

Canadian Certified Healthcare Facility Manager Certification



CANDIDATE HANDBOOK AND APPLICATION

Effective September 2015

Conducted by the Canadian Healthcare Engineering Society



For questions regarding the CCHFM Certification
Program, Exam, Application and Administration Contact:

Canadian Healthcare Engineering Society

4 Cataragui Street, Suite 310
Kingston, ON K7K 1Z7
Phone: (613) 531-2661
Fax: (613) 531-0626
Email: cchfm@ches.org
Website : www.ches.org

2015 CHES Board of Directors

Please visit: www.ches.org

2015 CCHFM Advisory Panel

Please visit: www.ches.org

This Candidate Handbook provides information about the Canadian Certified Healthcare Facility Manager (CCHFM) program including the exam administration policy and process. Keep this Candidate Handbook until after the CCHFM Examination is completed.

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THE CANADIAN HEALTHCARE ENGINEERING SOCIETY (CHES)

The Canadian Healthcare Engineering Society (CHES) is a national professional association representing approximately 1,000 healthcare facility professionals and associates across Canada. CHES seeks to help members to better manage the healing environment which is imperative for efficient and effective healthcare delivery. We are a non-profit voluntary society promoting optimized planning, design, construction, operations, maintenance and management of healthcare facilities.

We promote the principle of integrated design by improved collaboration using a team approach between the professions providing leadership in creating more efficient management of the operation, maintenance and safety of hospitals, their engineering systems, equipment, buildings, and allied support services.

At CHES we help cultivate leaders and attract those with leadership potential, helping them to become all they can be for their sake, for their organization, and for the communities they serve.

CHES members are a source of expertise and knowledge - mentoring young leaders, promoting competence within our profession, and expanding the understanding of sustainable health service delivery through shared environmental stewardship.

MISSION

Building member expertise in Canadian Healthcare Engineering

VISION

Excellence in the Patient care focused environment through education, innovation, and partnerships.

VALUES

We value: Knowledge, Collaboration Respect, Accountability.

Statement of Nondiscrimination

CHES does not discriminate among candidates on the basis of age, gender, race, colour, religion, national origin, disability or marital status.

CHES CCHFM CERTIFICATION PROGRAM

The CCHFM is the first certification program developed by CHES and is intended to ensure that Canadian healthcare facilities are managed by competent individuals. The certification examination is designed to test a well-defined body of knowledge representative of professional practice in the discipline of healthcare facilities management. Successful completion of a certification examination is an indicator of broad-based knowledge in this field.

Content of the examination was defined by CHES's CCHFM Advisory Panel. All of the panel members are required to have completed the CHFM examination supported by the American Hospital Association or the CCHFM examination described herein. Each edition of the certification examination is developed through a combined effort of qualified subject-matter experts, the CCHFM Advisory Panel and testing professionals, who construct the examination in accordance with the Examination Content Outline.

A similar certification program (CHFM) has been in place for several years in the USA. The American Hospital Association's Certification Board separately administers this USA based program. While technical content and areas of competence are very similar between the CHFM and the CCHFM, there are obvious administrative regulatory and accreditation differences. The CCHFM contains content that is specifically pertinent to the Canadian context.

CHES would like to thank AHA and ASHE for their support in the development of the CCHFM.

Seneca College

CHES contracts with Seneca College to assist in the development, administration, scoring, score reporting and analysis of its CCHFM Examination.

CCHFM CERTIFICATION PROGRAM

The CCHFM certification program promotes healthcare facility management through certification of qualified individuals and the following program elements:

- Recognizing formally those individuals who meet the eligibility requirements of CHES and pass the CCHFM Examination
- Requiring CCHFM certification renewal through continued personal and professional growth in the practice of healthcare facility management
- Providing a national standard of requisite knowledge required for certification; thereby assisting employers, the public and members of health professions in assessing healthcare facility managers
- Independent body verification of an individual's qualifications

Definition of a Healthcare Facility Manager

The healthcare facility manager's primary job responsibilities reside within the following general areas:

- Maintenance and Operations
- Code Compliance
- Planning, Design and Construction
- Finance Management
- Administration

Specifically, the healthcare facility manager has an understanding of the operation and maintenance of building systems including, but not limited to the following:

- | | | |
|-----------------------|---------------------------|--------------------------------|
| • HVAC | • Electrical distribution | • Medical Equipment |
| • Refrigeration | • Emergency Power | • Safety and Security |
| • Steam and Hot Water | • Fire Protection | • Elevators and Pneumatic Tube |
| • Medical Gas | • Plumbing | • Grounds Keeping |

The healthcare facility manager's responsibilities may include the following:

- Planning, design and direction of activities related to construction and renovation projects. These activities include but are not limited to solicitation and evaluation of bids and consulting with architects, engineers and various contractors.
- Facility conformance to all applicable codes and standards including local, provincial and federal agencies as well as Accreditation Canada in addition to international standards where adopted.
- Development and management of capital and operational budgets and negotiation of service agreements.
- Development and administration of policies and procedures to manage the human resources of the facilities management department.

CCHFM Eligibility Requirements

Candidates meeting CCHFM eligibility requirements and passing the CCHFM Examination attain the Canadian Certified Healthcare Facility Manager (CCHFM) designation. CHES reserves the right, but is not obligated to verify eligibility information supplied by or on behalf of a candidate. Eligibility for the CCHFM Examination requires fulfilling one (1) of the following requirements:

- Baccalaureate degree from an accredited college or university plus five (5) years of associated engineering experience*, three (3) years of which must have been in a healthcare setting; and including three (3) years of management/supervisory/administrative experience in a healthcare setting.
- Diploma (Technologist, Technician) and/or Provincially Recognized Licensed Trade(s) plus seven (7) years of associated engineering experience*, three (3) years of which must have been in a healthcare setting; and including five (5) years of management/supervisory/administrative experience in a healthcare setting.
- High school diploma or equivalent plus ten (10) years of associated engineering experience*, three (3) years of which must have been in a healthcare setting; and including five (5) years of management/supervisory/administrative experience in a healthcare setting.

