

# FREQUENTLY ASKED QUESTIONS

## HEALTHYCLEAN PROGRAM OVERVIEW

### **Q1: What is CloroxPro HealthyClean?**

**A1:** CloroxPro HealthyClean is an online learning platform which provides access to best-in-class education and training that cleaning professionals deserve to create cleaner, healthier shared spaces. The interactive training courses and microlearning modules are available on-demand and provide the knowledge and skills to clean for health effectively, efficiently and safely.

### **Q2. What training is offered on the HealthyClean learning platform?**

**A2.** CloroxPro continues to develop high-quality training courses and microlearning modules for the HealthyClean learning platform. See below for an overview of the current offerings.

#### Certificate Courses

- **CloroxPro HealthyClean Trained Specialist Course (available in English and Spanish)** is designed for frontline cleaning professionals and teaches how to clean for health by using the right products at the right time – with the best process and techniques – to create cleaner, healthier shared spaces.
- **CloroxPro HealthyClean Trained Manager Course (available in English)** is designed for cleaning managers and supervisors. It teaches the essential knowledge and best practices to run an efficient cleaning for health operation, provides strategies to help *develop* and empower a cleaning team, operational planning methods, inventory management, selecting products and tools to enable cleaning for health, and much more! To be most effective in their role, managers must first successfully pass the HealthyClean Trained Specialist course.

#### Microlearning Certificate Modules

- **CloroxPro HealthyClean Introduction to Healthcare (available in English)** is designed for EVS managers and supervisors, but EVS staff and other hospital staff including Infection Preventionists can also benefit from this training. It increases the understanding of healthcare-specific considerations when cleaning for health.
- **CloroxPro HealthyClean “Tougher Tasks” Training Module (available in English)** provides training on some of the most time-consuming cleaning tasks, such as mold & mildew, grease & grime, and dealing with hard water related issues. These instructionally designed modules take only 5-7 minutes and cover what causes these different issues, how to identify and help prevent them and what products can help get the job done quickly & effectively. These are the only HealthyClean training modules that include specific CloroxPro products.

### **Q3: Who created these training courses and microlearning modules? Where did the content come from?**

**A3:** The educational and training content was developed by CloroxPro — a division of The Clorox Company — including their internal Clinical and Scientific Affairs team, who are dedicated scientists, engineers, and public health professionals. The content is in accordance with OSHA, CDC, and EPA guidelines. A best-in-class instructional design team developed the HealthyClean training with optimal adult online learning in mind. Furthermore, the certificate courses were developed in counsel with an advisory board of external experts in facility management, commercial cleaning, healthcare and infectious disease.

## **TRAINING CERTIFICATE COURSES**

### **CloroxPro HealthyClean Trained Specialist Course**

#### **Q4: What is the purpose of the CloroxPro HealthyClean Trained Specialist Course? What will I learn?**

**A4:** This course is designed for frontline commercial cleaners and managers and teaches the fundamentals about cleaning for health, including the role and impact of people, products, and process.

Once you pass the final evaluation, you will earn your certificate of mastery, digital badge and the title of a CloroxPro HealthyClean Trained Specialist, indicating you have learned actions that can be taken to do the job safely and effectively, the science behind how germs spread and how to break the chain of infection, as well as easy-to-follow procedures and best practices to help ensure shared spaces can be cleaned and disinfected in a way that is efficient and sustainable long-term. *Please refer to the outline at the end of the Frequently Asked Questions document for a complete list of learning objectives for each module.*

#### **Q5: How do I register to take the CloroxPro HealthyClean Trained Specialist Course?**

**A5:** The CloroxPro HealthyClean Trained Specialist Certificate Course is valued at \$300 per person and is currently available for sign-up through your Clorox representative or authorized CloroxPro distributors\*. You can also visit [www.CloroxPro.com/healthyclean](http://www.CloroxPro.com/healthyclean) to register directly. Your request for a HealthyClean account will be submitted to the Program Administrator and once approved, an email will be sent with instructions to get started. Check your inbox or spam folder if you don't receive an email within 24hrs.

