**Thursday, September 14th – Saturday, September 16th**

8:30 AM – 4:30 PM  Certified Healthcare Environmental Services Technician (CHEST) Train-the-Trainer Workshop

**Sunday, September 17th**

8:30 AM – 4:30 PM  Certified Healthcare Environmental Services Professional (CHESP) Extended Review Course

8:30 AM – 4:30 PM  Certificate of Mastery in Infection Prevention (CMIP) Session

1:00 PM – 7:00 PM  Registration Hours

3:00 PM – 4:00 PM  Volunteer Meeting

5:00 PM – 6:00 PM  1st Time Attendees New Member Meeting  
* Sponsored by: ENCOMPASS

6:00 PM – 8:30 PM  Welcome Reception  
* Sponsored by: Stericycle

**Monday, September 18th**

7:00 AM – 4:00 PM  Registration

7:00 AM – 9:45 AM  Coffee Connections

7:00 AM – 8:00 AM  Sunrise Session  
* Sponsored by: 

8:00 AM – 8:30 AM  Opening Session

8:30 AM – 9:30 AM  Keynote Address  
Harnessing Your Power to Create Change

9:30 AM – 9:45 AM  Break

9:45 AM – 10:45 AM  Learning Labs

10:45 AM – 11:00 AM  Break

11:00 AM – 12:00 PM  Learning Labs

12:00 PM – 1:15 PM  Lunch & Learns  
* Sponsored by: 

1:15 PM – 2:30 PM  General Session to be announced

2:30 PM – 5:30 PM  New! Solution Center  
Virtual Ribbon-Cutting  
* Sponsored by: debmed

6:00 PM – 7:00 PM  Networking with the Stars
Tuesday, September 19th

6:30 AM – 7:30 AM  CHESP Exam Check-in
6:30 AM – 8:00 AM  Productivity and Prevention Sunrise Symposium
                    Sponsored by: Diversey
7:30 AM – 2:00 PM  Registration
7:00 AM – 9:30 AM  Coffee Connections
7:30 AM – 9:30 AM  CHESP Examination
8:15 AM – 9:15 AM  General Session  Happiness is Work
9:30 AM – 1:00 PM  Solution Center
1:00 PM – 2:00 PM  Learning Labs
2:00 PM – 2:15 PM  Break
2:15 PM – 3:15 PM  Learning Labs
3:15 PM – 3:30 PM  Break
3:30 PM – 4:30 PM  Learning Labs

Wednesday, September 20th

7:00 AM – 11:00 AM  Registration
7:00 AM – 9:30 AM  Coffee Connections
6:45 AM – 7:45 AM  CHESP Breakfast
8:00 AM – 12:45 PM  Conference-within-a-Conference
Why Attend?

You can’t afford to throw away our take aways

- Develop a strategy and outline tactics to increase employee engagement and productivity while reducing staff turnover
- Refine and define your environmental services team’s contribution to improved outcomes
- Confer with other professions who face the same everyday challenges as you
- Meet vendors who offer products and solutions tailored to your needs

Who should attend?

Professionals in healthcare with an interest in the environment of care across the continuum of care including:

- Environmental services directors, managers, and supervisors
- Professionals in healthcare support services, including risk management and facility management interested in expanding their environmental services and infection-prevention knowledge
- Nurses, infection preventionists, and other clinicians with an interest in the healthcare environment
- Contractors, vendors, and manufacturers looking to expand their environmental services knowledge

ahe.org/conference
Lunch & Learns

Learning Labs

Meet and Learn from Industry Leaders

Signature Programs Certification

Refreshing Insights into Improving Leadership Skills

ahe.org/conference
Welcome to this year’s game changing EXCHANGE conference program. Over the last few months the AHE executive committee, planning committee and staff have put some serious hours into analyzing and reinventing the EXCHANGE conference program – as a result we’ve developed a program with unprecedented value.

We worked with outside consultants to figure out what we were getting right (there was a lot!) and where we could make some improvements. Here are the highlights of what you can expect this year:

- **Leadership focused content:** EXCHANGE will always offer content that focuses on evidence based best practices and techniques, but this year’s program will focus more on the soft skills that make us great leaders who can build teams, while reducing costs, and staff turnover.

- **Preconference Workshops:** We’ve extended the CHESP review course to a full day of review. Plus, we’ve brought back the three day CHEST workshop, and one day CMIP in-person session.

- **Solution Center:** We’ve shifted our exhibit hall from a Marketplace atmosphere that focuses on sales to a Solution Center atmosphere that focuses on learning and relationship building.

- **Conference within a Conference:** A conference wide interactive learning event like no other.

Give yourself the three and a half days to continue your professional development and reap the added value of face-to-face networking and idea sharing with your colleagues. Oh, and I must tell you that this year’s venue, The Rosen Shingle Creek Resort and Conference Center is perfect! Packed with amenities and all connected together for short walks to everything Exchange and the resort has to offer. It is also only a few blocks from International Drive and across I-4 to Disney Springs! YOU MUST BE THERE!

See you there!

Gary Dolan, CHESP
AHE 2016-2017 President
Group Discounts
Healthcare facilities are looking for leaders who can not only improve their department, but who can also think strategically and create opportunity for improvements throughout their facility.