** Associated engineering experience refers to work experience in the following functional areas: facility management; operations and maintenance; clinical engineering; safety and security; planning, design and construction; or environmental management.*

CCHFM Examination

The CCHFM Examination is structured as follows:

- Composed of 110 multiple-choice questions. A candidate's score is based on 100 of these questions. Ten (10) items are "trial" or "pretest" questions that are interspersed throughout the CCHFM Examination and are not scored.
- A candidate is allowed two (2) hours in which to complete the CCHFM Examination.
- The CCHFM Examination is based on the five (5) major content areas listed in the CCHFM Examination Outline.
 - Each content area is further defined in the CCHFM Examination Content Outline by a list of tests representative of that job responsibility.
 - The number of CCHFM Examination questions devoted to each major content area is included in the CCHFM Examination Content Outline.
- Generally, the examination questions are categorized by the following cognitive levels:
 - **Recall:** the ability to recall or recognize specific information
 - **Application:** the ability to comprehend, relate or apply knowledge to new or changing situations
 - **Analysis:** the ability to analyze and synthesize information, determine solutions and/or evaluate the usefulness of a solution

Effective for CCHFM Examinations administered beginning September 2015:

1. Compliance: 25 Items (Recall – 10, Application – 15, Analysis – 0)
2. Planning, Design, and Construction: 18 Items (Recall – 7, Application – 10, Analysis – 1)
3. Maintenance and Operations: 28 Items (Recall – 11, Application – 17, Analysis – 0)
4. Finance: 15 Items (Recall – 3, Application – 9, Analysis – 3)
5. Administration: 14 items (Recall – 3, Application – 8, Analysis – 3)

CCHFM Examination Content Outline

The following represents the CCHFM Examination Content Outline effective June 2015:

I. Compliance: 25 items (Recall - 10, Application - 15, Analysis - 0)

A. Codes & Standards

1. Ensure compliance with:
 - i. National Building Code
 - ii. National Fire Protection Association (NFPA).
 - iii. Canadian Electrical Code
 - iv. CSA Standards
 - v. Underwriters Laboratory (UL)
 - vi. Occupational Health and Safety Act (OHSA)
 - vii. Workplace Hazardous Materials Information System (WHMIS)
 - viii. Canadian Environmental Protection Agency (CEPA)
 - ix. Environment Canada, Provincial Environmental Ministries
 - x. Federal Agencies such as Department of Transport
 - xi. Accreditation Canada
 - xii. Health Canada
 - xiii. Centers for Disease Control and Prevention (CDC)
 - xiv. Infection Prevention and Control (IPAC)
 - xv. American Institute of Architects (AIA) Construction Standards
 - xvi. American Society of Heating, Refrigeration and Air Conditioning Engineers (ASHRAE)
 - xvii. Local Authority Having Jurisdiction (AHJ)
2. Code Requirements
 - i. Ensure that code-required testing is completed and documented (e.g., weekly generator test, fire protections system test).
 - ii. Ensure that healthcare facility permits, licenses, and certificates are maintained, recorded, and current (e.g., boilers, elevator, heliport, fuel tanks, communications, licenses).
 - iii. Ensure that all healthcare facility staff licenses and certificates are maintained, recorded, and current (e.g., boiler operator, electrical, refrigeration, plumbing, pesticide).
 - iv. Ensure code compliance through inspections of specific areas (e.g., fire system, fire extinguishers, medical gasses).
 - v. Check work of staff to ensure compliance with applicable safety and building regulations and that workmanship meets quality and quantity standards.
 - vi. Inspect healthcare facility buildings and grounds to ensure compliance with standards and regulations for a safe environment.

B. Required Facility Operational Practices

1. Environmental Management
 - i. Evaluate space environmental conditions.
 - ii. Manage asbestos, lead and mold abatement efforts.
 - iii. Manage primary and backup fuel storage systems (e.g. oil, propane).
 - iv. Develop and maintain Spill Prevention, Control and Countermeasure (SPCC) program.
2. Fire Prevention/Protection Management
 - i. Coordinate corrective action for compliance with fire safety codes.
 - ii. Review fire events by category (e.g., electrical, smoking, construction).
 - iii. Conduct fire and safety response training for staff (e.g., fire drills).
 - iv. Coordinate with the Fire Department for inspections, testing and touring of healthcare facilities.
3. Emergency Management
 - i. Coordinate emergency management with community (e.g., fire, police, EMS).
 - ii. Coordinate with physicians, departmental managers, and outside agencies in the development of plans to manage emergencies affecting healthcare facilities.
 - iii. Participate in Hazard Vulnerability Assessment (HVA) Analyses and development of Emergency Management plans.
 - iv. Participate in hazard surveillance tour.
 - v. Participate in emergency drills and training.
 - vi. Manage the security program.

II. Planning, Design, and Construction: 18 items (Recall - 4, Application - 11, Analysis - 3)

A. Planning

1. Develop Pre-Construction Risk Assessment (PCRA) that includes Infection Control Risk Assessment (ICRA) and Interim Life Safety Measures (ILSM).
2. Determine the appropriate project/construction delivery method.
3. Negotiate contract for professional services (e.g., architects, engineers, contractors, specialty consultants).
4. Develop performance requirements and deliverables.
5. Contribute to the development of the facility master plan.
6. Manage healthcare facility space program and process for allocation of space.
7. Review infrastructure needs for changes in workload, function, services, operational requirements, and capital equipment installations.
8. Develop and maintain institutional design standards (e.g., hardware, plumbing, lights, electrical systems, etc.).
9. Coordinate planning for special maintenance, upgrade, and renovation projects.
10. Manage equipment planning process for new equipment required for expansion or renovation projects.
11. Coordinate building system improvement projects.
12. Review plans for building:
 - i. Acquisitions.
 - ii. Alterations.
 - iii. Equipment.

B. Design

1. Develop conceptual/feasibility designs and budget estimates.
2. Review design development drawings and specifications for construction and renovation projects.