*\* PLEASE NOTE: Promotional codes are available through select distributors and special CloroxPro offers to reduce and/or waive fees.*

#### **Q6: How long does it take to complete the course?**

**A6:** The course is broken down into 7 modules that take approximately 15–20 minutes each. On average, the course plus the final evaluation should take about 2–3 hours to complete. However, the course is self-paced, so you can go as fast or slow as you'd like. In addition, the course is delivered "on demand", so you can take it whenever it fits into your schedule. You don't need to complete the entire course at one time (unless that works best for you). You will be able to easily find your place and resume the course whenever needed after logging back into your HealthyClean account.

#### **Q7: What kind of device do I need to take the course? Can I take it from my smartphone?**

**A7:** The course can be accessed and completed using a computer, laptop, tablet, smartphone (although we recommend using a larger screen for easier readability). You can use different devices as you go through the course, depending upon what is most convenient for you.

#### **Q8: Is the course available in multiple languages?**

**A8:** Yes, the course is available in both English and Spanish.

#### **Q9: Can I take the course if I am hearing, sight or mobility challenged?**

**A9:** Yes. The course features standard accessibility for learners with visual, auditory and/or mobility challenges. Standard accessibility includes closed captioning, alt-text and an intuitive tab order that allows you to access all slide items. The course has been designed to avoid elements that are not keyboard accessible and is balanced between text and audio. Slides are readable by a JAWS reader.

#### **Q10: How can I track my progress? Can my manager see my progress and if I pass the course?**

**A10:** At any time, you can go to your HealthyClean Learning Center to see your progress. For instance, you can see what modules you've completed, what modules remain, how you did on the evaluation, any notifications or messages sent to you, etc. If a manager has been assigned to you in the system, they can also track your progress (i.e. what modules are completed, what modules remain) and if you received a certificate/digital badge. For privacy reasons, managers will not be able to see evaluation scores or get notifications if you did not pass. They only receive notification upon completion.

# CloroxPro HealthyClean Trained Manager Course

## Q11: What is the purpose of the CloroxPro HealthyClean Trained Manager Course? What will I learn?

**A11:** This course is designed for commercial cleaning managers and teaches essential strategies and best practices to run an efficient cleaning for health operation. You will learn strategies to help hire, manage and empower a cleaning team, operational planning and inventory management approaches, how to select products and tools that enable cleaning for health, smart disinfection best practices....and much more. Once you pass the final evaluation, you will earn your certificate of mastery, digital badge and the title of a CloroxPro HealthyClean Trained Manager, indicating you have met the learning objectives of the course.

*Please refer to the outline at the end of the Frequently Asked Questions for a complete list of learning objectives for each module*

## Q12: How do I register to take the CloroxPro HealthyClean Trained Manager Course?

**A12:** The CloroxPro HealthyClean Trained Manager Certificate Course is valued at \$300 per person and is currently available for sign-up through your Clorox representative or authorized CloroxPro distributors\*. You can also visit [www.CloroxPro.com/healthyclean](http://www.CloroxPro.com/healthyclean) to register directly. **For the Trained Manager course, participants should first successfully complete the Trained Specialist Course and earn their Certificate of Mastery before taking this course.**

*\* PLEASE NOTE: Promotional codes are available through select distributors and special CloroxPro offers to reduce and/or waive fees.*

## Q13: How long does it take to complete the course?

**A13:** The Trained Manager course is broken down into 8 different modules that take approximately 15–30 minutes each. On average, the course plus the final evaluation should take about 3-4 hours to complete. However, the course is self-paced, meaning you can go as fast or slow as you'd like. In addition, the course is delivered "on demand", so you can take it whenever it fits into your schedule. You don't need to complete the entire course at one time (unless that works best for you). You will be able to easily find your place and resume the course whenever needed after logging back into your HealthyClean account.

## Q14. What kind of device is required to take the courses? Can I take them from my smartphone?

**A14:** The course can be accessed and completed using a computer, laptop, tablet, smartphone. You can use different devices as you go through the courses, depending upon what is most convenient for you.

## Q15. Is the course available in multiple languages?

**A15:** Currently the CloroxPro HealthyClean Trained Manager course is available only in English. In the future, CloroxPro may offer in Spanish as well.