That’s why AHE is offering another great opportunity for you to exercise your leadership skills, by inviting you to bring your colleagues along to EXCHANGE 2017 at a discounted rate. Every third registrant from a contract company, hospital, or health system is eligible for a deeply discounted registration rate of $250.

Send more to save more!

- 3 attendees save your group up to $595
- 6 attendees save your group up to $1,190
- 9 attendees save your group up to $1,585
Keynote Address
Harnessing Your Power to Create Change
8:30 AM – 9:30 AM

Derreck Kayongo
Business Visionary, Global Soap Project Founder and CEO, Center for Civil and Human Rights

As Founder of the Global Soap Project, Derreck Kayongo has built a multi-million dollar venture which takes recycled soap and distributes it through global health programs to people who lack access to it around the world. In this keynote address, Derrick breaks down success and shares his account of life as a Ugandan refugee and the turning point which lead him to a brilliant transformation as a social-cause entrepreneur.

He asks audiences to start taking responsibility, to consistently seek opportunities to improve, and most importantly, to maintain faith in themselves and their teams to create an environment where everyone is empowered to thrive.

Happiness at Work
8:15 AM – 9:15 AM

Brad Montgomery

What would it mean to your organization if your team was able to increase productivity by 25%? Like you, Brad Montgomery believes that because we spend so much time at work we should find ways to maximize our happiness on the job. Common sense tells us that happiness is valuable.

In this presentation, Brad goes beyond common sense to explain that there is some really cool — and fairly new — science about just how valuable happiness at work is. Not only does happiness just plain feel good, it has a direct business payoff. Happy people outperform their unhappy peers in pretty much every measurable business metric.

Who Are You Becoming as A Leader?
8:00 AM – 9:00 AM

Jonathan Fanning

A year from today, will you be a better leader... or not? The answer affects every aspect of our lives. Who are you BECOMING? introduces four pillars the greatest leaders all have in common and a simple formula for enhancing these pillars in your own life and organization.

Leveraging Talent
9:00 AM – 10:15 AM

Tomas Leon

How do the best leaders leverage talent no matter who's on the team? What leadership competencies are required to see the best in team members and bring out their best? This eye-opening session reveals an innovative, inclusive and purpose-driven approach to leveraging diverse talent within health care teams.
Plenary session speakers offer refreshing insights into improving your leadership skills

Think You Understand Millennials? Think Again!
10:30 AM – 11:30 AM

Leah Brown
Talent Retention Strategist
Crescendo Strategies

Millennials are now the largest generation in the workforce, and they’ll outnumber the Boomers and GenXers combined by 2020. This program covers how each generational group sees the work world; the rising cost of employee turnover; why Millennials think differently than previous generations; and strategies for improving management effectiveness.

Navigate Through Noise
11:30 AM – 12:30 PM

Rick Lozano

You have something important to give to this world. Something unique, something special. Yet, all too often we become our own biggest obstacles to leaving that legacy! “I’m not qualified.” “I feel like a fraud.” “Where do I start?” Sound familiar? Let’s get out of our own way and bring our best work to life.

ahe.org/conference
Certified Healthcare Environmental Services Technician Train-The-Trainer Workshop
8:30 AM – 4:30 PM

The CHEST Train-the-Trainer workshop provides participants with the training, tools, and credentials necessary to conduct in-house evidence-based training and certification for their team of environmental services frontline technicians. It is the only comprehensive, healthcare specific, best practice referenced training program developed specifically to certify healthcare environmental services frontline staff.

Tack on this preconference workshop to your itinerary to make the most out of your conference experience and return back to your facility with the tools necessary to put a plan into play that delivers results.

CMIP is a 30-hour certificate program that provides professionals with the requisite knowledge to meet the CMS requirements for a “trained” professional in infection prevention and control specific to the clinical environment of care. CMIP allows attendees to be in lock-step with their infection preventionists.

This robust certificate program requires online pre-work before this in person training session, along with post-session learning and a capstone project.

Demonstrate confidence in your role as an integral part of the care team. Establish credibility as a contributor to the infection prevention and control plan and gain the respect you deserve.

AHE signature programs offer a variety of ways for professionals in the field of healthcare to demonstrate their knowledge and expertise.
Sunday, September 17th

Certified Healthcare Environmental Services Professional (CHESP)
8:30 AM – 4:30 PM

CHESP is a premier credential based on a sound assessment that provides distinction among healthcare environmental services professionals who demonstrate advanced knowledge in the areas of: regulatory compliance, design and construction, environmental sanitation operations, waste management operations, textile management operations, finance, and administration.

Some of the benefits of certification include industry recognition, job mobility, and employment opportunities along with increased learning power. According to a recent survey on management compensation, environmental services managers earn nearly 25% more annually with a CHESP than without it.

