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NEWS, VIEWS AND INFORMATION FOR THE FACILITY SERVICE PROVIDER

A Dangerous World:

Avoiding Coronavirus Cleaning Liabilities

Cleaners and restorers can open themselves up to huge liabilities when battling the coronavirus

By JEFF CROSS

Cleaners and restorers worldwide are at battle against the coronavirus and doing all they can to stop the virus from spreading. But some, without proper training, equipment and chemistry, might be causing more harm than good, making coronavirus cleaning a potential liability.

What happens when a front-line cleaning or restoration professional doesn't follow industry standards and instructions? It can lead to disaster.

Here's an example.

Jim Pemberton, president of Pemberton in McKeesport, PA, is an industry supplier, trainer and consultant. He is

inundated with questions from not only his direct customers, but others across the country looking for advice on what to do to battle the coronavirus and help customers. He related one experience of a cleaner who thought he could simply add disinfectant to his cleaning solution, which isn't what the directions indicated.

Pemberton has had other conversations with cleaners who ask about misting, fogging, and using other forms of applying product to surfaces. The challenge is they are thinking of routine cleaning procedures, not something as serious as fighting the coronavirus.

"Many of these guys just want someone to tell them, 'It's OK,' and they don't

think about the consequences," he said. However dangerous repercussions may result from these types of situations.

TARGETED TRAINING

Patricia Olinger, the executive director of the Global Biorisk Advisory Council (GBAC®), a division of ISSA, sees the same issue.

"We are getting questions about how people can start a business right now in professional disinfection," she said. "We are seeing people in many different industries thinking they can just pick up a piece of equipment, put disinfectant in it, and go! Someone is going to get hurt. The need for

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contractor's corner

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A Dangerous World: Avoiding Coronavirus Cleaning Liabilities

training, individual certifications and company accreditation programs is evident.”

One solution offered by GBAC is the GBAC Fundamentals Online Course: Microbial Warrior™ Workshop. It takes approximately two hours to complete. Those who complete the training and pass the various test questions will receive a certificate of completion and will be in a better position to battle the coronavirus and other infectious issues. Another valuable collection of information is found on the [ISSA Canada web site page](http://www.issa-canada.com) titled Cleaning and Disinfecting for the Coronavirus (SARS-CoV-2).

In the United States, the EPA has provided guidance to the industry about products appropriate for battling coronavirus. You can see that listing by visiting www.epa.gov. Besides products, a delivery system has to be used to get the product to the surface for proper disinfecting procedures.

COMPLIANCE ISSUES

It's a dangerous world when regulatory compliance with battling the coronavirus or any infectious situation is not followed. “This is a problem,” Olinger stated. “Considering health and safety, this is a major problem. They have to be careful. They will open themselves up to liability if they don't pay attention to regulatory compliance issues.”

If a product is not approved for use in a fogger, sprayer or other delivery system, it may be because it has not been proven to be effective, she added.

“Individuals who are using sprayers, foggers and the like should not only be trained on the disinfectant and equipment, but need to understand the specifics of the infectious agents they are declaring war on,” Olinger warned. “It is extremely important for the health and welfare of the workers, the clients and the environment.”

She said more consideration must be given to the type of personal protective equipment (PPE) being used, not only for protection against infectious agents but also the potential chemical exposure to products being applied. Something as simple as donning and doffing, putting on and taking off PPE, can be a true skill and is critical knowledge to have. Individuals can do everything right from the cleaning

and disinfection side to then take off their PPE incorrectly and become infected. This has been a major cause of infection in first responders and healthcare workers. It has been a concern during previous outbreaks and pandemics as well, including the 2014-2015 Ebola outbreak.

Keri Lestage, the chief operating officer with ByoPlanet, manufacturer of electrostatic spray systems, which has been extensively used in battling the coronavirus outbreak.

“Our units are back-ordered because our supply chain is catching up with the huge spike in demand,” she said. “If you can't find the equipment to do the job, what do you do? You don't just use any sprayer or chemistry. We are really strict with what chemistry we approve to go through our equipment because we have done the testing to understand not only the performance of the product, but the environmental, health and safety risks associated with using it.”

