

WINTER 2017

Clean Canada



INVESTING IN HUMAN HEALTH, THE ENVIRONMENT AND AN IMPROVED BOTTOM LINE

Five Highlights of the New **ISSA Canada**

New Canadian Value of Clean Infographic

Canadian Data from Canadian Sources



**ISSA Refutes
RAI Amsterdam's
Termination of Alliance**

**ISSA Canada Launches
Membership Initiatives
To Unify the Industry**

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 (*March*), Summer (*July*) and Fall (*September*).

ISSA Canada is the newly-formed body resulting from 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.



910 Dundas St. W., P.O. Box 10009
 Whitby, ON L1P 1P7
 Tel: **(905) 665-8001**
 Toll free: **(866) 684-8273**
 E-mail: tracy@issa-canada.com
 Web site: www.issa-canada.com

ISSA Canada Council

Mike Nosko
 ISSA Canada Executive Director

Al McCabe
 Riches & Associates

Ken Hilder
 Coldstream Marketing

Brad Fraser
 SCA Tissue

Peter Farrell
 Citron Hygiene

ISSA Canada Staff

Mike Nosko
 ISSA Canada Executive Director
mike@issa-canada.com

Tracy MacDonald
 Operations Manager
tracy@issa-canada.com

Tanja Nowotny
 Marketing & Communications
tanja@issa-canada.com

Diane Mason
 Accounting
diane@issa-canada.com

Adam Wroblewski
 Web Master & IT Support
adam@point-logic.com

In this issue...

3 FIVE HIGHLIGHTS OF THE NEW ISSA CANADA

In its 60th year, the former CSSA felt it was very important to continue to serve Canadians as it had in the past. By partnering with ISSA, the association now has the resources and tools to offer its members more value than ever before.

5 ISSA CANADA LAUNCHES MAJOR MEMBERSHIP INITIATIVE

ISSA Canada is furthering its commitment to professionalising the Canadian cleaning industry by launching a major membership campaign targeting facility service providers (FSPs) and residential cleaning professionals.

7 STUDY QUESTIONS EFFECTIVENESS OF EVS TO MONITOR HOSPITAL ROOM CLEANLINESS

The CDC recommends that hospital epidemiologists or infection preventionists who are not part of the environmental services staff (EVS) monitor the environmental cleaning and disinfection of hospital rooms, which can reduce transmission of health care-acquired pathogens.

8 NEW VALUE OF CLEAN INFOGRAPHIC AVAILABLE

ISSA Canada is pleased to launch the new *Value of Clean* infographic geared specifically to Canadian members.

11 ISSA CANADA WELCOMES NEW MEMBERS

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



4 ISSA CANADA NAMES REGIONAL REPRESENTATIVES

ISSA Canada is pleased to introduce its new Regional Representatives across the country.

6 ISSA REFUTES RAI AMSTERDAM'S TERMINATION OF ALLIANCE

ISSA unambiguously rejects RAI Amsterdam (RAI)'s claim that the long-standing alliance between ISSA and its "INTERCLEAN" trade show partner, RAI, is terminated.

8 ISSA/INTERCLEAN® 2018 NORTH AMERICA

Trade event will be held October 29 to November 1, 2018 at the Kay Bailey Hutchinson Convention Centre in Dallas, TX.

8 ISSA PRESENTS THE INNOVATIVE DISTRIBUTOR™ WORKSHOP

Lead your distribution business to relevance and profitability with *The Innovative Distributor™* workshop being held February 12 and 13, 2018, at the JW Marriott Las Vegas, in Las Vegas, NV.

9 IMPROVING CLEANING & DISINFECTION OF ENVIRONMENTAL SURFACES IN HOSPITALS

Experts generally agree that careful cleaning and disinfection of environmental surfaces are essential elements of effective infection prevention programs.

Subscribe to Clean Canada



Subscribe to Clean Canada and receive all issues. It's simple... just **click here** or contact Tracy MacDonald at **(905) 665-8001**, Toll Free **(866) 684-8273** or email tracy@issa-canada.com

Industry is applauding the creation of ISSA Canada, a merger between ISSA and the Canadian Sanitation Supply Association (CSSA), which was formed earlier this year to better serve the Canadian cleaning and janitorial community.

Moving forward, the CSSA is now known as ISSA Canada. All CSSA members have seen their dues automatically transferred to the new ISSA Canada membership category, and have all the access and benefits of current ISSA members in the United States. ISSA Canada membership kits have been prepared and have been shipped to the membership. Following are the key highlights of the merger and what the industry can expect:

STRONGER RESOURCES

Under the ISSA umbrella, members can expect greater access to many more educational programs, services, networking opportunities, market exposure, benefits, business tools and data offered by ISSA, along with privileges and programs originally offered by CSSA, such as Canpar Freight, Petro Canada Points and national car programs. The merger also enhances the ability

for cleaning industry

professionals to promote the value of clean on a global level.