C. Construction

1. Recommend award for construction or renovation work.
2. Develop project construction schedules.
3. Review submittals and shop drawings for construction and/or renovation projects.
4. Evaluate construction Change Order Request (COR) and Request for Information (RFI) submittals, progress payment, insurance, bond, liens.
5. Conduct construction project status review with administration team.
6. Review as-built drawings.

D. Project Management

1. Manage the project planning processes.
2. Review new projects with bidders (e.g., scope of work for electrical).
3. Coordinate new project activities with:
 - i. Architects and engineers (e.g., design development plans).
 - ii. Authorities having jurisdiction.
 - iii. General contracts and subcontractors.
 - iv. Closeout and acceptance
 - v. Stakeholders.
4. Perform financial reconciliation.
5. Represent organization with contractors, architects, inspectors and suppliers in matters related to healthcare facilities.
6. Assure that specification requirements are met on system improvement projects.

III. Maintenance and Operations: 27 items (Recall - 11, Application - 16, Analysis - 0)

A. Energy and Utility Management

1. Assess the use of energy saving alternatives and options.
2. Develop energy management program for buildings and healthcare facilities.
3. Evaluate and implement energy management program for buildings and healthcare facilities.
4. Conduct benchmarking for energy utilization of buildings and healthcare facilities.
5. Document energy conservation results to substantiate anticipated savings and payback.
6. Review energy utilization reports and system operating conditions to identify needs for repair, replacements, upgrades, and capacity additions.
7. Manage the utility management program.
8. Monitor energy purchases (e.g. source, price, and availability).
9. Investigate equipment or utility failures, and document steps taken to prevent recurrence.
10. Develop a program to manage utility systems equipment.

B. Maintenance Management

1. Possess an understanding of the operation and maintenance of:
 - i. HVAC and refrigeration systems and equipment.
 - ii. Steam and hot water generation and distribution systems.
 - iii. Medical gas and vacuum systems.
 - iv. Electrical distribution systems.
 - v. Emergency power supply systems.
 - vi. Fire alarm, fire suppression, and life safety protection systems.
 - vii. Domestic and process water and sanitary systems.
 - viii. Safety and security systems.
 - ix. Medical equipment.
 - x. Building infrastructure and grounds (e.g., roof, windows, exterior walls, roadways, underground utility systems).
2. Manage a maintenance management program for:
 - i. Buildings
 - ii. Equipment
 - iii. Utilities
 - iv. Grounds.
3. Create deferred maintenance schedules and projects.
4. Develop a program to manage medical equipment.
5. Review service proposals.
6. Manage building maintenance repair parts and supplies inventory.
7. Schedule predictive and reactive work to various trade personnel and outside contractors (e.g., carpenter, electrician, general maintenance, painter, plumber).
8. Develop preventive maintenance strategies and programs for buildings and equipment.
9. Evaluate results of all maintenance and testing activities.
10. Read/interpret blueprints and schematic drawings.

C. Operations Management

1. Manage elevator system (e.g. preventative maintenance, repairs, annual testing, and upgrades).
2. Coordinate utility shutdowns for construction/renovation/maintenance/repair projects or activities.
3. Manage engineering information systems (e.g., fire alarm system, building automation system, work order system, CAD/CAFM).
4. Manage the specification and installation of low voltage systems (e.g., RFID, nurse call, security, CCTV, CATV, patient monitoring).

5. Manage the operations and maintenance of off-site healthcare facilities.
6. Organize moves that take place within the healthcare facility.
7. Manage the medical equipment management program.
8. Coordinate communications and resets after a utility power outage.
9. Coordinate the installation of healthcare facility clinical and non-clinical equipment.
10. Manage departmental goals, objectives, and standards of work performance.
11. Maintain control, function, and distribution of all healthcare facility locking systems and keys.
12. Resolve equipment performance problems and recalls with vendors.

IV. Finance: 14 items (Recall - 3, Application - 8, Analysis - 3)

A. Budget Development and Management

1. Manage budgets for:
 - i. Operations and maintenance.
 - ii. Construction projects.
 - iii. Capital.
 - iv. Utilities.
2. Evaluate bids for equipment and services.
3. Develop bid documents for equipment and services.
4. Manage building, property and equipment leases.

B. Project Finances

1. Engage in system-wide contract management and administration.
2. Negotiate/finalize contracts.
3. Calculate payback potential of possible improvements in existing systems.
4. Perform life cycle cost analyses.

V. Administration: 16 items (Recall - 3, Application - 10, Analysis -3)

A. Capital Planning and Administration

1. Allocate resources for capital improvement.
2. Approve capital equipment purchases.
3. Develop a long-range capital improvement plan.
4. Evaluate and justify needs and purchases.
5. Evaluate capital equipment and system improvements.
6. Manage actual expenditures to assure that departmental operations fall within budget.
7. Manage a process to prioritize proposed projects on an annual basis.
8. Develop presentations on proposed projects.

B. Operations Administration

1. Review/revise existing policies and procedures.
2. Provide for the identification and resolution of problems with delivery of services.
3. Coordinate department activities with other departments, outside agencies, and contractors.
4. Participate in insurance inspections and claims.
5. Develop departmental strategic management plan.
6. Participate in selecting outside sources (preparing RFPs) for needed services.
7. Establish partnerships with utility companies, city and state inspectors, insurance companies, and local community stakeholders, regarding functional activities.
8. Oversee the functionality of the healthcare facility safety programs including reviewing summaries of deficiencies, problems, failures, and user errors related to:
 - i. Emergency preparedness.

- ii. Hazardous material and waste.
 - iii. Life/fire safety.
 - iv. Equipment.
 - v. Security.
 - vi. Building systems
 - vii. Utility systems.
 - viii. Safety officer/committee.
9. Manage and oversee operations of:
- i. Plant.
 - ii. Maintenance.
 - iii. Healthcare facilities engineering.
 - iv. Building and grounds.
 - v. Construction.
 - vi. Fire and life safety.
 - vii. Environmental issues.
 - viii. Architecture/design.
 - ix. Planning.
 - x. Safety management.
 - xi. Waste management.
 - xii. Emergency management.
 - xiii. Hazardous materials
10. Provide counsel on available and emerging technologies, infrastructure, human capital, and changes in risks.

