

SPRING 2018

Clean Canada



CHANGING THE WAY THE WORLD VIEWS CLEANING

The University of Calgary's

Journey to
CIMS-GB with
Honors



**Uniting the Industry
Through Distinction**
ISSA's CIMS Certification
Program

**ISSA Canada Forms
Building Service
Contractor Council**

**ISSA
CANADA**

Advancing Clean.
Driving Innovation.

Clean Canada is the marketing vehicle of ISSA Canada and is circulated to all ISSA Canada members. The e-newsletter is intended to provide news and views from the industry, as well as highlight upcoming educational opportunities and networking events being held across Canada. **Clean Canada** is published four times per year – Winter (December), Spring (April), Summer (July) and Fall (September).

ISSA Canada is the body formed by the merger of ISSA, the worldwide cleaning industry association, and the Canadian Sanitation Supply Association (CSSA) in May 2017. The purpose of ISSA Canada is to provide the industry and its members with a high degree of professionalism, technical knowledge and business ethics.

ISSA Canada's mission is to reach out to all sectors of the Canadian cleaning industry in order to unify the nation's cleaning community, and increase the appreciation for cleaning as an investment in human health, the environmental and an improved bottom line.



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In this issue...

3 CERTIFICATION CASE STUDY

At the University of Calgary meeting expectations for cleanliness isn't enough. The school has a loftier goal for its janitorial maintenance team – to be the industry leader for facility management.

6 ISSA APPOINTMENTS

ISSA is pleased to announce the appointment of Marius Berger, president of ID2BM Inc., as Quebec region training specialist.

6 ISSA CANADA WELCOMES INDUSTRY ADVISOR

Randy Burke, chair of the Canadian Commercial Cleaning Association (CCCCA), has volunteered to be an advisor to ISSA Canada.

7 INFECTION PREVENTION

Effectiveness of various cleaning and disinfectant products on *Clostridium difficile* spores of differing PCR Ribotypes.

9 SPRING PESTS RETURN FOR FLOOD SEASON

Flooding causes millions of dollars in property damage, but it also welcomes increased pest activity and pest-related health risks.



4 ISSA'S CLEANING INDUSTRY MANAGEMENT STANDARD (CIMS)

Uniting the the industry through distinction – CIMS and CIMS-GB certification from ISSA link all industry sectors for the first time ever.

6 ISSA CANADA FORMS BUILDING SERVICE CONTRACTOR COUNCIL

ISSA Canada has formed a building service contractor (BSC) council to strengthen the line of communication between the association and the BSC sector.



8 OPEN-CONCEPT OFFICE IS A GERM'S PARADISE

While open-concept offices offer a modern, more collaborative working environment, they also pose a serious threat to employees' health.

11 ISSA CANADA WELCOMES NEW MEMBERS

ISSA Canada is pleased to introduce the newest members of the worldwide cleaning industry association.

11 CALENDAR OF EVENTS

Full listing of educational opportunities and networking events happening near you!

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The Metamorphosis:

University of Calgary's Journey to CIMS-GB with Honours

At the University of Calgary, meeting expectations for cleanliness isn't enough. The school has a loftier goal for its janitorial maintenance team – to be the industry leader for facility management. After an initial assessment of its operations a few years ago, management recognized the need for change.

Located in Calgary, AB, the 9,960,000 sq. foot university launched a campaign to overhaul its operations to create welcoming, friendly, clean and healthy facilities conducive to high productivity for students and staff. As an integral part of that effort, the facility management department earned two key ISSA certifications – CIMS and CIMS-GB.

These certifications represent a standard of excellence and demonstrate a facility's commitment to operating at the highest level. And, thanks to independent verification, the University of Calgary's facility management department can be confident its operation now meets the highest standards for management and

quality of service, as well as environmental responsibility.

THE CERTIFICATIONS

Based on universally-accepted management principles, the Cleaning Industry Management Standard (CIMS) is a third-party validation of the operations, processes and supply chain of cleaning operations. It consists of five sections of best practices – Quality Systems; Service Delivery; Human Resources; Health, Safety and Environmental Stewardship; and Management Commitment.

CIMS-GB (Green Buildings) adds a green-cleaning and sustainability aspect and can help an organization secure points under the LEED (Leadership in Energy and Environmental Design) for Existing Buildings: Operations and Maintenance (LEED EB: O&M) system.