During its first month of operation, ISSA Canada Director Mike Nosko, said that ISSA Canada staff held meetings with the ISSA administration headquartered in Chicago, IL, to gain



Five Highlights of the New ISSA Canada



an the of one another's programs and operations, and to build a blueprint for the Canadian organization.

"We moved at a very methodical pace as there was much to learn about the ISSA products and services that are now available to us in Canada," Nosko said. "We wanted to make sure this process was done in a correct manner."

CANADIAN IDENTITY

After a year-long process to form an integration plan, Nosko said that maintaining a Canadian identity was the most important element in reaching an agreement between the two parties. He said ISSA Canada will heavily invest in its operations and infrastructure "to help 'Canadianize' these programs and services."

"In this, the 60th year of being in existence, it was felt that it

continued on page 4

ISSA Canada Names Regional Representatives

ISSA Canada is pleased to announce the appointment of the following regional representatives:

Scott Gander, will now represent ISSA Canada in Western Canada. Gander has been in the professional cleaning industry for 12 years as a manufacturers representative. Covering the southern Alberta and Saskatchewan market place, Gander currently lives and services British Columbia. Gander works closely with all channels in the cleaning industry. His expertise will be beneficial as he is also a director of the British Columbia Contract Cleaners Association.



Scott Gander



Tracey Caville, director of national accounts - Western & Ontario sales at Avmor, will represent the association in Ontario. A 25-year veteran of the industry, Caville has received a number of awards and accolades including the 2013 Sales Leader for Sanitary Maintenance. She also participated on the CSSA executive board up until the merge with ISSA earlier this year.

Nina Belanger, Innocore Sales & Marketing, was named the Quebec regional representative in June. Belanger has been very active with the former CSSA Quebec chapter, and has been instrumental in continuing regional networking events along with help from other volunteers within the region. Belanger will work closely with ISSA Canada to help represent the needs of Quebec



Nina Belanger

continued on page 5

Five Highlights of the New ISSA Canada

continued from page 3

was very important to continue to serve Canadians as we have in the past,” Nosko said. “The difference is we will now have the resources and tools to offer our members more value than ever before.”

Since Canada has two official languages, ISSA Canada feels that it is important to help initiate and deliver education programs and services to the French speaking population. According to Nosko, this will take time to fully develop, but will be an ongoing priority.

FUTURE OF ISSA CANADA

Over the next several years the vision of ISSA Canada will be to increase not only its membership base, but also its market outreach.

“By expanding our footprint in Canada through partnerships with overlapping industries, we hope to share knowledge through education, programs, services and certifications to continue to deliver the message of changing the way the world views cleaning,” Nosko said.

ISSA CANADA LEADERSHIP COUNCIL

The CSSA executive board of directors has now become the ISSA Canada Leadership Council and continues to offer direction and oversight of Canadian programs and benefits.

The Canadian council, headed by Nosko, was assembled to assist with the transition and provide recommendations on growing the ISSA brand in Canada. Council members include: **Al McCabe**, partner at Riches & Associates; **Ken Hilder**, president of Coldstream Marketing; **Brad Fraser**, district sales manager at SCA Tissue, Central Canada; and **Peter Farrell**, president and chief executive officer at Citron Hygiene, and current ISSA Director Canada.

The former structure of CSSA has also been altered, and there is no longer an executive board or chapter chairs moving forward. Alternatively, ISSA Canada is developing a communication network of volunteers from each province to help share opportunities and events – such as webinars, educational symposiums and / or social networking events.

Provinces wishing to hold ISSA Canada meetings and social events – such as golf tournaments, for example – are encouraged to continue to do so. Chapter members can also reach out to the ISSA Canada office for assistance. ISSA Canada is currently developing a network of trainers and instructors to help with the demand for programs and certifications.

ABOUT ISSA

To date, ISSA has merged with the National Cleaning Suppliers Association of Australia and the Association of Residential Cleaners International (ARCSI), and will be announcing other mergers and acquisitions in the near future.

“ISSA’s continued vision is to change the way the world views cleaning,” said ISSA Executive Director John Barrett, in a previous press release. “The creation of ISSA Canada allows ISSA to increase its membership and expand the association’s geographical footprint in North America.”

ISSA underlined more key benefits ISSA Canada members can look forward to, such as access to member registration and networking during ISSA/INTER-CLEAN trade shows in North America, Amsterdam, Mexico and Turkey. ISSA Canada will also continue to host its popular Canada Night, held annually during the North American trade show.

Other tools available to ISSA Canada members include access to all ISSA member complimentary webinars and discounts at events, access to promotional items such as the member logo and Power of Clean video, discounts on all educational programs in the ISSA Professional Development Centre and access to ISSA Clean Standards for measuring the effectiveness of cleaning.

An array of industry publications will also be available such as the bimonthly online magazine *ISSA Today*, monthly *ISSA Times* e-newsletter and customer-focused information from ISSA’s *Cleaning & Maintenance Magazine* and website.

