

# GBAC STAR FACILITY ACCREDITATION HANDBOOK

GBAC STAR™ Facility Accreditation Program  
for Cleaning, Disinfection, and Infectious Disease Prevention



## **GBAC STAR Accreditation Program on Cleaning, Disinfection, and Infectious Disease Prevention for Facilities (GBAC STAR™ Facility Accreditation Program)**

The GBAC STAR Facility Accreditation Program is based on a quality management system approach, which enables an organization to effectively identify, assess, control, and evaluate their program associated with cleaning, disinfection, and infectious disease prevention. As such, this document is intended to define requirements and provide guidance for implementation appropriate to the nature and scale of any organization.

The complexity of the application process depends upon the size and scope of the organization.

The **GBAC STAR Facility** Accreditation Program Implementation Guide will enable facilities to:

- Establish and maintain a cleaning, disinfection, and infectious disease prevention program to control and/or minimize risk associated with infectious agents such as SARS-CoV-2, Influenza, Methicillin-Resistant *S. aureus* (MRSA), and *M. tuberculosis* (TB), for employees, customers, clients, visitors, the community, and the environment.
- Provide assurance and establish confidence that proper cleaning, disinfection, and infectious disease prevention work practices are in place and implemented.
- Seek and achieve **GBAC STAR Facility** Accreditation status by implementing the requirements outlined in the GBAC STAR Facility Accreditation Program on Cleaning, Disinfection, and Infectious Disease Prevention.
- Establish a framework that can be used as the basis for communication and raising awareness of best practices as they relate to cleaning, disinfection, and infectious disease prevention in facilities.

This Implementation Guidance document is structured in a manner where specific requirements pertaining to each individual clause are stated in a frame-box with the guidance and interpretation beneath. Guidance has been provided as an aid in interpreting these requirements.

### **Note**

This guidance document does not create additional requirements to those specified in the GBAC STAR Program, nor does it prescribe mandatory approaches to the implementation of the GBAC STAR Program. Where considered appropriate, more detailed implementation guidance is provided.

# TABLE OF CONTENTS (click to view section)

IMPLEMENTATION STEPS FOR GBAC STAR ACCREDITATION. .... 4

ORGANIZATIONAL ROLES  
AND RESPONSIBILITIES ..... 5

CONFORMITY AND COMPLIANCE ..... 6

RISK ASSESSMENT, RISK MITIGATION STRATEGIES, FACILITY INFECTIOUS DISEASE  
PREVENTION PRACTICES, INCLUDING INDOOR AIR CONSIDERATIONS ..... 8

GOALS AND CONTINUOUS IMPROVEMENT..... 11

STANDARD OPERATING PROCEDURES (SOP) ..... 14

SUPPLY CHAIN CONTINUITY ..... 18

EMERGENCY PREPAREDNESS, RESPONSE, AND COMMUNICATION ..... 20

PERSONNEL TRAINING AND WORKER HEALTH PROGRAM ..... 21

AUDITS, INSPECTIONS, AND PROGRAM MONITORING..... 23

DOCUMENTATION MANAGEMENT ..... 25

RENEWAL COMMITMENT ..... 27

# IMPLEMENTATION STEPS FOR GBAC STAR ACCREDITATION

## Scope

**The GBAC STAR Facility Accreditation Program on Cleaning, Disinfection and Infectious Disease Prevention establishes** requirements to assist facilities in their cleaning, disinfection, and infectious disease prevention work practices to control risks associated with infectious agents such as SARS-CoV-2, Influenza, MRSA, and TB.

**This GBAC STAR Facility Accreditation Program** is performance based and sets out requirements for and places responsibility for facilities to demonstrate that appropriate cleaning, disinfection, and infectious disease prevention work practices, protocols, procedures, and systems have been established and implemented.

**The GBAC STAR Facility Accreditation Program** is designed such that any size facility or organization can use it and it is considered scalable.

## Implementation Guidance:

The **GBAC STAR Facility Accreditation Program** is based on quality management system principles. As a performance-based accreditation program, its purpose is to help facilities establish a comprehensive system that covers the cleaning, disinfection, and infectious disease prevention needs of the facility. It should be viewed in addition to other relevant industry programs that a facility may have in place such as - but not limited to - ISO 9001, ISO 45001, or ISO 35001.

The **GBAC STAR Facility Accreditation Program** is based on elements. This Implementation Guidance document is structured in a manner where specific requirements which are referred to as the “elements” are stated in a frame-box with the guidance and interpretation beneath. Guidance has been provided as an aid in interpreting these requirements.