The University of Calgary took its commitment to the CIMS process even further. Nine members of the management became ISSA Certification Experts (I.C.E.), which gave these staffers a deeper understanding of CIMS and CIMS-GB standards. The managers also underwent ISSA's Accredited Certification Trainer program to hone their training skills and become more effective leaders and supervisors.

continued on page 4



Uniting the Industry Through Distinction

ISSA's Cleaning Industry Management Standard & Certification Program

CIMS and CIMS-GB certification from ISSA link all industry sectors for the first time ever with a cohesive, unified system for ensuring a higher standard of quality, service and sustainability.

CIMS and CIMS-GB were created through a true consensus-based process, involving top organizations from the cleaning, facility management and purchasing communities, in a true collaborative effort representing more than 100,000 industry constituents. Administered by ISSA and the American Institute of Cleaning Sciences (AICS), CIMS and CIMS-GB focus on the essential elements of a professional organization.

CIMS is built around six areas of management best practices that have proven to be the foundation of high-performance, customer-focused and sustainable cleaning organizations:

- Quality systems.
- Service delivery.
- Human resources.
- Health, safety and environmental stewardship.
- Management commitment.
- Green building and service.

CIMS works because it is based on universally accepted management principles and applies these elements to an entire organiza-

continued on page 5

continued from page 3

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"The benefit of moving in this direction is that all in-house training is delivered at a level consistent with best practice," said Samuel Whyte, MSc., facilities program manager, who helped spearhead the university's improvement campaign. "Now, post-training, we have a team that can professionally deliver training to front-line team members using tools and tactics that enable and enhance understanding and interaction."

THE ASSESSMENT

After establishing change-management goals, the university invited an external consultant to conduct a CIMS and CIMS-GB pre-assessment analysis. Whyte recognized the value of the gap analysis.

"(The gap analysis) is critical in pursuing the pieces of CIMS," he said. "With the mandatory pieces in place, the opportunity to achieve honors is more associated with a passion to set-up a centre of excellence."

After the initial analysis, the university's in-house I.C.E. experts conducted their own gap analysis and prepared the necessary documentation for CIMS assessment, saving time for the university and the third-party assessor. With all these pieces in place, Whyte and director Michael Love decided to aim higher and aggressively pursue CIMS-GB with Honors.

University leadership provided its full support, giving the effort momentum and helping increase staff enthusiasm for the process.

"It was encouraging to see the commitment by the senior management team in the vision that was established by caretaking, and the resolve to allocate resources in people and equipment to improve the overall performance and outcomes of the caretaking department," said Kirk Draper, operations manager, caretaking and facilities management.

Although nervous, the university's caretaking team was optimistic. They knew all the administrative and practical requirements were in place for the assessments, which were conducted by Brent Bourne, a third-party assessor appointed by ISSA.

"As the assessor, I found it impressive that all the management, supervisory and frontline staff knew about and supported the CIMS standard," Bourne said. "The cohesive structure positively influenced all the team results."

THE OUTCOMES

Not only did the University of Calgary achieve a CIMS-GB certification with Honors, but also a Certificate of Recognition (COR™) average of over 90 per cent for its safety program. COR is endorsed by the Infrastructure Health and Safety Association of Canada, and provides employers with an effective tool to assess and drive positive workplace behaviour and practices that lead to improved performance.

"The Leadership in Energy and Environmental Design (LEED) standard recognizes CIMS-GB, and COR is the Alberta safety standard which dovetails with CIMS's safety goals," Bourne said.

CIMS-GB ultimately integrated well with the other components of the university's program. Similarities exist between COR for safety and LEED EB: O&M requirements, Quality Management System (QMS), Performance Expectations (Systems and Processes), Training and Development, Green and Team Cleaning Program and Waste Management initiatives.

"Each brought a little something different to the table and, ultimately, helped us prepare for the others," Whyte said.

CIMS certification was also a major contributor to the university's gold ranking within the Association for the Advancement of Sustainability in Higher Education's (AASHE) Sustainability Tracking, Assessment and Rating System (STARS).

More than two years after setting out to become an industry leader for caretaking, the University of Calgary delivered on its goal.