Lestage noted that many who are out in the field right now, doing their part in cleaning and disinfecting, may actually be causing more harm than good. “What is the proper PPE? Can you enter the room after spraying? Many have not done their due diligence,” she said. “I caution everyone to know what you are spraying, know the impact of the product, and not only to the operator, but to everyone in the facility.”

Her advice to someone looking to help this pandemic situation right now?

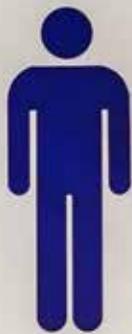
“The simple thing they need to do is get some training and certification,” she said. “Do this before you even think about the chemistry and equipment. Protect yourself, your workers, and your clients. Everyone needs to understand the risk, the need for training, and the liability issues they are taking on themselves.”

Pemberton adds some simple, final advice: “Read the label. The application directions, including dilutions, if not ready to use, application devices, dwell time, and more is all on the container to help our professionals use the product appropriately and also how to deliver it to surfaces.”

MORE EDITORIAL RESOURCES

Don't miss the feature article title *Cur-*

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After COVID-19:

Long-Term Investments Facility Managers Can Make for Health and Hygiene



A long-term commitment to health starts in your facility's high-use restrooms and breakrooms

By JULIE HOWARD

With the rapid spread of COVID-19 throughout the world, public health officials, including the World Health Organization (WHO) and U.S. Centers for Disease Control and Prevention (CDC), have been urging individuals to take a number of immediate protective measures to help slow or stop the spread of the virus. We are all well-versed in these measures, which, to name a few, include washing our hands frequently, covering our noses and mouths with an elbow or tissue when we cough or sneeze, practicing social distancing, and staying home if we are sick. And it seems there is now growing consensus that these measures are critically important to reversing the trajectory of this virus.

Ideally, once the coronavirus pandemic has passed, each of us will continue to implement some if not all of these personal measures in an effort to protect our health and the health of those around us on an ongoing basis. But protecting our health goes far beyond each of us taking responsibility for our personal hygiene and habits.

As we typically spend a large percentage of our days in built environments working, learning, shopping, dining and being entertained, those buildings also serve a role in protecting our health. To be sure, we are hearing of businesses asking employees to wipe their workstations with disposable sanitizing wipes and EPA-approved disinfectants, replacing in-person meetings with phone calls, and encouraging employees to temporarily work from home.

While these are all important short-term solutions to improving hygiene during the COVID-19 pandemic, following are recommendations for two of the most frequently used areas of a facility that demonstrate a longer-term commitment to the health and well-being of building occupants.

CREATE A RESPONSIBLE RESTROOM

A responsible restroom is one that prioritizes hygiene and helps advance the health and safety of its users.

- **Install touchless fixtures:** According to the CDC, viruses, bacteria and germs can survive on hard surfaces from

hours to days to weeks. Let restroom users keep their hands to themselves and avoid the potential for transmission by touch by installing motion sensor light switches and sensor-operated touchless flush valves, faucets, soap dispensers and paper towel dispensers.

- **Go with paper over air:** Studies have consistently shown that paper towels are a more hygienic means of drying hands than jet air. Among them, a study by the University of Westminster in 2010 found that jet air dryers increase the microbiological counts on hands by 42 per cent on finger pads and 15 per cent on palms. It also found that paper towels decrease the microbiological counts on hands by 76 per cent on finger pads and 77 per cent on palms.

- **Provide toilet seat covers:** Flushable toilet seat covers help keep toilet seats cleaner and provide users with both a layer of protection against germs and an indication of a facility's attention to hygiene.

ELEVATE THE BREAKDOWN

Too often, the employee breakroom boasts little more than a refrigerator,

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After COVID-19: Long-Term Investments Facility Managers Can Make for Health and Hygiene

microwave and sink, an open stack of paper towels, and a counter strewn with disposable cutlery. While this may be sufficient, it is far from hygienic.

- **Offer dispensed cutlery:** Disposable cutlery dispensers help improve hygiene through one-at-a-time, fully enclosed dispensing, in which users only touch the utensil they need. Options in cutlery dispensers even include those that dispense wrapped cutlery, in which the eating end of the cutlery is protected, further helping to reduce the potential for contamination.

