



PCRA/ICRA Certificate
Program Handbook
June
2022

Green Advantage® Certificate Program Handbook

Introduction

Leaders Urge All Healthcare Construction Personnel to Possess an ANSI-accredited PCRA/ICRA Certificate

The Joint Commission accredits over 20,000 healthcare facilities in the United States. Accreditation by the Joint Commission strengthens community confidence in the quality and safety of healthcare, treatment, and services. In the Joint Commission's "Environment of Care News" publication for November and December 2019, the authors call for all construction personnel participating in pre-construction, maintenance, and construction activities on healthcare facilities to demonstrate their competence by possessing a PCRA/ICRA, ANSI/ASTM-accredited credential. And these leaders made this strong recommendation prior to the Coronavirus Pandemic. Imagine its urgency now!

Green Advantage® is very pleased to offer the only PCRA/ICRA, ANSI/ASTM-accredited credential available.

The Green Advantage Team applauds your desire to demonstrate your knowledge and skills by successfully completing the Pre-Construction Risk Assessment – Infection Control Risk Assessment (PCRA/ICRA) Certificate Program. Working toward the high quality represented by this certificate is important for your health and safety, your career, your company, and your customers.

As you know, demand for healthcare facility construction continues to rise. Hospitals and other healthcare facility owners want to comply with federal, state, and local requirements related to new construction, renovation construction, and deconstruction/demolition of healthcare facilities. In short, owners seek construction personnel who can deliver construction and maintenance processes that protect the health and safety of patients, staff, and workers. Green Advantage (GA), a non-profit organization, has partnered with Stellar Performance, LLC, a training organization, to help meet this demand by providing PCRA/ICRA credentialed personnel in the construction industry. PCRA/ICRA Certificate holders have successfully demonstrated their foundational knowledge in PCRA/ICRA-related construction principles.

We wish to hear from you. If you have feedback about the clarity, or thoroughness of this Certificate Program Handbook, or any aspect of the certificate program training and assessment, please contact us at info@greenadvantage.org.

We are delighted that you want to become Green Advantage Credentialed. We wish you success and look forward to your joining the Green Advantage community.

-----*The Green Advantage Team*

1. PCRA/ICRA Certificate Program Basics

PURPOSE, SCOPE, AND TRAINING DESCRIPTION

The purpose of the Certificate Program is to ensure that healthcare construction and maintenance personnel are familiar with foundational principles that promote understanding about and successful delivery of PCRA/ICRA related activity. This is regardless of the worker's construction trade or whether serving in a supervisory or non-supervisory capacity. Subject Matter Expert (SME) participation helps ensure the relevance, integrity, impartiality, and fairness of the Certificate Program.

Training Description

The PCRA/ICRA Certificate training is drawn from the Green Advantage-authorized Training Manual. The Training Manual is organized to optimally address the PCRA/ICRA Certificate Program's learning objectives. The content is based on an extensive literature review from national and international publications and publicly available information from governmental, institutional, non-profit association, and industry sources.

Overall, the training centers around the idea of risk, its progressive manifestation at different scales: general risks in healthcare environments; risks associated with construction and maintenance in active (operational) healthcare settings; and the specific risks related to infection and other risks that can surface when conducting construction and maintenance activities in an active healthcare setting.

The different risk assessments conducted in healthcare facilities are reviewed. Areas of emphasis include pre-construction and infection-control risk assessments, why these assessments are necessary, who, and how PCRA and ICRA assessments are conducted. Additionally, the Training Manual offers over 100 best practices for infection prevention and control in healthcare settings undergoing construction, and for the mitigation of other construction-derived risks. These aim at protecting patients, healthcare workers, the public, and construction personnel during construction, including when experiencing an infectious disease outbreak.

To present this content, the Training Manual is divided into three large units each one focusing on a distinct aspect of the training:

Unit I: Construction Risks in Active Healthcare Settings sets the stage for understanding the content that follows in the other units by introducing information about pathogens, infection, and disease, as well as the need for infection prevention and control. Additionally, it presents key definitions about the healthcare setting, the unique risks that may arise there, and how these risks relate to ongoing construction.