For more information, please contact the ISSA Canada head office at (905) 665-8001 or toll free (866) 684-8273. 🍁



When it Comes to College Costs, Every Little Bit Helps

ISSA Canada is pleased to announce that the ISSA Foundation is now accepting applications for the 2018 / 2019 Scholarship program.

The mission of the ISSA Foundation is to raise and provide funds for scholarships, research grants and other programs that promote the welfare of the general public as it relates to the sanitation, cleaning and maintenance industry. Awarding more than 60 scholarships each year, the program granted in excess of \$170,000 (USD) in scholarships in 2017.

Applying to the program is easy. Simply download and complete the application (in PDF format) and mail it before **March 1, 2018**. Scholarship winners will be notified in late June 2018 for the 2018/2019 academic year.

For more information, contact ISSA Canada at (905) 665-8001, toll free 1-866-684-8273, or visit <http://issa-foundation.org>.



ISSA Canada Launches Major Membership Initiative

ISSA Canada is furthering its commitment to professionalising the Canadian cleaning industry by launching a major membership campaign targeting building service contractors and in-house service providers, more commonly referred to as facility service providers (FSPs). Additionally, the association has created a specialized division for residential cleaning professionals by entering into a partnership with the Association of Residential Cleaning Services International (ARCSI).

“ISSA Canada is targeting both Canadian facility service providers as well as residential cleaners to become members of the world’s cleaning industry association,” said Mike Nosko, executive director of ISSA Canada. “Being part of ISSA Canada provides members access to an abundant network of educational and certification programming, as well as tools to support business operations. The result is increased professionalism, better trained staff and, ultimately, profit growth.”

ISSA Canada membership provides FSPs and residential cleaners with a direct “in” to access training materials, individuals and companies, and a host of workshops which are all designed to help save money, time, labour, risk and costs of malpractice. Additionally, through an extensive video library, members can search and utilize numerous “How-To” and other training videos.

“Through its acquisitions and part-

nerships with EPIC, ARCSI, IEHA and CMI, ISSA members have access to specialized training and new business opportunities in new markets,” said ISSA Director of Industry Outreach, Rosie Rangel. “The resources provided through these partners are extremely specialized, and will help the FSP grow in training, and cleaning safety and processes.”

According to Brant Insero, ISSA director of Education, Training, Certification and Standards, ISSA Canada membership “is all about the access to professional standards and certifications.”

“Our top-notch educational platforms and specific certifications are recognized worldwide, so being an ISSA Canada member gives you access to all of that knowledge, credentials and professional standards,” he said.

Of specific interest is ISSA’s Clean-

continued from page 4

ISSA Canada Names Regional Representatives

members. The process of translating ISSA educational materials and programs will take some time. ISSA Canada looks forward to Belanger’s assistance in prioritizing this task, and helping to make members and end-users aware of what is available to them through the association.

ISSA Canada representatives for the Atlantic and Prairie regions will be named at a later date.

All regional representatives will work with ISSA Canada in its efforts to “change the way the world views cleaning.” They will also be instrumental in helping ISSA Canada deliver multiple educational opportunities, certification programs and social events geared towards end-users, facility service providers as well as ISSA Canada members. 🍁

continued on page 6

ISSA Canada Launches **Major** Membership Initiative

ing Management Institute (CMI) which is geared towards the industry's front-line professionals, supervisors and managers. CMI offers three different certifications including *Custodial Technical Basic*, *Advanced* and *Supervisor* which equip cleaning professionals with the knowledge to understand cleaning and health safety, work loading, chemical differentiation, sustainable practices and more.

Also available is the Cleaning Industry Management Standard (CIMS) which was created to streamline management structures, performance systems and processes. Certification through the CIMS program indicates that an organization conforms to the standard requirements and has successfully demonstrated that compliance to an independent, third-party assessor.

Various tool kits and online calculators are also readily available through ISSA Canada membership. The *Value of Clean* and *Value of Clean Safety* tools provide technical data, calculators and presentations designed to educate professional service providers on how to improve current practices, and focus on health and sustainability in order to protect the health of employees and customers, and ultimately receive a return on investment.

"Professional service providers have access to all of our workloading and benchmarking tools," Insero said. "Handbooks and on-line calculators assist in bidding and estimating efforts, and ensure bids are precise and accurate."

"This is an extremely exciting time for ISSA Canada as it evolves to the next lev-

el of unifying and professionalising the Canadian cleaning industry," Nosko said. "ISSA Canada is determined to ensure that all industry sectors are represented, and aware of the vast tools and programs available to them through this great association."

According to Nosko ISSA Canada members have access to **ALL** of the benefits, programs, tools and services offered to members State-side. Additionally, in its on-going effort to recognize the unique Canadian population, all of these products and services will be available in both official languages – English and French.

For more information on how to become involved, contact ISSA Canada at (905) 665-8001, toll free 1-866-684-8273 or visit www.issa-canada.com. 🍁



ISSA Refutes RAI Amsterdam's Termination of Alliance

ISSA unambiguously rejects RAI Amsterdam (RAI)'s claim that the long-standing alliance between ISSA and its "INTERCLEAN" trade show partner, RAI, is terminated.