## Q16. Can I take the course if I am hearing, sight or mobility challenged?

**A16:** Yes. The course will feature standard accessibility for learners with visual, auditory and/or mobility challenges. Standard accessibility includes closed captioning, alt-text and an intuitive tab order that allows you to access all slide items. The course has been designed to avoid elements that are not keyboard accessible and is balanced between text and audio (slides are readable by a JAWS reader).

# Earning the Certificates of Mastery and Digital Badges Certificate Courses only

## Q17: How do I earn a certificate? Do I have to take a test?

**A17:** Yes, at the end of the HealthyClean Trained Specialist and the Trained Manager course, you will be given a 100-question final evaluation. You must get at least 85 out of 100 of the questions correct to pass (score 85% or better). You should anticipate needing approx. 30–45 minutes to complete the evaluation.

## Q18: Is there a deadline to complete the course and evaluation?

**A18:** You will have 60 days from when you receive notice that you've been registered for the course to complete it and take the evaluation. If that window closes, you will need to re-enroll and take the course again. Contact us at [cloroxpro.healthyclean@clorox.com](mailto:cloroxpro.healthyclean@clorox.com) should you need any help with this.

#### **Q19: How do I get my certificate and digital badge?**

**A19:** When you complete a course and pass the final evaluation, you will earn a Certificate of Mastery and a digital badge with the designation of either a *CloroxPro HealthyClean Trained Specialist* or a *CloroxPro HealthyClean Trained Manager*. Your certificate will have a unique ID# and your digital badge will contain information about the course, the certificate earned and the date you earned it. You will be emailed instructions on how to download and save these documents.

#### **Q20: How can I use my certificate and digital badge?**

**A20:** Proudly share and display your Certificate of Mastery and Digital Badge with your employer or others to showcase your commitment to your job and expanding your professional skills. Your certificate indicates you successfully completed one of the CloroxPro HealthyClean certificate courses and learned how to clean for health efficiently, effectively, and safely. With the digital badge, it is easy to share it electronically with others via email or social media networks, and it can be displayed on resumes, email signatures, job boards or anywhere across the web. Use it to highlight your new credentials and expertise.

#### **Q21: What are the conditions for use as it relates to the CloroxPro HealthyClean certificate and digital badge?**

**A21:** A certificate and/or digital badge is assigned to individuals and have unique identification numbers and are not transferrable. Certificates issued through means that were misrepresentative of identity, false, or otherwise fraudulent will be invalidated.

When promoting your certificate and/or digital badge, avoid use of the term certification, certified, licensed, or accredited as it relates to YOU as a CloroxPro HealthyClean certificate holder.

#### **Q22: Does my certificate and/or digital badge expire? If so, when?**

**A22:** Yes, both the certificates and the digital badges will automatically expire 3 years from the date of issuance. You'll receive an email notification that the certificate and badge have expired. You can re-enroll in that course and take the evaluation to receive an updated certificate and digital badge.

#### **Q23: Are there tools available to help me during the course and when I take the final evaluation?**

**A23:** For both courses, we've created a useful handbook/resource guide that captures some highlights from each module, provides a "notes" section so you can jot down notes to refer back to during the final evaluation (or anytime you want a refresher) and includes checklists, "how-to" guides and tools to support you on the job. These handbooks can be found on the left menu bar of the HealthyClean Learning Center. Download and save it to your files. You can print it out and take handwritten notes or refer to it as needed.

## **Eligibility and Program Details (Certificate Courses only)**

#### **Q24: Who should take these training courses?**

**A24:** Any professional/commercial cleaners would benefit from taking these courses to build their knowledge and skills around cleaning for health and how to create healthier shared spaces. The Trained Specialist course is designed specifically to assist frontline cleaners with their day-to-day jobs, learning how to clean and disinfect in a way that is effective, efficient and safe for themselves, staff and building occupants. The Trained Manager course is designed to assist managers with the essential knowledge and tools to run an efficient and sustainable cleaning for health operation.

#### **Q25: What are the program eligibility requirements?**

**A25:** CloroxPro shall not discriminate or deny opportunity to anyone on the grounds of gender, age, religion, race, marital status, parental status, disability status, status as a veteran, sexual orientation, or nationality. Participants must agree to the terms and conditions before taking the course.