Unit II: Pre-Construction Risk Assessment Approach and Methods introduces the concepts of Pre-Construction Risk Assessment (PCRA) and Infection Control Risk Assessment (ICRA). It elaborates on the risks addressed by each and the processes recommended for conducting these assessments. Paired with this, it overviews the mandates that require these assessments in healthcare settings, and the different methods, steps, and tools used for compliance with these requirements.

Unit III: Risk Mitigation Best Practices for Construction in Active Healthcare Settings presents industry-tested best practices and mitigation strategies for healthcare construction and maintenance. Best practices relate to:

- preventing and controlling infection
- assuring optimal ventilation, pressurization, and air quality
- maintaining water supply and quality
- preventing interruption of utilities
- preventing dust, noise, and vibration exposures
- mitigating risk relative to specialized medical and other equipment
- using optimal work processes and procedures
- and maintaining compliance with effective emergency procedures.

PCRA/ICRA Certificate Program Candidates include:

- Construction Workers
- Apprentices
- Journey Workers
- Tradespersons
- Property Restoration Personnel
- Construction Supervisors
- Environmental Services Management
- Infectious Prevention/ Control Team Members
- Maintenance Personnel
- Safety Personnel
- Facility Managers

To earn a Green Advantage PCRA Certificate Program (CP) certificate, a candidate must:

- Be at least 18 years of age.
- Pay the PCRA/ICRA Certificate Program fee, or have the fee paid by a third party.
- Sign a PCRA/ICRA Certificate Program Registration Agreement.
- Attend a 12-hour learning event to be eligible to take and pass the exam and be awarded a PCRA/ICRA Certificate Program Certificate. Note, due to the coronavirus pandemic, trainings will be delivered online.
- Pass the exam conducted after completion of the training.

Certificate Term of Validity:

Certificates remain valid for 5 years from the date of passing the most current exam.

LEGAL COMPLIANCE**Non-Discrimination:**

Green Advantage (GA) does not exclude any person from taking a certificate program training and exam on the grounds of race, color, national origin, gender, or sexual orientation.

Exclusive Right of issuance:

Green Advantage, Inc. maintains the exclusive right to issue the Green Advantage PCRA/ICRA Program Certificate. Each certificate is uniquely numbered to correspond with GA records of issuance. Numbers are maintained indefinitely.

2. About Training & Testing Conditions**FEES AND CANCELLATIONS****Training & Exam:**

The fee for the PCRA/ICRA Certificate Program, including training, proctored exam, and Training Manual can be found on [this page](#) of the Green Advantage website.

Only those candidates who complete 12 hours of PCRA/ICRA Certificate Program training authorized by Green Advantage may take the PCRA/ICRA Exam.

Unless otherwise authorized by Green Advantage, candidates have 6 months from the date of payment, either from the individual or payment made by voucher, to complete the 12 hours of PCRA/ICRA Certificate Program training, and take the exam, including any retakes.

Exam Retakes:

PCRA/ICRA Certificate Program® fees are non-refundable. Retake exams (in case of failure) require a fee of \$50.

ASYNCHRONOUS TRAINING

PCRA/ICRA Certificate Program training is currently provided via asynchronous training. The training is divided into modules. To progress from one module to the next, candidates will need to answer a few questions correctly.

The pace of training can be adjusted by the candidate. For example, the training can be taken in one day or over a series of days. Candidates will see the Training Manual's content while it is read to them via the Teachable Platform.

ONLINE EXAM ADMINISTRATION THROUGH REMOTE PROCTORING

PCRA/ICRA Certificate Program Exams are administered through remote proctoring. This enables examinees to take exams online using personal computers. The proctor ensures that admission to the testing area is limited to examinees. The proctor also ensures that test taker's personal items, including cell phones, wallets, purses, etc., are not accessible during the exam. The proctor monitors test-taking during the full length of the testing time.

