

SPECIAL FEATURE

Recognizing the Important Contribution of Environmental Services



For Infection Prevention and Control During the COVID-19 Pandemic

Environmental cleaning and disinfection is a key strategy in reducing infections people may get while in a health care facility such as a hospital or long-term care home. These health care-associated infections include *C. difficile*, MRSA and other infections caused by respiratory viruses.¹⁻³ As environmental services staff working in health care organizations, you play an important role in infection prevention and control (IPAC) programs in your organization, which help to keep your environment safe for you, your colleagues, patients or residents, and visitors. Since the beginning of the pandemic, environmental services staff have continued this important work as frontline essential workers, and have played a key role in preventing COVID-19.

CHALLENGES BROUGHT ON BY THE COVID-19 PANDEMIC

The pandemic has created many challenges for the health care industry,

and environmental services departments are no exception. You have faced the same staff shortages, anxiety and fear as everyone throughout the rest of the health care system. You have also felt the direct impacts of staff illness and exposure to COVID-19, resulting in significant staff shortages.^{4,5} In addition to staff shortages, added environmental cleaning and disinfection measures needed to be put into place, adding more stress to your already busy and overloaded departments. New areas (such as additional break spaces for staff) were created to help patients, residents and staff practice physical distancing, which has increased the areas needing to be cleaned.

RESPONDING TO THE PANDEMIC: THE INCREDIBLE CONTRIBUTION OF ENVIRONMENTAL SERVICES

Throughout the COVID-19 pandemic, the work performed by environmental

... continued on page 2

In This Issue...

HHA Leadership Course Leads to Career Enhancement3

How to Motivate Your Staff When There's No Hope in Sight3

HHA Membership: Why You Should Join4

Saving the Environment One Pillow at a Time5

HHA Ninth Annual Conference & Trade Show5

HHA's EVS Frontline Certification Course7

The Benefits of HHA's Leadership Courses

By **Shawn Vecchiato**,
OHHA Member

My name is Shawn Vecchiato and at the time I completed the OHHA Leadership course, I was an Environmental Services supervisor at Quinte Health Care. I was initially encouraged to take the course by my manager, who had taken it before. She advised me that the course provides the only designation specific to the EVS profession. With her encouragement, I enrolled.

Initially, I found the course to be somewhat challenging in terms of knowing what kinds of answers were required, what type of information

... continued on page 2

Recognizing the Important Contribution of Environmental Services

... continued from page 1

services workers has been an essential part of the frontline efforts to prevent, control and stop the spread of SARS-CoV-2 – the virus that causes COVID-19. Increased cleaning and disinfection of high touch surfaces and shared equipment were among some of the earliest public health control measures implemented in health care – right from the beginning of the pandemic.



Research showing the virus lived on surfaces⁶, also further reinforces the need for effective cleaning and disinfection by trained environmental services staff. Having enough staff to do all of this work has not been easy. However, strategies like the sharing of staff across departments and cross-training (e.g., personal support workers, office staff, medical device processing staff) have been implemented as a successful approach to build capacity throughout the system.

IMPLEMENTING IPAC PRACTICES IN HEALTH CARE

Ensuring that you have the right skills and tools to support your work is important for protecting yourself, your patients and coworkers. Recognizing the incredibly important and collaborative role you play in the prevention of infections, Public Health Ontario is partnering with environmental services departments in health care to provide networking opportunities such as local communities of practice, as well as provide helpful resources to support your work during the COVID-19 pandemic:

- [How to Prevent Skin Damage from Cleaning Products Fact Sheet](#)
- [Resources on Personal Protective Equipment for COVID-19 Prevention](#)
- [Environmental Cleaning Toolkit](#)
- [IPAC Fundamentals Training](#)

THANK YOU!

Thank you to all of the dedicated environmental services workers who have worked tirelessly throughout the pandemic to ensure there is a safe healthcare environment during this exceptionally challenging

time. Your efforts have highlighted your key role in protecting patients, residents, and staff, as well as the crucial role played on the infection prevention and control team.

