



*Specialized clean for specialized needs.*



**50 YEARS OF EXPERTISE**

## We invented specialized cleaning for healthcare. Now we're innovating it.

Over 50 years ago, ServiceMaster Clean® recognized that healthcare facilities required specialized cleaning in order to maintain the health and safety of those unique environments. We were pioneers in the field then, and today we continue to bring new and better ways to maintain the cleanliness, safety and health of the healthcare facilities we serve.

- ▶ Acute or long-term care
- ▶ Assisted living
- ▶ Nursing homes
- ▶ Hospice care
- ▶ Psychiatric care
- ▶ Hospitals

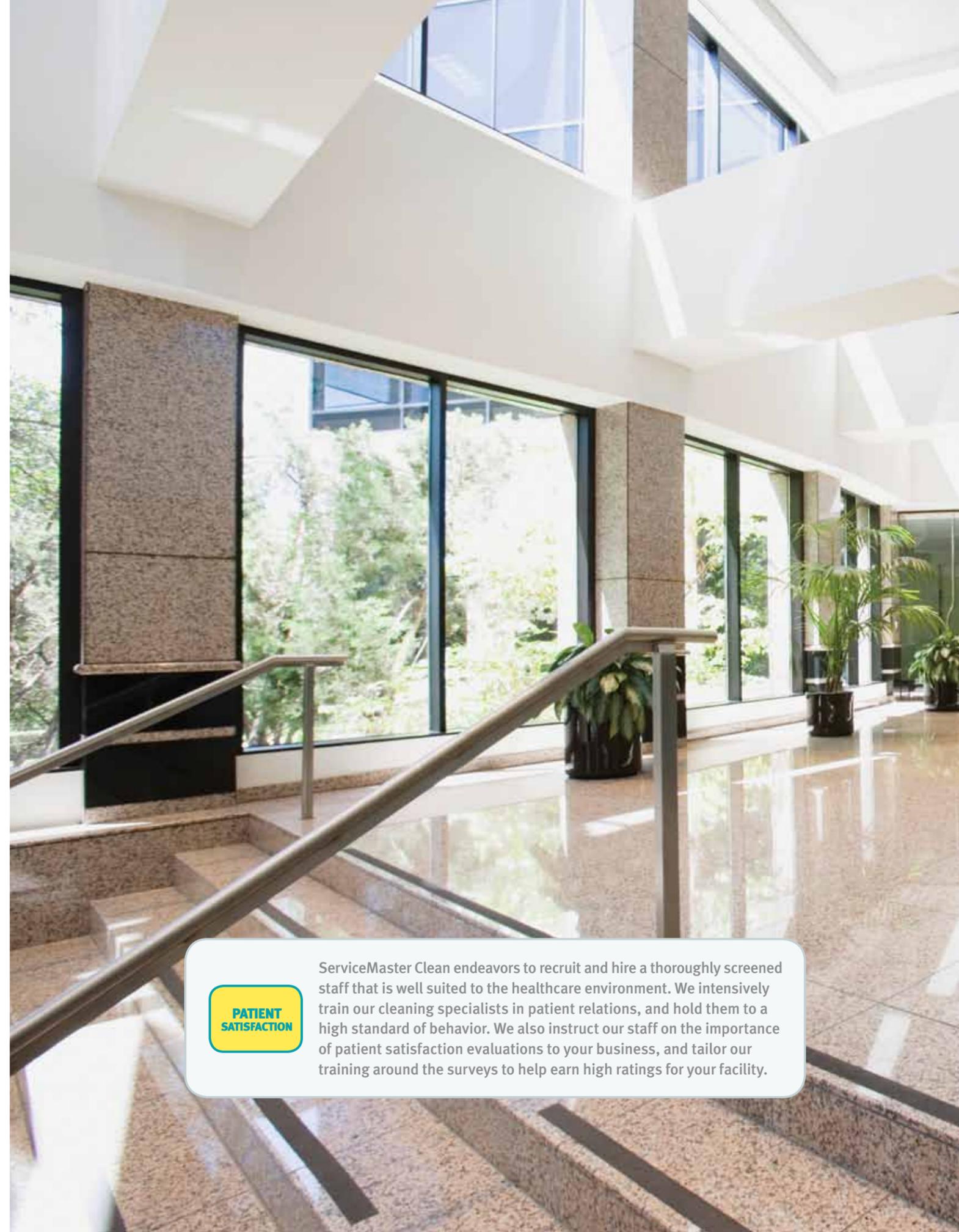
**BED MANAGEMENT**

## A healthier environment, and a healthier bottom line.

Clean is critical to a healthy environment, but it's also essential to the financial success of your facility as it relates to operational efficiency. Because of our national scope and experience, ServiceMaster Clean understands the importance of bed management to your business. We're capable of implementing and administrating bed board technology that tracks open rooms, provides real-time cleaning statistics and helps you manage patient expectations. Whether your healthcare facility is small or large, ServiceMaster Clean has the resources and scalable systems to keep it operating at peak efficiency.

**PATIENT SATISFACTION**

ServiceMaster Clean endeavors to recruit and hire a thoroughly screened staff that is well suited to the healthcare environment. We intensively train our cleaning specialists in patient relations, and hold them to a high standard of behavior. We also instruct our staff on the importance of patient satisfaction evaluations to your business, and tailor our training around the surveys to help earn high ratings for your facility.





PROVEN  
CLEANING  
METHODS

## Better for your patients and staff. Better for your budget.

Our patent-pending Capture and Removal Cleaning® system combines powerful products, advanced technologies and a high-productivity approach to create the most effective and efficient cleaning process available today.

### More effective.

The Capture and Removal Cleaning system does exactly what it says, trapping and taking away dust, dirt and debris—as much as 55% more airborne particulates than conventional cleaning. And better indoor air quality can mean a healthier setting for both staff and patients.