C. Human Resources Administration

1. Develop and provide equipment and systems training programs for maintenance staff.
2. Manage labor distribution for projects and operations.
3. Manage various human resource functions (e.g., development of competencies, disciplinary action, hiring, performance appraisals, promotions, recruiting, terminations, transfers, training, and vacations) to ensure effective operations.
4. Promote and foster open and positive communications with staff.
5. Conduct staff in-services on department policies and procedures.

Sample Examination Questions

1. Which of the following is equipment that is not identified as life safety equipment according to CSA Standard C282-09:
 - a. Fire protection water supply pumps that depend on electrical power supplied to the building
 - b. Storm water pumps and sewage pumps
 - c. Smoke control systems
 - d. Emergency lighting.
2. A healthcare facility whose residents cannot function independently because of a physical or mental disability are accommodated because they require daily care by health care professionals is designated:
 - a. HCF Class D
 - b. HCF Class C
 - c. HCF Class B
 - d. HCF Class A
3. The insulation resistance for branch circuits supplied by a grounded electrical system
 - a. Must be not less than 500 k Ω for all ungrounded conductors to ground as measured with a megohmmeter
 - b. Must be not less than 10 k Ω for all ungrounded conductors to ground as measured with a wattmeter
 - c. Must be not less than 500 k Ω for all neutral conductors to ground as measured with a megohmmeter
 - d. Must be not less than 500 k Ω for all neutral conductors to ground as measured with a wattmeter
4. Which one of the following is not permitted when plumbing work is being performed:
 - a. Water interruptions are scheduled and approved before work is started
 - b. Smooth biofilm and scale resistant gasket materials are used
 - c. A dry work environment is maintained.
 - d. Faucet aerators are installed
5. If an energy management retrofit is carried out at a total cost of \$386,000, and yields an annual energy cost avoidance of \$55,140, the simple payback period for the project is:
 - a. 5 years
 - b. 7 years
 - c. 9 years
 - d. 11 years
6. How many full-time equivalents in a 40 hour normal work week are there in a facility management department that in a given week is staffed by
 - 1 technician at 20 hours
 - 8 technicians at 40 hours each
 - 4 technicians at 50 hours each
 - a. 2.75
 - b. 13.0
 - c. 13.5
 - d. 15.0
7. The risk of legionella growth is greatest in:
 - a. Cooling towers
 - b. The facility domestic hot water system
 - c. The facility domestic cold water system
 - d. Facility process water systems.
8. Ventilation rates in health care facilities are set out in:
 - a. ASHRAE 90.1
 - b. MD 15161-2013
 - c. CSA Z8002-14
 - d. ASHRAE 62.1

ANSWER KEY	
1.	b
2.	c
3.	a
4.	d
5.	b
6.	c
7.	a
8.	d

CCHFM EXAMINATION PREPARATION

The method of preparation and amount of time spent preparing for the CHES CCHFM certification examination can be driven by the candidate's preferred study style, level of professional experience and/or academic background. Some methods of preparation may include but are not limited to the following methods.

Review the Content

Candidates who have passed the CHES CCHFM Certification Examination report that study should begin by reviewing the CCHFM Examination Content Outline. Review the content categories and related tasks. Identify and focus review on tasks that you do not perform regularly or with which you are not familiar. Remember that all questions in the CCHFM Examination are job-related/experience-based and test the application and analysis of information, not just the recollection of isolated facts.

Complete the CCHFM Self-Assessment Examination (SAE)

A Self-Assessment Examination (SAE) for the CCHFM Examination is an online tool created by CHES to simulate the CCHFM Examination. This tool is available for purchase at www.ches.org.

The 100-question online practice test was developed using the same procedures as the CCHFM Examination, and conforms to the CCHFM Examination specifications in content, cognitive levels, format, and difficulty. Feedback reports from the SAE provide an opportunity to evaluate and remedy less-than-desirable performance before taking the CCHFM Examination. The questions presented in the CCHFM SAE are different from the questions contained on the CCHFM Certification Examination.

Use Other Study Resources

CHES recommends that study for the CCHFM Examination focus on references and programs that cover the information summarized in the CCHFM Examination Content Outline. It should not be inferred that questions on the CCHFM Examination are selected from any single reference or set of references, or that studying from specific references guarantees a passing score on the CCHFM Examination.

CCHFM EXAMINATION ADMINISTRATION

The CCHFM Examination is administered in the following ways:

- During special administrations at conferences, meetings or other specially-arranged sessions
- Assessment Centres at Seneca College in Toronto and Colleges across Canada

In accordance with the Canadians with Disabilities Act (CDPA), special arrangements can be made for candidates with a disability.

Administration at Assessment Centres

The primary mode of delivery of the CCHFM Examinations is through assessment centres located at Seneca College in Toronto and at other Colleges across Canada organized by Seneca College.

A candidate who meets eligibility requirements to the CCHFM Examination may submit an application and fee at any time. A candidate must make an appointment to take the CCHFM Examination within ninety (90) days from confirmation of eligibility from CHES. The CCHFM Examination is administered by appointment only Monday through Friday at 9:00 am or 1:30 pm, with the exception of some holidays. Candidates are

scheduled on a first-come, first-served basis. **Please note that application must be submitted to CHES at least 30 days prior to the requested testing date.**

The CCHFM Examination is *not* offered on the following holidays:

- New Year's Day (Jan)
- Family Day (Feb)
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- August Civil Holiday
- Labor Day
- Thanksgiving Day
- Christmas Eve Day
- Christmas Day
- New Year's Eve

Special Administration – Laptop or Paper-and-Pencil

The CCHFM Examination may be offered on laptop or in paper-and-pencil format during conferences or meetings. A candidate who meets CCHFM Examination eligibility requirements and submits an application and fee for receipt by the posted deadline is allowed to test. Dates of special administrations and deadlines for receipt of applications are posted on www.ches.org.

