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ST★R Report

Inviting Guests to a GBAC STAR Facility

**Portola Hotel & Spa Goes Above
and Beyond to Ensure Safety**

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Inviting Guests to a GBAC STAR Facility

Portola Hotel & Spa Goes Above and Beyond to Ensure Safety

The one-year anniversary of accreditation is fast approaching for the magnificent Portola Hotel and Spa in Monterey, California. In January 2022, Portola Hotel and Spa proudly announced it had achieved GBAC STAR™ accreditation, the gold standard for prepared facilities. Under the guidance of GBAC, a Division of ISSA, the worldwide cleaning industry association, Portola Hotel proved practices and procedures

at the property met the most stringent protocols for cleaning and disinfection, and infectious disease prevention. The hotel and spa is working toward reaccreditation for 2023.

Portola Hotel and Spa is California's premier family-friendly destination and offers easy access to Monterey's most popular attractions, reflecting unparalleled modern coastal luxury in the downtown area. The hotel and spa led the way as the Central Coast's first LEED® Certified hotel. LEED provides a framework for healthy, efficient, carbon and cost-saving green buildings. The certification is a globally recognized symbol of sustainability achievement and leadership.

This AAA Four Diamond hotel is the perfect coastal inspired escape, featuring 379 newly renovated guest rooms and 60,000 square feet of meeting space with the adjacent

Monterey Conference Center. The serene environment and pet-friendly accommodations offer several on-site, award-winning amenities including Spa on the Plaza, an outdoor pool, exceptional dining, a craft brewery, a children's loyalty program and more.

GBAC STAR Report talked with Janine Chicourrat, Managing Director, Portola Hotel and Spa, to gather her thoughts on the hotel's journey to achieving GBAC STAR.

Why did Portola Hotel & Spa decide to commit to the process?

When cleanliness became a huge focus during COVID, we actively looked for opportunities to improve our protocols. GBAC gave us the ability to not only be accredited, but also allowed us to learn best practices to implement into our operations.

What was involved in your journey to achieve GBAC STAR certification?

The certification allowed us to pull together our team to review what was happening in each department. We then created a plan and set goals that made sense for each department to implement.

How do you employ GBAC STAR accreditation to reassure guests of the hotel and spa that the facility is going above and beyond to ensure their safety?

We actively market that we are GBAC accredited to raise awareness with our customers. Having a third party gives us better credibility with our customers and our employees.

Do you have key learnings to share with other businesses and facilities as they go about achieving GBAC STAR?

The certification is not difficult to achieve. The best part is they provide the information needed to improve your overall proper cleaning protocols, disinfection techniques and work practices focused around occupant health.

How did your procedures and protocols change after achieving GBAC STAR?

GBAC gives you a roadmap to update your protocols throughout the hotel. It helps you determine best practices for cleaning, and the tools needed to meet state and federal standards.



What would you say to other businesses, organizations or providers to encourage becoming GBAC STAR certified?

It takes a little work to get certified, but once in place, it is easy to maintain. It is good that they have a recertification program as well. This helps us to reevaluate how we are doing each year to ensure the protocols are still in place. The best part is it is the right thing to do for both your employees and your customers.

As the cleaning industry's only outbreak prevention, response and recovery accreditation, GBAC STAR helps organizations establish protocols and procedures, offers expert-led training and assesses a facility's readiness for

bio-risk situations. GBAC STAR accreditation empowers facility owners and managers to assure workers, customers and key stakeholders that they have proven systems in place to maintain clean and healthy environments. By taking this important step to pursue GBAC STAR, Portola Hotel & Spa has received third-party validation that it follows strict protocols for bio-risk situations, thereby demonstrating its preparedness and commitment to operating safely.

If your business is interested in learning more about GBAC STAR Accreditation or any of the other programs offered by GBAC, visit gbac.org.