"Our classrooms, theatres, offices, washrooms and common areas are noticeably cleaner thanks to the improvements that our caretaking team has made," said Guy Levy, executive direc-

tor, Cumming School of Medicine. “The team is focused on attention to detail, adhering to standards and is receptive to feedback. They also put in extra effort to engage with client occupants to ensure CIMS standards are being met. All of this has resulted in consistent and impressive cleaning services, and a framework that will guarantee success.”

According to Bourne, the transformation is also evident to those outside the school system.

“We saw a highly positive change in the results being achieved – much cleaner buildings everywhere, happier workers, safer chemical use and reduced waste,” he said. “Regarding educational facili-

ties, they are the best we have assessed so far. The university has seen the positive results and is continuing to fine-tune the program in the spirit of CIMS. Their pride in achieving Honors was amazing.”



ties, they are the best we have assessed so far. The university has seen the positive results and is continuing to fine-tune the program in the spirit of CIMS. Their pride in achieving Honors was amazing.”

The benefits of this journey go beyond recognition. The caretaking department delivered on contributions to the university’s institutional sustainability strategy and, more importantly, continues to provide a healthy school environment for students, faculty, staff and visitors.

The University of Calgary plans to continue the I.C.E. professional certification of its staff to maintain the CIMS-GB standards for which it worked so hard, and to help facilitate the biennial CIMS re-certifications.

“CIMS-GB generated significant fo-

ABOUT CIMS AND CIMS-GB

The Cleaning Industry Management Standard – or CIMS – was created “by the cleaning industry for the cleaning industry,” and was developed specifically to apply to building service contractors, in-house cleaning service providers and residential housekeepers. As such, CIMS deals with the unique issues faced by the cleaning industry and focuses on compliance requirements that were determined by experts in the cleaning field.

“CIMS provides contract cleaning companies the parameters of the core components that make a business successful,” said Brant Insero, ISSA director of education, training, certifications and standards. “Achieving CIMS provides the opportunity for a company to prove their legitimacy to their potential client and dedication to running an effective operation.”

According to Insero, “While most programs in the cleaning industry measure knowledge or training, ensure products meet specific standards or require that technical cleaning procedures meet set criteria, CIMS applies to an entire organization and focuses on management systems and service delivery processes.”

“CIMS makes no product, equipment, procedure or system recommendations, and each organization retains the flexibility to choose how to best meet CIMS requirements,” he said.

According to Whyte, the most beneficial aspect of CIMS is, “It brings to the forefront a need to standardize systems, processes and procedures.”

“The process drives one into becoming conformant and generates traits related to continuous improvement through numerous self-evaluation iterations,” he said. “It activates sustainability, standardization, quality management and professionalism within an organization.”

For more information, contact www.issa.com/standard.

continued from page 4

ISSA's Cleaning Industry Management Standard & Certification Program

tion – rather than to an individual, product or process. The use of specific products and cleaning techniques is not required, or even recommended, and each organization retains the flexibility to choose the products and cleaning techniques that best suit their needs.

ISSA's Cleaning Industry Management Standard and certification programs help create greater awareness of effective management principles, as well as promoting quality-based management in the cleaning industry.

In an effort to roll-out certification training in Canada, ISSA

Canada is hosting the CIMS ISSA Certification Expert (I.C.E.) program on **May 8** at the Richmond Hill Country Club (Regency Room), 8905 Bathurst St., Richmond Hill, ON, and **September 11** at the Croatian Cultural Centre, 3205 Commercial Dr., in Vancouver, BC.

Why become CIMS I.C.E. Certified? Training to become an ISSA Certification Expert positions an individual as an indispensable resource during tough times. As one's customers or own organization face budget cuts, professionals need real-life solutions to help them deal with the new challenges.

Becoming an I.C.E.-certified professional arms you with information about the critical factors that you can use to help your customers – or your own organization – meet demands from the highest management levels. In fact, past attendees have saved their customers or their organization more than six figures annually by helping them comply with CIMS and achieve certification to the Standard. 🍁

For more information or to register, please visit www.issa-canada.com.



ISSA Appoints Marius Berger as Quebec Region Training Specialist

ISSA is pleased to announce that Marius Berger, president of Solutions ID2BM Inc., has been appointed as Quebec Region training specialist.

