

GBAC STAR ACCREDITATION WORKBOOK



ORGANIZATION INFORMATION

Company Name

Address

Please provide your facility type

Primary Point of Contact

Primary Point of Contact Email

Phone Number

Secondary Point of Contact

Secondary Point of Contact Email

Phone Number

Website

TABLE OF CONTENTS (click to view section)

INTRODUCTION.....	4
1. ROLES AND RESPONSIBILITIES.....	5
2. CONFORMITY AND COMPLIANCE	6
3. RISK ASSESSMENT AND INFECTIOUS DISEASE PREVENTION PROTOCOLS	7
4. GOALS AND CONTINUOUS IMPROVEMENT	8
5. STANDARD OPERATING PROCEDURES	10
6. SUPPLY CHAIN CONTINUITY	11
7. EMERGENCY RESPONSE AND CRISIS COMMUNICATION PLAN.....	12
8. PERSONNEL TRAINING AND WORKER HEALTH PROGRAM	13
9. AUDITS, INSPECTIONS, AND PROGRAM MONITORING	15
10. DOCUMENTATION MANAGEMENT	17

INTRODUCTION

This workbook is a requirement for facilities to complete as they go through the GBAC STAR Accreditation process. This workbook outlines all the information and templates an organization needs to complete to become GBAC STAR Accredited.

The elements of this workbook do not have to be completed in numerical order as you progress through the accreditation process. Complete the steps in the order that works best with your organization's time and resources.

This workbook must be completed and submitted in its entirety to the submission portal.

Attachments of existing documents or policies must only be referenced in addition to the completion of the steps within this workbook. Attachments without specific reference to applicable steps/sections will not be reviewed as part of your submission.

On the GBAC STAR Resource web page you will find facility specific guidelines, tools, and tip sheets. This is dynamic, and we will be adding resources and guidelines as developed and the need identified. The GBAC STAR Resource web page is found at gbac.issa.com/additional-accreditation-resources/.

For a deeper explanation of each element, please refer to the GBAC STAR Handbook, also available on the GBAC STAR Resource Page.

1. ROLES AND RESPONSIBILITIES

The first step to completing your GBAC STAR Accreditation is to identify who within your organization is going to be involved in this process. Senior management must take responsibility for implementing and maintaining the GBAC STAR Accreditation. All levels of management must define and communicate cleaning, disinfection, and infectious disease prevention responsibilities.

Identify the roles and responsibilities of staff members relative to the GBAC STAR Accreditation including its implementation, maintenance, and improvement.

Employee Name:	Role:	GBAC STAR Responsibilities:

Describe the organization's plan to communicate responsibilities and the GBAC STAR Program to relevant staff:

2. CONFORMITY AND COMPLIANCE

The organization must identify all legal requirements associated with cleaning, disinfection, and infectious disease prevention at the national, state, provincial, city, local levels, and other voluntary standards. List applicable regulations such as OSHA, CDC, EPA, FDA, WHO, Ministry of Health Entities, and local regulatory bodies in the table below. Ensure these regulations and guidelines are relevant to the health and safety of employees and guests in relation to cleaning, disinfection, and infectious disease prevention.

Regulatory Authority or Corporate Policy	Description of Regulation or Guideline	Website link

