

Friday, October 26

7:30 a.m.–5:00 p.m.

### [Master's Level Leadership Boot Camp](#)

Just as a master's degree is an academic recognition granted to persons that have undergone a specific course of study in a specialized field, the IEHA's Master's Program is for IEHA's elite members committed to continuous improvement and promoting professionalism in the cleaning industry. Through a reciprocal arrangement, IEHA works with Master designation holders to promote the collective knowledge of these most experienced and accomplished members of IEHA. This professional program benefits all IEHA members through educational initiatives and mentorship opportunities. For more information on this 3-day course, please visit [ieha.org](http://ieha.org) or call the association office. *\*Must be a CEH or REH member.*

Monday, October 29

7:30 a.m.–5:00 p.m.

### [Certify for Leadership Success with IEHA](#)

IEHA offers a highly-valued Professional Education Credentialing Program (PECP), consisting of 16 modules, providing training on management, technical, and administrative skills. PECP participants can attain the Certified Executive Housekeeper (CEH), Registered Executive Housekeeper (REH) and go on to achieve a Master CEH or REH designation to boost their careers.

8:30 a.m. - 9:15 a.m.

### [Infection Control: Strategies for Surveillance, Identification, and Containment](#)

Speaker: Dr. Katie Pisciotta

Infection control is all the buzz today, and with good reason. The responsibility for infection prevention and containment rests with multiple roles and is embedded in all areas of organization. In this session, you'll learn the standard and transmission-based precautions necessary to control spread of infection. You'll also hear about the unique challenges that different types of facilities face. Finally, you'll walk away with a deeper understanding of health-care associated infections (HAIs), as well as tools such as a communications plan and cheat sheets that you can use to keep patients safe.

9:30 a.m.–10:30 a.m.

### [Complacency Kills](#)

ISSA Spotlight Speaker: David Goggins

Kick off your week with the inspirational David Goggins, a retired Navy Seal and Guinness World Record holder. Using his real-life experiences Goggins will reveal what it takes to ensure a successful mission. Hint: It's all about banishing negative self-talk and cultivating the right mindset. If you are serious about maximizing your potential, then attending this presentation is a must.

10:45 a.m.–11:30 a.m.

### [Microbiology 101 for an Effective Infection Control Program](#)

Speaker: Tanya Henry

Environmental services (EVS) staff are often not included in infection control training, although they frequently encounter infected patients and contaminated facility surfaces. And yet their understanding of the basics of microbiology is critical to the development and implementation of an effective infection control program. In this session you learn the science of microbiology and disease-producing microorganisms commonly found in a health-care facility. You'll also gain an understanding of how those organisms are spread

and can be contained through redefining the role of EVS staff, giving them the necessary training and supporting them through well-communicated strategies.

11:45 a.m.–1:00 p.m.

#### [Lunch and Learn: State of the Industry Panel](#)

Panelists: Alonzo Adams, Jack McGurk, Laurie Sewell, Robert Tillis

Sponsored by: Essendant

Discerning the direction of the economy, adapting your business strategy to an ever-changing industry, keeping up with new technology—it can be mind boggling. Get fine-tuned viewpoints on these topics and more during this lively session. The panelists will offer their astute assessments and observations on what is ahead for the industry, reflecting the voice of each business type, to help you plan your next move and stay competitive.

1:15 p.m.– 2:00 p.m.

#### [The Brave New World of Environmental Services and Infection Control](#)

Speakers: Roy Boudijikan

EVS staff involvement in infection control has been dogged by recruitment problems, poor training, failure to follow best practices, lack of time needed to complete tasks, and unresponsive leadership. However, in this fast-paced world of frequent epidemics, new regulations, and increased demand and need for patient safety, smart health-care providers know that it is critical to have strong, well-trained, and capable EVS staff. This session discusses the steps necessary to gain the upper hand in infection prevention and control by involving all key resources.

2:15 p.m.–3:00 p.m.

#### [Boost Your HCAHPS Scores and Banish Your HAIs](#)

Speaker: Jack McGurk

Health care is a team sport. Collaboration, communication, and training at all levels of the facility, including the environmental services (EVS) staff, are critical for the prevention and control of health-care acquired infections (HAIs). The session will discuss the type of training required for EVS staff, present recent floor-care and facility-disinfection strategies, and reveal tips on how to boost Hospital Consumer Assessment of Healthcare Providers and Systems scores that reflect the voice of the patients, and therefore the performance of the health-care facility.