For the first time ever we are offering this as a full day course with extended math review and additional time for Q&A. CHESP is the premier designation demonstrating mastery of maintaining the environment of care.

as it pertains to the environment of care.
Sunday, September 17th

**Exchange Registration Hours**
1:00 PM – 7:00 PM

**Volunteer Meeting**
3:00 PM – 4:00 PM

Volunteering is a great opportunity to network with your peers and get to know the AHE board and staff members. Several volunteer opportunities are available which include assisting with pre-conference set up, tote-bag assembly, providing help during registration, greeting attendees and guests, moderating educational sessions and more. There is exciting work to be done and fun to be had by all. Don’t forget to sign-up to be an EXCHANGE volunteer!

**1st Time Attendees New Member Meeting**
5:00 PM – 6:00 PM

Are you getting the most out of your experience? Whether you’re a first time EXCHANGE attendee, a new AHE member, or both, come meet the staff and board and learn about all AHE offers. We will introduce you to some other newbies as well as AHE veterans, and guide you in maximizing your time at the conference and as a member of AHE.

**Welcome Reception**
6:00 PM – 8:30 PM

Each year AHE opens the EXCHANGE conference with a Sunday evening welcome reception. This is the perfect time to catch-up with the board of directors, the EXCHANGE planning committee, staff members, AHE members, peers, colleagues, and friends. Join us for networking, socializing, light hors d’oeuvre, and a whole lot of fun! Cash bar.

Sponsored by: [Stericycle](#)

Monday, September 18th

**Exchange Registration**
7:00 AM – 4:00 PM

**Coffee Connections**
7:00 AM – 9:45 AM

**Sunrise Session**

**Putting Patients at the Center? A Touch of Home Can Help**
7:00 AM – 8:00 AM

A hospital stay can be a frightening experience. It’s often sudden and unexpected, taking someone out of the comfort of his or her home and into an unfamiliar environment. Home-like touches in hospitals help patients feel more comfortable and confident in their care. Learn how patient-centered care helps enable faster healing, happier patients and higher HCAHPS scores.

Sponsored by: [Kimberly-Clark](#)

**Opening Session**
8:00 AM – 8:30 AM
Gary Dolan, CHESP, Presiding

**Keynote Address**
Harnessing Your Power to Create Change
8:30 AM – 9:30 AM

**Derreck Kayongo**
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He asks audiences to start taking responsibility, to consistently seek opportunities to improve, and most importantly, to maintain faith in themselves and their teams to create an environment where everyone is empowered to thrive.

Sponsored by: [Kimberly-Clark](#)

**Break**
9:30 AM – 9:45 AM
Learning Labs
9:45 AM - 10:45 AM

Environmental Hygiene for Ebola and Other Emerging Pathogens
Ruth Carrico, PhD, FNP-C, FSHEA, CIC, Associate Professor, Division of Infectious Diseases, University of Louisville School of Medicine

Hear how transmission of infections occurs from patient care surfaces, and more importantly, what facilities can do now to improve the cleanliness of these surfaces.

Healthcare’s Response to Violence
Leslie Zun, MD, Professor/Chair, Department of Emergency Medicine, Chicago Medical School, Chair, Department of Emergency Medicine, Mount Sinai Hospital | Jim Dunn, PhD, FACHE, Executive Vice-President, Chief Talent Officer, Parkland Health and Hospital System

It is an unfortunate truth that violence across our country is increasing. In big cities and smaller communities, Americans are angry, confused and frustrated by the violent acts that leave countless dead or injured. Healthcare providers are at the frontline of these events and this session will address key issues related to healthcare’s response to the violence. Dunn, whose hospital received the wounded after a heavily armed sniper gunned down police officers in downtown Dallas, will address meeting the needs of care providers who assist the injured during these events. Dr. Zun, who holds appointments in both psychiatry and emergency medicine, will help attendees understand the cause for the increase in violent behavior and how best to identify early warning signs and de-escalate potentially violent situations.

Transforming Healthcare in the 21st Century: Challenges for Executive Leaders

What are the hot button issues for your executive leadership? Given today’s volatile healthcare climate, what’s keeping them up at night? More importantly, do you have your executive leadership’s flank? If you don’t, be sure to attend this session to hear more because what keeps healthcare executives up at night is not the same as what might keep you up.

Imagining The Future – Hospitals Without Beds
Dave Kistel, Vice President, Facilities and Support Services, Lee Memorial Health System | Laura Stillman, Principal, National Healthcare Practice Leader, Flad Architects

After denial of a CON to add beds in a vibrant, growing and self-professed “bed need area” one hospital reversed traditional thinking to plan a new outpatient healthcare center focused on health, wellness and proactive patient participation in care management. Lee Memorial Health System embraced a grounds up, visionary planning approach for its new, iconic, and experimental campus.

Break
10:45 AM – 11:00 AM
Monday, September 18th

Learning Labs
11:00 AM – 12:00 PM

Sustaining a Culture of Exceptional Frontline Experience
Julie Rish, PhD, Director, Service Excellence, Cleveland Clinic

In addition to physicians and nurses, many other employees are involved in the delivery and experience of care and greatly influence the patient experience. This session will address strategies to promote exceptional frontline experiences through service excellence sustainment training for all employees who contribute to the patient experience.

Love and Discipline: A Case Study of Modern Leadership
John Eades, Founder and CEO, Learn Loft

Leaders have always struggled with how much love versus discipline to provide their people. After extensive research on the topic it turns out leaders need to provide both in order to be effective in today’s modern environment.