Special Arrangements for Candidates with Disabilities

CHES complies with applicable provisions of the Canadians with Disabilities Act and strives to ensure that no individual with a disability is deprived of the opportunity to take the CCHFM Examination solely by reason of that disability. Through its agents, CHES will provide reasonable accommodation for a candidate with a disability who timely requests accommodation by completing and timely submitting the Request for Special Examination Accommodations form included in this Candidate Handbook or submitting the on-line form.

A candidate with visual, sensory or physical disability that prevents them from taking the CCHFM Examination under standard conditions may request special accommodations and arrangements. This can also be requested by completing the Request for Special Examination Application.

ADHERING TO PROFESSIONAL STANDARDS OF CONDUCT

CHES is responsible to its candidates, certificants, employers, the professions and the public for ensuring the integrity of all processes and products of its Certification Programs. As such, CHES requires adherence to these *Professional Standards of Conduct* by all who have achieved certification through successful completion of its programs. A candidate whose signature is on the CCHFM Examination Application attests to ongoing agreement to adhere to the following *Professional Standards of Conduct*.

Professional Standards of Conduct. A certificant who is awarded certification by CHES agrees to conduct himself/herself in an ethical and professional manner. This includes demonstrating practice-related behaviour that is indicative of professional integrity. By accepting certification, the certificant agrees to the following:

- Maintain professional competence.
- Demonstrate work behaviour that exemplifies ability to perform safely, competently, and with good judgment.
- Conduct professional activities with honesty and integrity.
- Avoid discriminating against any individual based on age, gender, race, colour, religion, national origin, disability or marital status.

- Avoid conflicts of interest.
- Abide by the laws, rules and regulations of duly authorized agencies regulating the profession.
- Abide by rules and regulations governing programs conducted by the CHES Certification Centre.

Infraction of the Professional Standards of Conduct is misconduct for which granting of a certification or renewal of a certification may be delayed or denied, or for which a certification may be revoked by the CHES Certification Centre. Revocation of the CHES CCHFM certification means that the use of CCHFM in the signature is no longer permitted.

Reporting Violations. To protect the national credentials and to ensure responsible practice by its certificants, CHES depends upon its candidates and certificants, professionals, employers, regulatory agencies and the public to report incidents that may be in violation of these *Professional Standards of Conduct*. A certificant who has violated these Standards should voluntarily surrender his/her certification.

Written reports of infraction of these standards may be sent to: CHES National Office – CCHFM Administration, 4 Cataraqui Street, Suite 310, Kingston, ON K7K 1Z7. Only signed, written communication will be considered.

CHES will become involved only in matters that can be factually determined, and commits to handling any situation as fairly and expeditiously as possible. During its investigation and decision, CHES will protect the confidentiality of those who provide information to every possible extent. The named individual will be afforded a reasonable opportunity to respond in a professional and legally defensible manner, in accordance with policies established by CHES.

CCHFM EXAMINATION APPLICATION AND SCHEDULING PROCESS

CCHFM Examination Application Fee Schedule

After fulfilling the CCHFM Examination eligibility requirements, a candidate may apply to CHES for the CCHFM Examination in one of the following ways:

- Online application (available at www.ches.org); requires credit card payment for fees)
- Paper application (available at www.ches.org)

Documentation of eligibility must be submitted with a CCHFM Examination Application. Candidates will be requested to submit a current CV as well as copies of applicable degrees, diplomas or certificates. CHES reserves the right but is not obligated to verify the accuracy of information supplied by or on behalf of a candidate.

To apply for the CCHFM Examination, a candidate must submit the application fee with a complete CCHFM Examination Application:

CCHFM Examination	\$300
Self Assessment Examination	\$115
Exam Retake (1)	\$100

- Payment may be made by Credit Card (VISA, MasterCard) only. Cash and personal cheques are not accepted.
- Exam-related fees are nonrefundable and nontransferable.
- Up to two (2) business days prior to a scheduled administration, the application may be transferred to a future exam date by requesting CHES to reschedule a new exam date. Rescheduling of a CCHFM exam date is subject to a \$100 rescheduling fee. The date must be within 90 days of CHES confirming receipt of the CCHFM Examination Application.
- Credit card transactions that are declined are subject to a \$25 handling fee. A certified cheque or money order for the amount due, including the handling fee, must be submitted to CHES to cover declined credit card transaction.
- Candidates who fail the CCHFM Examination may pay for one (1) retake at the \$100 retake fee. If not successful after the first retake, further retakes are not permitted. The application process and full payment would be required.

Online Application and Scheduling

Complete the application and scheduling process in one online session. Visit www.ches.org, click on “About Us”, click on “Certification”, and then follow the online instructions.

Only active members of CHES are permitted to write the CCHFM. For membership information please visit www.ches.org or contact CHES at ches@eventsmgt.com or (613) 531-2661.

After completing the application and submitting credit card payment information, CHES confirms the candidate’s certification of eligibility, and the candidate is prompted to schedule a CCHFM Examination appointment or supply additional eligibility information. The candidate must schedule a CCHFM Examination date that is within 90 days of CHES confirming receipt of the complete CCHFM Examination Application and the candidate’s certification of eligibility.

Paper Application

Complete and submit to CHES a CCHFM Examination application with the appropriate fee. You may download the paper application from the website at www.ches.org.

An incomplete CCHFM Examination application will be returned to the candidate along with any fee submitted less a \$50 processing fee. A CCHFM Examination Application is considered complete only if all the following conditions are met:

- Information provided is legible and accurate
- All of the following required information is provided:
 - Personal Information
 - Examination Type. For a special domestic administration, list the scheduled date. Administration and application deadline dates are posted on www.ches.org
 - Application Status
 - Membership Status. Only CHES members are permitted to write the CCHFM. You will need to record your membership number, name and address exactly as they appear in CHES’s membership database. For information on your member record, contact CHES at ches@eventsmgt.org or (613) 531-2661.