Fluent in both English and French, Berger has a strong background in the health-care and environmental sanitation industry. Throughout his career, he has been involved in numerous initiatives, including:



- Establishing a training program for the Ministry of Health and Social Services (MSSS);
- Harmonizing the cleaning practices of various healthcare facilities in Quebec; and
- Designing, implementing and teaching a vocational studies diploma (DVS) course in Hygiene and Environmental Services within the healthcare industry.

Additionally, Berger provides regular lectures pertaining to the health and safety sector, and writes technical articles for various trade publications.

As ISSA Quebec Region training specialist, Berger will be responsible for presenting such ISSA educational offerings such as the CMI (Cleaning Management Institute) Train-the-Trainer, Custodial Technician and Supervisor and Management Certification Training programs.

"Berger will help us deliver the valuable education and certification opportunities available through the ISSA to members and end-users in Quebec," said Mike Nosko, executive director of ISSA Canada. "We are looking forward to announcing a full set of training dates in the near future." 🍁

ISSA Canada Forms BSC Council



ISSA Canada is pleased to announce that it has formed a Building Service Contractor (BSC) Council to strengthen the line of communication between the association and the BSC sector. The purpose of this council is to provide input and consultation to ISSA Canada in order to improve the value of the association to building service contractors.

Comprised of eight BSC representatives, the council will meet quarterly to discuss matters which are top-of-mind with the facility service provider sector of the industry. The inaugural BSC Council meeting was held last fall.

The council is comprised of the following members:

- **Chris Boutsalis** – Impact Cleaning

Services Ltd.;

- **Peter Dobrowski** – Bee Clean Building Maintenance;
- **Dimitri Kourkoutis** – J & A Cleaning Solutions Ltd.;
- **Michael Kroupa** – United Services Group;
- **Yamire MacDowell** – Granite Club;
- **Joseph Park** – Brookfield Global Integrated Solutions;
- **Mike Nosko** – ISSA Canada Executive Director;
- **Ken Hilder** – ISSA Canada BSC Council Chair.

If you are interested in participating on the BSC Council, please contact Ken Hilder at (905) 431-4812 or via email at kfhilder53@outlook.com. 🍁

Randy Burke Volunteers as ISSA Canada Industry Advisor

ISSA Canada is pleased to announce that Randy Burke, chair of the Canadian Commercial Cleaning Association (CCCA), has volunteered to be an industry advisor to the association.

"Randy has been the voice behind the CCCA since its beginning," said ISSA Canada Executive Director, Mike Nosko. "Last year he was instrumental in helping to form a strategic alliance with ISSA Canada, which was a critical step in helping us identify and understand the needs and desires of the facility service provider (FSP) community across Canada."

A 30-year veteran of the Canadian commercial cleaning industry, the current CEO of DCS Global Enterprise has volunteered to assist ISSA Canada in uniting all sectors of the Canadian commercial cleaning industry.

"This is a critical time for the commercial cleaning industry," Burke said. "The financial stress on the industry is like never before. I hope to serve all industry stakeholders in un-



derstanding the challenges, and moving forward together with solutions that work."

As industry advisor, Burke will work in conjunction with ISSA Canada to create educational materials and programming geared towards property and asset managers of commercial facilities, so they can better understand the commercial cleaning industry.

"Randy's experience working with property managers and facility service providers will help to guide ISSA Canada in the types of education and certification programs which would be beneficial to the industry," Nosko said. "Randy shares our vision of helping to unify the cleaning community and changing the way the world views cleaning." 🍁

Effectiveness of Various Cleaning & Disinfectant Products on *Clostridium difficile*

By NICOLE KENNY

Spores of Different PCR Ribotypes

Prof. Andreas Voss and his colleagues in the Netherlands published the results of their study that put several cleaners and disinfectants up against four different *Clostridium difficile* ribotypes (Kenters et al. Antimicrobial Resistance and Infection Control (2017) 6:54 DOI 10.1186/s13756-017-0210-3). The paper is a valuable addition

to the knowledge base in the battle against this pervasive pathogen. This review contains excerpts of the original article.

C. difficile is an important health threat associated with morbidity, mortality and extra costs. The annual national excess hospital cost associated with hospital-onset *C. difficile* is estimated to be € 4 billion for Europe, \$1 billion in the United States and \$280 million in Canada. Spores of *C. difficile* can survive in hospitals for years, and the hospital environment is known to be a key pathway for patients to acquire *C. difficile* infections (CDI). Effective cleaning and disinfection is an essential prerequisite to prevent the spread of CDI within healthcare settings.