### **Q26: What are the terms & conditions and privacy policy? How will my information be used?**

**A26:** You can view the Terms & Conditions and Privacy Policy at [www.CloroxPro.com/healthyclean](http://www.CloroxPro.com/healthyclean) and also on the left menu section of the CloroxPro HealthyClean Learning Center (NOTE: The CloroxPro HealthyClean Learning Center is where you will take the courses after signing in each time). The information you provide at sign-up will be treated as confidential and only used by CloroxPro as it relates to providing access to this course and issuing you a certificate/digital badge. CloroxPro does not sell your information to any 3<sup>rd</sup> parties. You can also opt-in/opt-out to receive newsletters, educational materials, and industry insights from CloroxPro.

### **Q27: Is there a fee to participate?**

**A27:** The Trained Specialist course and Trained Manager course each cost \$300 per person. If you've been provided with a promotional code (see FAQ questions 5 and 12 for how to obtain a promotional code), you will be able to enter that promotional code during the registration process to have the fee reduced or waived. CloroxPro also runs promotions throughout the year and you may be able to find promotional codes to waive fees on the CloroxPro website ([cloroxpro.com](http://cloroxpro.com)).

### **Q28: Are cancellations and refunds available?**

**A28:** Cancellations and refunds can occur before a participant starts the course. If you want to cancel taking the course after you've signed up, please send an email to [CloroxPro.HealthyClean@clorox.com](mailto:CloroxPro.HealthyClean@clorox.com). Please provide your name, company name and reason for the cancellation. If you've already paid, a refund will be issued to the same payment method used when signed up. However, once a participant starts taking the course, CloroxPro will not issue any refunds. If a participant taking the course does not complete it within the 60 days required, they can re-enroll, and they will not be charged an additional fee.

### **Q29: Are substitutions allowed (i.e., someone other than the registered participant taking the course and evaluation)?**

**A29:** No substitutions are allowed. The person who signs up to take the course must be the same person taking that final evaluation to earn the certificate and digital badge. All participants who take the final evaluation agree that they are solely responsible for answers provided on the final evaluation to earn the certificate and they were not provided with any assistance by other individuals. If not adhered to, the certificate and digital badge will be invalidated.

### **Q30: Is there a limit to how many people can be enrolled from one company?**

**A30:** There is no limit. It is up to each company to decide who they would like to sign up for the course.

### **Q31: How do I make a complaint or an appeal?**

**A31:** A complaint is a request for action relating to the certificate program activities. An appeal is a request for reconsideration of a decision that affected the achievement of a certificate. For complaints and appeals, please contact us at [CloroxPro.HealthyClean@clorox.com](mailto:CloroxPro.HealthyClean@clorox.com) to initiate the process. All complaints and appeals must be in writing and provide sufficient evidence to substantiate the claim.

A complaint must be submitted in writing within ninety (90) days of the incident's occurrence. An appeal must be submitted in writing within thirty (30) days of receiving the decision that is being appealed. If the written complaint and/or appeal does not provide adequate information to enable CloroxPro to make a decision, a HealthyClean Program Manager will reach out requesting more information (a response is required within 14 days of the request). If these deadlines or response times are not met, a letter will be sent indicating the complaint and/or appeal period has passed.

Once CloroxPro has received adequate information to process the complaint and/or appeal, the participant will receive a decision in writing from CloroxPro within a period no longer than thirty (30) days of receiving the complaint.

### **Q32: What if I need special accommodation due to disabilities?**

**A32:** If you feel you have a disability that falls under the American Disabilities Act (<https://www.dol.gov/general/topic/disability/ada>) and would like an accommodation, please contact us at [CloroxPro.HealthyClean@Clorox.com](mailto:CloroxPro.HealthyClean@Clorox.com). For all non-Clorox employees, you will be sent an Accommodations Request Form. Once the required documentation is acceptable and complete, please allow us up to one week for the case to be reviewed. Once a decision is made, you will be contacted by email.

### **Q33: Where do I go to find more information or if I have any questions or concerns?**

**A33:** Contact us via email at [CloroxPro.HealthyClean@clorox.com](mailto:CloroxPro.HealthyClean@clorox.com). We will endeavor to get back to you within 1–2 business days from receipt of the email.