## GBAC STAR Guidelines, Resources, and Tools

Located on the GBAC STAR Resource web page are facility specific guidelines, tools, and tip sheets. This is dynamic, and resources and guidelines will be added as developed and the need identified. The GBAC STAR Resource web page is found at: <https://gbac.issa.com/additional-accreditation-resources/>.

# ORGANIZATIONAL ROLES AND RESPONSIBILITIES

Senior management shall take ultimate responsibility for the organization's **GBAC STAR Facility Accreditation Program** implementation and maintenance.

All levels of management shall ensure that roles, responsibilities, and authorities related to cleaning, disinfection and infectious disease prevention are defined, documented, and communicated to those who manage, perform, and verify such work.

All levels of management shall demonstrate its commitment by ensuring availability of resources to establish, implement, maintain, and improve the **GBAC STAR Facility Accreditation Program** requirements associated with cleaning, disinfection, and infectious disease prevention.

## Implementation Guidance:

Senior Management includes Officers (e.g., President, Chief Executive Officer, Chief Operating Officer, Chief Financial Officer, e.g.), and Directors of the organization. Overall responsibility for management rests with Senior Management but tasks may be delegated through the organization - provided they are passed to individuals with adequate training and resources to perform the activities competently and safely.

In large organizations there may be several management layers. For that reason, it is important to define roles and responsibilities clearly and assure that there is clear communication within the organization in terms of roles, responsibilities, and actions that need to be taken and who has the required authority.

Establishing a **GBAC STAR Facility Accreditation Program** committee (for implementation and ongoing maintenance) should be considered where appropriate, based on the scope and scale of the organization, and should include a cross-section of company stakeholders (including at least one front-line worker) appropriate to the nature and scale of activities undertaken.

### Note

This implementation guide has identified roles that need to be covered in the organization and only uses titles to illustrate these roles; these titles may not be the same as the titles used in a specific organization and/or facility.

# CONFORMITY AND COMPLIANCE

The organization shall ensure that all relevant requirements are identified and fulfilled within their **GBAC STAR Facility Accreditation Program**.

The organization shall identify all legal requirements associated with cleaning, disinfection, and infectious disease prevention and verify they have complied with these - including but not limited to - national / federal, regional / state, provincial, city, and local regulatory requirements to which the organization is subject to.

## Implementation Guidance:

The organization should adopt measures to identify legal and other requirements they are subject to in relation to cleaning, disinfecting, and infectious disease prevention. This includes regulations or requirements such as worker protection and rights, environmental impact, and general health & safety (e.g., fire, electrical) which may be impacted by cleaning, disinfection, or infectious disease prevention.

The list of requirements is commonly referred to as a compliance or legal register. Legal requirements can take many forms, such as but not limited to:

- federal, state, and local legislation, including statutes, regulations, and/or codes of practice.
- regulatory guidelines issued by regulators.
- permits, licenses, or other forms of authorization; and
- judgements of courts or administrative tribunals.

### Note

Facilities must pay close attention to safety and environmental regulations that may be applicable to their workforce. Regulations such as in the U.S., OSHA Personal Protective Equipment, Hazard Communication and Respiratory Protection Standards. Other countries may have similar standards or guidance.

Examples of other possible requirements include:

- contractual conditions; agreements with employees; agreements with interested parties; agreements with health authorities.
- non-regulatory guidelines.
- internal standard operating procedures.
- voluntary principles, best practices or codes of practice, charters; and
- public commitments of the organization or its parent organization and corporate / company requirements.

# RISK ASSESSMENT, RISK MITIGATION STRATEGIES, FACILITY INFECTIOUS DISEASE PREVENTION PRACTICES, INCLUDING INDOOR AIR CONSIDERATIONS

Facilities shall ensure that suitable methodologies for assessing and prioritizing risks are identified, implemented, maintained, and documented and are based on relevant hazards.

The identification and implementation of control measures shall be based on the results of the risk assessment. Control measures shall be designed to eliminate or mitigate risks to an acceptable level.

The facility shall implement infection control programs, procedures, and technologies which protect employees, clients, and customers.

## Implementation Guidance for Risk Assessment and Mitigation Strategies:

Each area within a facility that requires cleaning, disinfecting, and infectious disease prevention strategies might require a separate risk assessment based on the uniqueness of the activity. For example, the process for cleaning and disinfecting a guest room in a hotel (where a limited number of people would access) would be different than the process and activities involved in cleaning and disinfecting the main hotel lobby (where an unlimited number of people could access).