- **Provide dispensed napkins:** Much like cutlery dispensers, some napkin dispensers help improve hygiene by ensuring napkins are fully enclosed and automatically dispensed as needed. This helps eliminate the issue of users touching more napkins than they need and further helps to reduce the potential for contamination.

- **Offer wipes:** In addition to offering surface sanitizing wipes to effectively sanitize your breakroom surfaces, there are many disposable wiper choices that are sturdier than paper towels and more hygienic than reusable cloths for wiping up food spills and cleaning sticky handles and knobs. Many are available in one-at-a-time dispensing boxes or buckets.

Restrooms and breakrooms are among the highest traffic areas of nearly every building. Yes, let's get past this immediate coronavirus crisis, but then consider making long-term investments that could improve hygiene in these core spaces and improve the health and well-being of building occupants.

Julie Howard is vice president and general manager of GP PRO's Towel, Skincare and Aircare Category. GP PRO is a division of Georgia-Pacific and a leading provider of advanced restroom solutions for commercial facilities. To learn more than GP PRO, visit www.gppri.com.

SOURCE: CMM Online

BUSINESS NOTES



How Cleaning Proposals Will Change IN A POST COVID WORLD

CCOVID-19 is going to produce several changes in the professional cleaning industry, specifically for building service contractors.

Among those changes is the information included in cleaning proposals, according to Ron Segura, president of Segura & Associates, a cleaning consultant for building service contractors in both North and South America.

“We will need to include entire sections [in our proposals] on how the contractor is taking steps to protect human health, and that includes the health of their own workers,” he says.

Many cleaning proposals now include information regarding OSHA training and certification. This typically involves how to address dangers and hazards when performing cleaning duties. This will not be enough in our post-COVID world.

Among the items Segura says contractors will need to add to their cleaning proposals include the following:

Verification of “Best Practices”

Training: Prospects will want to see that your staff has been certified by ISSA’s Cleaning Management Institute (CMI), the CIMS program or GBAC Fundamentals training. Certification is what puts the word

‘professional’ in professional cleaning.

Specialized Certifications: Some industries will require their own certifications. For instance, cleaning professionals maintaining healthcare facilities should be Certified Healthcare Environmental Services Professionals. Going forward, healthcare facilities will want to see this noted in all janitorial proposals.

PPE Training: Cleaning workers need to be trained on how to wear, put on and remove PPE equipment, and this too should be noted in cleaning proposals. During the EBOLA crisis, some healthcare workers either did not put on or remove PPE gear properly, causing many to come down with the disease.

Equipment Changes: Cleaning contractors typically select equipment based on costs, effectiveness, safety and worker productivity. Now, customers want to see if the equipment selected also protects health. An example would be HEPA filters on vacuum cleaners.

“The bottom line is customers will want your proposal to include entire sections on how you plan to protect the health of building users,” Segura says. “In some cases, this will be the first section they turn to.”

Cleaners Get Centre Stage

Time for a Call to Action

By MIKE WATT

In Simon and Garfunkel's *Kathy's song*, there is a line that I've always enjoyed: "There but for the grace of you go I."

Admittedly, that is a little deep as it implies that something bad that has happened to someone else, could have happened to you.

I tend to think more about it this as I look at the effects on our world from COVID-19, this nasty little virus lurking in open spaces and areas not so easily seen. I reflect on the custodians, those who clean and disinfect for their chosen vocation and I can't help but think of *Kathy's song*.

It is indeed an extremely important job. Someone who is charged with the responsibility of not only cleaning, but disinfecting for the purpose of protecting and preserving the health of the public in the indoor environment. These are the Stewards of the indoor environment, if there ever was such a thing.

I've always admired the work of

nurses, registered and otherwise. My amazing sister-in-law has been one all of her life and soon, so too will her son, who happens to not only be my nephew but my God son as well.

Nurses are highly-skilled at their profession. To think that we could have nurses, doctors and other healthcare providers who are not skilled, accredited and educated is unthinkable. The risk that is involved is enormous. Simply put, competency is a must.

We've done an excellent job in our society to educate, train and accredit healthcare professionals. There is a reasonable expectation that if you are in the care of a doctor, dentist, nurse and professionals in other related fields, you are in good hands, or at least have some recourse with an oversight body for those professions.