## **MICROLEARNING MODULES**

### **Introduction to Healthcare Module**

#### **Q34: What is the purpose of the HealthyClean Introduction to Healthcare microlearning module? What specifically will I learn?**

**A34:** The **CloroxPro HealthyClean Introduction to Healthcare** training module will increase the understanding of healthcare-specific considerations when cleaning for health. Knowledge gained from this training will help healthcare workers safeguard patient environments and reduce the spread of healthcare-associated infections. The training includes an overview of infection prevention and control, a review of the types of spaces staff will encounter in healthcare settings, and considerations for cleaning and disinfecting patient care areas.

#### **Q35: How do I register for the CloroxPro HealthyClean Introduction to Healthcare training?**

**A35:** The CloroxPro HealthyClean Introduction to Healthcare training is valued at \$99 per person and is currently available for sign-up through your Clorox representative or authorized CloroxPro distributors\*. You can also visit [www.CloroxPro.com/healthyclean](http://www.CloroxPro.com/healthyclean) to register directly. Your request for a HealthyClean account will be submitted to the Program Administrator and once approved, an email will be sent with instructions to get started. Check your inbox or spam folder if you don't receive an email within 24hrs.

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#### **Q36: How long does it take to complete the microlearning module?**

**A36:** Everyone learns at their own pace, but the module should take you approximately 20 minutes. There are links to outside resources throughout the module so you can “learn more” about a particular topic, but those are optional and are NOT required to receive your certificate. The module is self-paced, meaning you can go as fast or slow as you'd like. In addition, the course is delivered “on demand”, so you can take it whenever it fits into your schedule. You will be able to easily find your place and resume the course whenever needed after logging back into your HealthyClean account.

#### **Q37: What kind of device do I need to take the training? Can I take it from my smartphone?**

**A37:** The training module can be accessed and completed using a computer, laptop, tablet, smartphone (although we recommend a larger screen for easier readability). You can use different devices as you go through the course, depending upon what is most convenient for you.

#### **Q38: Is the module available in multiple languages?**

**A38:** Currently the training module is only available in English.

#### **Q39: Can I take the training if I am hearing, sight or mobility challenged?**

**A39:** Yes. The training module will feature standard accessibility for learners with visual, auditory and/or mobility challenges. Standard accessibility includes closed captioning, alt-text and an intuitive tab order that allows you to access all slide items. The course has been designed to avoid elements that are not keyboard accessible and is balanced between text and audio. Slides are readable by a JAWS reader.

#### **Q40: What do I earn when I complete the training module? Is there a certificate?**

**A40:** Yes, when you successfully complete the training, you will be awarded a HealthyClean Certificate of Completion. To download, go to the “Completed” tab and you will see “View Certificate”. You can then save, print and share your new expertise with others.



## Tougher Tasks Modules (Mold & Mildew, Grease & Grime, Hard Water Issues)

### **Q41: What is the purpose of the “Tougher Tasks” Modules? What specifically will I learn?**

**A41:** There are 3 different CloroxPro HealthyClean Tough Task Modules –Mold & Mildew, Grease & Grime, and Hard Water Related issues. Each training module is designed to help you learn what causes these different challenging and time-consuming cleaning tasks, how to identify and help prevent them and what CloroxPro product can help your team get the job done quickly and effectively.

### **Q42: How do I register to take one of the microlearning modules?**

**A42:** The HealthyClean Tougher Tasks modules are free of charge. You can visit [www.CloroxPro.com/healthyclean](http://www.CloroxPro.com/healthyclean) to register directly. Your request for a HealthyClean account will be submitted to the Program Administrator and once approved, an email will be sent with instructions to get started. Check your inbox or spam folder if you don't receive an email within 24hrs.

### **Q43: How long does it take to complete one of these microlearning modules?**

**A43:** Everyone learns at their own pace, but each module should take you less than 10 minutes. The modules are all self-paced, meaning you can go as fast or slow as you'd like. In addition, the course is delivered “on demand”, so you can take it whenever it fits into your schedule. You will be able to easily find your place and resume the course whenever needed after logging back into your HealthyClean account.

