solutions; and blood, organs, or other tissues from experimental animals infected with HIV or HBV. Linens with bugs/insects/mites/etc. should also be treated as contaminated linens. (Item #901700.0020). See Laundry Pricing Letter for rates.

- The ["How to Properly Bag Contaminated Linens"](#) poster can be printed from the CALCTRA website.

Does CALCTRA accept Biohazard Bags?

No, CALCTRA does not accept biohazard bags. Customers who do not follow this protocol will have their biohazard "red" bags properly handled and stored until they arrange pickup by their contracted hazardous materials service provider. If the items are not picked up within a reasonable timeframe and in the proper manner, the customer may experience delays with their laundry services and additional fees will occur.

How do I properly secure my laundry bag?

- The [“How to Properly Secure Your Laundry Bag”](#) Poster can be printed from the CALCTRA website.
- CALCTRA will not be responsible for any laundry bags that are overstuffed or not properly secured, causing them to open during the laundering process.
- Laundry bags will be clearly identified by yard/unit/building number (example: A/1/132)
- Sorting of non-laundry items mixed in carts and overloaded personal laundry bags, such as shoes/boots, excessive trash, etc. will be weighed by the CALCTRA, logged, customer notified, and charged as listed on the Rate Sheet, Optional Services, Miscellaneous Services.
- Replacement laundry bags, cording and tags are sold on the CALCTRA website:

[Mesh Laundry Bag - White - 24 x 36 - Bags](#)

[Mesh Laundry Bag - Assorted Colors- 30 x 40 - w/ Closures - Bags](#)

[Cording For Mesh Laundry Bags - Bags](#)

[Laundry Bag Replacement Tags - Bags](#)

What is a “ragged” item?

Ragged items are any customer textiles not in “wearable/usable condition” or items that are in any way altered from their original state. These ragged items will not meet CALCTRA quality standards after laundering and must be removed/separated from the remaining customer products.

- Once Laundry has been cleaned and dried, customer items enter the sort and fold process. During this process, any items discovered that are not in “wearable/usable condition” or otherwise altered from their original state will be identified as “ragged” items.
- These “ragged” items are separated and collected in a designated bin/bag. The items will then be documented and labeled in accordance with their specified return location (if applicable). They will be packaged separate from the rest of the quality customer items by being placed in a bag clearly labeled as “ragged” and placed into customer cart for return.

Items considered “ragged” as defined by CALCTRA	
Torn	Items with holes or tears.
Stained	Items with deep stains that cannot be removed.
Frayed	Items with edges that are worn or unraveling.
Partial	Items that are not whole and complete in original state.
Altered	Items that have been cut, sewn, or otherwise modified from original state.

How are “ragged” items returned?

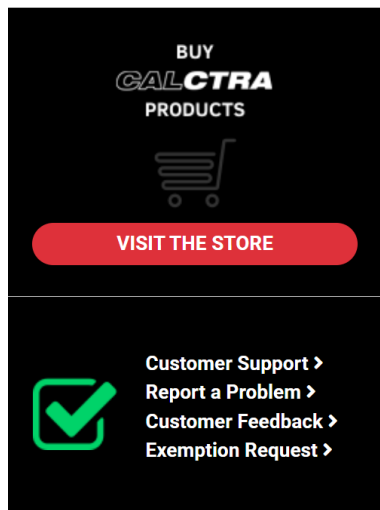
- All items that have been identified as “Ragged” will be collected and placed into a designated bag separate from quality customer items.
- Bags are clearly labeled “Ragged” for easy customer identification.
- The bags are then weighed for billing and placed into the customers’ carts for return.

Who should I contact regarding discrepancies (i.e. shortages and overages)?

Submit a Green Check Mark and notify your CALCTRA Account Representative.

- **How do I complete a Green Check Mark?**

Visit www.calctra.ca.gov, select Report a Problem next to the green check mark icon on the homepage. Provide as much information as possible. (Example: location of where the laundry is coming from and where the laundry is going to be processed, describe the issue, provide quantities, photos, cart numbers, etc.)



- **Why do I submit a Green Check Mark?**

The Green Check Mark is used to report damages, shortages, issues, compliments, and other feedback.

- **What happens when you submit a Green Check Mark?**

- A group notification is sent within CALCTRA.
- The issue is assigned to appropriate CALCTRA personnel for entire lifecycle.
- Assigned staff will respond, investigate, and document their findings.
- The ticket remains open until the customer's issue is fully resolved and a root cause has been identified.

Who is my CALCTRA contact?

A CALCTRA Account Representative is available to help answer your questions.

If you are unsure who your CALCTRA Account Representative is, please contact the Showroom by email at salesinfo@calctra.ca.gov or by phone at (916) 323-2419.