Presently, chlorine-based products are the mainstay with regard to environmental disinfection in the Netherlands. However, hypochlorite has to be used in excessive concentrations to be effective, thereby increasing its toxic and corrosive properties. Alternative, ready-to-use products are needed to ensure consistent cleaning and decontamination.

FOUR DISINFECTANTS

The four different products that were tested are commonly found in the Netherlands: 1) regular hydrogen peroxide*; 2) glucoprotamin; 3) a mixture of ethanol, propane and N-alkyl amino propyl glycine; and 4) a mixture of didecyltrimonium chloride, benzalkonium chloride, polyaminopropyl, biguanide and dimethylthione as active ingredients. Tiles were

contaminated with a test solution containing a concentration of 5×10^6 CFU/ml spores of *C. difficile* strains belonging to the PCR ribotypes 010, 014 or 027. The tiles were left to dry for an hour and then wiped or sprayed with one of the sprays or wipes as intended by the manufacturer. When products neutralized after five minutes, microbiological cultures and ATP measures were performed.

THREE PCR RIBOTYPES

The study authors tested the effectiveness of these different cleaning/disinfecting wipes and sprays against spore of *C. difficile* PCR ribotypes 010, 014 and 027. These ribotypes were chosen because of their differences in virulence and transmission potential. *C. difficile* ribotype 010 does not produce toxins and therefore is unable to cause CDI in humans. In contrast, *C. difficile* PCR ribotype 027 is known for its “hypervirulence,” and is associated with increased morbidity and mortality, as well as its potential to cause large outbreaks.

The overall effectiveness of products measured by log 10 CFU reductions ranged from 3.09 (gluco-protamin) to 5.29 (hydrogen peroxide). When com-

paring the mean log 10 CFU reductions by application type (wipe versus spray), it became obvious that the ready-to-use wipes were outperforming the sprays using a paper towel by 0.81 to 1.60 log 10 CFU reductions. The differences in log 10 CFU reduction between the wipe and spray with the same active ingredient



were consistently observed for all products tested in both application forms. This difference between wipes and sprays could possibly be explained by the “mechanical” effect involved with cleaning/disinfection. The authors point out that studies similar to this one, but using detergent wipes, achieved an average log 10 CFU reduction of 1.63, which is exactly

continued on page 8



Open-Concept Office is a Germ's Paradise

By PATRICK BOSHELL

In today's modern working environment, the cubical office environment has been swapped out for the open-concept office space. Over the last several years, open-concept offices are on the rise throughout the world. While these spaces offer a modern, more collaborative working environment, they also pose a serious threat to employees' health. Between shared desks, common contact surfaces and extended interactions at close proximity, employees share germs much more frequently, making it easy for illnesses – like the flu – to spread rapidly.

According to the National Center for Biotechnology, occupants who work in an open-plan office have significantly more days of sickness absence than occupants in cellular offices. Absenteeism can consume as much as 22 per cent of an organization's payroll. Seasonal influenza results in about three to five million cases of severe illness annually. In order to keep an open-concept office space healthy and free of germs, it's important to enforce hygiene at all times and take precautions.

IMPROVING OFFICE HYGIENE

One of the best ways to decrease germs in the office is encouraging hand hygiene through a hand hygiene compliance program. Considering that 80 per cent of

continued on page 10

continued from page 7

Effectiveness of Various Cleaning & Disinfectant Products on *Clostridium difficile*

Spores of Different PCR Ribotypes

within the range of difference they observed with wipes and sprays. Clearly, the application form is responsible for a significant part of the effect in addition or combination with the disinfecting active compound.

DIFFERENCE IN WIPING MATERIAL

It could be argued that the difference in results is due to the difference in mechanical effect of the different materials used for wiping. However, based on a study by Diab-Elschahawi et al., who compared microfibres, cotton cloths, sponge cloths and paper towels for their decontamination abilities, without finding a significant difference, it can be concluded that the difference between wipes and sprays in this study cannot be explained by the difference in wiping material.