In the case of custodians, cleaners and those who clean to a public health protection standard, we don't educate or hold this profession to anywhere near the same standard.

Hospital cleaners, employed directly with the hospital and, similarly, school

custodians who have the same relationship with the school board that employs them, are generally well paid by "cleaning custodian" standards. Certainly, none of these individuals will ever make the Sunshine list, however, but as a cleaner – some would argue – they are well paid.

Yet, for the vast majority of those who are not employed with these two windfall employers, most cleaning professionals often earn minimum wage.

When my son got his first job at McDonald's as a part-time crew member, he earned about the same amount of money as the custodian who was charged with the responsibility of cleaning and disinfecting to protect and defend public health. The key difference is my son was a part-timer going to school, living with his mom and dad so his income was discretionary. On the other hand, his minimum wage-earning counterpart may have had children, perhaps a spouse, but most certainly debts, like every other adult in the world, and would probably have been hard-pressed to scratch out an

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ISSA Launches GBAC Fundamentals Online Course

ISSA has released the new GBAC Fundamentals Online Course, designed for cleaning workers – the heroes on the front lines of the coronavirus.

As a cleaning professional, you have always been an essential worker. But now you are on the front lines battling unseen danger.

The new [GBAC Fundamentals Online Course](#) will teach you how to respond and recover from biohazards in the workplace. Learn what you've been doing right – and what you may be doing wrong.

The course combines germ science and cleaning best practices to help you prevent the spread of infectious diseases, including the novel coronavirus. It also provides the knowledge needed to help your company and the protocols to protect your team. You'll feel more confident doing your job as you make a difference for safety and health in the facilities and communities you serve.

Participants who successfully complete the course within 30 days will receive a certificate of completion from the Global Biorisk Advisory Council (GBAC), a division of ISSA.

Participate in Study Measuring Shifting Attitudes of the Jansan Industry

Workwave Agency has launched a new study to determine how attitudes and perceptions have changed for the jansan industry.

Workwave is seeking the input of cleaning industry professionals on the study, entitled *Shifting Attitudes of the Jansan Industry*, so it can better serve our companies, clients, and communities. The 15-minute survey is completely anonymous and will serve as the basis for research that will benefit the industry overall. As an added incentive to participate, ISSA members that complete the survey will be among the first to receive the final study, and the insights and analysis it holds.

Access Workwave's study [here](#).

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Cleaners Get Centre Stage



existence.

I may be stating the obvious, but it's a very expensive world we live in. Beyond the basic necessities of life, not much is left over for other things. Certainly, participating in post-secondary education for their children is not something on the table. Sad, but nonetheless, true.

What this unprecedented time will teach us is the value of essential services.

Hey, all essential services are worth their weight in gold, that is for certain, however, in the matter of remuneration for highly-important and very necessary work, we have a long way to go for our professionals in the cleaning industry.

It has to start with society, and as a result of this Pandemic, cleaners have been getting some very much long overdue recognition, and this is truly a great thing.

As Maslow theorized on the economic man assumption, the economies of scale are grossly erroneous for the custodial segment of our society. Being paid your weight in silver is not the same as gold.

When we start to truly value and embrace the worth and value of those who clean and disinfect, we will start to push the criteria for people doing these very important jobs, but the remuneration needs to be closely aligned. Attitude and behaviour, after all, is a function of the way you see your role. Change that, and we are on the road to significant improvements in the areas of clean and disease free environments.

If we think about other trades like electricians, pipe fitters, plumbers, mechanical trades, etc., there is a well-

defined apprentice program that helps a person along a continuum so that, as a society, we can turn a light switch on without getting electrocuted, our children are not scalded because the hot water was plumbed incorrectly, or that our brakes don't fail when approaching a pedestrian crossing the road. All work performed by licensed, competently-skilled trades people.

The reality is, we don't have proper accredited apprenticeship training programs to help our custodians along a continuum, and we don't mentor through an apprentice program that is licensed, regulated and affirmed as a certified professional, competent to do the work properly.

Our risk is too great. We've seen it with this wake-up call (COVID-19 pandemic).

Our world is too large now. We are ill prepared by design. We need an over-haul, but we are doomed if we wait. Ignorance may be bliss, but knowledge is power.