On Friday, November 3, 2017, RAI submitted a letter to ISSA indicating its desire to terminate the agreement between ISSA and RAI and immediately began contacting ISSA members, exhibitors, council members and other organizations announcing the termination. Subsequently, a series of communications went out that also demanded that ISSA members work directly with RAI to book their trade show booths for the Amsterdam ISSA/INTERCLEAN® show. ISSA unequivocally denies that the alliance is terminated.

"This behavior is unacceptable," said ISSA Executive Director John Barrett. "I want to stress to our valued members, peers and stakeholders that these allegations regarding ISSA's partnership and global family of ISSA/INTERCLEAN exhibitions are not only unprofessional, but absolutely untrue. We do not, in any way, support RAI's unilateral departure from its obligations or its decision to communicate directly to members of the association with misinformation."

Further, Barrett states, that as a member-based organization, ISSA is committed to ensuring that its actions are transparent, professional and in the best interest of its members.

Specifically, Barrett said, "ISSA has made no secret of our global strategy, which is in line with our mission to bring together the industry to promote cleaning as a necessary investment in better health, a better environment and a better bottom line. There is no chain of events that would sug-

gest otherwise. In the current business climate – where ISSA members and industry companies are addressing their own challenges and opportunities daily – RAI's actions are selfish and an unnecessary distraction.

Given the progress we are making together in gaining respect for the global cleaning industry, and new projects that we have been cooperatively developing, RAI's sudden departure from this strategy is inexplicable.

"We understand that the professional cleaning industry needs and deserves an association invested in our members' goals 365 days a year, not through any one event, any one partnership or any one project. ISSA is a global association with numerous successful alliances already helping the association as it supports members with local, national and regional benefits and events in Europe, North America, Asia, the Middle East, Oceania and Latin America. Our global vision is becoming a reality and the collective industry voice is growing stronger. ISSA is currently consulting with its legal team to resolve this dispute.

"Out of respect for our two organizations, our members and the global cleaning industry, I hope discussions regarding the ISSA/INTERCLEAN partnership remain business-like and will not be carried out in the public domain," Barrett said. "Rest assured we will make every effort to communicate any new developments to our members and stakeholders as they unfold."

In the meantime, Barrett said, for ISSA, it is business as usual as the association continues to help its members change the way the world views cleaning. 🍁

Study Questions Effectiveness of EVS to Monitor Hospital Room Cleanliness

By GERARD GALLAGHER

Recently published findings validate the CDC's recommendation that independent observers provide the most objective approach to monitoring the thoroughness of environmental services staff to clean and disinfect hospital rooms after they are used.

The CDC recommends that hospital epidemiologists or infection preventionists who are not part of the environmental services staff (EVS) monitor the environmental cleaning and disinfection of hospital rooms, which can reduce transmission of health care-acquired pathogens.

As part of the Benefits of Enhanced Terminal Room (BETR) disinfection study – a large, multicentre, randomized and controlled trial comparing terminal disinfection strategies – Deverick J. Anderson, MD, MPH, associate professor of medicine at Duke University, and his colleagues compared two methods of evaluating the cleanliness of hospital rooms after EVS staff had cleaned and disinfected them. They found a 30 per cent difference in the number of surfaces that were determined by EVS supervisors to be clean, compared with surfaces rated clean by research assistants.

In the study, research assistants collected data in 56 rooms and EVS supervisors evaluated 256 rooms at two major hospitals. Rooms were not tested concurrently. Rather, Anderson and his colleagues matched the 56 rooms evaluated by research assistants with results from 56 rooms in the EVS group. Anderson and his colleagues said this allowed them to make “general conclusions” about the results that were strengthened by their strategy of matching rooms by unit, date and time.

They compared the overall proportion of cleaned surfaces, as well as the cleanliness of six specific surfaces: bathroom handrail, door knobs, light switches, toilet

seat, sink and chair. Overall, EVS supervisors determined that 82.5 per cent (264 of 320) of surfaces had been cleaned compared with 52.4 per cent (153 of 292) of surfaces as evaluated by the research assistants.

Anderson said that the research assistants “didn't really do anything different” than EVS supervisors. Both groups used fluorescent marks to determine which areas had been properly cleaned by EVS personnel.

“In the end, I suspect the difference is from a few things,” Anderson said, noting studies that have shown this effect in hand hygiene monitoring. “First, it is well-known that ‘self-policing’ leads to better numbers than from independent observers.”

He suggested “human nature” also may have played a role in EVS supervisors crediting EVS staff with effectively cleaning and disinfecting some surfaces.

“I wouldn't go so far as to say it is because of outright cheating – though it perhaps could be – but I think you're more likely to give someone credit if you're on the same team,” he said. “I can't prove this, but I also suspect the EVS folks chose similar spots. Both groups were instructed to rotate locations – for example, don't put a marker on the bedside table every time

– but I am willing to bet the independent observers did a better job of following those instructions.”