Although sprays were used according to the suppliers' instructions, surface coverage as well as the actual contact time and number of wiping movements might be different to the use of impregnated wipes. The hydrogen peroxide product wipes and the ethanol product wipes were available as ready-to-use, but the glucoprotamin wipe needed to be

prepared in a reusable container. The study authors highlight that ready-to-use wipes eliminate the possibility of human errors that could make the disinfectant less effective or make the wipes unnecessarily toxic.

NOT ALL RIBOTYPES ARE ALIKE

Interestingly, in addition to the application method and the compound used, the results derived from this study indicate that the individual *C. difficile* strain is of importance with regard to the effect of cleaners/disinfectants. While CFU reductions were highest for the non-toxin producing *C. difficile* ribotype 010 in a low organic contamination environment, they were lower for the clinically more important ribotypes 014 and 027.

Interestingly, the differences in effectiveness were less pronounced and, in the case of the hydrogen peroxide wipe, even reversed in a high organic contamination environment. These results would seem to indicate the importance of including a variety of clinically relevant ribotypes when evaluating the effect of disinfectants against *C. difficile*.

I really like and appreciate studies such as this one. The inclusion of the analysis of different strains of *C. difficile* show clear differences in resiliency. The study was very well assembled and well worth the read. Not all strains are equal, and not all disinfectants are up to the job of creating safe spaces in hospitals. 🍁

*Improved hydrogen peroxide formulations such as Accelerated Hydrogen Peroxide® were not included in this study.

- Reprinted from Volume 40 of Virax Technologies' Solutions e-newsletter.





Spring pests return for flood season

By ALICE SINIA

Prepping a building before infestation hits

Flood season is arriving to various regions across Canada, posing a significant risk to infrastructure and potential loss of life.

Changing temperatures, melting snow and higher-than-normal precipitation all contribute to the threat of spring floods, according to B.C.'s Parliamentary Secretary for Emergency Preparedness, Jennifer Rice. Provinces are pouring more money into disaster preparedness to battle these factors, but for now, cities cannot eliminate the possibility that flood waters will hit.

Since 2000, Canada has seen more than 80 big flood events. Last spring, record high water flows washed through B.C.'s Thompson Okanagan, forcing about 2500 residents from their homes and communities, while torrential rainfall drowned the streets of Vancouver. Montreal had to declare a state of emergency, and record-breaking springtime water

levels in Lake Ontario caused the worst flooding the Toronto Islands, a popular tourist destination, have seen in decades. Calgary has remained on guard ever since the 2013 flood, which remains the costliest natural disaster in Canadian history.

Flooding causes millions of dollars in property damage, but it also welcomes increased pest activity and pest-related health risks. Structural damage creates pest-conducive factors, entry points and harbourage. Flooding can also interfere with pest prevention methods owners and managers currently have in place. Traps, bait stations and treatments can be damaged or washed away, and when flood waters recede, accumulated debris attracts flies, scavenging beetles and cockroaches that will feed on the abundance

of garbage and sewage overflow.

Mould is another unwanted consequence, attracting mould-feeding insects, such as plaster and fungus beetles. Wet or rotting wood left behind after flooding leaves a property at a higher risk for a carpenter ant infestation, while standing pockets of water provide breeding grounds for mosquitoes, midges and gnats.

Even if a property remains dry, it's still at risk for pest activity as insects, rodents and wildlife seek relief from flood waters. This means that rats and cockroaches found in sewage and drainage systems will seek higher ground untouched by flooding. Crawling insects such as ants, ground beetles and wood roaches will escape the floods by migrating in large numbers into dry buildings.

Urban flooding is a national problem and governments have much work to do on prevention. For now, there are steps to mitigate pest-related damage.

continued on page 10

Open-Concept Office is a Germ's Paradise

germs are spread through hands, it's vital that employees wash their hands throughout the day, especially after touching commonly used objects or coming in contact with another worker. Another way to limit office germs is by encouraging employees to get their flu shots and to stay home when sick. However, as beneficial as these tactics are, many employees still come into work knowingly ill and skip their annual flu shot.

In an effort to combat germs in the workplace, a recent study by BioCote® took a unique approach by putting its antimicrobial technology to the test. The study replaced regular office products within an open-concept working environment with products that incorporated BioCote's antimicrobial silver-ion technology – such as desks, chairs, computer keyboards and mice, pens, erasers and even Deb's hand soap dispensers. The office supplies were contained in the same environment, cleaned and maintained in the same way and used by the same people over a six-month period.