Thanking and affirming the cleaners as we have is great. However, in this highly-complex inter-dependent world, the medium of exchange for survival is money.

Collectively, this is about thought leadership and execution. It is about business, government and industry coming together, affirming and recognizing that we have failed this industry and not only do we have to get significantly better at it, we need to be properly prepared for it.

Paradigms die hard, but they do die. This is an idea whose time has come.

Let's fix this.

SOURCE: Avmor Ltée.



Cannabis and Cleaning:

More Closely Connected than You May Think

Compared to most countries around the world, Canada has always been ahead of the game when it comes to cannabis. For instance, in Canada it has been legal to use cannabis for medical purposes since July 2001. The next big step forward (depending on your point of view) came on October 17, 2018. That's when the *Cannabis Act* went into effect. It made Canada the second country in the world, after Uruguay, to allow cannabis to be used for both medicinal *and* recreational purposes.

By January 2019, on-line sales of cannabis for recreational uses were well underway. Entrepreneurs, not only in Canada, but the U.S. and countries around the world, are eager to jump on this new opportunity. A look at the economic predictions tells us why. Investment advisor, Motley Fool, reports that “financial experts from all over the world agree: a marijuana boom *is* coming,” with worldwide sales estimated to reach \$330 billion (CDN) by 2030.

THE CLEANING CONNECTION

While expectations are high, this continuing growth in the cannabis market is very dependent on something many of these entrepreneurs may not be aware of: the vital significance of effective cleaning and sanitation.

Cannabis plants are fragile, and environmental conditions can impact their growth and development. For instance, if the production area is not kept clean and in a state of microbial control, it can have an impact on your employees as much as the health of the plant.

Poor indoor air quality (IAQ) – potentially the result of fumes from cleaning solutions or other chemicals used in the area – can harm the plant, especially in the early stages of growth. Even if the plant survives in such a setting, it may not be as robust as it should be and may not reach its full growth potential.

Further, effective cleaning also helps keep the growing area *unattractive* to insects. These insects can destroy the plants, wiping out an entire cannabis growing inventory.

Among the things cannabis growers must also be aware of is that cross contamination in production areas is a big concern, according to Mike Watt, head of Training and New Product Development at Avmor, a leading Canadian manufacturer of professional cleaning solutions that can be used to service cannabis facilities. There are two cross-contamination risk areas that growers must be aware of. The first are the “high risk” areas, which would include the following:

- Growing rooms
- Packaging areas
- Curing/drying rooms
- Trimming areas
- Hallways and corridors near the growing area
- Change rooms (where workers change from street clothes to work clothes and vice versa).

Watt advises that these areas must be cleaned daily, to remove visible soils, and then disinfected: a critical two-step process. While some growers may use

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Survey Finds FMs Slow to Adopt Digital Technology

Less than 10 per cent of facilities are staying ahead of the technology curve

Almost half (48 per cent) of facility managers (FMs) are missing out on the benefits of digital transformation by not adopting new technology, according to a report from Mitie Group Plc. The report, based on a survey of 100 key decision-makers in the United Kingdom across a range of facilities management roles, reveals that only seven per cent of FMs are constantly seeking to identify, trial and implement new technology solutions to stay ahead of the curve.

Nearly one in 10 (eight per cent) survey respondents say they are not interested in deploying new technology, with almost one-third (32 per cent) saying they will only use mature or proven technology. A further eight per cent say, although they are interested in new technology, they simply don't have the time and resources to implement it.

When asked whether they agreed that facilities management will have undergone extensive digital transformation by the year 2030, most FMs (80 per cent) strongly or mostly agreed with this statement. This suggests that over the next 10 years FMs who are currently wary of new technology will have been convinced otherwise, while those struggling with capacity will have found a way to tackle this restraint.

Currently, the biggest barrier to adopting digital technology is lack of knowledge among FMs. Around a third of respondents (31 per cent) reported lack of internal expertise to select suitable facilities management solutions and about one-quarter (27 per cent) listed a lack of understanding of digital transformation technologies as top barriers to investing in digital transformation. Three in 10 (30 per cent) also cited lack of staff expertise to run facility efficiency projects and 28 per cent expressed a lack of staff

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Cannabis and Cleaning

EPA-registered disinfectants, Watt advises selecting disinfectants that bear a DIN (Drug Identification Number) issued by Health Canada. Located on the product label, this eight-digit number verifies that the disinfectant has been evaluated and meets Canada's specific standards and requirements regarding disinfectants in which the product is sold and used.