REFERENCES

1. Louh IK, Greendyke WG, Hermann EA, Davidson KW, Falzon L, Vawdrey DK, Shaffer JA, Calfree DP, Furuya EY, Ting HH. Clostridium difficile infection in acute care hospitals: systematic review and best practices for prevention. *Infect Control Hosp Epidemiol.* 2017;38(4):476-482. DOI: 10.1017/ice.2016.324 [Accessible here.](#)
2. Pappas DE, Hendley JO, Schwartz RH. Respiratory viral RNA on toys in pediatric office waiting rooms. 2010; 29(2):102-104.
3. Weber DJ, Rutala WA. Understanding and preventing transmission of healthcare-associated pathogens due to the contaminated hospital environment. *Infect Control Hosp Epidemiol.* 2013;34(5):449-52.
4. Long-Term Care Staffing Study Advisory Group. Ministry of Long-Term Care. Long-Term Care Staffing Study. July 30, 2020. [Accessible here.](#)
5. Smith E. 'This is no joke,' says hospital housekeeper on front lines of COVID-19. *CBC News.* April 9, 2020. [Accessible here.](#)
6. Riddell S, Goldie S, Hill A, Eagles D, Drew TW. The effect of temperature on persistence of SARS-CoV-2 on common surfaces. *BMC Virol J.* 2020; 17, 145. [Accessible here.](#)

... continued from page 1

The Benefits of HHA's Leadership Course



was being requested and how much was sufficient. With a lot of back and forth communication with my mentor, I set out on my learning journey and got into a rhythm. I started completing modules at a faster and faster rate.

Coming from a commerce and food-service background, I found the course filled in the knowledge gaps I had. The further I delved into the course, the more I realized just how many gaps I had. The course also covered subjects that are industry specific, but not necessarily specific to the sites that I had worked at – i.e., on-site laundry. I found this useful in broadening my knowledge base. On the other side of the coin, the course also reaffirmed a lot of the work I had done or was currently doing.

When I submitted an assignment based on work our group had completed on-site, I received positive feedback from an unbiased source. It was useful, professionally, in that moment. Overall, I found the course material relevant, and the networking opportunities and connections I made were just as valuable.

Also, the HHA Leadership certificate was viewed as a big advantage by the hiring team when the Hospitality manager position became available at my workplace soon after. The hiring team was looking for relevant education, and also noted that they always see value in candidates who are committed to continuous learning. I have now been in the Hospitality manager position for nine months.

HHA EVS Leadership Course Leads to Career Advancement



By **Sandy Thompson**,
OHHA Member

My name is Sandy Thompson, and I am a frontline housekeeper working at the Hotel Dieu Shaver Rehab Hospital. I took the HHA EVS Leadership course with the idea that someday we might actually build the new facility we've been talking about for decades or that there may be a change in leadership at some point due to retirement.

'What the heck was I thinking?' was my initial thought when I read the mark and comments from my first assignment for the course. Saying I did not do well on this assignment was an understatement. I have worked as a health care service worker for over 33 years, with many years as a housekeeper/custodian, food service aide, laundry aide, porter and, for a time, a nurse's aide looking after patients. I feel that I am a well-rounded health care worker with a vast amount of experience.

The problem with a 50-year-old student diving back into full-time, online learning is that. Not only do I work full-time, I am also a housewife and mom, and I have a husband who was a critical injury WSIB worker a few years back, and I am now his primary caregiver. I thought I could do everything. However, I quickly learned that this attitude

... continued on page 4

SPECIAL REPORT



Working Through a Pandemic – How to Motivate Your Staff When There Seems to be No Hope in Sight

By **Shawn Bolger**, Manager, Hospitality Services, Hotel Dieu Shaver Health & Rehabilitation Centre

When first planning for the eventual appearance of COVID-19, many healthcare facilities were told that they would most likely never see a positive COVID patient. The directives stated, if one of our patients became positive, they would automatically be transported out to the nearest COVID unit at another site. Well, that was true for the first group of patients who turned positive over Christmas, but as most healthcare facilities soon learned, things were about to get a little crazy.

At our facility, as we got closer to Christmas with the occasional scare behind us, we waited nervously hoping that we could just get through the holidays. But on Boxing Day our luck ran out, and we

had our first positive patient. Our index cases did go according to plan when the outbreak was declared. However, as the COVID units filled up and were becoming increasingly overwhelmed, our direction changed abruptly. It was soon very clear that there was "no room at the inn," and we were now being instructed to maintain and care for "positive patients" at our site, if they weren't very sick and their symptoms were manageable. What??? They were still highly contagious and cohabitating with a very vulnerable population.