EXAM FORMAT AND TESTING

The PCRA/ICRA Certificate Program exam occurs after the 12-hour training experience. The exam consists of 40 multiple-choice questions that relate to the content of the Training Manual. Examinees have 90 minutes to complete the exam.

TESTING ACCOMMODATION FOR AN INDIVIDUAL WITH DISABILITY

Any Exam Candidate who requires testing accommodation(s) should contact info@greenadvantage.org before registering for the exam. If your disability is documented by a licensed psychologist or physician, Green Advantage will work with you to identify how to accommodate your needs appropriately while maintaining the overall fairness of exam testing conditions. Green Advantage reserves the right to request documentation of your disability from your psychologist or physician.

3. Exam Registration, Scheduling, & Rescheduling

REGISTERING FOR THE PCRA/ICRA CERTIFICATE PROGRAM

Individuals or groups can register or purchase vouchers through the Green Advantage website by clicking '[Register](#)' on the website's home page, or by contacting ces@greenadvantage.org.

All GA registrations expire after 6 months from the date of payment, whether payment is made by the candidate or via voucher. If you do not take the Certificate Program training, the exam, and any retakes within the 6-month period, you forfeit your GA PCRA/ICRA Certificate Program® Certificate Program fee. Fees are non-refundable. To take training and the exam after the 6-month period has lapsed, you will need to re-register and repay.

4. Registration Agreement

All exam candidates are required to sign a Registration Agreement prior to receiving their copy of the Training Manual, taking the training and the exam or any retakes. To see a copy of the Registration Agreement, click [here](#).

5. Tips for Preparing to Take an Exam

STUDY THE TRAINING MANUAL

Upon registration, each candidate receives a PCRA/ICRA Certificate Program Training Manual. Exam questions are drawn from this Training Manual. Candidates are encouraged to use the technique of read, recite, and review to study the Training Manual in preparation for the exam.

CREATE A STUDY GROUP

Some candidates form groups with other candidates to study together. This approach can be a highly effective way to prepare for a PCRA/ICRA Certificate Program Exam.

STAGGER YOUR STUDY SCHEDULE

Stagger your study time to review what you have learned, identify gaps, and revisit materials.

MAINTAIN YOUR FOCUS DURING TRAINING

While taking training, do not multi-task. Instead, focus entirely on the training material and presentation. Be an active participant and engage actively in the experience.

6. Tips for Exam Day

BE PHYSICALLY READY

Get plenty of sleep the night before exam day. Many studies have demonstrated the link between sleep and test performance. In addition to a good night's sleep, know that some people do not test as well on an empty stomach. Avoid alcohol and any other substance that might compromise your clear mind.

READ AND FOLLOW THE DIRECTIONS

Identification

After registering online, you will receive information about how to access the Teachable Platform. Only authorized users will be able to access and view the asynchronous training content and take the PCRA/ICRA course.

Once you complete the course, a link will be emailed to you that will enable you to select a date and time to take the exam. Instructions will be sent to you about what is required to take the test, including identification you need to present at the beginning of the exam session.

Online Testing Room

Unless other arrangements are authorized by Green Advantage, proctored exams will be administered remotely until further notice due to the coronavirus epidemic. Exam administration requires a quiet room with adequate

lighting. No other person should be in the exam room except the exam candidate for the entire exam session. To ensure exam integrity, all exam sessions are videotaped with voice and facial recognition. A remote proctor will guide and observe the entire exam session. From time to time during the exam session the proctor may require the candidate to move their computer webcam so the proctor can view the room and under tables or chairs. If sufficient evidence of cheating occurs, the exam session may be prematurely terminated. In this event, the candidate will automatically fail the exam.

Personal Computer

Online, remote exam administration requires candidates to supply and use a good functioning personal computer with an internal webcam built into the monitor or an external webcam that can be attached to the top of the monitor. All personal computers must also have a sufficiently functioning WIFI with high-speed internet connectivity. Again, please carefully read and follow the directions sent to you.