Low-risk areas in a cannabis facility would include the following:

- Offices
- Security rooms
- Warehouse areas
- Shipping and receiving areas
- Kitchens and bathrooms

These areas must also be cleaned daily, but do not need to be disinfected. "The use of sanitizers should prove sufficient," he says. "But as with disinfectants, it is important to clean the area first to remove soils. This improves the efficacy of both sanitizers and disinfectants."

He also suggests that the sanitation program and standard operating procedures (SOP) be compliant with health Canada's Good Production Practices (GPP) and Access to Cannabis for Medical Purposes Regulations (ACMPR)*. Further, he points out that both high-risk production areas and low-risk areas can impact the health of plants in high-risk areas, and contamination in high-risk areas can impact low-risk areas of a facility. All areas must be cleaned, disinfected and/or sanitized properly and on an ongoing basis."

OTHER CLEANING RELATED ISSUES

We have already addressed the fact that cannabis plants are fragile, and that an unhealthy environment can limit their growth and potency. Because of this, growers need to take a number of steps before cannabis plants are even introduced into a growing area to ensure their health and well-being. Among these, according to Watt, are the following:

Sweep and vacuum. The entire growing area should be swept clean and vacuumed before planting to remove debris and dust. Particular attention should be placed on vacuuming cracks and crevices on all surfaces, but especially the floor. This is where moisture and contaminants may hide.

The cleaning process. Begin clean-

ing from the area in the room farthest from the exit, cleaning top-down, side-to-side to remove particulates. If using buckets, one or more should be filled with rinse water and one disinfectant. Change the buckets frequently and use cloths and mop heads that are "lint-free," so as not to leave or spread particulates.

Disinfectant selection. We already mentioned the importance of selecting a disinfectant with a DIN. However, due to the concern of protecting indoor air quality (IAQ), disinfectants that are certified by Greenguard are recommended. "This certification puts far greater focus on IAQ than the other certification organizations." For instance, this certification ensures that the product does not have "breathable" volatile organic compounds (VOCs). When it comes to VOCs, most other green certification organizations focus on protecting the ozone layer surrounding the earth, with less focus on the air we breathe.

Vents, filters and airflow. The growing area will likely be ventilated, cooled and heated. Over time, layers of dust can build up in these systems that can negatively impact IAQ.

Puddled water. Floors in a cannabis growing area will become wet, even have puddles. These wet areas can become a breeding ground for germs, bacteria and mould that can harm the plants. "Invest in a wet/dry vacuum cleaner that not only vacuums up the moisture, but helps remove debris, soil, and dead plant matter from the floors." At the same time, you can consider using a slip resistance enhancing treatment to improve safety and reduce slip and fall injuries.

Keeping cannabis facilities clean is also important from a marketing perspective. While security is typically very high in a cannabis facility, growers of cannabis may still invite visitors, vendors and potential customers to see how their facilities operate. Growing areas are a key part of the tour. In addition to a clean marketing area, a clean, healthy, growing area is an indication of a safe and professionally operated facility – a facility that can be counted on to produce healthy, robust plants.

GLOSSARY OF TERMS

A **disinfectant** is capable of destroying or irreversibly inactivating pathogenic

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Senior Housing in the Age of COVID-19

Fighting the deadly battle in congregate living homes

By ERIN RUDDY

From Vancouver to Bobcaygeon, Ottawa to Montreal, facilities catering to seniors have been battling surging infection rates since COVID-19's devastating path began. Given that older Canadians are more vulnerable to catching severe forms of any illness, robust protocols are needed at the best of times, particularly at long-term care homes (LTCHs) where residents are older, frail, and have complex chronic conditions. But throw in a highly contagious global pandemic and suddenly it's a fight against all odds.

Revera, the parent company of multiple long-term care and retirement homes throughout Ontario, has been

battling outbreaks in several locations despite having adhered to what it calls "strict pandemic protocols." Currently, Stoneridge Manor in Ottawa and Forest Heights in Waterloo are Revera's hardest hit properties, accounting for dozens of positive cases in residents and staff members alike.