So how do we, as healthcare professionals, rise above our fears, to manage this crisis with reduced staffing levels, and challenging work environments to provide the best possible care and outcomes for our staff and patients? It was a very real question and one that was presented to our

... continued on page 4

Working Through a Pandemic – How to Motivate Your Staff

... continued from page 3

team as we went to work to resolve many obstacles we faced in the initial days and for the first few weeks of the outbreak. At some point in the dead of night, as we lay awake in bed wondering if there was something we were missing, we would accept our new reality and get down to business.

In the early days, as I moved throughout the patient care areas, I could see the stress and anxiety on the faces of the employees. Everyone was struggling, everyone was tired of hearing about COVID-19, everyone was exhausted and feeling overwhelmed from donning and doffing PPE, yet we still needed them to push forward.

It's hard to motivate people when you're feeling helpless yourself. There were many days when I just wanted to throw in the towel and scream, 'I give up... I'm leaving to become a dog walker!' As a manager, it is my job to be strong, to steer the ship, to pick up the pieces when needed, and support staff when things get tough. An occasional upbeat email or news bulletin from upper management is not going to cut it when your employees find their personal and work lives turned upside down. Employees have real questions in a crisis, and they deserve honest answers, even if the answer is, 'I don't know, but I will find out for you!'

Fortunately for leaders, as it turns out, there are many ways to support staff and keep employees motivated, even when the "free lunches, coffee, cookies and pizza donations" stop arriving on your doorstep.

(1) ENSURE EMPLOYEES ARE SAFE

As a leader, the safety of your employees should always be your first priority. There is nothing like a global pandemic to make confident and well-trained staff feel vulnerable in an otherwise safe and secure workplace. Employees need to feel that you as their supervisor or manager, are looking out for them. Therefore it is important to demonstrate, every day, that you are putting their health and safety needs first and foremost. All staff should be receiving refresher training in hand hygiene, donning and doffing, current and relevant cleaning practices, and frequent updates on information pertaining to the pandemic. Ensure employees have the PPE, other safety equipment needed, adequate supplies of hand sanitizer and the appropriate chemicals, cleaners and disinfectants to complete their work and remain safe in the workplace.

(2) RECOGNITION AND APPRECIATION

Research has taught us that when individuals are "unmotivated" it is generally related to a lack of recognition or appreciation from their leaders. Recognition is most effective when staff are personally acknowledged for the positive contributions they make, and the hardships they are enduring to care for the patients or

... continued on page 6

... continued from page 3

EVS Leadership Course

Leads to Career Enhancement

was wrong. This was confirmed when my first marks were very poor to both myself and my mentor. I had to fix what I was doing wrong if I was going to do well in the Leadership course.

My mentor, Julie Hoeflaak, was an amazing role model. I was told by my current manager at work, Shawn Bolger, that she would be a great mentor for me because she was very knowledgeable and would expect a high level of work from me. Oh she did! I handed in my first assignment and was very disappointed in my marks. I thought I had done well on it, but I was not seeing things from the proper point of view. I was answering the questions like a front line worker would – not from a Supervisor's point of view. I struggled with this. I know I'm a decent employee, but that is not what the mentors are looking for when you hand in your assignments.

They want their students to take a huge leap out of their comfort box and see things from their point of view. One would think, "oh, that's an easy thing to do"... No, it is not. The manager is not just responsible for one area of the health care setting like a front line worker is. They are responsible for all staff, other managers and visitors – everyone that enters the facility. That is a huge responsibility.

To get on board, I had several emails with my mentor and asked several questions to my manager to assist me. Both were very helpful in guiding me on the right path to success. I ended up loving the entire course once I was able to see things from their point of view. I feel I was successful in completing the course in the proper amount of time as well. I allotted an hour or so daily, and took the weekends off. You have to step away from it to keep your sanity. Everyday life throws a lot at you. I appreciate my boss for encouraging me to spend the money, and take the course. She must have seen something in me that I

... continued on page 5



MEMBERSHIP Why You Should Join!

There are several excellent benefits of becoming a member of the Canadian Healthcare Housekeepers Association (HHA), formerly the Ontario Healthcare Housekeepers Association Inc. (OHHA) circa 1957.

The HHA is the only Canadian professional association representing the Healthcare Housekeeping and Environmental Services profession.

