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# CASE STUDY: ENVIRONMENTAL SERVICES WEEK (EVS)

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## CLEANCARE HOSPITAL SERVICES

CleanCare Hospital Services aimed to elevate recognition for their Environmental Services teams during EVS Week, acknowledging their essential role in patient safety and infection prevention. They partnered with Sweeter Cards to deliver a respectful and meaningful thank-you that combined a sweet treat with a QR-linked message from leadership. This approach helped spotlight EVS staff as vital contributors to hospital care and safety.

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### CHALLENGE

EVS staff often receive the least recognition, yet they maintain the hospital's infection control backbone. CleanCare needed a gift that felt respectful and uplifting rather than tokenistic.



### SOLUTION

Sweeter Cards were distributed with a QR code linking to a leadership-narrated video highlighting EVS staff as "Guardians of Safety," with scenes showing how their work prevents infection spread.



### RESULTS

EVS staff reported increased pride in their essential role. Departments observed better cross-team communication and stronger staff morale. The video became part of the hospital's infection-control training.