



Training for Proficiency and Compliance

Environmental service professionals are faced with the challenge of training their staff and having confidence that their performance conforms to industry standards and best practices. The 3M™ SMART Program provides a breadth of effective educational resources that help ensure your facility performs at its very best. Using the 3M™ SMART tools to simplify and standardize your cleaning and housekeeping procedures helps you create and maintain an organization that delivers cost-effective, quality outcomes that meet your needs and the needs of your facility and customers.





3M training resources for environmental services help ensure facility-wide conformance to best practices and guidelines

Coherent integration of people, products, and procedures occurs when stake-holders and participants share the same information. As it pertains to best practices and quality guidelines, consistently disseminating knowledge throughout an organization is critical to meeting industry and regulatory requirements. Putting 3M's extensive expertise in environmental services to work

allows you to create a customized set of 3M™ SMART training resources that can foster learning and promote your goals for excellence.

3M™ SMART training resources are effective, easy-to-use, and practical—and help ensure the benefits of seamless, across-the-board consistency in performance.

3M™ SMART Procedure Wizard



3M™ SMART Procedure Wizard is an effective, comprehensive tool that enables you to train employees in over 150 important housekeeping procedures. The instruction it provides helps ensure that critical cleaning tasks are fully and completely performed according to specific, prescribed standards. Step-by-

step instruction, illustrative photos, and concise language (in English or Spanish) makes procedures easy to learn and remember.

The 3M™ SMART Procedure Wizard incorporates best practices and industry standards into each procedure. The Wizard

is customizable, enabling you to tailor instruction to your facility's specific policies and procedures.

Training materials can be printed in four different formats to suit a variety of training requirements or settings.

3M™ SMART eLearn Instruction

A computer-based instructional system, 3M™ SMART eLearn enables employees to garner the skills and knowledge critical to environmental health and safety, including OSHA's Right-to-Know Hazard Communication and Bloodborne Pathogens. Eight modules with 22 self-paced units and assessments are available in English and Spanish. The training features clear visuals, audio narration, and simple text to motivate and aid retention.

3M™ eLearn also benefits management by making sure:

- Employee training is scheduled
- Employees are tested for competency
- Employee records are maintained
- Training is documented



Course 1 : Infection Prevention

Module 1	Germes	Unit 1 Unit 2	The chain of infection Bloodborne pathogens
Module 2	Protecting Yourself	Unit 1 Unit 2 Unit 3 Unit 4	Standard precautions Handwashing Personal Protective Equipment Safe work practices
Module 3	Transmission-Based Precautions	Unit 1 Unit 2 Unit 3 Unit 4	General overview Airborne precautions Droplet precautions Contact precautions
Module 4	Your Health/Your Job	Unit 1 Unit 2 Unit 3 Unit 4	What to do if you've been exposed Hepatitis B vaccination Doing your part Getting more information

Course 2 : Working with Chemicals

Module 1	Hazard Communication Standard	Unit 1 Unit 2	Your right to know Identifying hazardous chemicals
Module 2	Communication of Hazards	Unit 1 Unit 2	Labels that communicate Material Safety Data Sheets
Module 3	How to Protect Yourself	Unit 1 Unit 2	Personal Protective Equipment Using chemicals safely
Module 4	Chemical Usage	Unit 1 Unit 2	Disinfectants and general cleaning Floor care chemicals

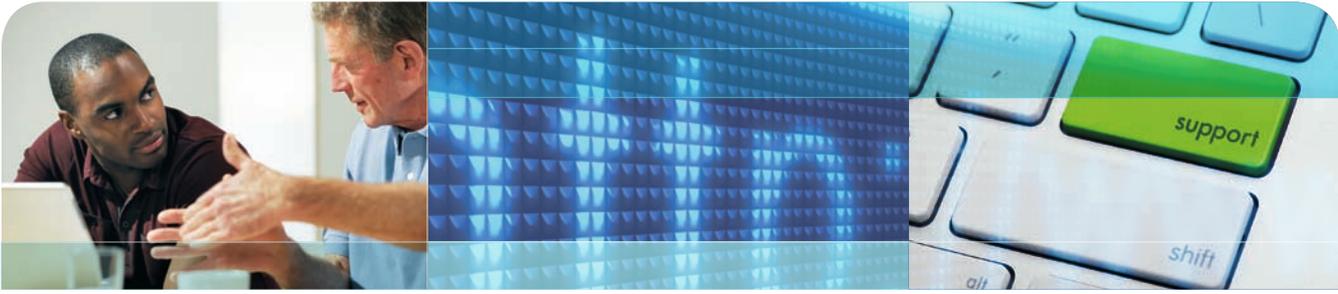


3M™ SMART Video Training Series

A training series that teaches the *why* and the *how* to of must-know cleaning and maintenance tasks:

- 3M™ Hard Floor Care
- 3M™ Carpet Care
- 3M™ Restroom Care
- 3M™ Health Care Cleaning Procedures
- Working Safely in the Health Care Environment
- 3M™ Twist 'n Fill™ System

Available in English and Spanish with easy-to-use sections for classroom or instruction-led training.



3M is dedicated to helping you help others

3M™ SMART Services and Support

3M™ SMART resources are available with comprehensive technical support and consulting services. 3M Building & Commercial Services Division provides eLearn instruction, Procedure Wizard with step-by-step instruction, and training videos as a value-added benefit to facilities who commit to 3M products.

How the 3M™ SMART services work:

1. One hour of free set-up assistance.
2. Ongoing support is available Monday through Friday; you may expect your response within one business day. After 15 minutes, service is billed at \$25 per 15 minutes.
3. A full portfolio of consulting services is provided to help you maximize your 3M™ SMART training programs. Billed at \$100 per hour, services include:
 - Entering your database of employees for training into the eLearn Instruction program.
 - Customizing existing courses and tests for your facility.
 - Creating new courses and tests per your needs.
 - Customizing procedures for your facility using your photos and logo.
 - Working with you to develop a training curriculum and helping you implement it.
 - Partnering with you on your select project.

For information on how to acquire 3M™ SMART Services, call the 3M Customer Center at 1-800-557-2249.

To get the name of your nearest distributor, call 1-800-852-9722.

For software support on any of the 3M™ SMART training programs, call 1-866-703-7323 or E-mail: help@3msmart.com.

For general assistance, call 1-800 3M- HELPS (1-800-364-3577).



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