3:15 p.m.–4:00 p.m.

#### [Plan, Do, Check, Act—Improving Processes for Better Infection Control](#)

Speaker: Calvin White

Joint Commission standards are the basis of an objective evaluation process that can help health-care organizations measure, assess, and improve performance. Collaboration, training, and clear communication between infection prevention staff and environmental services (EVS) is imperative to address the requirements of the Standard as well as to address patient health and needs. In thought-provoking session, you will learn how the Plan Do Check Act (PDCA) approach improves processes and relationships between infection prevention and EVS.

4:00 p.m.–7:00 p.m.

#### [ISSA Charities Party for a Purpose](#)

This is the place to be on Monday. The ISSA Charities Party for a Purpose kicks off the next generation of the ISSA Foundation and this year's show week. The TopGolf Dallas venue has something for everyone.

Industry friends and peers can network and mingle. No skill is required for novice golfers to try their hand. Experienced golfers can play a round. Want to get a few pointers from a pro? You got it. Serious golfers can enter the tournament and compete for bragging rights. Just want to sip on a cocktail and dig into some delicious hors d'oeuvres? Then bring a few friends, unwind, and get ready for the big week.

Proceeds benefit the ISSA Charities. The next generation ISSA Foundation is dedicated to changing the way the world views cleaning by elevating cleaning as charity. Be a part of the fun and the future!

7:30 p.m.– 10:30 p.m.

#### [Team ISSA Welcome Networking Reception Hosted by ARCSI, IEHA, and ISSA Canada](#)

Meet, or get re-acquainted with, colleagues from all over the world while you enjoy complimentary light snacks and beverages during this friendly mixer. It's the perfect way to get set for a whole week of innovation, connections, and more education!

[Tuesday, October 30](#)

8:00 a.m. – 1:00 p.m.

#### [Certify for Leadership Success with IEHA](#)

IEHA offers the highly-valued Professional Education Credentialing Program (PECP), consisting of 16 Modules, providing training on management, technical, and administrative skills. PECP participants can attain the Certified Executive Housekeeper (CEH), Registered Executive Housekeeper (REH) and go on to achieve a Master CEH or REH designation to boost their careers.

8:30 a.m.–9:30 a.m.

#### [Dominating Your Distractions](#)

Speaker: Felix Anderson

Distractions are all around and it takes intention to stay focused and on track. This session offers practical tips on staying focused through chaos and achieving your goals. Applying these simple principles will give you a new, more productive lifestyle as you make the conscious choice at every turn to stay on the path to your success.

1:30 pm – 2:15 pm

#### [State of the Industry Panel: In-House Service Providers](#)

Moderator: Heidi Wilcox

Panelists: Roy Boudijikan

Sponsored by: Whittaker

Trends, challenges, creative solutions—be part of the conversation in this interactive discussion. There is nothing like a peer group to foster an environment of comfortable camaraderie as you discuss common issues, get inspiration from new ideas and tactics that worked for others, learn about new technology and tools you could be using for your business, and build on your connections. Don't miss out!

[Wednesday, October 31](#)

8:00 a.m. – 1:00 p.m.

#### [Certify for Leadership Success with IEHA](#)

IEHA offers the highly-valued Professional Education Credentialing Program (PECP), consisting of 16 modules, providing training on management, technical, and administrative skills. PECP participants can attain the Certified Executive Housekeeper (CEH), Registered Executive Housekeeper (REH) and go on to achieve a Master CEH or REH designation to boost their careers.

9:00 a.m.–10:00 a.m.

### [Igniting the Compound Effect: How to Jumpstart Your Income, Your Life, and Your Success](#)

ISSA Keynote Address: Darren Hardy

The truth, told straight. The real deal on what it really takes to earn success—made plain, simple, and actionable. Success Mentor Darren Hardy draws from his own extraordinary journey to success, and all he has collected from interviewing the most successful people of our time, and distills it into the core fundamental principles every achiever needs to know, practice, and master to obtain anything more than ordinary success.

You won't want to miss this invigorating presentation where he will outline the operating system that underlies all significant achievement and delivers a complete action plan that you can start executing immediately.

With the principles made clear and simple, you will leave with a sense of clarity and belief that you can achieve extraordinary success and knowledge about what to do to get started immediately.

10:15 a.m.-11:00 a.m.

