

HOUSEKEEPING PROFESSIONAL TODAY

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

FREE WEBINAR

AI for EVS Leaders

The Canadian Healthcare Housekeepers Association (CHHA) invites members to join an engaging and practical *Lunch & Learn* on **April 30** at noon (Eastern). This session is designed specifically for Environmental Services (EVS) leaders who are looking to better understand how artificial intelligence (AI) can support their day-to-day operations.

Titled *“Seven Actionable Ways to Leverage AI Right Now,”* the session

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Embracing Innovation: The Future of EVS Starts Now

The role of Environmental Services (EVS) in healthcare continues to evolve, with innovation playing a central role in shaping its future. Advancements in data-driven decision-making, automation, and predictive analytics are creating new opportunities to enhance cleanliness, strengthen patient safety, and improve overall operational performance. These emerging technologies are not replacing the expertise of EVS professionals but are instead providing new tools to support more efficient, in-

formed, and proactive approaches to care environments.

As part of the Canadian Healthcare Housekeepers Association’s ongoing commitment to education and professional development, members are encouraged to remain engaged with a variety of upcoming learning opportunities. These include webinars, practical toolkits, and peer-to-peer discussions that focus on the responsible and effective integration of innovation within EVS practices.

By continuing to explore new ideas, share knowledge, and support one another, EVS professionals can collectively strengthen the impact of their work. This collaborative approach ensures the profession continues to grow and adapt while maintaining its essential role in delivering safe, high-quality healthcare environments across the system.

Let’s continue to raise the bar together, with purpose and innovation guiding the way.

QUICK TIP: AI IN ACTION – Smarter Scheduling for EVS Teams

- AI tools can help EVS leaders quickly optimize staffing schedules by analysing occupancy, discharge volumes, and cleaning times to recommend efficient shift coverage. This improves resource allocation, reduces overstaffing and understaffing, enhances room turnover response times, and supports balanced workloads. Starting with high-need areas like discharge cleaning, even simple AI tools can deliver measurable gains in efficiency, performance, and staff satisfaction through better data-driven scheduling decisions.

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!**



Advancing EVS Through Responsible AI: CHHA EVS AI Starter Toolkit AVAILABLE SOON!

As artificial intelligence continues to evolve, healthcare Environmental Services (EVS) leaders are increasingly exploring how these tools can enhance efficiency, consistency, and overall performance. The EVS AI Starter Toolkit has been developed as a practical, Canadian-focused guide to support leaders in responsibly implementing and using AI within healthcare environments – while aligning with IT policies, privacy regulations, and operational best practices.

At its core, the toolkit emphasizes a critical principle: AI adoption must be IT-led. IT departments establish the standards for data security, tool approval, and compliance, and EVS teams must work within these parameters. This means using only approved tools, avoiding personal AI accounts for work purposes, and following structured processes to propose new technologies. As of April 2026, many Canadian healthcare organizations are still in the early stages of AI adoption, making governance and thoughtful implementation more important than ever.

The toolkit introduces key AI concepts – such as Large Language Models (LLMs), agents, and orchestration – helping leaders understand what these tools can realistically do today. In practice, most valuable applications in EVS currently occur at the LLM level, supporting tasks like report writing, audit preparation, staff communication, training development, and procurement processes. When used appropriately, AI can save EVS leaders an estimated 15-25 hours per month, allowing more time for staff engagement and operational oversight.

To support safe and effective use, the toolkit includes a simple decision tree to guide tool selection, as well as the CO-STAR prompting framework (Context, Objective, Style, Tone, Audience, Re-

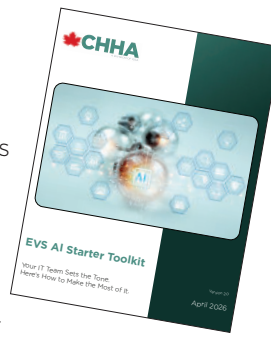
sponse), which helps users generate more accurate and useful outputs. Leaders are also encouraged to build personal prompt libraries – capturing and refining effective prompts over time to drive consistency and efficiency.

Importantly, the toolkit reinforces Canada's strict data privacy requirements. EVS leaders must never input personal health information (PHI) or sensitive staff data into AI tools, and any potential breaches must be reported immediately. Clear guidance is also provided for incident reporting, family communication, and audit data analysis – ensuring AI-supported outputs remain factual, concise, and aligned with Canadian healthcare standards.

Beyond the technical aspects, the toolkit highlights the importance of team engagement and transparency. AI should be positioned as a productivity tool—not a workforce replacement—helping staff focus more on meaningful, high-value work. Open communication, union awareness, and clear disclosure practices are essential to building trust and supporting successful adoption.

To guide long-term success, the toolkit outlines an AI maturity ladder and a practical 90-day adoption plan, encouraging leaders to start small, focus on low-risk use cases, and scale gradually. It also includes a vendor evaluation checklist to help organizations assess AI solutions with a strong focus on privacy, security, and real-world outcomes.

The EVS AI Starter Toolkit ultimately provides a balanced, practical roadmap—empowering healthcare leaders to explore the benefits of AI while maintaining the highest standards of safety, compliance, and professionalism.



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Frank Zuuring
Order of Work Corp.

will highlight how AI can be used to reduce administrative workload, improve consistency across teams, and strengthen survey readiness – without altering cleaning standards or introducing additional risk. Attendees will gain a clearer understanding of what AI can realistically achieve within an EVS environment, along with guidance on selecting the right tools and knowing when to use them.

Participants will also learn about the critical role IT teams play in successful AI adoption, including how to ensure alignment with organizational policies, governance frameworks, and privacy requirements. With a strong focus on practical application, this session will provide real-world insights that can be implemented immediately.

The session features expert insights from **Frank Zuuring**, Chief Executive Officer at Order of Work Corp. and Digital Asset Manager for CHHA. Frank is widely recognized for his leadership in digital transformation and his ability to translate complex technologies into practical, results-driven solutions. He works closely with leaders across industries, including healthcare, to implement tools that enhance productivity, streamline workflows, and support data-informed decision-making.

Known for his clear and actionable approach, Frank continues to empower leaders to confidently navigate today's evolving digital landscape.

REGISTER TODAY to reserve your spot and get ready to introduce new technology in your facility.

Access EVS Resources Through CHHA Member Portal

The **CHHA Member Resource Centre** is your dedicated hub for practical tools, templates, and guidance documents designed specifically for EVS professionals. The growing collection of resources supports EVS leaders and teams in strengthening daily operations, improving consistency, and staying aligned with best practices in healthcare environments. From standardized templates to policy guidance and operational checklists, the Resource Centre is built to help members work more efficiently and confidently. CHHA members are encouraged to explore the centre regularly, as new materials are added to support ongoing learning, innovation, and excellence in EVS. **LOG-IN** today and check-out the resources yourself!



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