Where applicable, facilities should have established standard operating procedures (SOPs) and processes for activities that are routine, such as the cleaning and disinfecting of a meeting room, convention center hall, restroom, etc. See Standard Operating Procedures, below.

### Note

GBAC has developed, with key partners, guidance documents for several business types and activities. Please review the GBAC STAR facility guidelines on the GBAC STAR Resource webpage. GBAC STAR facility guidelines can be used to assist in developing SOPs.

It is recognized that there cannot be prewritten plans for all situations. GBAC trained professionals are taught to follow the GBAC Response Protocol, which starts with a site risk assessment (refer to the GBAC STAR Resource webpage for the Risk Assessment Tool).



The information in the GBAC Response Protocol provides information and guidance that can assist facilities both as they are developing their routine SOPs and response philosophy.

There are more formal risk assessment programs, processes, and training available in the marketplace (see an example of a formal Risk Assessment Tool Template on the GBAC STAR Resource webpage).

## **Risk mitigation strategies should consider the “hierarchy of control” as follows:**

- Elimination of hazard always should be considered first. For example, removal of sharp objects and unplugging electrical equipment. If the hazard cannot be eliminated completely, the next control measure(s) may be applied to prevent or minimize exposure to the hazard.
- Use of engineering controls for isolation of the hazard from the employee / staff. For example, installing automatic air and water cleaning and/or disinfection measures (e.g., air filters, UVC)
- Administrative controls include SOPs, training, supervision, and time limitations on the execution of the task for all staff who work in certain areas; and
- Reliance on personal protective equipment (PPE). PPE should be used when the risk cannot be adequately controlled by a combination of the above methods. PPE should not be used as a substitute for engineering controls.

Specific control measures should be regularly tested and maintained to ensure continuous performance. In addition, the entire risk management process should be regularly monitored and reviewed to ensure that it continues to achieve the goals of reducing risks to acceptable levels. Documentation should include the monitoring and review of procedures of the entire risk management system, including the names of those responsible for these tasks.

## **Implementation Guidance for Facility Infectious Disease Prevention Practices:**

In order to minimize or eliminate the risk of spread and contamination of infectious diseases, the facility needs to address their in-house requirements (staff) as well as the needs of customers, clients, and visitors. These requirements need to include engineering and administrative controls, as well as PPE.

Examples of engineering controls include, but are not limited to:

- indoor air considerations.
- HVAC systems (e.g., UVC, air filters).
- handwash facilities/procedures.
- hand sanitization options when handwash facilities are not available.
- disinfectant wipe stations.
- automated cleaning and disinfection technologies (e.g., robotic floor cleaning and disinfection equipment).

- touchless facilities/technologies, for example handsfree:
  - entry/exit
  - service acquisition.
  - waste disposal; and
  - hand sanitizer stations.
- surfaces, objects, and equipment designed for easy cleaning and long term antibacterial and antiviral properties.
- physical barriers to prevent person-to-person contact, hands free waste disposal, etc.

Examples for administrative controls include, but are not limited to:

- worker health program for staff (e.g., vaccination programs, testing programs, fit for duty programs, temperature monitoring).
- instructions and information on practices and procedures for customers, clients, and visitors.
- temperature monitoring or COVID 19 testing requirements for customers, clients, and visitors (e.g., handheld thermometer or a self-service, non-contact body temperature screening system).
- physical distancing programs (e.g., spacing of seating in a meeting, seating in theaters, line management, etc.).
- labeling and signage; and
- policies, rules, supervision/observation, schedules, and training.

The facility should regularly assess practices and controls for appropriateness within their **GBAC STAR Facility Accreditation Program** as part of its internal audit program and program continual improvement goals.

# GOALS AND CONTINUOUS IMPROVEMENT

The organization shall establish, implement, and maintain documented objectives and targets for their cleaning, disinfection, and infectious disease prevention program.

## CONTINUOUS IMPROVEMENT

The facility shall build into their program elements of continuous improvement. The program should be implemented such that it is sustainable.

The facility shall establish, document, implement, communicate, maintain, and continually improve their **GBAC STAR Facility Accreditation Program**, including the processes needed and their interactions, in accordance with the requirements of this document.

## Implementation Guidance for Goals:

If the facility is cleaned and disinfected by a 3rd party Building Service Provider (BSC), the organization must discuss with the BSC how the BSC will conform to the goals of this program.