Anderson and his colleagues said that if objective monitoring is not feasible, hospitals should consider selective sampling of rooms by external observers as a method to validate EVS monitoring.



“Similar to hand hygiene, external validation of room cleaning improves the validity of cleaning surveillance data,” he said. “Feedback of validated data to EVS personnel may improve terminal cleaning and decrease the risk of bacterial transmission between patients.” 🍁

– Reprinted from the *Healio Infectious Disease News*



ISSA/INTERCLEAN® North America 2018

The One Show for Facility Solutions

October 29 - November 1, 2018

Kay Bailey Hutchinson
Convention Center, Dallas, TX

Dallas, TX, is the host city for the 2018 ISSA/INTERCLEAN® North America Trade Show and Convention.

Since 1997 – the last time ISSA/INTERCLEAN was in Dallas – the city has exploded with more than \$15 billion (USD) in new development. New hotels, thriving entertainment districts, expanded exhibit space in new convention centre halls and two convenient airports make Dallas an ideal location for ISSA/INTERCLEAN.

In addition to the convenience and attractions, the city's "Culture of Clean" efforts dovetail with ISSA's brand promise to change the way the world views cleaning.

For companies who want to reach thousands of new customers in the distribution and end-user segments, or connect with thousands of qualified buyers who want to see what the industry has to offer, exhibitor opportunities are also available. When you exhibit at the world's largest trade show for the cleaning and maintenance industry, you'll uncover new leads and make new sales. If you're serious about improving your sales, then this is the best investment you can make.

For more information or to pre-register, please visit www.issa.com/show. 🍁

ISSA Presents...

The Innovative Distributor Workshop

February 12 & 13, 2018

Lead your distribution business to relevance and profitability with *The Innovative Distributor™* workshop being held February 12 and 13, 2018, at the JW Marriott Las Vegas, in Las Vegas, NV.

Most businesses agree that they must re-invent their firms before someone else does. But, as owners continue to operate the business for today, how can they unleash the spirit of innovation to create a relevant, stronger and more profitable future?

In this two-day, hands-on workshop, attendees will dive deep into *The Innovative Distributor* framework that provides practical lessons for creating transformative change.

What Makes This Workshop So Different?

When it comes to innovating for the future, many leaders are so close to the day-to-day, that they get consumed by the tyranny of the urgent. *The Innovative Distributor* workshop provides a focused path that helps distribution leaders know where to start as they look to create new, profitable paths forward for the future.

The Innovative Distributor workshop

is taught by Dirk Beveridge, author of the ground breaking NAW Institute for Distribution Excellence book – *INNOVATE! How Successful Distributors Lead Change in Disruptive Times*. Beveridge has researched the state of innovation through-

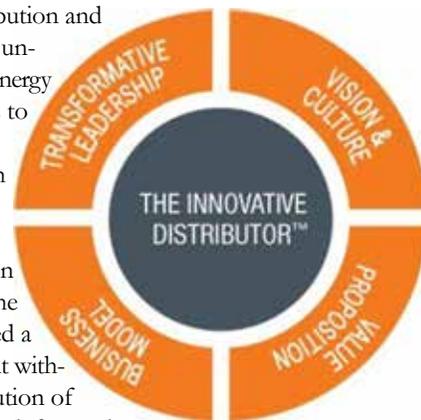
out distribution and brings an unmatched energy and focus to the workshop. With his Un-leashWD Innovation Summit, he has created a movement within distribution of like-minded, forward

thinking leaders who know that in today's technology-driven and competitive marketplace – they must get better, faster.

The Innovative Distributor framework has been used by hundreds of companies to dramatically change their trajectory and design breakthroughs for their customers, suppliers and employees.

In the two-day workshop attendees will:

continued on page 10



New Value of Clean Infographic Available

ISSA Canada is pleased to launch the new *Value of Clean* infographic geared specifically to Canadian members.

The ISSA *Value of Clean* tools and information promote cleaning as a necessary investment in better health, a better environment and a better bottom line.

The new *Value of Clean* – Canadian edition uses real-world data from Canadian resources to demonstrate how cleaning is an investment in human health and the environment. Using Canadian dollars, it demonstrates how a modest investment in cleaning can help facilities reap big savings.

To view the new information, visit www.issa-canada.com. 🍁





By OLIVIA LATTIMORE

Improving Cleaning & Disinfection of Environmental Surfaces in Hospitals

Experts generally agree that careful cleaning and disinfection of environmental surfaces are essential elements of effective infection prevention programs. In recent years, there has been an increasing consensus that improved cleaning and disinfection of environmental surfaces is needed in healthcare facilities. Dr. John Boyce has addressed this topic in a few different ways this year; in an APIC conference lecture, in an article (*Antimicrob Resist Infect Control. 2016 Apr 11; 5:10*) and in a recent Webber Training teleclass.