### [Mentoring for Sustainable Success](#)

Speaker: Honorable Gay Polk-Payton White

In every phase of life, you have “freshman experiences.” Even if you are born a king, you must still learn how to rule. Leadership development is a combination of education, experience, ownership, empowerment, and mentorship. Of all these aspects, mentorship is what offers the one-on-one coaching and investment in time and effort that can make the biggest difference to young professionals. Attend this session if you want to learn the secrets to developing a steady pipeline of talent willing to take on leadership roles in the future.

5:30 p.m. – 7:30 p.m.

### [ISSA Backlot Bash](#)

Psst. Here's the inside scoop on the hottest, most rockin' party in Dallas on October 31: the first-ever ISSA Backlot Bash. Featuring live entertainment, free food and drinks, and special celebrity appearances, this industry exclusive get-together promises to be the biggest networking event of the year. (Keep this on the down-low but rumor has it that the Dallas Cowboy Cheerleaders are going to crash the party!) Proceeds of this event will benefit the ISSA Charities.

Thursday, November 1

9:00 a.m.–10:00 a.m.

### [A Fireside Chat With George W. Bush](#)

ISSA Keynote Address: George W. Bush

Be sure to attend this informal, yet insightful chat between Former President George W. Bush and current ISSA Executive Director John Barrett as the two “heads of state” discuss world events and politics, as well as a need for strong leadership in today's business environment. Plus, discover Bush's life lessons, leadership secrets, and thoughts on how America can move toward more unity.

12:15 p.m.-1:00 p.m.

### [Be Intentional About Your Path to Success](#)

Speaker: Gloria Strauthers

Is there a clear-cut path to success? Usually not. But this session will share insights from *The 15 Invaluable*

*Laws of Growth* by John C. Maxwell, a book that offers tried-and-trusted principles for growth and success. People plan their vacations, careers, and even trips to the grocery store, but invest little time and thought to plotting out their path to growth and success. The takeaways from this lively session will you get past your hurdles so you can move on to create the career and lifestyle you deserve.

1:00 p.m.–2:00 p.m.

#### [IEHA Awards](#)

Speakers: Michael Patterson, MNA, MREH – IEHA Executive Director and Council President - Zainudeen Popoola, MREH

**Margaret Barnes Diamond Award:** IEHA’s most coveted award; named in honor of the Association’s founder and first president, the award recognizes an IEHA member who has continually made outstanding contributions to the industry and to IEHA and its advancement over an extended period.

**Harry Kendrick Humanitarian Award:** The Harry Kendrick Humanitarian Award honors an organization, IEHA Chapter, or individual who have demonstrated a commitment to helping others through service and volunteerism.

**William D. Joyner Special Achievement Award:** Recognizes an IEHA member who exemplifies excellence through achievement.

**IEHA - Executive Director’s Award:** Presented to an organization or individual for their support and contributions to IEHA’s mission and the overall housekeeping industry.

**Chapter President Award:** Presented to a chapter president for outstanding leadership, chapter growth, and service to the association.

**Chapter Secretary of the Award:** Presented to a chapter secretary for exceptional service to their chapter and the association.

**Membership Award:** Given to the chapter with the largest percentage increase in total membership.

**Ann Langdon Award:** Established in 1962 as an incentive for IEHA chapters to certify their membership, this award is presented annually at the association convention to the chapter with the largest percentage increase of certified members during the current year.

**Father Hindel Award:** Established in 1992, this award recognizes IEHA chapters who promote registered status with their membership. The award is presented annually to the chapter with the largest percentage increase in registered members during the current year.

**Charles Miller Award:** Established in 1992, this award is presented to the district or region with the largest percentage increase in registered members during the current year.

3:00 p.m. – 4:00 p.m.

#### [VIP AT&T Stadium Tour: Home of the Dallas Cowboys](#)

Sports fan or not, a behind-the-scenes tour of “Jerry’s World,” the iconic AT&T Stadium, home to the Dallas Cowboys, is just one of those you-gotta-do-it-at-least-once lifetime activities. Not only will you experience first-hand AT&T Stadium’s cleaning strategies and techniques during this back-of-the-house tour, you will also enjoy rare views of the top spots in the stadium. Plus, you’ll bring home practical tips from the pros that you

can implement immediately. The tour includes the field, luxury suites, radio and media press box, Dallas Cowboys locker room, Dallas Cheerleaders locker room, post-game interview room, and more!