To learn more about Portola Hotel and Spa, visit portolahotel.com. ★

An advertisement for GBAC STAR accreditation. It features four healthcare workers in blue scrubs smiling. In the foreground, there is a hand hygiene station with a screen showing a hand being washed. The text "Excellent hand hygiene is key to safe healthcare." is at the top. Below the workers, there is a list of benefits: "Perfectly clean, sanitized and Safe in just 20 seconds", "AI powered hand hygiene", and "Eco and budget friendly". At the bottom right, there is a GBAC STAR Registered logo and the text "SOAPY soapy.care".

Excellent hand hygiene is key to safe healthcare.

- Perfectly clean, sanitized and Safe in just 20 seconds

- AI powered hand hygiene

- Eco and budget friendly

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GBAC Registered Technologies and Programs

By Sydney Schauer, MPH

GBAC Technology and Programs Manager



GBAC STAR Registered Technologies and Programs wraps up year one with incredible success, adding more than 20 technologies and programs to the GBAC STAR Registered Portfolio. Examples of these products include air monitoring systems, microfiber, surface imaging technology, ATP, auditing software dashboards, inventory control management systems and others.

Companies that have gone through the review process have had the GBAC Scientific Advisory Board perform a third-party independent assessment, validating that their products' claims are fit for their stated purpose. The successful registration provides assurances to customers, manufacturers and companies that the program or technology has been assessed by the GBAC Advisory Council Scientific Board for

scientific validity, usability, practicality, safety and efficacy.

A GBAC STAR Registered Program, in addition to these requirements, also looks at how a program helps fulfill one or more of the GBAC 20 elements that would assist in a facility or service provider to become GBAC STAR Accredited. The GBAC STAR Registered Seal increases consumer confidence, provides national and international recognition, independent and external validation of product claims, receives recognition in the STAR Report and increases overall consumer confidence.

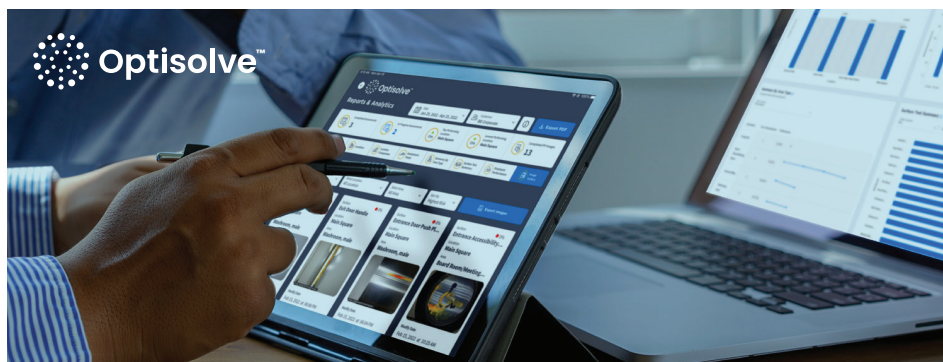
GBAC STAR Registered Technologies and Programs has matured over the last year, and now provides additional engagement opportunities within GBAC. These engagement

opportunities include inclusion into the Validation and Auditing Technology Guide and Directory, GBAC Advocate Program, GBAC Trusted Advisor Corporate Partner and introduction to GBAC STAR Accredited facilities and showcase webinars. GBAC is excited to see what the next year brings for GBAC STAR Registered and what innovative technologies and programs will achieve the GBAC STAR Registered Seal.

For more information on the GBAC STAR Registered Technologies and Programs, visit: <https://gbac.issa.com/gbac-star-registered-programs>.

To view the entire GBAC STAR Registered Technologies and Programs directory, visit: <https://gbac.issa.com/gbac-star-registered-directory>.