In each instance, Dr. Boyce points out that there are many factors that can potentially have adverse effects on the efficacy of traditional cleaning and disinfection practices. An example of this is the type of surface being cleaned or disinfected, as it can affect the completeness with which bacteria are removed.

Disinfectants may also be applied using inadequate contact times. Failure of housekeepers to use the appropriate number of wipes per room can result in

poor cleaning of surfaces. Use of wipes without sufficient antimicrobial activity against target pathogens can result in poor disinfection of surfaces and can also lead to the spread of pathogens from one surface to another. Binding of quaternary ammonium disinfectants to cloths made of cotton or wipes containing substantial amounts of cellulose may reduce the antimicrobial efficacy of the disinfectant. Laboratory studies have

continued on page 10

ISSA Canada Announces 2017 Environmental Stewardship Award Winner

ISSA Canada is pleased to announce the winner of the 2017 Environmental Stewardship Award.

Recognizing and honouring organizations who are committed to environmental management as well as a dedication to the value of clean, this year's award will be presented to **Friday Harbour All Seasons Resort** in Innisfil, ON.

The ISSA Canada Environmental Stewardship Award will be presented at a special ceremony being held in Toronto in December. Melaine Myrie and John Southwood will accept the award on behalf of Friday Harbour.

The ISSA Canada Environmental Stewardship award is presented annually to up to six recipients from across Canada. Nominations can be submitted by ISSA Canada member firms only.

For more information, contact ISSA Canada at (905) 665-8001, toll free 1-866-684-8273, or visit www.issa-canada.com.

Last Call for ISSA/INTERCLEAN® 2018 Speakers

ISSA is now accepting speaker proposals for the 2018 ISSA/INTERCLEAN® North America Trade Show and ISSA Convention, which takes place October 29 to November 1, in Dallas, TX.

Speaker proposals must be submitted through the ISSA website to be considered. Notifications of accepted proposals will be announced by **January 1, 2018**.

To submit a speaker proposal, visit www.issa.com/speaker2018.

The Innovative Distributor Workshop

1. Learn a proven formula that has been researched and used throughout distribution. Attendees will completely understand *The Innovative Distributor* framework and why it is the most powerful tool to lead a company into the future.

2. See how *The Innovative Distributor* formula has been used by the most innovative and successful distributors, as well as other businesses from which attendees can pull inspiration and lessons.

3. Apply this framework to leadership and a company's go forward strategy. The workshop will help attendees create unmatched growth and momentum.

Company customers, suppliers and employees are drawn to those with a vision and a commitment to the future. If they sense hesitation of a firm's commitment to a better future, they will look past you for alternatives that are building for a relevant and profitable tomorrow. Once a company aligns its team around *The Innovative Distributor* model, they will see an energy and optimism that attracts the most profitable customers, the most innovative suppliers and the "A" players the business needs to hire.

Register for *The Innovative Distributor* workshop today and spend two days with Dirk Beveridge. Your customers, suppliers and employees are counting on you to win the future.

How much does an unaligned and uninspired team cost? How much potential profit is lost by being perceived as the same as the competitor across town? Not having *The Innovative Distributor* framework as the core of a company's strategic thinking may already be costing you a great deal.

For more information or to register, please visit www.issa.com/events. 🍁

Improving Cleaning & Disinfection of Environmental Surfaces in Hospitals

continued from page 9

shown that detergent wipes have a varying ability to remove pathogens from surfaces and may, in fact, transfer pathogens between surfaces.

In another investigation, Dr. Boyce studied automated disinfectant dispensing systems in a large teaching hospital. His audit of 33 dispensing stations that mix concentrated disinfectant with water revealed inconsistent dilution ratios. The dispensing machines were intended to yield a desired in-use quaternary ammonium concentration of 800 ppm. After testing with commercially-available test strips, the audit revealed that several dispensing stations yielded solutions with less than 200 ppm; more than 75 per cent below recommended concentrations. Approximately 50 per cent of stations delivered solutions with 200 to 400 ppm. An investigation uncovered several flaws in the dispensing system that would not have been detected without frequent testing.

A German study assessed the frequency of contamination of reusable buckets used to dispense disinfectant wipes used for surface disinfection in multiple hospitals. Kamf et al (MC Infect Dis. 2014; 14:37) found that 28 buckets from nine hospitals (42 per cent) contained surface-active disinfectants (quaternary ammonium solutions) that were contaminated with *Achromobacter* or *Serratia* strain.

In studies that involved culturing high-touch surfaces in patient rooms before and after housekeepers had performed routine cleaning, the researchers regularly found cultures obtained from several surfaces in one room after cleaning which yielded large numbers of *Serratia* and smaller numbers of *Achromobacter*. These were not present before cleaning. Pulsed-field gel electrophoresis demonstrated that *Serratia* isolates recovered from the diluted disinfection solution were the same strains as those recovered from surfaces in the patient room.