### More efficient.

Capture and Removal's unique team cleaning process is more productive than the traditional zone method, reducing cleaning time by approximately 25%. That translates into fewer hours spent in your facility, which directly boosts your bottom line.



GREEN  
SOLUTIONS

The Capture and Removal Cleaning system meets all the environmental and performance requirements of the Green Seal Environmental Standard for Cleaning Services (GS-42). It also utilizes our proprietary Green For® products, which are certified by the leading independent environmental agencies.





**RESPONSIVE  
COMMUNICATION**

## The cure for the common clean.

ServiceMaster Clean® has discovered that the cure for the common clean is communication. So we ask the right questions and listen closely to the answers in order to best understand *your* standard of clean.

After defining the cleaning specifications in your healthcare facility, we can ensure that our cleaning specialists will do the job right the first time, and every time. In addition, ServiceMaster Clean is accessible 24/7 to respond to your needs in a timely and effective manner.

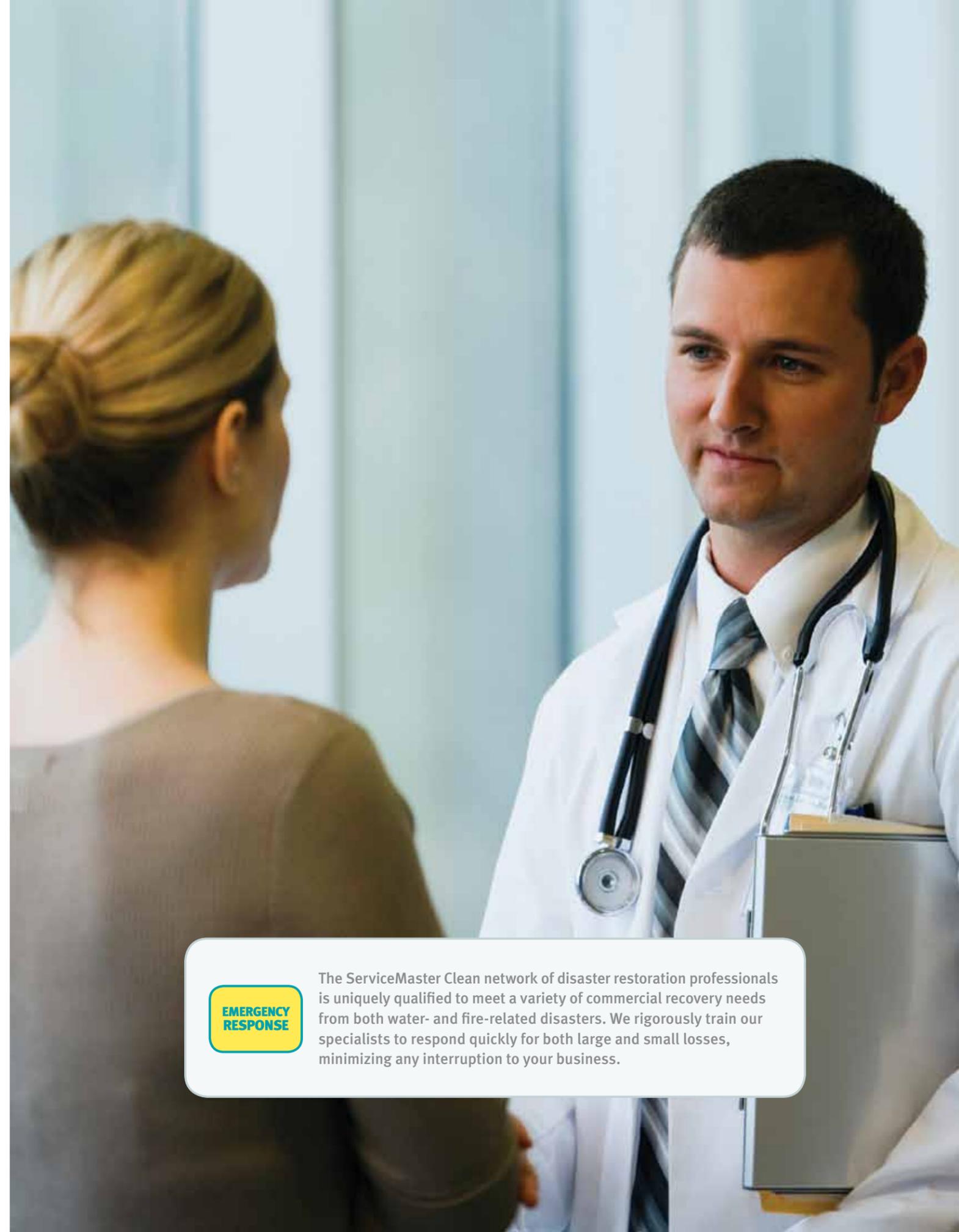
**REGULATORY  
COMPLIANCE**

## Extensive environmental services (EVS) training.

Created in compliance with CDC, JCAHO and HIPAA standards, the ServiceMaster Clean healthcare training series certifies that our staff is able to properly provide specialized cleaning services customized for your facility.

Our in-depth training program includes:

- ▶ Infection control, detailing universal precautions
- ▶ Safety and security regulatory compliance, with a focus on blood-borne pathogens
- ▶ Common problem areas as identified by healthcare professionals
- ▶ Specialized cleaning procedures for sensitive patient care areas
- ▶ Quality assurance program



**EMERGENCY  
RESPONSE**

The ServiceMaster Clean network of disaster restoration professionals is uniquely qualified to meet a variety of commercial recovery needs from both water- and fire-related disasters. We rigorously train our specialists to respond quickly for both large and small losses, minimizing any interruption to your business.