Cost Reductions Through Operational Standardization
Greg May, CHESP, System Director, Environmental Services, Swedish Seattle | Scott Hedding, MBA, FACHE, Aurora Health Care System Director of Environmental Services | Bob Hodnik, Project Director, UPMC | Nazar Masry, CHESP, Vice President, Healthcare and Laundry Operations, Job Options, Inc.

Discover how to identify unexamined areas of your department’s operations that may be contributing to inefficiencies, then develop a results driven action plan to address those shortcomings and earn C-suite buy-in.

Have You Leaned Your Cleaning?
Michael Parks, Director Healthcare Facility Advisors, Veritiv Corporation

The session will expose an often overlooked area for applying Lean principles: the ES department and the cleaning function itself. Cleaning is embedded in Lean and it makes sense to investigate how it can help ES departments drive value for their organizations. Using a variety of methods and exercises we will demonstrate how Lean can help improve productivity, eliminate waste, improve morale, and raise the value of the cleaning function.

Lunch & Learns
12:00 PM – 1:15 PM

Partnering to Prevent Infections and Protect Healthcare Surfaces and Equipment
Sarah C. Bell-West, PhD, Healthcare Product Manager, Clorox Healthcare | Scott Hedding, MBA, FACHE, Aurora Health Care System Director of Environmental Services

Sponsored by:

Training Approaches to Drive Staff Engagement and Deliver Improved Outcomes
Environmental Services plays a key role in infection prevention and patient satisfaction, both of which impact a hospital’s bottom line. This session will focus on the importance of relevant and engaging training for environmental services staff and how best to develop and deliver it to ensure active learning.

Sponsored by:

General Session
1:15 PM – 2:30 PM
To Be Announced
Tuesday, September 19th

CHESP Exam Check-in
6:30 AM – 7:30 AM

Sunrise Symposium
Productivity and Prevention – Improving Results
6:30 AM – 8:00 AM

While it is important to have a comprehensive environmental services cleaning and disinfection program in a facility, there is continued pressure to do more with less, or in less time.

In this session the presenters will demonstrate ways to improve results in prevention, while enhancing productivity to shorten the time to do key tasks.

This includes four modules consisting of 1) floor care enablers to improve productivity and overall image, 2) tools to step up disinfection while optimizing productivity, 3) increasing productivity and image with the use of robotics, and 4) augmenting manual disinfection with adjunct technologies for added infection prevention assurance.

Sponsored by: Diversey

Exchange Registration
7:30 AM – 2:00 PM

Coffee Connections
7:00 AM – 9:30 AM

CHESP Examination
7:30 AM – 9:30 AM

General Session
8:15 AM – 9:15 AM

Happiness at Work
Brad Montgomery

What would it mean to your organization if your team was able to increase productivity by 25%? Like you, Brad Montgomery believes that because we spend so much time at work we should find ways to maximize our happiness on the job. Common sense tells us that happiness is valuable. In this presentation, Brad goes beyond common sense to explain that there is some really cool — and fairly new — science about just how valuable happiness at work is. Not only does happiness just plain feel good, it has a direct business payoff. Happy people outperform their unhappy peers in pretty much every measurable business metric.

Solution Center & Lunch
9:30 PM – 1:00 PM

Continue your learning at the Solution Center and while there, redeem your voucher and pick up lunch!

Full conference attendees only
Tuesday, September 19th

Learning Labs
1:00 PM – 2:00 PM

Collaborate to Eradicate - Environmental Hygiene Success with Full Team Approach
James Gauthier, Senior Clinical Advisor, Sealed Air Diversey Care

Environmental services leaders, clinicians, infection preventionists, and other stakeholders have common goals in the fight against healthcare associated infections. It may seem that individual roles are siloed as teammates work to achieve individual goals. But there are better ways to improve collaboration between stakeholders to create the best possible patient outcomes.

Eliminate the Environment from the Infection Equation: Evaluating and Implementing Disinfection Solutions
Sarah Bell-West, PhD, Senior Scientist, Clorox Healthcare | Katherine Velez, Scientist, The Clorox Company

There is a growing body of scientific evidence to support the importance of compliant cleaning and disinfection of the environment of care to prevent the spread of infection. But with hundreds of available cleaning and disinfection products, it can be challenging to evaluate options, implement new solutions into your protocols and ensure compliant usage. In this session, we'll review the latest advances in cleaning and disinfection technology, summarize the peer-reviewed evidence to support successful implementation and provide a framework to help you leverage the science to optimize your cleaning and disinfection protocols to eliminate surfaces as a source of HAI transmission in your facility.

Managing an Environmental Services Department: It’s Not Just About Cleaning
Mike Catazaro, FAHE, MREH, CLLM, CHESP, Director, Environmental Services, Wentworth-Douglass Hospital

Cleaning is only one aspect of caring for the environment. Other important aspects include promoting environmental services, managing staffing benchmarks, patient satisfaction, transparency, motivating staff and more. What do best-in-class departments do better than others?