Once complete, the study found a startling difference between the two sets of products in bacteria count. Compared to the regular, untreated products, there was a 93 per cent reduction rate in bacteria on the treated products. The untreated products had an average of nearly 400 colony count, whereas the BioCote treated products had less than 30.

The total bacteria reductions found in each product included:

- White board pens – 99.49 per cent reduction;
- Soap dispenser – 97.89 per cent reduction;
- Desk – 95.14 per cent reduction;
- White board eraser – 91.80

continued on page 11

Spring pests return for flood season

continued from page 8

The first step is to implement an Integrated Pest Management (IPM) program before a flood occurs. IPM focuses on preventive controls like exclusion, sanitation and maintenance techniques to defend against pest activity year-round. This will help to keep pests away from a property prior to a flood occurring. And, if they are eliminated from a property, chances of pest sightings are greatly reduced during and after a flood.

Before this year's flooding season begins, identify hot spots for pest activity and establish a preventive action plan, as well as a process for minimizing potential damage.

PRO-ACTIVE MEASURE TO REDUCE PEST ACTIVITY AND PREVENT INFESTATIONS


- Inspect the exterior of a building and seal any cracks or gaps with a durable, water-proof sealant. This type of sealant lasts longer and will help prevent pests from getting inside. Rats, for example, can fit through a hole as small as a quarter.
- Cap or seal screen floor drains to prevent rodents and cockroaches from entering the facility through the sewage system. Cap or screen unused pipes as well.
- Cover gutters using aluminum or mesh to help prevent leaves and other debris from clogging gutters during heavy rains. Clogged gutters can provide harbourage for pests seeking relief from the wet conditions.
- Identify outdoor areas around a property where water could pool, including ditches, uneven ground, soft ground, burrows and depressions. Drain, aerate or fill these areas with gravel.
- Make sure that garbage compactors sit on level concrete to prevent pooling underneath. Check that lids are closed so water does not build inside, garbage doesn't wash out, and pests do not seek refuge there.

REACTIVE MEASURES ONCE WATER RECEDES

- Eliminate standing water around the building. Empty or dispose of containers and other objects that hold water.

Be sure that any good or product spills are cleaned.

- Remove clutter that can provide pest harbourage, such as cardboard boxes and unused wooden pallets.
- Clean-up fallen tree branches, washed-up vegetation or other objects ferried by the flood.
- Inspect wooden structures. Dry or aerate any wet wood to prevent mould, rot, fungal beetles and carpenter ant infestations.
- Inspect the building for structural damage caused by gusty winds or harsh rains, and repair immediately to prevent pest entry.
- Be sure dumpsters are tightly closed during the extended time it may take a waste management provider to pick-up the trash.
- Inspect, clean and repair gutters that could be flooded with debris.
- Check to see if existing pest control devices are missing or damaged and have them replaced as soon as possible. It may be necessary to increase the number of devices post flooding as a preventative measure.
- Keep pest management in mind if repairs are needed. Pests that infest a property during construction can be hard to remove afterwards, especially if they are sealed in the walls.

After a flood, a property inspection can help assess damage from a pest management perspective. It can provide recommendations for repairs, and determine how to adapt to an existing IPM approach to respond to changing conditions and excess water left by the flooding. 

- Alice Sinia, Ph.D. is Quality Assurance Manager – Regulatory/Lab Services for Orkin Canada focusing on government regulations pertaining to the pest control industry. With more than 20 years of experience, she manages the Quality Assurance Laboratory for Orkin Canada and performs analytical entomology as well as provide technical support in pest/insect identification to branch offices and clients. For more information, email Alice Sinia at asinia@orkincanada.com or visit www.orkincanada.com.

– Reprinted from the RemiNetwork

Welcome New Members

ISSA Canada is pleased to welcome the following new members:

City of Richmond (ISP)

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Simon Fraser University (ISP)

Grady Ott

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In-house service provider.

St. Paul's

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Reason for Joining: Education, training and standards.

Admiral Janitorial (BSC)

Stephanie Toomey

Tel: (905) 877-0007

Web site: www.admiraljanitorial.ca

Atlas Pest and Wildlife

Control Ltd. (BSC)

Raymond Arthurs

Tel: (604) 503-5444

E-mail: raymond@atlaspest.ca

Cleaning Service provider.