Failure to adequately disinfect patient rooms at the time of hospital discharge

contributes to the increased risk of acquisition of resistant pathogens among patients admitted to a room where the prior room occupant was colonized or infected with a multidrug-resistant pathogen. Numerous studies have found that standard manual cleaning or disinfection of surfaces can reduce – but often does not eliminate – important pathogens such as *C.difficile*, staphylococci including Methicillin-resistant *Staphylococcus aureus*, *Vancomycin-resistant Enterococci* (VRE), and multi-drug resistant *Acinetobacter*.



Other articles found in *Virox Solutions* newsletters address the impact of cotton towels and microfibre cloths. But let me point out, briefly, that many articles, increasingly over the last decade, identify that cotton towels for cleaning and disinfection could cause a problem of their own. They many remain contaminated after being laundered, and they can spread *C.difficile* spores.

Thanks to researchers, whose names are well known to us (Boyce, Sattar, Maillard, Rutala, Sehulster, and others), the knowledge of proper selection and use of hospital disinfectants is ever expanding. *Virox* would like to express its appreciation to each of them for their invaluable work. 🍁

– Olivia Lattimore is Clinical and Technical Services Specialist at *Virox Technologies Inc.* Article reprinted from Volume 38 of the *Virox Solutions* newsletter.

ISSA Canada Welcomes New Members

DISTRIBUTORS

Bristol Sales

Ian Bristol
297 5th Concession E.
Waterdown, ON LOR 2H1
Tel: 905-689-5774
Fax: 905-689-2237
E-mail: ian@bristolsales.com
Web site: <http://bristolsales.com>

Canada Mats

Deepak Raghavan
5696 Imperial St.
Burnaby, BC V5J 1G2
Tel: 604-628-7791
Email: sales@canadamats.ca
Web: www.canadamats.ca

Canadian Truck Mount Cleaning Supply

George Billmer
12045 86 Ave.
Surrey, BC V3W 7X5
778-998-7512
Web site: www.truckmountsupply.com

Chemex Canada

Todd Anthony
3258 Marentette Ave.
Windsor, ON N8X 4G4
905-261-7440
E-mail: info@chemexcanada.com
Web site: www.chemexcanada.com

Evcors Solutions Inc.

Emily Crane
530 Adelaide St. W., Ste 6107
Toronto, ON M5V 1T5
416-220-8951
E-mail: sales@evcorsolutions.com
Web site: <http://evcorsolutions.com>

Green Canpump

Bezi Famil, Technical Manager
2501 Steeles Ave. W., Unit 2
Ontario, ON M3J 2P1
Tel: 416-250-7867
Toll free: 833-787-7867
Web: www.greencanpump.ca

HD Supply Canada

Jane Dallin
70 Carson St.
Toronto, ON M8W 4Z6
416-521-4500
E-mail: customercare@hdsupply.ca
Web site: www.hdsupplysolutions.ca

IHS Depot

Keith Tennant
6888 Oakwood Dr.
Niagara Falls, ON L2G 0H9
289-477-5014
E-mail: ktt@ihsdepot.com
Web site: www.ihsdepot.com

Kingsway Vacuum

Shiraz Karmali
3531 Kingsway
Vancouver, BC V5R 5L8
604-435-5581
Web site: www.kingswayjanitorial.com

MSS Distribution

Alexander Fortin
13846 Blvd. Cure Labelle
Mirabel, QC J7J 1L3
855-677-3478
E-mail: info@mssgroupe.com
Web Site: www.mssdist.com

Petra Hygienic Systems Inc.

John Mickelson
86 Moyal Ct.
Vaughan, ON L4K 4R8
866-334-3702
Web site: www.petrasoap.com

Quadra Chemicals Ltd.

Ryan Reid
1100 Blair Rd.
Burlington, ON L7M 1K9
905-336-9133
E-mail: contactus@quadra.ca
Web site: www.quadra.ca

Viking Industrial Supplies Inc.

Vakeesan Kumaresiah, President
165 Norfinch Dr.
Toronto, ON M3N 1Y2
416-741-1200
E-mail: sales@vikingwholesales.com
Web site: www.vikingwholesales.com

WHOLESALEERS

Inout Cash And Carry Inc.

Angelo Selvaggi, Owner
15 Victoria Cres.
Brampton, ON L6T 1E2
647-475-0150

MANUFACTURERS

Cross Country Installation & Service Ltd.

Claude Fortier, President
30 Pennsylvania Ave., Unit L7
Concord, ON L4K 4A5
Tel: 647-466-2247
Email: claude.fortier@ccis-service.com
Web: www.ccis-service.com

Groulx Robertson Venus Inc.

Herve Girard
190 Oneida Ave.
Pointe-Claire, QC H9R 1A8
Tel: 514-697-7760
Toll free: 800-363-7760
Email: hgirard@solutionsgtr.ca
Web: www.solutionsgtr.ca

Jempak GK Inc.