Our members represent the supervisors, managers, directors of housekeeping/environmental services in hospitals and long-term care facilities. We also have members representing medical

clinics, contract cleaners, and missions to name a few.

Membership with HHA provides you with current information from the Provincial Infectious Disease Advisory Committee (PIDAC), Public Health Ontario (PHO), Ministry of Health and Long-Term Care (MOHLTC), Ontario Long-Term Care Association (OLTCA), ISSA® – the worldwide cleaning industry association, employment/labour lawyers, as well as the Centre for Disease Control and Prevention (CDC).

Membership with HHA provides

... continued on page 8

EVS Leadership Course

Leads to Career Enhancement

did not even see. I have a new outlook on my actual job. I have learned ways to work more safely, more cost effectively, the importance of working as a team, and the need for everyone to clean with the PIDAC standards at all times for everyone's safety. The Human Resources part of the course was very interesting and taught me a lot as well. I understand the importance of cleaning audits and appreciate the time that is put into them by the supervisory staff, for the safety of everyone.

I highly recommend taking the HHA EVS Leadership course. It will cost a bit of money and time, but in years to come, it will pay you back. Everyone who takes the course has to remember to leave the mop and bucket at the door. If you allow yourself to see things from a supervisor's point of view, you will excel at the program just like I did.



HHA Ninth Annual Conference & Trade Show

The Healthcare Housekeepers Association (HHA) has re-scheduled its Ninth Annual Conference and Trade Show. Originally slated for June 1 to 3, the "Dirty Work" event will now be held September 28 to 30, 2021 at the Fern Resort in Orillia, ON.

Over the three days, participants will have the opportunity to sit in on a variety of education sessions, discuss new products and practices with peers and industry experts, strengthen team dynamics, and of course, have a little fun.

Register now to be part of this 80s Dirty Dancing themed educational event.

INNOVATIVE TECHNOLOGY



Saving the Environment One Pillow at a Time

The environmental destruction taking place around the world today is happening at a faster pace than was previously thought, according to a report by the United Nations. These findings prompted the UN to issue a statement indicating that it is imperative to act **now** to reverse the damage being done to the planet.

Over recent decades, human activities have created climate change and other damage that has impacted the earth's ecosystem beyond what it has the capacity to self-regulate. Human-caused pollution has reached such an extent that the UN now considers it to be the single biggest risk to human health worldwide. For example, an estimated 2.2 billion tons of waste are dumped into the oceans every year. Marine ecosystems are dying, 27 per cent of the coral reefs have been destroyed, and garbage islands the size of continents are floating in our oceans.

If we don't act now, we will face a future that is very different from the world we live in today. Some experts are predicting that by the year 2050, the world's coastlines will be reshaped by rising sea levels; there will be a blurring of the boundaries between land and sea that will swamp the roads of major cities and make them look like the canals of Venice; and that the northern ice-cap will vanish each summer.

HEALTHCARE WASTE

The use of disposable items in healthcare is a significant contributor to the problem, but it's nothing new. For example, IV tubing has been considered disposable since the 1960s due to the difficulty in cleaning it properly. However, the amount of waste generated by healthcare facilities today has made the disposing and dumping

of it a major environmental issue.

Each healthcare facility can generate up to 25 pounds of waste per patient a day, and 85 per cent of it is general, non-hazardous waste. Up to two million tons of medical waste is produced each year, and it has to go somewhere – most of it into landfills. The disposal of untreated healthcare waste can contaminate landfills and eventually make its way into the water supply of surrounding communities.

THE ROLE OF PLASTIC

The rapid increase in the production of disposable plastic products has overwhelmed the attempts to deal with them. This makes plastic pollution one of the greatest environmental issues the world faces. To put the problem in perspective, consider the following:

- Half of all of the plastic that has ever been created was manufactured during the last 15 years.
- Plastic production between 2000 and 2010 exceeded the total amount of plastic produced in the entire 20th century.
- Production of plastic increased from 2.3 million tons in 1950 to 448 million tons by 2015, and it is expected to double by 2050.
- Every year eight million tons of plastic waste from coastal nations escapes into the oceans.
- Millions of animals are killed by plastics every year, including birds, fish, and other marine life.
- Land-based animals – including elephants, zebras, tigers, camels, and cattle – have consumed plastic waste, sometimes leading to their deaths.