- Method of payment for the applicable fee
- Demographic information
- Signature (paper only)
- The candidate is eligible for the CCHFM Examination and can provide evidence if requested to do so
- Appropriate fee accompanies the application

If **special accommodations** are required, complete and submit to CHES the Request for Special Examination Accommodations form included in this Candidate Handbook and submit with the CCHFM Examination Application and fee to CHES at least 45 days prior to the desired testing date.

Application Processing and CCHFM Examination Scheduling

Generally, in about two (2) weeks of receiving the application, CHES processes it, confirms the candidate's certification of eligibility, and sends an email confirmation including test centre registration information for the applicant to schedule a testing appointment. For **special administrations**, this email reports the date, location and check-in time for the CCHFM Examination. If a confirmation email is not received within four weeks of mailing your application, contact CHES at cchfm@ches.org.

When scheduling a CCHFM Examination, be prepared to confirm a location and a preferred date and time for testing. You must provide your member number. This will be your identification number.

A candidate's application is valid for 90 days from the date CHES receives receipt of the application. The candidate must schedule an appointment and take the CCHFM Examination within this 90-day period. A candidate who fails to schedule an appointment within the 90-day period forfeits the application and all fees paid to take the CCHFM Examination. A complete application and full examination fee are required to apply for CCHFM Examination.

A candidate is allowed to take only the CCHFM Examination for which application is made and confirmation from CHES is received. Unscheduled candidates (walk-ins) are not allowed to take the CCHFM Examination.

Rescheduling or Cancelling a CCHFM Examination

Although CCHFM Examination Application fees are nonrefundable, a candidate who is unable to test has the following options to reschedule a CCHFM Examination:

- A candidate **may reschedule the CCHFM Examination once for a \$100 rescheduling fee** by emailing cchfm@ches.org at least two (2) business days prior to a scheduled administration date. The CCHFM Examination must be rescheduled within 90 days of the originally scheduled CCHFM Examination date.
- A candidate **who reschedules a CCHFM Examination after the 90-day period** forfeits the application and all fees paid to take the CCHFM Examination. A new, complete application and full exam fee are required to reapply for the CCHFM Examination.

ON THE DAY OF THE CCHFM EXAMINATION

Failing to Report to the CCHFM Examination

A candidate who fails to report for a scheduled CCHFM Examination has the following three (3) options:

- One time opportunity to reschedule the CCHFM Examination for a new date that is within 90 days from the originally scheduled CCHFM Examination date by remitting the \$100 rescheduling fee. To schedule a new appointment for the CCHFM Examination, the candidate must submit to CHES a written request including their name, address, identification number and rescheduling fee. For payment by credit card, the credit card number, and expiration date must be included. A new CCHFM Examination Application is not required.
- Showing up late or not at all for an already rescheduled CCHFM Examination results in the candidate forfeiting all fees. A complete application and full CCHFM Examination fee are required to reapply for the CCHFM Examination.
- Reschedule the CCHFM Examination date for a date that is beyond the 90-day period and forfeit the application and all fees paid to take the CCHFM Examination. A complete application and full CCHFM Examination fee are required to reapply for the CCHFM Examination.

Reporting for the CCHFM Examination

Bring with you the **confirmation email** provided by CHES. It contains the unique identification number required to take the CCHFM Examination and is required for admission to the testing room.

For a test centre administration, report to the Assessment Centre no later than the scheduled testing time. Follow the signs indicating Testing Centre Check-in.

For special administration, report to the designated testing room at the time indicated on the confirmation notice.

The CCHFM Examination will begin after all scheduled candidates are checked-in and seated, and no later than one (1) hour after the designated registration start time. Follow the signs provided in the venue to locate the testing room.

A candidate who arrives more than fifteen (15) minutes after the scheduled testing time is not admitted.

- A candidate who is not admitted due to late arrival must schedule a new appointment for a computer-administered CCHFM Examination at an assessment centre and remit a \$100 rescheduling fee. To reschedule, the candidate must email CHES at cchfm@ches.org to request a new CCHFM Examination date that is within 90 days of the originally scheduled CCHFM Examination session, and provide credit card information for the \$100 rescheduling fee payment. A new application is not required.
- A candidate who does not reschedule a CCHFM Examination session that falls within the 90-day period forfeits the application and all fees paid to take the CCHFM Examination. A complete application and full examination fee are required to reapply for CCHFM Examination.

On-site Security

CHES maintains exam administration and security standards that are designed to assure that all candidates are provided the same opportunity to demonstrate their abilities. The testing environment is continuously monitored by audio and video surveillance equipment or examination personnel.

Identity Verification

To gain admission to the testing room, the candidate must present two (2) forms of identification. The primary form must be government issued, current and include the candidate's name, signature and photograph. The candidate will also be required to sign a roster for verification of identity. A candidate without proper identification will not be permitted to test.

- Examples of valid primary forms of identification are current driver's license with photograph, current province identification card with photograph, current passport, or current military identification card with photograph.
- The secondary form of identification must display the candidate's name and signature for the candidate's signature verification (e.g., credit card with signature, employment/student ID card with signature, etc.)
- If the candidate's name on the registration list is different than it appears on the forms of identification, the candidate must bring proof of the name change (e.g., marriage license or court order).
- No form of temporary identification will be accepted.

Use of Calculators

Some CCHFM Examination questions may require calculations. Use of a silent, nonprogrammable calculator without paper tape-printing capability or alpha keypad is permitted during the CCHFM Examination. Use of a computer or a cell phone is not permitted. Calculators will be checked for conformance with this regulation before candidates are allowed admission to the testing room. Calculators that do not comply with to these specifications are not permitted.

Inclement Weather or Emergency

In the event of inclement weather or unforeseen emergencies on the day of the CCHFM Examination, CHES will determine whether circumstances warrant the cancellation and subsequent rescheduling of an exam. If testing personnel are able to conduct business, the CCHFM Examination usually proceeds as scheduled.