For more information, please email gbactrp@issa.com. ★



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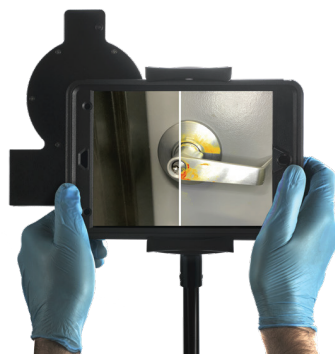
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Where Do We Stand

GBAC STAR Facility Reaccreditation

GBAC STAR Family Reaccreditation is an annual process that builds on an initial accreditation, to ensure facilities continue to evolve, improve and advance with the performance-based GBAC STAR program elements. More than 4,000 facilities make up the GBAC STAR Family and many are in the process of reaccreditation, while others are working toward accreditation.

GBAC STAR Family

As of November 15, 2022

90.2% of facilities committed to reaccreditation

1,540 facilities reaccredited

To learn more about this process, contact GBAC Sales at <https://gbac.issa.com/contact>.

FLU SEASON

Are you cleaning for health?

By Gavin Skinner-MacGregor
Senior Director, GBAC

The holidays are all about fun, family, food and togetherness as the U.S. flu season keeps getting worse. The Centers for Disease Control and Prevention (CDC) has reported that 44 states have “high” or “very high” flu activity. This flu season started early, as the annual winter flu season usually doesn’t get going until December or January. It has also been complicated by the simultaneous spread of other viruses such as SARS-CoV-2, which causes COVID-19, and respiratory syncytial virus (RSV), a common cause of cold-like symptoms that can be serious for infants and the elderly.

The dominant flu strain so far this season is the kind typically associated with higher rates of hospitalizations and deaths, particularly in people 65 and older. By the end of November, CDC estimated there had been at least 78,000 hospitalizations and 4,500 deaths from flu so far this season. The deaths include at least 14 children.

HOW MUCH VIRUS IS RELEASED INTO THE ENVIRONMENT?

Bathrooms: Have a lot of high-touch surfaces including door handles, faucets and stall doors; and we know that toilet-flushing without a lid can aerosolize many droplets.

Cough: A single cough by an infected person releases about 3,000 droplets, and each droplet may contain as many as 200 million virus particles.

Breath: A single breath releases 50-5,000 droplets. We don’t have a number for SARS-CoV-2 yet, but studies have shown that a person infected with flu can release up to 33 infectious viral particles per minute.

Speaking: Increases the release of respiratory droplets about 10-fold, or by approximately 200 virus particles per minute.

Remember the formula: Successful Infection equals Exposure to Virus multiplied by Time.

This still needs to be determined experimentally, but if infection could occur through 1,000 infectious viral particles you receive in one breath or from one eye rub, or 100 viral particles inhaled with each breath over 10 breaths, or 10 viral particles with 100 breaths, then spending up to 10 minutes with someone in a face-to-face situation could potentially lead to being infected.

BEST PRACTICES FOR SAFE AND EFFECTIVE CLEANING AND DISINFECTION

Develop a Plan

This applies all the time, whether it’s a pandemic or not. Develop and maintain a set of written standard operating procedures for cleaning, and criteria for when to disinfect.

Start by asking: “What needs to be cleaned and disinfected?”

Any sort of soap or detergent inactivates (destroys) viruses by dissolving the lipid (fatty) membrane that envelops the virus. Frequently touched surfaces include workstations, counter tops, light switches, railings, doorknobs, and equipment like steering wheels and machinery. Use cleaning agents and disinfectants, and ensure you follow directions on the label for use, dwell or wet-contact time, method of application and safety directions. Use a clean surface of the cloth to prevent cross contamination. Sanitary wipes containing 70% isopropyl alcohol or dimethyl benzyl ammonium chloride can be used on electronics.

Select a disinfectant

If you determine disinfection is necessary, use disinfectants registered by the U.S. Environmental Protection Agency (EPA). Visit: <https://www.epa.gov/pesticide-registration/selected-epa-registered-disinfectants>.