Setting goals and objectives is an integral part of the planning for the organization's **GBAC STAR Facility Accreditation Program**. An organization's goals and objectives should include its commitments to continuously improve the organization's performance regarding cleaning, disinfection, and infectious disease prevention practices.

Goals and objectives related to the **GBAC STAR Facility Accreditation Program** should be defined, documented, and communicated to all relevant parties as part of this process, a gap analysis is recommended to identify areas for improvement, deficiencies, and objectives that can be prioritized based on the risk assessments, customer feedback, and other requirements. The objectives should lead to agreed-upon milestones to ensure measurable progress. These documented goals – along with measurable results – should be communicated to stakeholders as an assessment of the progress of the implemented **GBAC STAR Facility Accreditation Program**.

The process of setting and reviewing objectives and implementing plans to achieve them provides a mechanism for the organization to continually improve its **GBAC STAR Facility Accreditation Program** and to improve its performance within the program.

When setting objectives, the organization needs to take account of legal and other requirements (i.e., compliance register), as well as input from employees, customers, clients, and key stakeholders.

The organization also should consider incorporation of a number of factors such as:

- policy and objectives relevant to the organization's business as a whole.
- results from their **GBAC STAR Facility Accreditation Program** evaluations such as results from internal or self audits.
- when available and to the extent metrics are available, benchmarks and/or metrics regarding the same activities being done at other organizations.
- outcomes of accident and incident reports and non-conforming events.
- technological options, financial, operational, and business requirements.
- information from employee and customer consultations, reviews, and improvement activities in the workplace (these activities can be either proactive or reactive in nature).
- analysis of performance against previously established objectives.
- prior GBAC STAR internal/external program reviews and audits; and
- the need for, and availability of resources.

Objectives should be developed which are consistent with SMART methodology as applicable:

- **Specific:** Clear, precise, well-defined, and understandable.
- **Measurable:** Provide clear criteria which can be used to confirm if the objective has been accomplished.
- **Achievable:** The tools needed to complete the objectives are within the abilities of those assigned to complete the task.
- **Realistic:** Capable of being completed within the resources of the organization; and
- **Timely:** Should have clear timelines and milestones.

It also is advisable that the organization records the background and reasons for setting the objectives in order to facilitate their future review. Objectives are sometimes given associated “targets”.

Examples of types of objectives can include those that:

- increase or reduce something that specifies a numerical figure (e.g., increase to 50 % the number of workers who have completed the GBAC training or that have achieved GBAC certifications).
- introduce or increase the use of technologies such as electrostatic sprayers, automation or robotics into their cleaning, sanitization, and infectious disease prevention programs and processes.
- improve customer/client confidence scores.

Depending on the complexity of the program, the organization should assign responsibility, authority, and completion dates for individual tasks to ensure that the goals and objectives can be accomplished within the overall timeframe. The objectives should be communicated (e.g., via training and / or meetings) to all relevant personnel. Regular reviews of the status of goals and objectives should be conducted, and the program modified where necessary.

## Implementation Guidance for Continuous Improvement:

For the purposes of this document a sustainable program is defined as a program that is able to endure and maintain itself over time.

The **GBAC STAR Facility Accreditation Program** is built on the concept of continual improvement through a cycle of planning, implementing, reviewing, and improving the processes and actions that an organization undertakes to meet its goals.

# STANDARD OPERATING PROCEDURES (SOP)

The facility shall establish internal standard operating procedures (SOPs) for cleaning, disinfection, and infectious disease prevention work practices.

## TOOLS AND EQUIPMENT

The facility shall select and provide cleaning and disinfection tools and equipment based on the facility needs and ongoing risk assessment program.

## CLEANING AND DISINFECTION CHEMICALS

Cleaning and disinfection chemicals are selected based on the facility needs and ongoing risk assessment program.

## PERSONAL PROTECTIVE EQUIPMENT (PPE)

The facility shall ensure that suitable selection, provision, use and maintenance of PPE, is specified based on the risk assessments.

The facility shall make PPE available and provide appropriate training for the use of PPE to relevant personnel.

## Implementation Guidance for Standard Operating Procedures:

Standard Operating Procedures (SOP) should be established and developed specific to activities and processes within the facility, especially for routine activities associated with cleaning, disinfection, and infectious disease prevention programs.