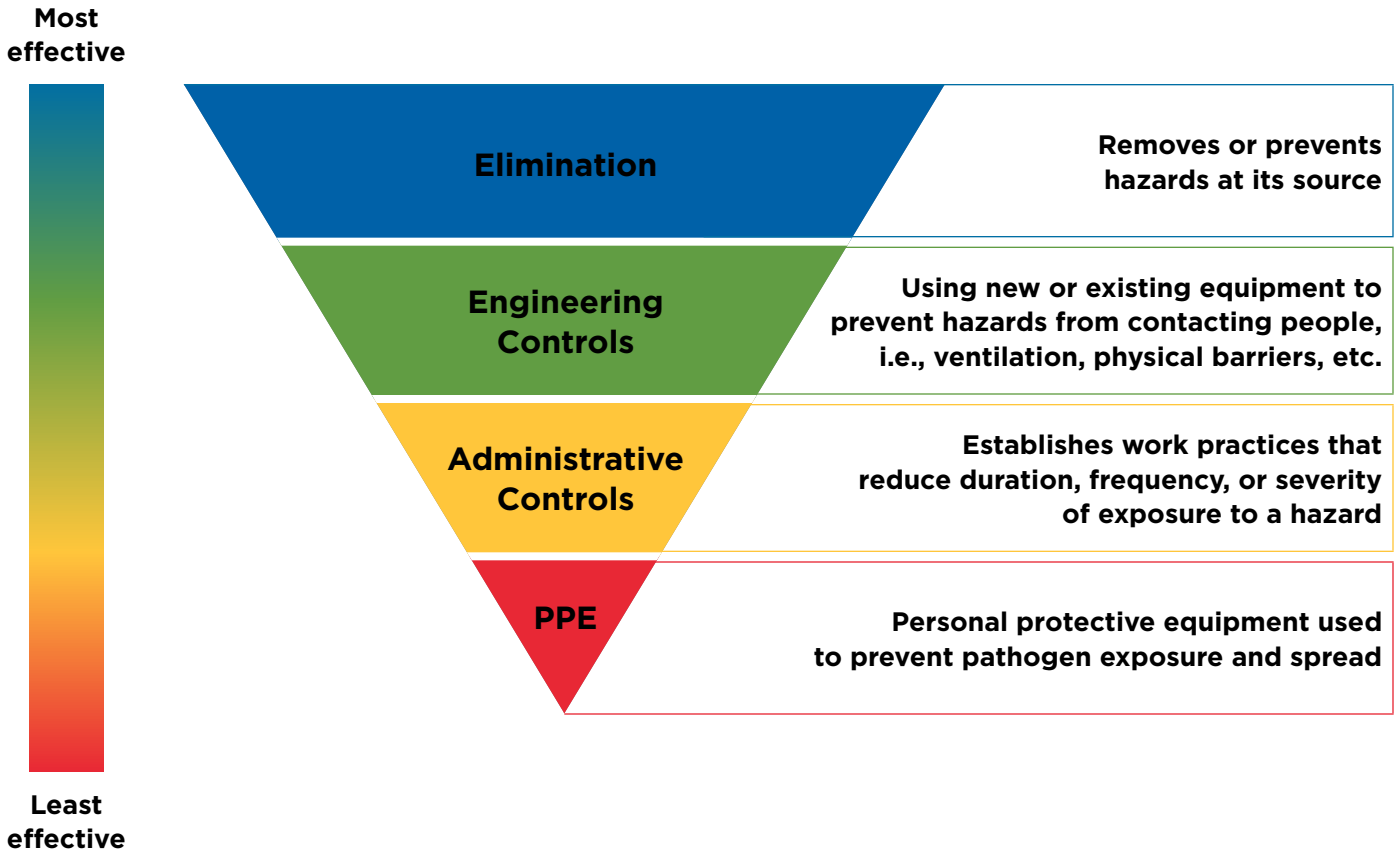
Who is responsible for reviewing requirements and how often it will be reviewed?

3. RISK ASSESSMENT AND INFECTIOUS DISEASE PREVENTION PROTOCOLS

Organizations must ensure that suitable methods for assessing and prioritizing risks are identified, implemented, maintained, and documented and are based on relevant hazards. Control measures must be implemented based on the risk assessment to mitigate risks to an acceptable level. Implement infection control programs, procedures, and technologies to protect employees and customers.

Within the risk assessment template please describe the facility's plans for its infectious disease prevention program to protect employees and customers including prevention practices like, hand hygiene, cleaning, and disinfection protocols, etc. Utilize the hierarchy of controls depicted below to assist in the development of these plans, please consider the different spaces within your facility relative to risk related to infectious disease when completing this assessment.

Download and complete our risk assessment template and add it as an attachment. You can find a copy of it on our [resource webpage](#) under “GBAC STAR Accreditation Workbook Documents.”



4. GOALS AND CONTINUOUS IMPROVEMENT

Use the “**SMART**” methodology to identify two goals for GBAC STAR Accreditation related to the organization’s cleaning, disinfection, and infectious disease prevention program. One goal must focus on continuous improvement by identifying gaps and managing change over time.

GOAL 1:

<u>S</u>PECIFIC	What do you want to accomplish? Who needs to be included? When do you want to do this? Why is this a goal?
<u>M</u>EASURABLE	How can you measure progress and know if you have successfully met your goal?
<u>A</u>CHIEVABLE	Do you have the skills required to achieve the goal? If not, can you obtain them? What is the motivation for this goal? Is the amount of effort required in line with what the goal will achieve?
<u>R</u>EALISTIC	Why am I setting this goal now? Is it aligned with overall objectives?
<u>T</u>IMELY	What is the deadline and is it realistic?

4. Goals and Continuous Improvement (continued)

GOAL 2:

<u>S</u>PECIFIC	What do you want to accomplish? Who needs to be included? When do you want to do this? Why is this a goal?
<u>M</u>EASURABLE	How can you measure progress and know if you have successfully met your goal?
<u>A</u>CHIEVABLE	Do you have the skills required to achieve the goal? If not, can you obtain them? What is the motivation for this goal? Is the amount of effort required in line with what the goal will achieve?
<u>R</u>EALISTIC	Why am I setting this goal now? Is it aligned with overall objectives?
<u>T</u>IMELY	What is the deadline and is it realistic?