A good faith attempt is made to administer a CCHFM Examination as scheduled; however, should a CCHFM Examination be canceled, the scheduled candidate will receive notification following the CCHFM Examination regarding a rescheduled CCHFM Examination date or reapplication procedures. In the case of cancellation, no additional fee is required to take the CCHFM Examination.

In the event of a personal emergency on the day of the CCHFM Examination, a candidate may request consideration of rescheduling the CCHFM Examination without additional fee by contacting CHES in writing. A description of the emergency and supporting documentation are required. Rescheduling without additional fee will be considered on a case-by-case basis.

TAKING THE CCHFM EXAMINATION

After identity of the candidate has been verified and his/her calculator has been approved, the candidate is directed to a testing seat. Each candidate is provided one sheet of scratch paper for calculations that must be returned to the CCHFM Examination proctor at the completion of testing. The candidate is provided oral and written instructions about the CCHFM Examination administration process.

Be sure to answer each CCHFM Examination question before ending the CCHFM Examination. There is no penalty for guessing.

Candidates may provide comments about a test item. Comments will be reviewed, but individual responses will not be provided.

Rules for the CCHFM Examination

All CCHFM Examination candidates must comply with the following rules during the CCHFM Examination administration:

1. No personal items (including watches, hats, and coats), valuables or weapons should be brought into the testing room. Only keys, wallets, and items required for medical needs are permitted. Books, computers, or other reference materials are strictly prohibited. If personal items are observed in the testing room after the examination is started, the exam administration will be forfeited. CHES is not responsible for items left in the reception area or testing rooms.
2. Pencils will be provided during check-in. No personal writing instruments are allowed in the testing room.
3. CCHFM Examinations are proprietary. CCHFM Examination questions may not be recorded or shared with any individual in any manner. No cameras, notes, tape recorders, pagers, cellular/smart phones, or other recording devices are allowed in the testing room. Possession of a cellular/smart phone or other electronic devices is strictly prohibited and will result in dismissal from the CCHFM Examination.
4. Eating, drinking, and smoking are not permitted in the testing room.
5. No documents or notes of any kind may be removed from the testing room. Each CCHFM candidate will be provided one sheet of scratch paper that must be returned to the CCHFM Examination proctor at the completion of testing.
6. No questions concerning the content of the CCHFM Examination may be asked of anyone during the CCHFM Examination.
7. Candidates are allowed up to two (2) hours in which to complete the examination. Please note candidates will not be permitted to leave the testing room during the exam.
8. No guests, visitors, or family members are allowed in the testing room or reception areas.

Candidates observed engaging in any of the following conduct during the CCHFM Examination may be dismissed from the CCHFM Examination session, their score on the CCHFM Examination voided and the CCHFM Examination fees forfeited. Evidence of misconduct is reviewed by the CCHFM Advisory Panel to determine whether the CCHFM candidate will be allowed to reapply for CCHFM Examination. If re-examination is granted, a complete CCHFM Examination application and full CCHFM Examination fee are required.

- Gaining unauthorized admission to the CCHFM Examination
- Creating a disturbance, being abusive or otherwise uncooperative
- Displaying and/or using electronic communications equipment including but not limited to cellular/smart phones, tablets, pagers, etc.
- Talking or participating in conversation with other CCHFM Examination candidates
- Giving or receiving help or being suspected of doing so
- Leaving the testing room during the CCHFM Examination
- Attempting to record CCHFM Examination questions in any manner or making notes
- Attempting to take the CCHFM Examination for someone else
- Having possession of personal belongings
- Using notes, books, or other aids without it being noted on the roster
- Attempting to remove CCHFM Examination materials or notes from the testing room

Copyrighted CCHFM Examination Questions

All CCHFM Examination questions are the copyrighted property of CHES. It is forbidden under copyright law to copy, reproduce, record, distribute or display these CCHFM Examination questions by any means, in whole or in part. Doing so may result in severe civil and criminal penalties.

FOLLOWING THE CCHFM EXAMINATION

CCHFM Examination Score Reports

Score reports are issued by CHES. Scores are reported in written form by mail. Scores are not reported over the telephone, in person, or by electronic mail or by facsimile.

- A candidate who takes the CCHFM Examination receives his/her score report by mail generally within six (6) weeks after the CCHFM Examination.

The score report indicates a “Pass” or “Fail”. The score report also includes percentages for each of the major categories of the CCHFM Examination Content Outline. A percentage is the number of questions answered correctly out of the total number of questions in the category. Responses to individual CCHFM Examination questions will not be disclosed to the candidate. Even though the CCHFM Examination consists of 110 questions, the score is based on 100 questions. Ten (10) questions are “pretest” questions and do not impact the candidate’s score. The minimum passing score for the CCHFM Examination is 70%.

Passing the CCHFM Examination

An eligible candidate who passes the CCHFM Examination is awarded the Canadian Certified Healthcare Facility Manager (CCHFM) credential. Following the mailing of the score report, CHES mails to the candidate a second mailing including a certificate of recognition, a pin and information about certification renewal requirements. The name on the certificate and the address to which the package is mailed is based on information in the candidate’s membership record. It is the candidate’s responsibility to keep this information current. Successful candidates are entitled to append CCHFM in their signature; please note that continuous membership in CHES must be maintained.

CHES, in concert with the professional membership group, reserves the right to recognize publicly any candidate who has successfully completed the CCHFM Examination. Recognition is awarded so as not to embarrass any candidate who is not successful in achieving certification.

Name, address, telephone number and email address of a candidate who passes the CCHFM Examination will be shared with the professional membership group. *Scores are never reported.* If you do NOT wish to have your personal information shared, please opt out by contacting CHES in writing.

Failing the CCHFM Examination

If a candidate does not pass the CCHFM Examination:

- To schedule a **retake of the CCHFM Examination**, a candidate may apply by using the online application and scheduling feature on www.ches.org. The complete application must be submitted and a CCHFM Examination scheduled within the 90-day period following the failed CCHFM Examination.

- A candidate who applies to retake the CCHFM Examination after ninety (90) days following the failed CCHFM Examination date must submit a completed application *and full* examination fee.