Richard Beckett
80 Doney Cres.
Concord, ON L4K 3P1
Tel: 905-738-5656
Email: info@jempakgk.com
Web: www.jempak.com

MANUFACTURER'S REPRESENTATIVE

Freeman Signature

Victori Trencé
825 Guimond Rd., Ste 200
Longueuil, QC J4G 2M7
Tel: 888-641-2040
Web: www.freemansignature.com

TLC Marketing

Janine Mitchell
64102 5628 4th St.
Calgary, AB T2K 6J0
403-230-0700
E-mail: sales@tlcmarketing.ca
Web site: www.tlcmarketing.ca

FACILITY SERVICE PROVIDERS

City of London

TJ Hughes
300 Dufferin Ave.
London, ON NGA 4L9
Tel: 519-854-2338
Email: thughes@london.ca

Compass Canada Support Services Ltd.

Krystine Blair
1 Prologis Blvd., Suite 400
Mississauga, ON L4W 0G2
Tel: 519-685-6155
Fax: 519-685-1661
Web: www.compass-canada.com

Eco Friendly Building Services

Janmeet Chahal
PO Box 636
Bragg Creek, AB T0L 0K0
403-949-3344
E-mail: info@efsclean.com
Web site: www.ecofriendlyservices.ca

Friday Harbour

Melaine Myrie
311 Big Bay Point Rd.
Innisfil, ON L9S 2P7
705-814-0036
E-mail: mmyrie@fridayharbour.com

Hi-Rise Services

Dan Dawson
5840 Falbourne St.
Mississauga, ON L5R 4B5
591-766-5844
Web site: www.hi-riseservices.com

IHMS

Dorit Baraness
13633 St. Albert Trail
Edmonton, AB T5T 1L6
780-409-8345
E-mail: info@ihmscanada.com
Web site: www.ihmscanada.com

LC Classico's Canada Ltd.

Carmelita Apilado
24e Meadowlark Village
Edmonton, AB T5R 5X3
Tel: 780-904-3458

Revive It

Robert Fischer
675 Lamond Cres.
Burlington, ON L7L 2N8
Tel: 905-208-4308
Email: rich@reviveit.ca
Web: www.reviveit.ca

Roboclean Building Services

Nicole Allard
439 University Ave.
Toronto, ON M5G 1Y8
647-208-4247
E-mail: info@roboclean.com
Web site: www.roboclean.com

Rope-A-Dope Windows Inc.

Terry Gaulin
56 Cedardale Mews SW
Calgary, AB T2W 6C5
403-689-5858
E-mail: adam@ropeadope.ca
Web site: www.ropeadope.ca

Simply Clean Janitorial

Graham Smith
14-200 Lobird Rd.
Whitehorse, YT Y1A 5V3
867-334-9146

ASSOCIATE MEMBERS

Concord Products & Blow Molding

Sam Marino
26 Huddersfield Rd., Unit 1
Etobicoke, ON M9W 5Z6
416-679-8551
E-mail: info@concordblowmolding.ca
Web site: www.concordblowmolding.ca

Digital Security Concepts

Naresh Naran
P O Box 1504
Kingston, ON K7L 5C7
Toll free: 800-366-0662
E-mail: info@tourtrax.com
Web: www.tourtrax.com

Ecosafe - Plastic Solutions Canada Inc.

Jason Sanders
115 - 2677 192nd St.
Surrey, BC V3Z 0N2
Tel: 310-699-0912
Toll free: 855-495-4959
Fax: 604-560-5131
Email: info@ecosafezerowaste.com
Web: www.ecosafezerowaste.com

Mark's Professional Eavestrough and Siding

Mark Dawson
426 Willow Rd.
Guelph, ON N1H 6S2
519-994-7532

Nexreg Compliance, Inc.

James Dayus
1828 Blue Heron Dr., Suite 19
London, ON N6H 0B7
Tel: 519-488-5126
Email: info@nexreg.com
Web: www.nexreg.com

Vision Consulting Group

Rick Dunn
23 Silence Court
Moncton, NB E1A 0A3
Tel: 506-852-6108
Email: rick@visionconsulting.ca
Web: www.visionconsulting.ca

RESIDENTIAL CLEANERS

Hire A Maid

Carol Smith
519 Dundas St. E., Unit 5
Whitby, ON L1N 2J5
905-668-4243
E-mail: info.durham@hireamaid.ca
Web site: www.hireamaid.ca

JEM Window Cleaning

James Menzies, Owner
3045 Southcreek Rd., Unit 11
Mississauga, ON L4X 2X6
Tel: 416-410-5131
Email: info@jemwindowcleaning.com
Web: www.jemwindowcleaning.com

Montreal Home Cleaners

Sonya Mullins
8090 Arthur Pelouquin
St Leonard, QC H1R 2S8
514-582-5802
Web site: www.montrealhomecleaners.com

Tidely Cleaning

Inder Sangha
3017 MacNeil Way NW
Edmonton, AB T6R 3V1
780-782-0502
E-mail: info@tidely.ca
Web site: www.tidely.ca



HOLD YOUR BUILDING TO A HIGHER STANDARD

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.