DOT HazMat Training
1:00 PM – 4:30 PM

Enrico Vona, Vice President, Integrated Waste Operations and Compliance Training, Stericycle | Hannah Mangum, Healthcare Sustainability Specialist, Stericycle

The federal Department of Transportation (DOT) hazardous materials transportation law is the basic statute pertaining to the transportation of hazardous materials (hazmat, including regulated medical waste) in the United States. This law requires the training of all hazmat employees, defined as employees that perform final packaging of hazardous materials for shipment and those that sign shipping papers. This training is required every three years and within ninety days of employees assuming such responsibilities. The purpose is to increase hazmat employees’ safety awareness and to be an essential element in reducing hazmat incidents. The Hazardous Materials Regulations (HMR) include training requirements in several sections of Title 49 Code of Federal Regulations. This extended session, sponsored by Stericycle, will conclude with a pen and paper exam as required by the DOT regulations, and satisfies all hazmat ground shipping training requirements.

Break
2:00 PM – 2:15 PM
**Patient Throughput Promotes Patient Experience**

Dawn Moeller, MHA, BSN, RN, CEN, Clinical Manager for Emergency and Trauma Services, Advocate Good Shepherd Hospital

Hear the story of how Advocate Good Shepherd Hospital’s emergency department restructured patient flow through the department. Their ED redesign model improved length of stay measures and also positively effected patient experience scores. There is a direct correlation between improved efficiency and the patient experience of care.

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**Hands Free Robotic Cleaning**

Tom Boscher, General Manager, Intellibot Robotics

Robotic Cleaning is one of the most innovative developments in the history of the industry. Healthcare environments are challenged with reducing costs, improving cleaning and reducing healthcare-associated infections. Robotic cleaning addresses all of these issues while reducing environmental impact.

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**Develop Strong Leaders: Everything Depends on It**

Chris Shirley, Director of Support Services, University of Utah Healthcare

Explore how one facility moved from a culture of distrust and dysfunction to one of accountability, collaboration and innovation. Discuss how the culture has shifted from “I told them” to “we discussed.” Finally see how improvement strategies and techniques such as book clubs, the ES Shift Change Report, All Together for Patients, supervisor participation in budget planning and dashboard reporting catapulted leaders and resulted in success.

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**Change, Before You Have To**

Darrel Hicks, Founder/Owner, Darrel Hicks, LLC | David Thompson, Director of Education, GEM Supply

Would you agree that environmental services departments are being downsized while requirements on their resources are being stretched beyond their capabilities? Articulating value is key so that your team is viewed as an integral part of the care team, as well as an essential component of the facility’s risk management strategy. The take away from this session will be the genesis of a “Wow” Statement. If your department cannot articulate its value as a patient safety asset, you may be on your way to increasingly challenging times.
Tackling Environmental Surface Contamination
Shari Solomon, Esq., President, CleanHealth Environmental | Robert Imhoff, President & CEO, Maryland Patient Safety Center | Joan Plisko, President, Plisko Sustainable Solutions, LLC

The Maryland Patient Safety Center launched the Clean Collaborative to assist healthcare facilities in reducing HAIs and improving HCAHPS scores through better surface cleaning. The initiative has resulted in substantial improvements in thoroughness of cleaning as measured by ATP scores; an 11% reduction in C. diff rates; and improved HCAHPS scores. Impressive? Join us to hear more about these accomplishments.

Data and Dashboards: Implementing Comprehensive Data Collection and Reporting Methods
Mitch Birchfield, Owner, Birchfield Environmental Analytics

While environmental services departments may not always have been data driven units, the current climate demands consistent, accurate and comprehensive data to measure and benchmark performance. In this session hear how to develop processes necessary to attain key performance indicators on the efficacy of products and efficiency of processes resulting in a comprehensive dashboard.

Rethinking Employee Turnover
Rosalie Frank, Environmental Services Coordinator, St. Peters Hospital

For organizations to thrive in today’s economy, finding and retaining the best employees is paramount. Frequent turnover has a negative impact on morale, productivity, and revenue. In addition, recruiting and onboarding new employees requires time and money. The session will examine turnover costs and implications in a healthcare environmental services or laundry department.

Leadership Conference-within-a-Conference
Closing Session
8:00 AM – 12:45 PM

This first-time ever all-attendee Conference-within-a-Conference delivers wide-ranging, leading-edge topics, top-notch speakers, interactive discussions, and “roll-up-your-sleeves” group work. Designed to inspire and deliver practical knowledge, this engaging session will strengthen leadership competencies and foster high-level relationship building and networking.
AHE gratefully acknowledges the companies listed below for their generous support of EXCHANGE.

Diamond Level

- Clorox Healthcare
- CINTAS
- Stericycle

Platinum Level

- Kimberly-Clark
- deb®
- TORK®

Gold Level

- Network Services Company
- Tork, an Essity brand
- Kimberly-Clark

Silver Level

- Encompass

Recognition Awards

- Network Services Company
- Tork, an Essity brand
- Kimberly-Clark
Exhibitors Learning Materials
AHE is recommending all exhibitors have learning materials ready to share with attendees. Attendees can look forward to receiving the following materials from exhibitors:

- White Papers
- Case Studies
- Product evaluation and comparison charts
- Check lists, and more!