Working Through a Pandemic – How to Motivate Your Staff

... continued from page 4

residents of the facility. This recognition should come from all levels of leadership routinely and consistently.

When employees are working, you should thank them in person, recognize them for their contributions and also listen to their frustrations. Even if you don't agree with their perspective, try not to discourage them from voicing their concerns or stop them from expressing their feelings. No one likes to feel overlooked, or have their feelings disregarded and dismissed.

The purpose of doing rounds should be to get an understanding of the current situation in the workplace and to find out what's happening with your staff. However, while you are there, you should let them know how much you appreciate their hard work and extra effort to maintain a safe environment.

As leaders, we need to show employees that we appreciate them not only for the job they do daily but also for being flexible and adapting to the constantly changing environment when times are tough. Leaders need to recognize that even though healthcare is the job they signed up for, their staff are human and have concerns for their own safety during this pandemic.

As a manager, you should never assume that your employees feel valued. As their leader, this should always be made clear with your actions and words, as well as with your presence when they need you. To be effective, recognition must be frequent, straightforward and sincere.

(3) BE VISIBLE AND APPROACHABLE

When you are out in the building visiting the patient care areas, you should also go to the laundry area, the lunchrooms, the maintenance shop and kitchen.

Get out of your office and make your presence known by offering employees support. Be visible and show that you're there to help out in whatever way you can. When you hide in your office staff will become resentful. Additionally, mistrust will grow between management and front-line staff, causing morale to decrease in the department.

Opening up lines of communication and accessibility can improve workplace relationships. It is important for the success of your department.

(4) COMMUNICATE HONESTLY AND WITH TRANSPARENCY

While you may think that you are doing a good job at communicating, there's a good chance you aren't doing it with enough frequency and transparency.

Leaders must communicate routinely and in many different ways. This should happen even more so in times of crisis to ensure communication becomes integrated into the daily routine of every employee on your team.

Employees should always feel that they are valued members of the team and treated accordingly in the organization. There will be times when we – as managers – cannot wait for a scheduled meeting to inform employees of last-minute changes to the Infection Control program, current cleaning processes or Ministry of Health directives affecting their daily work routines. Therefore, the need for leaders to call staff together quickly for a safety huddle or a brief communication session is becoming the new normal. This is especially true when staff work different shifts and at different locations, making communication more difficult for supervisors and managers because they can't catch staff all together in one spot.

Huddles can be a nice way to provide updates and it gives employees a chance to ask questions, clarify information and resolve issues before they become bigger problems. It also prevents miscommunication, and removes the guesswork, anxiety and rumours that plague many workplaces when people are uncertain of why changes are taking place. You must be consistent in your messaging, be honest and update all staff when situations change, in person, by memo or even a quick phone call. This allows employees to remain focused on their jobs, and have a better understanding of their role in an evolving and challenging work environment.

(5) BE SUPPORTIVE OF YOUR EMPLOYEES

More and more employers are recognizing the need for and importance of employee well-being that goes beyond the workplace into their physical and mental health as well as the family and financial aspects of their personal lives. By showing

... continued on page 7

... continued from page 5

Saving the Environment One Pillow at a Time



THE PERIL OF PLASTIC BOTTLES

Globally, we buy about one million plastic bottles per minute. Most of them end up in landfills, in the oceans, rivers, and ponds, or tossed onto sidewalks or roadsides. Plastic bottles are not biodegradable, which means they cannot be broken down by organisms – such as bacterial – into new organic molecules the way some other trash is broken down. It can take up to 1000 years for a plastic bottle to degrade into tiny microplastic pieces. But even after that, they will remain forever in the environment.

One solution is to focus more energy on recycling plastics. Currently, only 12 per cent of plastic bottles are actually recycled. One company is doing just that. Imagine putting your head down on a pillow made from recycled plastic bottles. Each MIP TruBliss® pillow recycles 30 to 35 plastic bottles. That's 540 plastic bottles recycled for each case of pillows.

CAN A PILLOW SAVE THE PLANET?

It all begins when plastic bottles are brought to a recycling plant. Next the bottles are sorted and cleaned. Then the bottles are shredded into flakes and converted into pellets, which are melted and liquified. The liquid is processed and turned into polyester fibres. These polyester fibres are used to fill the pillows.