There is no limit to the number of times an individual may take the CCHFM Examination. Only one retake is allowed, at the \$100 retake fee. No additional retakes will be permitted. A new CCHFM Examination application and the *full* CCHFM Examination exam fee will apply.

CCHFM Examination Scores Cancelled by CHES

CHES is responsible for maintaining the integrity of the scores reported. On occasion, occurrences such as computer malfunction or misconduct by a candidate may cause a score to be suspect. CHES is committed to rectifying such discrepancies as expeditiously as possible. CHES may void CCHFM Examination results if, upon investigation, violation of CCHFM Examination regulations is discovered.

Administrative Matters

Duplicate CCHFM Examination score report

A candidate may purchase additional copies of the score report for a fee of \$25 per copy. The request must be submitted in writing to CHES and must include the candidate's name, CHES membership number, mailing address, telephone number and date of CCHFM Examination, as well as the \$25 fee payable to CHES. After receipt of the request, the duplicate score report is generally mailed in about three (3) weeks.

Score verification request

Candidates who do not pass the CCHFM Examination may request a manual verification of the computer scoring. Requests for manual scoring must be submitted to CHES in writing with a \$25 hand scoring fee within one year following the CCHFM Examination date. The request must include your name, CHES membership number, mailing address, CCHFM Examination date, and a copy of your score report. Please allow 10 business days for processing your request. Candidates close to passing are discouraged from a hand score request. CHES routinely samples examinations of candidates who score near passing to ensure correct reporting of results. These CCHFM Examinations are automatically hand scored before results are mailed as a quality control measure. Thus, it is unlikely any CCHFM Examination results will change from "fail" to "pass" after a requested hand score.

Name and address change

Certificants are responsible for keeping current all contact information. CHES is not responsible for communication not received due to incorrect contact information.

RENEWAL OF CCHFM CERTIFICATION

Achieving certification is an indication of mastery of a well-defined body of knowledge at a point in time. Periodic renewal of the certification is required to maintain certified status and to demonstrate ongoing commitment to remain current in the field. Initial certification or renewal of CCHFM certification is valid for three (3) years.

Eligible candidates who successfully complete the CCHFM Examination are provided information about certification renewal requirements in a certification renewal package sent by CHES. ***The CCHFM Certification Renewal Application must be submitted to CHES up to one (1) year and no less than 30 days prior to the certification expiration date as listed on the certificate.***

CHES emails notices to certificants of their pending certification expiration. Certificants are responsible for keeping their contact information accurate. CHES is not responsible for communications not received due to incorrect contact information in a certificant's record.

The current CCHFM Certification Renewal Application and renewal fees are posted at www.ches.org.

A certificant may renew the CCHFM credential through one (1) of the following two (2) ways:

- **Successful re-examination.** To renew this way, successfully pass the CCHFM certification exam no more than one (1) year prior to expiration of your certification (subject to usual fees and provisions for testing) and submit with the CCHFM Certification Renewal Application a copy of your passing CCHFM score report to CHES. An additional CCHFM Certification Renewal Application fee is not required if a candidate selects this way to renew the designation.
- **Completion of 45 contact hours of eligible continuing professional education** over the three (3)-year period and payment of the renewal fee. To renew this way, you must submit a complete CCHFM Certification Renewal Application with the appropriate fee and report all eligible continuing professional education activities that you completed during your renewal period. Eligible activities include attending or teaching academic courses, completing online course, attending professional organization conferences and completing CHES Self Assessment Examinations, among other activities. Some activities have limitation on maximum allowable hours. Refer to the current Certification Renewal Application for a description of eligible activities and other provisions for renewing your certification.

Certification Renewal Application processing is generally four (4) to six (6) weeks. Certificants who meet the renewal requirements receive in the mail (at the address in their membership record) a new certificate of recognition listing the new certification expiration date, as well as information about renewing the certification. Certificants are afforded an opportunity to remove deficiencies. Certificants are responsible for keeping current contact information in their membership record.

Failing to Renew CCHFM Certification

A certificant who fails to renew his/her certification will receive written notification that he/she is no longer considered certified and may not use the CCHFM credential in professional communications including but not limited to letterhead, stationery, business cards, directory listings and signatures. To regain certification, the individual must retake and pass the CCHFM Examination (subject to the usual fees and provisions for testing).

APPEALS

A candidate who believes he/she was unjustly denied eligibility for CCHFM Examination, who challenges results of a CCHFM Examination or who believes he/she was unjustly denied renewal of certification may request reconsideration of the decision by submitting a written appeal to CHES. The candidate for certification or renewal of certification must provide evidence satisfactory to the Appeal Board that a severe disadvantage was afforded the candidate during processing of an application for examination or renewal of certification or prior to or during administration of a CCHFM Examination. The appeal must be made within 45 days of receipt of a score report or any other official correspondence related to certification or renewal of certification. The written appeal must also indicate the specific relief requested. The appealing candidate is required to submit a \$100 fee (payable to CHES) with the written appeal. The fee will be refunded to the candidate if deemed justified through action of the Appeal Board. For additional regulations related to the appeal process, contact CHES.

Checklist for becoming certified

- Meet the CCHFM Certification Examination Eligibility Requirements.
- Prepare for the CCHFM Certification Examination.
- Read the CCHFM Candidate Handbook fully. Use the CHFM Examination Content Outline to focus study efforts.
- Apply for the CCHFM Examination by one of the following two ways:
 - Mail or fax the complete CCHFM Examination Application to CHES as directed on the form. Include the CCHFM Examination fee, sign the application, and submit both pages of the application. When confirmation of eligibility is received, make an appointment to take the CCHFM Examination.
 - Apply online for the CCHFM Examination and schedule an appointment. Visit www.ches.org, click on “About Us,” “Certification”, and then follow the online instructions.
- Appear on time for the CCHFM Examination on the date and at the time and location selected. Bring the confirmation notice provided by CHES and identification as described in the CCHFM Candidate Handbook

