

HOUSEKEEPING PROFESSIONAL TODAY

The Official Publication of the Canadian Healthcare Housekeepers Association (CHHA) 



FREE WEBINAR

Are You Ready for Accreditation?

The Canadian Healthcare Housekeepers Association (CHHA) is excited to invite environmental services and housekeeping professionals to a free **Lunch & Learn** webinar designed to help prepare for the updated 2026 Accreditation Canada standards for facility health and safety.

Join us on **Thursday, March 26** at **Noon (Eastern)** for an engaging session with **Heather Candon**, Director of Infection Prevention and Control

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CHHA Moves Forward with Renewed Strength and Commitment to Canada's Healthcare EVS Community

The Canadian Healthcare Housekeepers' Association (CHHA), a division of ISSA, is entering an exciting new chapter – one defined by renewed leadership, expanded expertise, and a continued commitment to advancing excellence in healthcare environmental services across Canada.

For decades, the former Ontario Healthcare Housekeepers' Association (OHHA) served as Ontario's recognized association dedicated exclusively to healthcare housekeeping and environ-

mental services. Now serving all of Canada, CHHA continues to champion the leaders and frontline professionals who work every day to ensure hospitals, long-term care homes, and other healthcare facilities remain clean, disinfected, and safe for patients, staff, and visitors.

At the core of CHHA's work is an unwavering focus on advancing the profession through evidence-based education and training, meaningful professional development opportunities, and nation-

ally recognized certification. Just as importantly, CHHA remains committed to elevating awareness of the essential role environmental services teams play in delivering safe, high-quality healthcare. These priorities are strengthened through a vibrant national community that brings together professionals, leaders, and industry partners dedicated to continuous improvement.

While the association has recently un-

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Did You Know?

Your **CHHA membership** gives you full access to **ISSA Canada benefits**, connecting you to a wider network of cleaning and facility professionals, industry resources, and expert insights. The **Official ISSA Cleaning Times** which offers clear tools, task details, and workloading guidance to help you plan and manage cleaning operations efficiently. Your membership keeps you informed, connected, and supported as part of the broader ISSA community.

Help Us Help You!

The Canadian Healthcare Housekeepers Association (CHHA) is inviting members and industry stakeholders to take part in a short survey designed to help shape future CHHA programs, resources, and professional development opportunities. Your insights are incredibly valuable. By sharing your perspective, you help ensure CHHA continues to deliver the education, tools, and support that environmental services professionals across Canada truly need. **HAVE YOUR SAY NOW!**



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CHHA Moves Forward with Renewed Strength and Commitment to Canada's Healthcare Environmental Services Community

dergone positive organizational restructuring, its mission, values, and commitment to supporting environmental services teams across the country remain intact. CHHA continues to operate with full independence in its programs, credentials, and communications. Members, partners, and stakeholders can be confident that CHHA's educational offerings, memberships, and certifications remain unchanged.

Through this transition, CHHA remains focused on what matters most – serving the environmental services community with trusted leadership, practical education, and professional support. The association's dedication to strengthening the profession and supporting those who work on the front lines of healthcare cleanliness has never been stronger.

As part of this renewed momentum, CHHA is pleased to welcome respected industry leader **Julie Hoeflaak** as the association's Academic Advisor. With a strong background in environmental services training, health and safety, and workforce development, Julie currently serves as Lead Facilitator of Training at Hamilton Health Sciences. Her previous leadership role as Education Chair with what was then known as the Ontario Healthcare Housekeeping Association (OHHA) – which is now CHHA – further underscores her commitment to advancing professional standards in the field. Julie brings a wealth of current industry knowledge, practical expertise, and leadership experience that will help shape CHHA's educational programming and professional development initiatives moving forward.

CHHA is also proud to expand its mentorship network with the addition of two highly respected environmental services professionals who are actively working in healthcare today. **Luis Sarco**, Hospitality Associate at Trillium Health Partners, and **Brigitte Stevenson** CSS Porter and Hamilton Health Sciences West Lincoln Memorial site JHSC co-chair, will serve as mentors, providing practical guidance and peer support to professionals across the country who face similar operational

challenges in their day-to-day roles. Their real-world experience will be invaluable in helping others navigate evolving expectations in healthcare cleaning, infection prevention, and workforce leadership.

Looking ahead, CHHA is also embracing innovation to better support its members. The association is collaborating with digital transformation leader Frank Zuuring of Amtex Digital to explore the integration of emerging artificial intelligence technologies into CHHA programming and member services. These advancements will support more dynamic learning opportunities, enhanced resources, and modern tools designed to help environmental services teams operate more effectively in increasingly complex healthcare environments.

With a refreshed team and forward-looking strategy in place, CHHA is focused on strengthening its programming and developing meaningful resources that deliver real value to members and their teams. The goal is clear: to support professionalism, continuous learning, and operational excellence within the healthcare environmental services sector.

Most importantly, CHHA remains proudly Canadian – led by Canadians, for Canadians. The association continues to represent the unique needs of Canada's healthcare housekeeping professionals while fostering a national community built on collaboration, knowledge sharing, and mutual support.

As the healthcare landscape continues to evolve, the role of environmental services has never been more critical. CHHA stands firmly alongside the professionals who ensure Canada's healthcare facilities remain safe, hygienic, and welcoming spaces for care.

The association extends its sincere appreciation to its members, partners, and stakeholders for their continued dedication to the profession and their ongoing support of CHHA's work to advance this vital sector of healthcare. Together, CHHA and its community will continue to strengthen the profession and shape a future where environmental services professionals receive the recognition, resources, and leadership they deserve.

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Nurse-led Outreach at Sunnybrook Health Sciences Centre, and **Julie Hoeflaak**, CHHA Academic Advisor and Customer Support Service Leader and Trainer at Hamilton Health Sciences.



Heather Candon
Sunnybrook

Heather will share the practical steps Sunnybrook is taking to meet and exceed the new standards. With an M.Sc. in Microbiology and Immunology from the University of British Columbia and a master's in health management from McMaster University, Heather is CIC certified and serves on the Editorial Board of the Canadian Journal of Infection Control. She brings extensive experience in quality, patient safety, and risk management, has coordinated IPAC Canada courses since 2009, and is an appointed adjunct lecturer at Queen's University.

Accreditation Canada's expectations for 2026 focus on advancing quality, safety, and continuous improvement across healthcare facilities, with updated standards that expand program areas, emphasize evidence-informed processes, robust documentation of corrective actions, and strong quality improvement planning. These updates encourage patient-centred care, effective risk mitigation, and organizational accountability, ensuring that accredited organizations demonstrate sustained excellence in clinical practice, operational performance, and overall safety.

This webinar is a must-attend for any environmental services team looking to stay ahead of the curve and confidently meet the 2026 standards. Don't miss this opportunity to gain practical insights from a leading expert in infection prevention and healthcare quality. **REGISTER NOW!**

AVAILABLE SOON! New EVS Accreditation Readiness Toolkit

The Canadian Healthcare Housekeepers Association (CHHA) will introduce a new **EVS Accreditation Readiness Tool** to support environmental services leaders in hospitals and long-term care facilities across Canada as they prepare for accreditation surveys. Aligned with PIDAC Best Practices for Environmental Cleaning for Prevention and Control of Infections in All Health Care Settings, and the standards used by Accreditation Canada through the Qmentum Accreditation Program, the toolkit will be made available following the *CHHA Lunch & Learn* on March 26.



CHHA
A DIVISION OF ISSA

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