TruBliss pillows are said to offer the following benefits:

- Their unique Soft Resilient Core (SRE) system adds support and resiliency to resist wear, crumbling, and migration of fill.

... continued on page 7

... continued from page 6

Saving the Environment One Pillow at a Time

- They are stain resistant and have been antimicrobial-treated for extended pillow use.
- They are easily disinfected and wiped clean.
- Their high quality, fluid-proof covers ensure protection against liquid penetration.
- There is a lofty pillow option for people requiring firm support.

As a global supplier and manufacturer of healthcare textile solutions, MIP provides comfort and efficiency for the healthcare community and its people. MIP has made a commitment to deliver high quality products and achieved certifications by some of the most prominent organizations in the industry – LSAS (Level 4), OEKO-TEX, CSR, and ISO 9001.

For more information on the MIP TruBliss Pillow, please visit www.mipcares.ca.

TESTIMONIAL

“Through the HHA, our company has found the best mix of organized and professional events, direct contact, and opportunities to engage with Environmental Services supervisors and leaders. Additionally, the Affiliate Member benefits include news blasts and advertising opportunities. From a sales and marketing standpoint, the ROI of participating in the Annual HHA Conference and Trade Show, as well as the social and networking events hosted throughout the year, is second to none. From a personal standpoint, the calibre of members of the HHA ensures an inclusive, educational, and fun environment for collaboration on improving and evaluating cleaning and housekeeping best practices in our industry. I encourage everyone to engage with HHA, either as an exhibitor or delegate, as the benefits and opportunities are incredible.”

– **Elle Robillard**, Intersteam Technologies
HHA Affiliate Member

Working Through a Pandemic – How to Motivate Your Staff

... continued from page 6

employees that you are just as concerned about them individually as people, as you are for their attendance and productivity, you create a culture of understanding, acceptance and compassion in your department.

Remind your staff often that the Employee Assistance Program (EAP) plan is free, confidential and not just for mental health issues. Most EAP providers typically offer many different forms of counselling, financial information sessions and healthy lifestyle programs for employees to access when they are struggling.

You can also encourage staff to tap into the information and resources available to them in the workplace through occupational health, health and safety and/or human resources. Supervisors and Managers must take that extra step to support employees

when they are experiencing difficulties, both personal and job-related. This will help to build bridges and establish trust in your department.

(6) ASSIST EMPLOYEES IN SETTING GOALS TO KEEP THEM ENGAGED

Yearly performance appraisals are not always on a manager’s list of things they like to do. The employee one-on-one interview can be awkward and uncomfortable for both parties especially when issues need to be addressed, and resolutions found. When conducted properly, in a private and uninterrupted setting these sessions can also be opportunities for conversations that will allow the employee to set goals for future development. When leaders offer

... continued on page 8



ENVIRONMENTAL SERVICES FRONTLINE CERTIFICATION PROGRAM

Online Training for Healthcare & Long-Term Care Frontline Workers

MENTORED & MENTORLESS PROGRAMS AVAILABLE



ABOUT THE COURSE

This program was developed by members in Southern Ontario to address the increased need to provide education to Front Line Workers in Healthcare Facilities.

The course addresses all aspects of the healthcare cleaning profession, in particular, the importance of proper techniques and practices to reduce the risk of infection. The course includes recommendations by the Provincial Infection Control Advisory Committee (PIDAC) pertaining to the Best Practice Cleaning Document for Environmental Cleaning.

COURSE CONTENT

The criteria for completion of the Environmental Frontline Program is based on a final exam. A certificate of completion is issued to participants who successfully complete all required components of the program, and score 80 per cent on the mentored version, and 90 per cent on the mentorless or higher overall.

Students can successfully progress through the program and complete it within the allotted time frame of six months. With the program being self-paced, there is no mandatory timeline for completing the deliverables.

It is estimated that four- to five-hours of study per week would be required. Please allow mentors a two week turnaround to grade your assignments, but you may still proceed to the next module.