### **Q44: What kind of device do I need to take the training? Can I take it from my smartphone?**

**A44:** All training modules can be accessed and completed using a computer, laptop, tablet, smartphone (although we recommend a larger screen for easier readability). You can use different devices as you go through the course, depending upon what is most convenient for you.

### **Q45: Are the modules available in multiple languages?**

**A45:** Currently the training modules are only available in English.

### **Q46: Can I take the training if I am hearing, sight or mobility challenged?**

**A46:** Yes. The modules will feature standard accessibility for learners with visual, auditory and/or mobility challenges. Standard accessibility includes closed captioning, alt-text and an intuitive tab order that allows you to access all slide items. The course has been designed to avoid elements that are not keyboard accessible and is balanced between text and audio (slides are readable by a JAWS reader).

### **Q47: What do I earn when I complete the training module? Is there a certificate?**

**A47:** Yes, when you successfully complete the training, you will be awarded a HealthyClean Certificate of Completion. To download, go to the “Completed” tab and you will see “View Certificate”. You can then save, print and share your new expertise with others.

# **CLOROXPRO HEALTHYCLEAN TRAINED SPECIALIST: COURSE OVERVIEW**

## **Learning Objectives by Module**

<b>Module</b>	<b>Learning Objectives</b>
<b>Getting Started</b>	<ul style="list-style-type: none"> <li>• Recognize the concept and purpose of Cleaning for Health</li> <li>• Recognize the importance of education and training to clean safely, efficiently, and effectively</li> <li>• Recognize the role of people, products, and process when Cleaning for Health</li> <li>• Identify what it means to be a skilled Cleaning for Health expert</li> </ul>
<b>Your Protections &amp; Rights</b>	<ul style="list-style-type: none"> <li>• Identify government agencies and the role they play (OSHA, CDC, EPA)</li> <li>• Recognize the worker rights provided by OSHA</li> <li>• Identify actions you can take to understand potential cleaning product hazards</li> <li>• Identify the resources you will use to find information on cleaning product hazards and why they are important (Written Hazard Communication Program, SDSs, and EPA product labels)</li> <li>• Recognize the importance of following your organization's policies and procedures</li> </ul>
<b>How Germs Spread</b>	<ul style="list-style-type: none"> <li>• Identify the value of Cleaning for Health, cleaning for appearance, and for building maintenance</li> <li>• Identify the elements of the chain of infection</li> <li>• Identify how to break the chain of infection</li> <li>• Recognize how germs spread</li> <li>• Recognize how to protect yourself and others from the spread of germs</li> <li>• Identify proper hand hygiene</li> <li>• Identify the common types of PPE</li> </ul>
<b>Safety Best Practices</b>	<ul style="list-style-type: none"> <li>• Identify the common causes of injury for front-line cleaners</li> <li>• Identify the steps you can take and PPE you can wear to help avoid product-related injuries</li> <li>• Identify the steps you can take to help avoid slips, trips, and falls</li> <li>• Identify common causes of repetitive stress injuries</li> <li>• Identify the steps you can take to help avoid repetitive stress injuries</li> </ul>
<b>General Cleaning Product Education</b>	<ul style="list-style-type: none"> <li>• Recognize the difference between cleaners, disinfectants, and sanitizers</li> <li>• Identify common uses for general or daily use products</li> <li>• Identify common uses for specialty products</li> <li>• Identify the common factors that impact how a manager selects products</li> <li>• Recognize why it is important to read the product label and SDS</li> <li>• Identify key information on the product label</li> <li>• Identify the sections of an SDS</li> </ul>
<b>Cleaning for Health: Process &amp; Best Practice</b>	<ul style="list-style-type: none"> <li>• Identify tasks to complete when Cleaning for Health above the floor, on the floor, and in a restroom</li> <li>• Recognize the commonly used frequencies when Cleaning for Health</li> <li>• Recognize Cleaning for Health best practices</li> <li>• Recognize Cleaning for Health best practices for wiping and mopping</li> <li>• Identify Cleaning for Health tools</li> </ul>
<b>Smart Disinfection</b>	<ul style="list-style-type: none"> <li>• Identify what is meant by Smart Disinfection</li> <li>• Identify where you could apply the Smart Disinfection approach</li> <li>• Identify when you should apply the Smart Disinfection approach</li> <li>• Recognize the concept of an outbreak</li> <li>• Recognize how an outbreak may change your cleaning process/protocols</li> <li>• Identify best practices for disinfecting hard surfaces</li> <li>• Identify how to disinfect special surfaces</li> </ul>