Provide information and training

Remember, employers must ensure workers are trained on the hazards of the cleaning chemicals used in the workplace, in accordance with OSHA’s Hazard Communication Standard (29 CFR 1910.1200). People need to know the right way to use the products, and symptoms of possible harm. Protective equipment — including gloves — needs to be appropriate for the product. If you are unsure about how to safely use a product, call the manufacturer. Phone numbers are listed on product labels or you can visit the manufacturer’s website.

Evaluate the plan

Get feedback from people using the products and equipment, and from those in the spaces where they are used. ★

Tips On Finding a Disinfectant For COVID-19

- To find a disinfectant, locate the EPA Reg. No. on the product label, then enter the first two sets of numbers into EPA List N Tool: COVID-19 Disinfectants <https://cfpub.epa.gov/wizards/disinfectants/>.
- For example, if EPA Reg. No. 12345-12 is on List N, you can buy EPA Reg. No. 12345-12-2567 and know you’re getting an equivalent product.
- EPA has published a step-by-step guide on “how-to” read a product label and find the EPA registration number for each disinfectant. <https://www.epa.gov/coronavirus/i-cant-tell-if-product-im-interested-list-or-not-can-you-help-me>
- These products are for use on surfaces, not humans. Children should not use these products.
- Inclusion on List N does not constitute an endorsement by EPA. Additional disinfectants may meet the criteria for use against SARS-CoV-2 (COVID-19). EPA will update this list with additional products as needed.

NEWS YOU CAN USE

Job Training Versus Workforce Development

The job requirements for cleaning professionals have shifted over the past few years from cleaning for appearances to one of cleaning for health. While on the job, pros employ solid tools, personal protective equipment and products with active ingredients, a serious “skills gap” in the industry remains. Dr. Gavin Macgregor-Skinner, Senior Director, GBAC, writes that science and evidence-based cleaning practices must be our focus for companies, facilities communities. Read his thoughts at <https://www.issa.com/articles/job-training-vs-workforce-development>.

A Cleaning Product Has Been Recalled: What You Need to Know

The research and development team at Pine-Sol detected bacteria during a “routine product review.” *Pseudomonas aeruginosa*, bacteria broadly found in soil and water, had been identified in “certain recalled products.” There have been no reports of illness or injury from the recalled products. The recall has been issued “in an abundance of caution.” Information about the voluntary recall can be found at <https://www.pinesolrecall.com>. ★



Looking Ahead

GBAC STAR Accreditation Workshop Coming Soon

If you are working on your documentation for accreditation or reaccreditation, attending the free GBAC STAR Accreditation Workshop is a great investment.

This virtual workshop is open to the first 100 registrants, so you're encouraged to sign up early. This two-day digital briefing reviews the accreditation process and takes a deep dive into the 20 program elements required for accreditation. It is interactive with GBAC staff at the ready to answer your questions. The goal is to prepare you for the task of gathering documents for accreditation. Come with your materials and ready to work through the elements.

To learn more about or register for this free GBAC STAR Accreditation Workshop, visit <https://gbac.issa.com/gbac-star-service-accreditation/>. ★



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STRAIGHT TALK!

Indoor Air Quality Solutions: Ionization

In the latest episode of Straight Talk!, you'll hear from leading experts on improving Indoor Air Quality (IAQ) and gain a better understanding of key terminology that relates to this technology. In this first of several planned episodes, Jeff Cross, Media Director, ISSA, leads a discussion with Dr. Gavin Macgregor-Skinner, Senior Director, GBAC, and Doug Hoffman, Executive Director, NORMI, as they share important facts and figures related to IAQ. This edition of Straight Talk! can be found at <https://www.youtube.com/watch?v=J3dnPlqthcE>.

Straight Talk! is a webcast series produced by ISSA Media and the Global Biorisk Advisory Council™ (GBAC), a Division of ISSA. Past episodes of Straight Talk! and BioTalk are available at <https://gbac.issa.com/media/gbactv>. ★



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