Dr. Clean, Inc. (BSC)

Dustin Bradley

Tel: (705) 222-0399

E-mail: office@dr-clean.ca

Northern Ontario's leading cleaning contractors.

Hallmark Housekeeping Services, Inc. (BSC)

David M. Clementino

Tel: (416) 748-0330

info@hallmarkhousekeeping.com

Reason for Joining: To meet/introduce the company to other companies and manufacturers within the industry.

Service d'entretien Pro-Prêt Inc. (BSC)

Ruben Dario Jimenez

Tel: (514) 279-3627

Web Site: www.propret.org

Clean Solutions & Supplies Ltd. (Distributor)

Tel: (519) 804-4253

Mondo America Inc. (Manufacturer)

Ariane Guerin-Montpetit

Tel: (450) 967-5800

www.mondocontractflooring.com

Open-Concept Office is a Germ's Paradise

continued from page 10

per cent reduction;

- Computer keyboard – 89.34 per cent reduction;
- Water dispenser – 85.63 per cent reduction;
- Corkboard – 84.47 per cent reduction;
- Computer mouse – 83.21 per cent reduction;
- Chair – 80.23 per cent reduction;
- White board – 73.44 per cent reduction.

CREATING A CLEAN-CONCEPT OFFICE

Antimicrobial technology such as Bio-Cote does not replace regular cleaning, but it does provide a significant reduction in present bacteria on treated products.

For high-touch surfaces, like soap dispensers and pens, this makes a huge difference in how germs can live and thrive within the office environment. The less bacteria on commonly used products, the less germs there are to go around, limiting illness and absenteeism and increasing productivity.

With a comprehensive cleaning regime, hand hygiene compliance program and the help of antimicrobial technology, the open-concept office space may have a shot at being a healthy, hygienic and productive working environment after all.

For more information on Deb's skincare range and dispensers manufactured with Bio-Cote's antimicrobial technology, visit www.deb-group.com.

- Reprinted from the Deb Group Blog

CALENDAR OF EVENTS

APRIL 17 - 19: CMI Train-The-Trainer workshop, Mississauga, ON. For more information, contact ISSA Canada.

APRIL 17: Hot Topic Tuesday Webinar, "Opportunity - Luck: How Luck and Habits Affect Your Success," 1 p.m. (Eastern). For more information, visit www.arcsi-canada.org.

APRIL 19 - 21: 2018 Leadership Summit, Loews Ventana Canyon Resort, Tucson, AZ. For more information, visit www.arcsi-canada.org.

MAY 8: CIMS I.C.E. Certification Training, Richmond Hill, ON. For more information, contact ISSA Canada.

JUNE 18: ISSA Canada Ontario Region Golf Tournament, Brampton, ON. For more information, contact ISSA Canada.

June 19: ISSA Canada Quebec Region Golf Tournament, Blainville, QC. For more information, contact ISSA Canada.

AUGUST 21 - 23: CMI Train-The-Trainer workshop, Vancouver, BC. For more information, contact ISSA Canada.

SEPTEMBER 11: CIMS I.C.E. Certification Training, Vancouver, BC. For more information, contact ISSA Canada.

OCTOBER 29 - NOVEMBER 1: ISSA Show North America 2018, Kay Bailey Hutchinson Convention Centre, Dallas, TX. For more information, visit www.issa.com.

OCTOBER 29: CIMS I.C.E. Certification Training, Dallas, TX. For more information, contact ISSA Canada.

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TRAIN THE TRAINER WORKSHOP



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THE CLEANING INDUSTRY MANAGEMENT STANDARD (CIMS)

is the first unified system for ensuring the highest level of well-managed, quality service and sustainability, as certified by ISSA, the worldwide cleaning industry association.

CIMS and CIMS-Green Building (CIMS-GB) Certified Contractors deliver efficient, professional performance to keep your occupants satisfied, and to help you achieve Leadership in Energy and Environmental Design (LEED) certification points. It's a smart investment in getting the best for your building and occupants, from the best in the business – CIMS Certified Contractors.



Find a CIMS Certified Contractor, free checklist, and more at issa.com/standard.