Solution Center Theater
Check the mobile app for the Solution Center Theater daily presentations schedule. These quick 10 - 12 minute presentations will give you the opportunity to maximize your learning.

Meet with and learn from the industry leaders who can provide the innovative products and services needed to solve your everyday environment of care challenges, in the new Solution Center. AHE urges attendees and exhibitors to trade the typical sales driven exhibit hall experience for an atmosphere dedicated to learning and relationship building.

AHE CareerLink Career Development Center
Make sure to stop by the AHE CareerLink Career Development Center to make sure your career is on the right track. Attendees will be able to:

- Upload your photo to LinkedIn or other professional profiles
- Review the AHE CareerLink Job Board
- Find career development resources
Leadership Conference-within-a-Conference

This exciting conference-wide learning session will focus on strengthening leadership skills in: talent development, employee engagement, managing diversity and inclusion, emotional intelligence, and leveraging generational opportunities and workforce – all critical to departmental and facility success.

Attendees will explore strategies to manage-up and gain the support needed to build staff, and lead a successful department and team that are prepared for the challenges of today and the future.

This learning event will incorporate lecture, Q&A, group breakout sessions, and other innovative learning activities.

Who Are You Becoming as a Leader?

- Leveraging Talent
- Think you understand Millennials? Think Again!
- Navigate through Noise
### General Conference Information

#### Registration Fees

<table>
<thead>
<tr>
<th></th>
<th>Before 8/1</th>
<th>After 7/31</th>
<th>One-Day Pass</th>
<th>Exhibit Hall Only</th>
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</thead>
<tbody>
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<td><strong>Member</strong></td>
<td>$645</td>
<td>$745</td>
<td>$250</td>
<td>$50</td>
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<tr>
<td><strong>Non-Member</strong></td>
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<td>$50</td>
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*Please note that attendees using the Government rate must register using a .gov or .mil email address. The Government rate is not eligible for the group discount.

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<thead>
<tr>
<th></th>
<th>Events Pass*</th>
<th>Welcome Reception</th>
<th>Solution Center Opening Reception</th>
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</thead>
<tbody>
<tr>
<td><strong>Guest</strong></td>
<td>$75</td>
<td>$35</td>
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*Includes: All catered events with the exception of Lunch & Learns and Sunrise Sessions.

#### Preconference Session Rates

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<thead>
<tr>
<th></th>
<th>CHEST Workshop</th>
<th>CMIP Program</th>
<th>CHESP Review</th>
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<td><strong>Member facility staff</strong></td>
<td>$950</td>
<td>$699</td>
<td>$349</td>
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<tr>
<td><strong>Non-Member facility staff</strong></td>
<td>$1,150</td>
<td>$899</td>
<td>$499</td>
</tr>
<tr>
<td><strong>Member consultant/contractor</strong></td>
<td>$2,000</td>
<td>$699</td>
<td>$349</td>
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Organization Group Rate
Every third registrant from a contract company, hospital, or health system is eligible for a deeply discounted registration rate of $250 ($350 after 7/31).

How it works:
Once you or an administrator at your facility have identified three attendees contact AHE to get your group registered, at ahe@aha.org or by calling 312-422-3860.

NEW!
AHE EXCHANGE 2017 Charity Initiative:
All surplus tote bags will be donated to Orlando area schools through, A Gift for Teaching. If you do not want to bring your tote bag home with you remember to drop it in the donation bin located near registration for donation.
Registration Overview
The full conference registration fee includes admission to all educational sessions and the Solution Center, meals (where indicated), and entry into the Welcome Reception.

The one-day only registration pass includes admission to the Solution Center and educational sessions for the specified date of attendance.

This fee does not include:
CHESP Review Session, CHEST Train-the-Trainer Workshop, CHESP Exam, CMIP Session, additional guest tickets and other optional events.

Non-Member Rates
Non-members are required to pay the non-member rate; however, if you would like to sign up for membership at the same time as registering for EXCHANGE 2017, you may do so. All federal government employees should pay the government rate.

Registration Confirmation
All paid registrants will be confirmed via email. It is important you indicate the correct email address on your registration. Please call Customer Support: 847-620-4494 if you do not receive a confirmation email.

Registration Deadlines
Regular through July 31
Member: $645 Non-Member: $845 Fed Govt. $575

All mailed registrations must be post marked on or before July 31, 2017 to receive the Regular Rate (please note that AHE is not responsible for checks not submitted in time for processing). Registration forms received after this date will require the Onsite Rate.

Rate August 1 – Onsite
Member: $745* Non-Member: $845* Fed Govt. $675
Registrations submitted after July 31, 2017 will require the $745 (members) and $845 (non-members) registration fees.

Guest Fees
We invite you to bring a guest. Guest tickets may be purchased for the Welcome reception and the Solution Center Opening Reception. Tickets for social events are required for all guests.

Restrictions
Due to insurance restrictions, children under the age of 16 are not allowed in the exhibit hall under any circumstances. AHE will take photographs at the EXCHANGE 2017 and may reproduce them in AHE news, promotional or commercial advertising materials, whether in print, electronic or other media, including the AHE website.