MENTORED VS. MENTORLESS

MENTORED VERSION RECOMMENDED WHEN:

- You are not in a hurry to complete the program – you have six months
- Might require help/coaching from a Mentor
- You are new to EVS in Healthcare
- You do not have a minimum Grade 12 education

MENTORLESS VERSION RECOMMENDED WHEN:

- You need to complete the program quickly – you can Fast-Track
- You can work independently
- You have some experience in EVS in Healthcare
- You have a minimum Grade 12 education



P.O. Box 697
Kemptville, ON K0G 1J0



executivedirector@ohha.org
<https://ohha.org>



(613) 258-2002

Working Through a Pandemic – How to Motivate Your Staff

... continued from page 7

guidance to employees to assist them in recognizing their potential, the employee can look to the future to plan a career path that includes obtainable targets that are purposeful and of interest to them. Goals should focus on building their strengths, while developing their skills and knowledge base as a person and an employee. Should leaders wait for the appraisal process to be scheduled before encouraging their staff? Having employees who are engaged in the workplace, who are participating on committees, working on projects and contributing to the overall health of the workplace environment is not only motivating to that employee, but can have a positive effect on others in your department when the word spreads.

(7) BE A POSITIVE ROLE MODEL

Always remember to lead by example everyday, even if you don't feel like it. Sometimes that means occasionally rolling up your sleeves and even getting dirty when things go sideways. At the very least be present to ensure appropriate responses are being considered and all team

members are contributing to the workload so effective solutions can be put in place. It is important to everyone that time is managed effectively and efficiently so you, as a leader, need to be actively involved in the daily operations of the department and the overall operations of the facility. In any work environment, employees need to know who they can count on. It is always better to be that person, no matter what the circumstances.

REFERENCES

- How to Motivate Employees During the Coronavirus Crisis by Erin Rooney.
- Motivating Employees During the COVID Pandemic by Catherine Oak and Bill Schoeffler.
- Five Ways to Support and Motivate Employees During the Pandemic by Bob Clark.

- *Shawn Bolger is the Manager of Hospitality Services, NM, PHH, at Hotel Dieu Shaver Health and Rehabilitation Centre, and is a Education Committee and Advisory Council Member of OHHA, a Division of ISSA.*



EVS LEADERSHIP COURSE

Practical, technical and management skills necessary to manage the overall operation of an Environmental Services Department within a hospital or long-term care facility.


ABOUT THE COURSE

The Canadian Healthcare Housekeepers' Association Inc. (HHA), a Division of ISSA, in partnership with the Ontario Hospital Association (OHA), developed the Environmental Services Leadership program. Formerly offered for enrollment by the OHA, the HHA now has the right to this program. The program is a combination of Level I and Level II Environmental Services Courses, previously known as the Housekeeping Supervisors Course and the Executive Housekeepers Course.


In this course you will acquire all the practical, technical and management leadership skills necessary to manage the overall operation of a Housekeeping/Environmental Services Department within a hospital or long-term care facility.

Program Duration: One Year

Cost Per Person: \$1,500 +HST (group rates available)

 P.O. Box 697
Kemptville, ON K0G 1J0

 executivedirector@ohha.org
<https://ohha.org>

 (613) 258-2002

... continued from page 4



MEMBERSHIP Why You Should Join!

discounted fees for most HHA course offerings, and rate discounts for the Annual Conference and Educational sessions also.

The HHA resource page offers generic printable templates for items such as Isolation Terminal Clean for a Washroom, High Touch Checklist, and so much more.

The Member Assistance Program (MAP) is exactly that, a conduit to get you the answers or resources required, from your peers or our Education Committee, to help you with your day-to-day tasks as a leader in the profession.

HHA Affiliate Partners offer the latest products, equipment and services, and some even offer HHA members discounted pricing.

OHHA, now HHA, merged with the ISSA in October 2020. In addition to the many benefits identified above, membership with HHA provides discounted pricing on any ISSA educational offerings and trade shows.

In these challenging times, this is a perfect opportunity to join a group of like-minded leaders who have consistent goals, high standards, and possess the "True Grit" required in this highly demanding but very rewarding career.

There is no other group of people like HHA members, join now and see for yourself! [Learn more here.](#)

*HHA Housekeeping *Professional Today*

Housekeeping Professional Today is produced for the Canadian Healthcare Housekeepers Association (HHA), a Division of ISSA, the worldwide cleaning industry association. The e-newsletter provides news and views, information on current trends as well as educational opportunities relevant to the healthcare housekeeping or environmental services professional. For more information, please contact:

Canadian Healthcare Housekeepers Association (HHA)

P.O. Box 697
Kemptville, ON K0G 1J0
executivedirector@ohha.org
(613) 258-2002
<https://ohha.org>