



Custodial Training: Overlooked and Undervalued

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Energy Program

WASHINGTON STATE UNIVERSITY

What are you looking for?

What do you need?

- Training/education for yourself
- Training/education for management staff
- Training/education for custodial staff
- Support on products
- Guidance and/or advice
- Exposure to new technology
- Promotional opportunities

Numerous Resources

- Distributors & Manufacturers
 - Professional Organizations
- Peers in the Industry/Mentors
 - Experts in the Industry
 - Government Agencies
- Conferences/Trade Shows
 - Magazines/Media

Distributors

- Have knowledge of the equipment, tools, chemicals that they sell and supply.
- Have relationship with manufacturers
- Usually responsive to answer questions or handle any problems that arise
- Usually locally located
- Can be available to provide hands-on training for staff

Manufacturers

- Can be valuable resources for equipment and tool needs
- Can provide options
- Want to sell their products – Good and bad
- Will they be available for problems after purchases?

Professional Organizations

- International Sanitary Supply Association (ISSA)
- International Executive Housekeeping Association (IEHA)
- Healthy Facilities Institute (HFI)
- Cleaning Industry Research Institute (CIRI)
- Leadership in Educational Facilities (APPA)
- Northwest Energy Efficiency Council (NEEC)
- International Facility Management Association (IFMA)
- Building Owners and Managers Association (BOMA)
- Washington Association of Maintenance and Operation Administrators (WAMOA)
- National Association of State Facilities Administrators (NASFA)

Certifications and Credentialing

- Cleaning Industry Training Standard (CITS)
- Process Cleaning for Healthy Schools (PC4HS)
- Education Facilities Clearinghouse (EFC)
- The Professional Education Credentialing Program (PECP)
 - Registered Executive Housekeeper (REH)
 - Certified Executive Housekeeper (CEH)
- Building Operator Certification (BOC)

Peers

- Develop trusting relationships with other facility people who can be sounding boards, offer advice or expertise in areas that you may not have expertise
- Share experiences with others in facilities maintenance

Experts in the Industry

- Find through networking means
- Find them through joining organizations that provide industry support
- Many write articles and reports
- Connect through webinars, conferences, meetings

Listservs

- Don't underestimate on-line networking
- Sign up to get on listservs for information ranging from current research to industry updates to upcoming events/educational opportunities. Stay on those that are relevant to you. Unsubscribe from those that are not.
- Get on our WSU Plant Ops listserv

Government Agencies

- Labor and Industries (WISHA)
 - Safety Regulations (i.e. Ladder, Chemical Safety)
 - Worker Training
 - Conferences and Events
 - Sample Safety Programs
 - Consultations
- Department of Health
 - Rules and Regulations
 - Environmental Health
 - Air Quality
 - Biological Issues, i.e. Infections Disease Control, IPM
 - Contaminants

Government Agencies

- U.S. Green Building Council
- Environmental Protection Agency (EPA)
 - Healthy Schools Campaign/Indoor Air Quality: Tools for Schools

Conferences/Trade Shows

- ISSA INTERCLEAN Trade Show
 - Alternates between Chicago, Florida, Las Vegas
 - Exposure to products, equipment, vendors in custodial industry
 - Seminars and educational forum
 - Networking opportunities
- BOMA
- WAMOA (National and Regional)
- Northwest Facilities Expo

Magazines/Media

- American School & University
- Building Operating Management
- Buildings
- Facility Cleaning Decisions (CleanLink)
- Facility Maintenance Decisions
- APPA Custodial Staffing Guidelines for Educational Facilities
- APPA Operational Guidelines

Keep Growing

Anyone who stops
learning is old,
whether at twenty
or eighty. Anyone
who keeps learning
STAYS YOUNG.

VeryBestQuotes.com

— Henry Ford



Washington State University Energy Program

Go Cougs!