Cancellation Policy
A 70% refund will be given if the cancellation request is received on or before July 15, 2017. Due to advance orders of conference materials, refunds will not be given after this date. No exceptions. There will be no refunds for cancellations received after July 15, 2017. No-shows are non-refundable, regardless of the reason. Cancellation requests must be received in writing.

Submit cancellations requests to:
Association for the Healthcare Environment – AHE
155 N. Wacker Drive, Suite 400, Chicago, IL 60606-1725
Fax: 312.422.4578 | E-mail: ahe@aha.org

Program Cancellation
In the unlikely event of conference cancellation due to circumstances beyond our control, AHE will refund 100 percent of registration fees paid. AHE assumes no liability for penalties on airfare tickets, deposits for hotel accommodations or any other fees, charges, penalties or other incidental costs that a registrant might incur due to cancellation.

Substitutions
Registrants unable to attend the conference may send an alternate with advanced notice. If the alternate is not an AHE member, non-member rates will apply. In the event an alternate is attending, notify AHE at 312.422.3860 or submit the request in writing to ahe@aha.org by Friday, September 1, 2017.
Continuing Professional Education (CPE) Credit

- CHESPs participating in educational sessions can earn up to 13.5 contact hours towards the three-year requirement of 45 contact hours for certification renewal.
- Attendees participating in the CHESP Review Session earn an additional 8.0 contact hours.
- Paid content is not eligible for CPE.
- Attendees participating in the CHEST Train-the-Trainer Workshop earn an additional 24 contact hours.
- Attendees participating in the CMIP session earn an additional 8 contact hours.

Americans with Disabilities Act (ADA)

AHE complies with the Americans with Disabilities Act and strives to ensure that no individual with a disability is deprived of the opportunity to participate in an educational program solely by reason of that disability. AHE will attempt to provide a reasonable accommodation for an attendee with disability who requests accommodation.

Please contact ahe@aha.org at least 21 days in advance of the program to specify your accommodation requests.

DISCOUNTS

Airlines

AHE is offering special meeting discounts for all attendees of the EXCHANGE meeting. Simply call (or have your travel agent call) one of our preferred airlines directly to receive these special fares.

For Delta Airlines reservations and ticketing please call Delta Meeting Network reservations at 1-800-328-1111, Monday through Friday, 7:00 AM – 7:30 PM Central Time. Refer to Meeting Code NMPDK.

You may also go to www.delta.com and input the Meeting Code into the Meeting Event Code box to obtain the discounted fare and avoid any service fees.

United Airlines offers discounts off published fares of 2% - 10% based on the booking class of service. Call your travel professional or United Airlines at 800-426-1122 for reservations. Refer to Z Code ZXP and Agreement Code: 620165, or, save an additional 3% off by booking your own reservations at www.united.com. Choose your flight times and access your meeting discounts by inserting ZXPJ620165 in the Offer Code box.

Car Rentals

Special meeting rates negotiated with Hertz are available by calling 1-800-654-2240 from within the U.S., or 405-749-4434 from outside the U.S., and providing the reservationist the meeting number CV#03A80013. You may also click on the Hertz link found on our Annual Meeting webpage.

Special meeting rates negotiated with Enterprise and National are available by calling 1-800-261-7331 from within the U.S., enterprise.com or nationalcar.com, and supplying the meeting number K2C1074.

Special meeting rates negotiated with Avis are available by calling: 1-800-633-3469 from within the U.S., or 1-800-331-1084 from outside the U.S., and providing the reservationist the meeting number L461444.

Hotel

Rosen Shingle Creek
9939 Universal Blvd.
Orlando, Florida 32819

Look for the hotel room block reservation link included in your conference registration confirmation email to reserve your room.

AHE EXCHANGE 2017 Room Block Rates:
- Standard Rate: $179 for single/double occupancy + taxes/fees
- Government Rate: $114 for single/double occupancy + taxes/fees

*Government ID must be provided upon check-in to receive the government rate.

Important Disclaimer

Be aware that you may be solicited by other companies/housing bureaus to book your hotel room or make travel arrangements for EXCHANGE 2017. Such companies are not affiliated with and are not sponsored or approved by AHE to provide travel arrangements for EXCHANGE 2017. AHE will not be responsible for any actions or omissions of such companies.
AMERICAN HOSPITAL ASSOCIATION CERTIFICATION CENTER
Certified Healthcare Environmental Services Professionals (CHESP)
SPECIAL PAPER AND PENCIL EXAMINATION APPLICATION

Examination Date: September 19, 2017
Location: Orlando, FL | Application Deadline: August 22, 2017
Applications must be received no later than August 22, 2017.
On-site applications will not be accepted.

To apply for the CHESP Examination complete this application and return it with the examination fee to:
PSI, AHA-CC Examination, 18000 W. 105th St., Olathe, KS 66061-7543
PHONE: 888-519-9901 • FAX: 913-895-4651

PERSONAL INFORMATION

Name (Last, First, Middle Initial)
List your name as you wish to be printed on your certificate. Title and designations will not be printed. Former name if exam was taken previously under a different name.

