

## Who are we?

Business Initiatives and Support Services (BISS) is an organization responsible for provision of quality support services for care providers and patients across four health authorities; Vancouver Coastal Health (VCH), Fraser Health (FH), Providence Health Care (PHC) and Provincial Health Services Authority (PHSA).

## Why are we here?

### TO COLLABORATE. PARTNER. SUPPORT.

BISS, in partnership with Vancouver Coastal Health, is offering dedicated additional resources for education and support for housekeeping/environmental services exclusively to VCH contracted long term care centres.

We want to partner with contracted long term care to ensure your team has the same access to information and support that BISS gives to VCH LTC sites

## How can we help?

We provide free consultant programs and management support for the sites that are willing to work with us on this new and exciting journey

## How to sign up?

This program is completely funded by VCH and requires no fees. The only requirements is your willingness to work with us and your valuable time.

To get started email us: [ciss@vch.ca](mailto:ciss@vch.ca)

Our Support Services Managers will be in touch with you as soon as possible!



**Francis Canlas**  
Support Services Manager



**Ajay Nair**  
Support Services Manager

## FREE Programs We Offer

### Mentorship Program

- 1:1 mentorship sessions
- Support to develop and implement improvement plans respecting the reality of each site
- Training sessions for managers and frontline

### Monitoring Program

- Quarterly/Monthly educational sites visits
- Site recommendations and online reports
- Accessible guidelines and management tools

### Training Program

- Customized training session (managers and frontline)
- Yearly educational training session sites visits
- Summary recommendations and

### Key Considerations and Aspects:

- All the materials and programs are developed in partnership with the Infection Preventions and Control Team, and aligned with the PICNet's British Columbia Best Practices for Environmental Cleaning for Prevention and Control of Infections in All Healthcare Settings and Programs
- The overall program will be dynamic and will be updated as needed
- Recognition that each site has its own needs and different realities hence this program will be customizable
- We are here to share best practices and learn with you
- Program may expand to additional areas such as food, laundry and waste management

### Benefits with our program:

- Simplifying "BC Best Practises" manual in user friendly format
- Creating easy to follow standard operating procedures (SOP)
- Translating training materials in three different languages (Tagalog, Punjabi, Spanish)
- Creating training videos that can be shared as part of your orientation process
- Access to our online database
- Open door policy, contact us anytime

### SOPs:

- Bathroom Cleaning
- General Waste Removal
- Wiping
- Discharging Rooms
- Cleaning and Disinfecting on Precautions
- And MUCH MORE!

### Training Sessions:

#### For Hourly Staff

- Environmental Services 101 (with practical and theoretical portions)
  - o Basics & fundamentals
  - o Education on products & chemicals
  - o Application of basics and fundamentals

#### For Management

- Adenosine Triphosphate Testing (ATP)
- UV, Hand Hygiene, Visual and Observational Analysis Program Development
- Policies and procedures, documentation creation and implementation

### What people have said:

- "Excellent! I would change my room routine cleaning based on this new education, very practical"
- "The course (Environmental Services 101) was practical and easy to do in our role as housekeeping staff"