USE CAREFUL TESTING PRACTICES

Electronic Exam

When you take the PCRA/ICRA Certificate Program exam, you will have an average of a little more than two (2) minutes for each answer. While you need to keep an eye on the clock, you should not feel overly rushed.

Read each question fully before you decide which answer is correct. When a question prompts you to identify an answer, remember that there might be more than one option that seems correct. Your task is to identify which option is most correct and most complete.

Do not mark more than one answer. Marking more than one answer will result in a wrong answer for that question.

When presented with a multiple-choice question, eliminate obvious wrong answers first. Next, consider the remaining options. A question with no answer is counted the same as one with an incorrect answer. Therefore, if you are unsure of the answer, take your best guess.

If you think that you are spending too much time on one question, you may want to skip it and come back to it later. Always make sure you are filling in the right space for the question you are answering. If there is time remaining after you have finished, you can return to any questions you skipped and try them again. If you have answered every question and time remains, do not submit your exam right away. Take this opportunity to check your work at least once.

7. After the Exam

RESULTS AND CONFIDENTIALITY

An exam pass/fail score will be released only to the test taker, unless Green Advantage receives a written, signed statement authorizing the release to another party, or unless the exam fee was paid by a third party. If an employer, union, or another third party, such as a governmental agency, has paid for your exam, the results in pass-fail terms may be released to that entity. Green Advantage may also disclose an examinee's account information if compelled by a governmental authority or required under applicable law or if required by an accrediting body. If Green Advantage is required by law to release account information, unless prohibited by law, Green Advantage will notify the examinee as to what information is released.

RETESTING UPON EXAM FAILURE

If you fail the PCRA/ICRA Program Exam, you can retake the exam as many times as is necessary to pass. However, training, exams, and retakes can only occur during the 6-month period following the day of payment. Payment can be made by an individual or by voucher. To retake the exam, you must pay a \$50 fee or have the fee paid on your behalf. To arrange to retake an exam, contact ces@greenadvantage.org and write Exam Retake Request in the subject line.

PRINTING YOUR CERTIFICATE

Once you receive notification by email of your earning a PCRA/ICRA Certificate, you can print your Green Advantage Certificate by visiting your dashboard on the Green Advantage website and clicking 'My Credentials'. The certificate displays your name, the certificate issuance date, expiration date, and your unique certificate number. You can print your certificate on cardstock or high-quality paper for framing. Email info@greenadvantage.org, if you have questions about your certificate access.

LISTING ON THE GA CREDENTIALLED PERSONNEL DIRECTORY

The Online Directory displays selected information of those who have gained a certificate. Directory listings include name, certificate expiration date, and business contact information. Within one week of passing the exam, your contact information can be viewed in the Online Directory. If you prefer not to have your name and contact information displayed in the Online Directory, please visit your dashboard, and indicate this preference.

USING THE PCRA/ICRA CERTIFICATE

Upon completion of all certificate requirements, certificate holders receive a certificate. Additionally, the certificate holder's name is added to an online directory on the Green Advantage website. The certificate holder, and other interested parties, may access this directory to determine the validity of a certificate.

GA certificate holders are expected to use certificates properly. Green Advantage randomly audits past and present certificate holders for compliance with this policy. Unauthorized use of Green Advantage Corporate logos, marks, or certificates may result in legal consequences.

CHANGING YOUR CONTACT INFORMATION

To update your contact information, visit your dashboard on the Green Advantage website. Please keep your profile current and accurate.

FILING COMPLAINTS, GRIEVANCES, AND APPEALS

Green Advantage strives to maintain the integrity of its certificates by assuring fair conditions and providing a timely response to complaints and grievances. If you have a complaint or grievance, you may submit it in writing to Green Advantage at the address below or email us at info@greenadvantage.org. Please be specific about the problem. GA reviews the matter internally and responds to communications within two weeks by letter or email.

Mail to: Green Advantage, Inc.
P.O. Box 3170
Frederick, MD 21705-3170

8. Green Advantage Contact Information

Green Advantage, Inc.
P.O. Box 3170
Frederick, MD 21705-3170

General Questions
info@greenadvantage.org
540-822-9449