Name of Facility/Company/Organization Title

Preferred Mailing Address (Street Address, City, State/Province, Zip/Postal Code, Country)

Preferred Telephone Number Email Address

ELIGIBILITY REQUIREMENTS
To be eligible for the CHESP Examination, a candidate must fulfill one (1) of the following education and work experience requirements. By checking a box below, a candidate certifies to the AHA-CC that he or she satisfies the eligibility requirements. Check the one (1) that applies.

☐ Baccaulaurate degree or higher from an accredited college or university plus three (3) years of environmental services experience* in a healthcare setting** of which two (2) of those years must have been in a management/supervisory/administrative role.

*Environmental services experience refers to work experience in operations related to environmental sanitation, waste management and textile management.

☐ High school diploma or equivalent plus five (5) years of environmental services experience* in a management/supervisory/administrative role in a healthcare setting**.

**Includes experience with a provider of environmental services or products to a healthcare facility (e.g., Consultants, Manufacturers, Vendors, Contract Services Providers, etc.).

☐ Associate degree or equivalent from an accredited college plus four (4) years of environmental services experience* in a healthcare setting** of which three (3) of those years must have been in a management/supervisory/administrative role.

APPLICATION STATUS
☐ I am applying as a new candidate.
☐ I am applying as a reapplicant.
☐ I am applying for renewal of certification.

MEMBERSHIP STATUS
If you are a current member of AHE or other AHA Personal Membership Group (PMG), you are eligible for the reduced CHESP Examination fee. Please provide your 10-digit membership number below.

For information on joining the Association for the Healthcare Environment (AHE), visit www.AHE.org.
Membership must be obtained before application for examination at the reduced fee can be honored.

If you have applied for membership but have not yet received your membership number, enter “NEW” below. Enter your Membership Number:
__ __ __ __ __ __ __ __ __ ___
EXAMINATION FEE
Payment may be made by credit card, company check, cashier’s check or money order made payable to PSI. Indicate the type and amount of fees enclosed:

☐ Member of AHE or other AHA/Personal Membership Group: ............ $275
☐ Nonmember: ................................................................................... $425
☐ Rescheduling Fee: ........................................................................... $100

If payment is made by credit card, complete the following. Select type of credit card being used:

☐ VISA ☐ MasterCard ☐ American Express ☐ Discover

Credit Card Number
Expiration Date
Your Name as it Appears on the Card
Signature

SPECIAL ACCOMMODATIONS
Do you require special disability-related accommodations during testing? ☐ No ☐ Yes | If yes, please complete the Request for Special Examination Accommodations form included in the CHESP Candidate Handbook and submit it with an application and fee at least 45 days prior to the desired testing date.

DEMOGRAPHIC INFORMATION
The following demographic information is requested.

1. How many years of experience do you have in environmental services (operations related to environmental sanitation, waste management and textile management)?
   ☐ 3-5 years
   ☐ 6-10 years
   ☐ 11-15 years
   ☐ 16-20 years
   ☐ 21-25 years
   ☐ 26-30 years
   ☐ More than 30 years

2. How many years have you worked in a healthcare setting?
   ☐ 2-5 years
   ☐ 6-10 years
   ☐ 11-15 years
   ☐ 16-20 years
   ☐ 21-25 years
   ☐ 26-30 years
   ☐ More than 30 years

3. What is the square footage of your facility or facilities?
   ☐ Less than 100,000 square feet
   ☐ 100,001 – 500,000 square feet
   ☐ 500,001 – 1,000,000 square feet
   ☐ More than 1,000,000 square feet

4. How many years of experience do you have in environmental services management/supervision?
   ☐ 2-5 years
   ☐ 6-10 years
   ☐ 11-15 years
   ☐ 16-20 years
   ☐ 21-25 years
   ☐ 26-30 years
   ☐ More than 30 years

5. What is the highest academic level you have attained?
   ☐ High school diploma or equivalent
   ☐ Some college
   ☐ Associate degree
   ☐ Baccalaureate degree
   ☐ Master’s degree
   ☐ Doctoral degree

6. What is your level of responsibility?
   ☐ Vice President/Director (responsible for multiple departments)
   ☐ Director/Manager (responsible for a single department)
   ☐ Manager/Supervisor/Coordinator (responsible for areas within the department)
   ☐ Other: _______________________

SIGNATURE
I certify that I have read all portions of the CHESP Candidate Handbook and Application and agree to abide by regulations contained therein. I certify that I am eligible to take this CHESP Examination and the information I have submitted in this application is complete and correct to the best of my knowledge and belief. I understand that, if the information I have submitted is found to be incomplete or inaccurate, my application may be rejected or my CHESP Examination results may be delayed or voided.

Name (please print): ___________________________________________________________________________________________________________________________
Signature: ______________________________________________________________________________________________ Date:________________________________

NOTE: Name, address, telephone number and email address of candidates who pass the Examination will be shared with AHE. Scores are never reported. If you do NOT wish to have your personal information shared, please opt out by contacting the AHA-CC in writing via email at certification@aha.org or fax to 312-422-4575.
Register by August 1, 2017
FOR THE BEST RATE!