Consideration into the uniqueness of the facility such as, its complexity, surface types, size, and scale must be taken into account. These considerations must also take into account the amount of human traffic. For example, a large warehouse would have less traffic than a convention center or sports arena. SOPs are not limited to actual cleaning and disinfection activities. They include, for example, access to areas and foot traffic management.

With regard to cleaning, disinfection, and infectious disease prevention programs, a facility's response(s) or programs should be scalable. Meaning, a facility's work practices change based on the situations or current conditions that arise. They should be prepared to address routine cleaning to full pandemic response. An example would be, but not limited to, frequencies of cleaning and disinfection activities, the need to practice physical distancing, or the wearing of face masks based on the risk.

**Note**

GBAC has developed, with key partners, guidance documents for several business types and activities. Please review the GBAC STAR facility guidelines found on the GBAC STAR Resource webpage that can be used to assist in conducting the facility's risk assessments and developing SOPs.

## Implementation Guidance Tools and Equipment:

The organization considers the use of technologies such as but not limited to electrostatic sprayers, automation, robotics, validation meters, microfiber towels, powered floor mops, etc. for increased efficacy and efficiency when implementing cleaning, disinfection, and infectious disease prevention strategies and processes.

Technology, tools, and solutions are changing constantly. Review and consideration of different tools and equipment shall be completed periodically. This assists the facility to review effectiveness, efficiency, and safety of the tools and equipment to be used. The responsibility may reside with one individual or delegated to a GBAC STAR Facility Accreditation Committee if the institution has one. Input from staff, clients, and customers should be encouraged and obtained.

The facility shall maintain a list of supplies, tools, and equipment.

## Implementation Guidance for Cleaning and Disinfection Chemicals:

Cleaning and disinfectant chemicals shall be appropriate for the area and objects being treated, the environment surrounding the area, and the infectious agent in question. Consideration for safety (risk assessment) and environmental impact shall be taken into consideration as applicable and appropriate.

Facilities and Service Providers must ensure that the cleaning and disinfectant product is approved by their local government for the infectious agent in question. In the United States this is the Environmental Protection Agency (EPA). As an example, for SARS-CoV-2/COVID19, the disinfectant must be on the EPA N list.

The facility shall maintain a list of cleaning and disinfection solutions.

## Implementation Guidance on Personal Protective Equipment (PPE):

An effective PPE program, fully understood and adhered to by the employer and employees, protects staff, clients, and customers from the hazards to which they could potentially be exposed to. The organization should select PPE based on the risk assessment and the risk mitigation approach. In the case several residual risk hazards are present, selection of the PPE should be prioritized for the most hazardous agent, and combination effects should be considered. (e.g., the spraying of a specific disinfectant may require a chemical cartridge respirator).

### NOTES:

- Personal protective equipment should be used in conjunction with reasonable and appropriate administrative and engineering controls.
- PPE is not a replacement for administrative and engineering controls.
- PPE should be used in accordance manufacturers' specifications.
- PPE should be made available by the organization at no cost to the employee.

Refer to the GBAC STAR Resource webpage for more information on Personal Protective Equipment.

Measures in place should include:

- utilizing information gathered during the site risk assessment and employee feedback in selecting PPE.
- ensuring all personnel who need to use PPE (including cleaning staff, clients, customers, visitors, and contractors) are identified and supplied with appropriate PPE.
- ensure PPE that is provided correctly fits and does not itself create a hazard (e.g., impaired dexterity, visibility or breathing).
- ensure that the use of PPE is written into the facility cleaning and disinfection SOPs.
- ensure that employees receive PPE training in accordance with regulatory requirements and company policies.
- Ensure training is provided. See training recommendations in this section below.

Other things to consider:

- verification of the PPE against specific agent being worked with.
- investigation of other non-biological hazards, including any disinfectants and/or equipment being used, that may be present and consideration of their possible effect on personal protective equipment considered.
- supply of PPE to be always available.
- ensuring that staff follow all established PPE procedures; and
- evaluation of allergic issues or medical conditions that may affect the use of PPE.



Training shall be in accordance with regulatory requirements and company policies. Training and competency on the use of PPE shall be documented (this can be included in the Personnel Training element documentation). Items to include in the PPE training should include but not be limited to:

- when to use PPE.
- what PPE is necessary.
- what are the limitations of their PPE.
- Extremely important, how to properly don (put on) and doff (take off) PPE in a manner to prevent self and environmental contamination.
- how to properly dispose of disposable PPE must be part of the plan and important for infection/contamination control.
- how to properly clean, decontaminate, and maintain reusable PPE after and between uses.
- if employees are required to wear respirators, a specific fit testing and respirator training shall be in place according with regulations (including the use of N95 Respirators).