5. STANDARD OPERATING PROCEDURES

Create or revise internal standard operating procedures (SOPs) for cleaning, disinfection, and infectious disease prevention work practices. Attach up to five SOP examples labeled “Element 5” with SOP title. If needed, use the GBAC STAR SOP Template found on the [resource webpage](#) under “GBAC STAR Accreditation Workbook Documents”.

SOPs must include a list of tools, equipment, chemicals (with active ingredient/EPA registration number and dwell times), PPE (with use), and a Step-by-step process for cleaning and disinfection.

6. SUPPLY CHAIN CONTINUITY

The organization must identify, and monitor supplies, tools, and equipment needed for the GBAC STAR Accreditation Program, including a contingency plan. Specific criteria for selecting and evaluating suppliers and products must be established, and records of evaluations and actions taken must be maintained.

Please list suppliers and how they are evaluated.

Describe the organization's inventory control program including the responsible person, documentation platform, tracking method, and supply contingency plan.

7. EMERGENCY RESPONSE AND CRISIS COMMUNICATION PLAN

Please identify the section or page number of the organization's written emergency preparedness and response plan that addresses potential emergency situations related to infectious materials or disease outbreaks. If additional attachments are needed, label them as "emergency response and crisis communication plan".

The plan must include a response team, designated isolation areas (if applicable), authorities to be contacted (if applicable), and a cleaning and disinfecting plan for contaminated areas. Additionally, include a crisis communication plan that specifies who will communicate with staff and clients and how communication will occur during a crisis.

8. PERSONNEL TRAINING AND WORKER HEALTH PROGRAM

The organization must train and ensure that personnel responsible for cleaning and disinfecting are competent to perform their duties. The training must cover topics such as PPE usage, chemical handling, documentation procedures, GBAC STAR courses issued with accreditation, biohazardous waste handling, and emergency preparedness. For third-party cleaning companies, their training information should be provided.

Please fill in the chart below.

Training Topic	Description	Training Frequency	Applicable Departments or Personnel

8. Personnel Training and Worker Health Program (continued)

Please describe how competency will be evaluated and tracked (i.e., tests, inspections, etc.).

How will training records be maintained?

Additionally, the organization must manage and address risks to workers' physical and mental health, including preventive and protective measures. The worker health program must include all cleaning personnel who may be exposed to infectious materials. Examples include but are not limited to employee assistance programs, vaccination programs, respiratory protection programs, emotional wellness components (i.e., stress management), and occupational health services.

Describe the organization's worker health program:

9. AUDITS, INSPECTIONS, AND PROGRAM MONITORING

Regular audits and inspections are critical for ensuring that an organization's GBAC STAR Accreditation program is implemented and maintained effectively. The organization must have a plan for conducting regular audits and inspections, which should be documented using the below table.

Please provide an example of a cleaning audit or inspection report that the organization has used in the past, title the attachment "Element 9 Audits, Inspections, and Program Monitoring".

Please fill in the chart below to list the audits and inspections being conducted in your facility.

Audit / Inspection Topic	Person Responsible	Frequency
Restroom cleaning	Head of Housekeeping	Weekly

Please list the audit and inspection types (i.e., visual inspection, document review, ATP testing, etc.).

How will audits and inspections be documented? (i.e., checklist, excel file, auditing software, etc.).

Please describe the process of addressing gaps that have been identified (i.e., retraining, etc.).

10. DOCUMENTATION MANAGEMENT

Documented information required by the GBAC STAR Accreditation must be controlled to ensure:

- It is available and suitable for use, where and when it is needed.
- It is protected (i.e., from loss of confidentiality, improper use, or loss of integrity)
- It reflects the most current policies, plans, procedures, protocols, records, and other information associated with the GBAC STAR Accreditation.
- Please be specific about the document location to ensure with staff turnover the documents will be easily found and accessible.

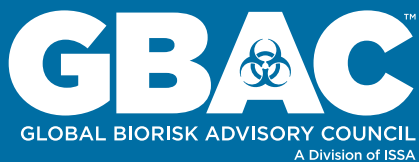
Please list the organization's-controlled documents that will be maintained as part of the GBAC STAR Accreditation.

Document Name	Individual Responsible for Document	Document Location	Accessible to
GBAC STAR Audits and Inspections	Operations manager	Shared drive: GBAC SharePoint Library → Admin folder.	All staff, locked for editing

Optional Addendum:

Please share any Initiatives you have taken in the areas of sustainability considerations, green initiatives, or event readiness to be recognized for your work in these areas by GBAC STAR.

Please provide details of the specific measures you've undertaken to gain recognition for your sustainability and green initiatives. This can be done by completing either the sustainability section, the LEED portion, or both, using the template listed on the [resource webpage](#).



10275 W. Higgins Road, Suite 280
Rosemont, IL 60018
800-225-4772 / 847-982-0800
FX: 847.982.1012 • gbac.issa.com