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## CLOROXPRO HEALTHYCLEAN TRAINED MANAGER: COURSE OVERVIEW

### Learning Objectives by Module

Module	Learning Objectives
<b>Your Role as a Cleaning for Health Manager</b>	<ul style="list-style-type: none"> <li>• Recognize the importance of the manager's role in an operation that Cleans for Health</li> <li>• Recognize the importance of an operation that Cleans for Health</li> <li>• Recognize the building blocks of creating a Cleaning for Health operation.</li> <li>• Identify effective communication strategies for a Cleaning for Health operation.</li> </ul>
<b>Becoming a Successful Cleaning for Health Manager/Supervisor</b>	<ul style="list-style-type: none"> <li>• Recognize the impact of investing in team members</li> <li>• Identify successful management strategies</li> <li>• Recognize the impact of using successful management strategies in a Cleaning for Health operation</li> </ul>
<b>A Deeper Dive into Education and Training</b>	<ul style="list-style-type: none"> <li>• Recognize the importance of investing in education and training</li> <li>• Identify OSHA expectations for education and training</li> <li>• Identify how to educate and train to support employee performance</li> <li>• Recognize the purpose of and types of training audits</li> </ul>
<b>Cleaning for Health Operational Planning</b>	<ul style="list-style-type: none"> <li>• Identify the three main components of a successful cleaning operation (set up, identify tasks/frequency, identify staffing/workloading)</li> <li>• Identify best practices for streamlining operations and logistics, managing inventory, classifying tasks, and estimating effort</li> <li>• Identify cleaning tasks by frequency group (daily, weekly, monthly/annually)</li> <li>• Recognize and apply workloading task groups and concepts</li> </ul>
<b>How to Leverage Equipment and Tools When Cleaning for Health</b>	<ul style="list-style-type: none"> <li>• Identify equipment and tools that support an efficient, effective, and safe Cleaning for Health operation</li> <li>• Identify key considerations when purchasing equipment and tools that can impact productivity and safety</li> <li>• Recognize why standardization is important in a Cleaning for Health operation</li> <li>• Identify working lean, document to repeat, and color coding as examples of standardization in a Cleaning for Health operation</li> <li>• Recognize the importance of proper care, storage, maintenance, and tracking of equipment and tools</li> </ul>
<b>Selecting Cleaning and Disinfecting Products</b>	<ul style="list-style-type: none"> <li>• Recognize the importance of informed product selection and how it can benefit a Cleaning for Health operation</li> <li>• Recognize the importance of formula on the directions for use, PPE, and germ-killing ability of cleaning and disinfecting products</li> <li>• Identify four factors that impact Cleaning for Health product selection (Building Needs, Germ Killing Needs, Front line cleaner Needs, Building Occupant Needs)</li> <li>• Recognize where to locate credible information to help inform product selection (product label, SDS, establishment #'s, master label, employee safety)</li> </ul>

<b>Applying Smart Disinfection — Every Day and During an Outbreak</b>	<ul style="list-style-type: none"> <li>• Recognize what Smart Disinfection is and why it's important</li> <li>• Identify how to apply Smart Disinfection in schools, offices, and healthcare settings</li> <li>• Recognize the role of electrostatic sprayers to support Smart Disinfection</li> <li>• Identify how doing an area risk assessment can help with Smart Disinfection</li> <li>• Recognize the definition of an outbreak, seasonal outbreaks, and where to go for credible information about an outbreak (CDC, local public health)</li> <li>• Identify important factors to consider during an outbreak, including switching products when needed</li> </ul>
<b>Writing it all Down and Taking Action</b>	<ul style="list-style-type: none"> <li>• Recognize why written documents are important to a successful cleaning operation</li> <li>• Identify the main components of an OSHA-compliant Written Hazard Communication Program</li> <li>• Identify two other OSHA standards that require written programs (blood-borne pathogens and respiratory protection)</li> <li>• Identify the benefits of having written procedures in a Cleaning for Health operation.</li> </ul>