# SUPPLY CHAIN CONTINUITY

## INVENTORY CONTROL AND MANAGEMENT

The facility shall identify supplies, tools, and equipment associated with cleaning, disinfection, and infectious disease prevention activities and ensure that monitoring and control measures shall be applied to ensure supplies, tools, and equipment are available and maintained and contingency plans are in place.

## CONTROL OF SUPPLIERS

The facility shall determine and apply processes for the acquisition of products and services from suppliers to ensure conformance to specified requirements depending on their potential impact on the **GBAC STAR Facility Accreditation Program**.

The facility shall establish criteria for selection, evaluation, and re-evaluation of suppliers and products. Records of the results of evaluations and any necessary actions arising from the evaluation shall be maintained.

## Implementation Guidance Inventory Control and Management:

Identification of individual(s) responsible for inventory management of supplies and equipment should be part of the GBAC STAR<sup>TM</sup> Facility Accreditation Program. Additional elements may include:

- a description of the equipment management process and maintenance schedule.
- supplies, tools, and equipment inventory need to be described as part of the program.
- An organization can build into their audit and inspection program a review of supply levels and equipment maintenance status. This allows for a check and balance.
- Contingency planning should be part of a facility's inventory control program. It is important to ensure that the facility does not run out of PPE, cleaners, disinfectant, tools, and equipment. Having adequate supplies is critical not only for routine activities, but also for situation where there is the need to increase cleaning disinfection cycles and emergency operations.
- Having a contingency plan, where the facility knows what alternatives will be purchased in the event their primary selected materials are not available, is highly recommended.

## Implementation Guidance Control of Suppliers:

The facility shall ensure suppliers and service providers are evaluated and selected based on their ability to provide products / services that meet the requirements of the facility's cleaning, disinfection, and

infectious disease prevention program.

An inventory control program should be established that should include a contingency plan for times when chosen supplies are not readily available.

Supplies such as cleaners, disinfectants, tools, and equipment should be periodically reviewed to ensure they continue to meet the goals and objectives of the **GBAC STAR Facility Accreditation Program**. This review should be documented.

## Contracted Services

A facility who utilizes contracted services for their cleaning, disinfection, and infectious disease prevention program is responsible to ensure that the contracted service meets the requirements of the facility's **GBAC STAR Facility Accreditation Program**. Requirements such as, but not limited to, include:

- GBAC training, competencies, and certifications were applicable. These requirements can be written into the contracts and/or requests for proposals (RFPs).
- Use of cleaners, disinfectants, tools, and equipment. The facility should review and approve of all cleaners, disinfectants, tools, and equipment used by the contractor in the facility.

Changes to the facility's program must be communicated to the contracted service providers.

The facility should consider having a change management policy and communication plan.

If the facility has a **GBAC STAR Facility Accreditation Program** committee, it is prudent to have a representative from the contracted service provider be a member of the committee.

# EMERGENCY PREPAREDNESS, RESPONSE, AND COMMUNICATION

The facility shall establish, implement, and maintain a process(es) needed for and to respond to potential emergency situations and incidents involving potentially infectious materials.

## Implementation Guidance:

To ensure the safety of staff, clients, customers, and visitors, the surrounding community, and the environment, the facility shall actively assess potential incident and emergency response needs, develop procedures and processes to cope with them, and continually aim to improve the effectiveness of responses.

For many facilities and organizations this is done within a business continuity plan (BCP) or crisis management plan (CMP). The organization should identify potential accident, incident, and emergency scenarios in order to develop and validate planned responses. Examples should include:

- blood and body fluid spills
- responding to a COVID 19 + employee or customer
- rodent infestation
- mass casualties
- suicides
- homicides

In these situations, a facility may have contracted a specialty response company that provides Forensic Restoration services.

# PERSONNEL TRAINING AND WORKER HEALTH PROGRAM

The facility shall ensure that personnel that have responsibilities to clean and disinfect are trained and competent to do so. Competence levels shall be judged on appropriate education, training, certifications, and experience.

Training records shall be maintained, and the organization shall verify that staff members have attained required certifications and needed levels of competency.

## WASTE MANAGEMENT AND HANDLING

The facility shall establish and maintain an appropriate waste management policy for waste that may be contaminated with infectious materials. The facility shall train employees on the handling and disposal of contaminated waste.

## WORKER HEALTH PROGRAM

The facility shall ensure that risks to worker physical and psychological health are managed effectively, including consideration for preventive and protective measures. All cleaning personnel whose health could be directly impacted by exposure to infectious materials shall be included in the worker health program.

## Implementation Guidance for Training:

Training, certifications, and competencies requirements apply to:

- in-house Service Providers (ISP)
- contracted Building Service Contractors (BSC)
- combination of ISP and BSC

The facility should have a documented proficiency program for all cleaning, disinfection, and infectious disease prevention work. Facilities should have effective procedures for ensuring the competence of personnel to carry out their designated functions through:

- assessing the ability of people to perform their work competently, safely, and securely.
- defining how they would assess competency and authorization level to perform their work.
- detailing how their training programs are organized, monitored, and evaluated.
- defining the different types of training they will require for different types of work based on the job description.

In addition, the facility should put monitoring systems in place to ensure personnel are competent to perform their tasks safely and securely. Supervision is appropriate for all new or inexperienced workers, or workers who have not demonstrated full competence in their working environment. All personnel should be re-assessed periodically for competence on a timetable determined by the facility. Competence is defined in relation to appropriate education, training and / or experience, together with a demonstrable ability to perform the task in a safe and proficient manner.

**Note**

A good check and balance are the results from a facility's internal audit program. When a deficiency is identified within the audit, is it due to employees not understanding what is required to be done?

## **Implementation Guidance Waste Handling:**

To ensure that waste is properly managed and disposed of in a safe, efficient, and cost-effective manner and to ensure appropriate handling and treatment of potentially infectious waste, the facility needs to identify and train on the following:

- Train those with roles and responsibilities related to waste.
- composition of different waste streams.
  - wastes associated with the cleaning and disinfection process.
  - trash that may contain contaminated materials.
  - Biohazard or other potential infectious material
- If applicable, an appropriate decontamination process; and

## **Implementation Guidance Worker Health Program:**

A comprehensive worker health program looks not only at the direct safety risk associated with the work itself but also the social and mental health determining factors including worker interaction, workload, stress, and others. Worker health programs include, for example, vaccination, fit for duty (e.g., respiratory protection program), and occupational health services.

Special consideration to local, state, and federal requirement for personnel confidentiality must be taken into consideration when developing the Worker Health Program.

# AUDITS, INSPECTIONS, AND PROGRAM MONITORING

The facility shall conduct internal audits and inspections at planned intervals to provide information on whether the **GBAC STAR Facility Accreditation Program** conforms to the organization's own requirements for its **GBAC STAR Facility Accreditation Program** and the requirements of this document and is effectively implemented and maintained.

Management shall establish program controls and put in place documented procedures for monitoring the effectiveness of the controls being applied to ensure that the elements of the **GBAC STAR Facility Accreditation Program** are being met.

## Implementation Guidance Audits and Inspections:

Audits and inspections are important and useful tools and should be performed by competent individuals. Audits and inspections are conducted to ensure that a facility's GBAC STARTM Facility Accreditation Program elements are being implemented and maintained. Regularly scheduled audits are important and an integral part of a facility's cleaning, disinfection, and infectious disease prevention program. Audit and inspection reports can be used as measures and metrics to be used to communicate with clients, customers, and employees.

Random, unannounced inspections and audits can help ensure compliance at all times. Just-in-time audits and inspections should be avoided.

Audits can be tiered for greatest effectiveness - meaning self-audits can be performed by individuals who are performing the work and internal audits can be performed by managements and peers within the facility.

Most effective audits are structured not only to ensure that the facility's **GBAC STAR Facility Accreditation Program** is being implemented but can be used to collect **GBAC STAR Facility Accreditation Program** measures and metrics, as a GAP analysis tool, or a training and knowledge assessment tool.

Records of findings of audits and inspections shall be maintained, including corrective action(s) taken to close out any non-conformities or improvement opportunities.

Facilities should:

- Ensure that the Audit and Inspection Program fits the facility and the program of work.
- Have a process! The audit and inspection process should identify:

- frequency.
- purpose.
- roles and responsibilities.
- documentation requirements.
- how non-conforming items are documented and followed up on; and
- how the Quality Management PDCA cycle is completed, making sure that the plan or process has a way to close the loop! Don't just check the audit checklist box.

Well-designed, integrated Audit and Inspection Programs can provide:

- validation and/or verification of the program elements.
- training.
- knowledge assessments.
- cultural / behavior assessments.
- measures / metrics; and risk assessment basics.

### **Implementation Guidance Program Monitoring:**

Controls and program elements identified during a gap assessment must be verified in an ongoing basis. Controls can be monitored by:

- utilization of regular audits and inspection to collect data and ensure controls are in place and properly maintained (integrated audits and inspections).
- utilization of corrective action reporting processes where problems have been identified.
- investigation of incidents and accidents,
- utilization of technologies such as radio-frequency identification (RFID) to:
  - monitor use of equipment,
  - verify that cleaning and disinfection activities are completed, and
  - verify that individuals performing tasks are trained where and when appropriate.



# DOCUMENTATION MANAGEMENT

The facility's **GBAC STAR Facility Accreditation Program** shall include documented information required to achieve GBAC STAR Accreditation, including but not limited to policies, plans, procedures, protocols, and records; and any other documented information determined by the organization as being necessary for the effectiveness of the **GBAC STAR Facility Accreditation Program**.

Documented information required by the **GBAC STAR Facility Accreditation Program** and by this document shall be controlled to ensure:

- it is available and suitable for use, where and when it is needed.
- it is adequately protected (e.g., 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 Facility Accreditation Program**.

## Implementation Guidance:

The facility should establish a document control program that will demonstrate its cleaning, disinfection, and infectious disease prevention program supports the requirements of the **GBAC STAR Facility Accreditation Program**. Documents should be identified and controlled based upon the nature of the work and need for record keeping.

The list of controlled documents is neither exhaustive nor comprehensive but includes some of the main areas that should be formal and subject to document control.

Controlled documents may include:

- standard operating procedures (SOPs).
- risk assessments.
- incident site risk assessments.
- equipment inventory and maintenance records.
- audit and inspection checklists.  
NOTE: These may include self-inspection checklists, internal inspections by management, 3rd party inspections, etc.
- audit and inspection reports with non-conformity follow-up reports.
- employee training and certification records.

- contracted service provider training and certification records.
- communication and awareness campaigns.
- minutes from the **GBAC STAR Facility Accreditation Program** committee.
- minutes from management review.
- emergency response and incident response reports and drill reports.

For the process of document control and record retention, the facility should consider periodic review of documentation and information needs, considering legal and other requirements related to the following:

- a list of the facility's documentation that will be part of the documents tracked.
- a defined process for version control and documentation of the latest revision date or the next revision due date. This is important for SOPs and audit and inspection checklists.
- assigning responsibility for documentation needs.
- deciding in what medium the information will be recorded and stored.
- deciding if information needs to be secured and how it will be secured.
- assuring that information is accessible only to people who need it; and
- current documentation is sufficiently comprehensive to ensure that their cleaning, disinfection, and infectious disease prevention program can be adequately understood and effectively and efficiently implemented.

# RENEWAL COMMITMENT

## COMMITMENT STATEMENT

The organization shall develop, sign, and communicate the facility's commitment to the **GBAC STAR Facility Accreditation Program** elements. The document shall include provisions for minimizing and controlling risks associated with infectious disease outbreaks and potential exposures in relation to customers, clients, employees, the community and the environment.

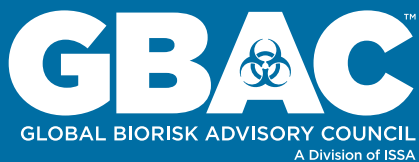
Facilities shall provide assurance and establish confidence that proper cleaning, disinfection, and infectious disease prevention work practices and controls are in place, properly maintained, and continuously improved. **The GBAC STAR Facility Accreditation Program** Commitment statement shall be signed by senior management.

## Implementation Guidance:

This commitment statement should be an integral part in establishing an overall sense of direction and setting the principles for cleaning, disinfection, and infectious disease prevention programs for the facility. The commitment statement should set organizational objectives for cleaning, disinfection, and infectious disease prevention to demonstrate that the facility the company management, and employees are committed to implementing and monitoring an effective **GBAC STAR Facility Accreditation Program**. The commitment statement should complement other organization commitment statements, such as their HSE policies.

The **GBAC STAR Facility Accreditation Program** commitment statement shall be appropriate to the nature and scale of the facility and associated activities and commit to:

- protecting staff, clients, customers, contractors, visitors, community, and environment.
- training and awareness programs for employees.
- commitment to the **GBAC STAR Facility Accreditation Program** and awareness campaigns for customers, clients, and community.



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