In a recent press release, Revera announced that it is working closely with public health officials to contain the situation, implementing decisive new measures that include disinfecting all facilities; effecting a universal masking policy for all staff; ceasing all group recreation programs; and other strict practices to mitigate the spread.

"We continue to update residents, their families and the staff on the

status of the outbreak," Revera said in a statement. "Right now, our energy and resources are focused forward on containing the spread of this outbreak, and protecting our residents and staff. We welcome a time when we can look back and reflect on these events with the benefit of hindsight."

Of course, Revera isn't the only senior living operator facing difficult times. Since the state of emergency began in mid-March, even homes without any known cases have been affected by the stark images circulating of ailing residents suffering alone in what appear to be poorly run facilities.

In Ontario, new emergency measures intended to increase the service capac-

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Cannabis and Cleaning

(disease-causing) agents but not necessarily bacterial spores.

A **sanitizer** is a mixture of substances that reduces the bacterial population on a surface but does not necessarily destroy all bacteria on those surfaces.

Weed, cannabis, hemp, pot and marijuana all refer to essentially the same thing. They all contain the same psychoactive ingredients, but they may vary in amounts.

Cannabis is the scientific name for the plant whereas **marijuana** and **pot** were used by the U.S. Federal Bureau of Narcotics to “demonize” the plant and the smoking of it. In time, “pot” has become one of many slang terms referring to cannabis.

— Robert Kravitz is a frequent writer for the professional cleaning industry

* **Good Manufacturing Practices (GMP)** are part of the quality assurance that ensures that drugs are consistently produced and controlled in such a way to meet the quality standards appropriate to their intended use, as required by the marketing authorization. (Health Canada)

* **The Access to Cannabis for Medical Purposes Regulations (ACMPR)** is a set of Canadian government regulations to allow approved and licensed patients to possess and use cannabis to treat medical illnesses or conditions.

SOURCE: Avmor Ltée.

Survey Finds FMs Slow to Adopt Digital Technology

bandwidth to analyse and act on data.

In the coming years, digital technology will be part of the advancements that allow various pieces of cleaning equipment to communicate with each other and with other systems in a building to adapt cleaning schedules to the weather, send performance reports in real time, and notify FMs when – or even before – maintenance is needed. Learn about the three phases of connected cleaning.

SOURCE: CMM Online

Senior Housing in the Age of COVID-19

ity of long-term care homes had some groups fearing more harm than good. CARP, the Canadian Association for Retired Persons has long advocated for the government to take action in providing better ratios of qualified staffing in long-term care, but worries that the removal of requirements for incident reporting could further jeopardize lives.

“It shouldn’t take a pandemic to trigger action from government in addressing the shortage of qualified personal support workers in Ontario,” said Marissa Lennox, Chief Policy Officer at CARP. “Now is not the time to gamble with the welfare of vulnerable seniors in long-term care.”

In Quebec, the ongoing health emergency has exposed deep concerns about the province’s long-term care sector, which had already been struggling from staff shortages before COVID-19 began. The recent deaths of more than 30 residents of a private nursing home in Montreal have sparked an official investigation by health authorities and the police. Allegedly the owner, Gatineau-based Katasa Group, concealed health information while failing to properly maintain the facility or adequately isolate those who’d been infected. Addressing the situation at a recent press conference, Quebec Premier François Legault said the situation seemed like “gross negligence.”

Meanwhile earlier this month, the Quebec government announced a series of new measures aimed at helping the overburdened long-term care system, including testing for all patients and workers, promising more equipment and the deployment of 450 additional doctors and 500 nurses to the centres. But what about those retirement homes also weathering this challenging storm?

OPERATIONALLY INTENSIVE

As Sienna Senior Living pointed out in a recent statement to stakeholders, the management of COVID-19 is “operationally intensive” given the demographic of a typical retirement home tenant base. Despite being generally healthier and more independent than residents of long-term care facilities, older individuals are simply more susceptible to falling

critically ill.

In late March, the Ontario government announced \$20 million in funding for retirement homes facing extraordinary expenses related to COVID-19 – this in addition to the \$243 million allocated to long-term care homes managing the pandemic crisis.

“We are working extensively with sector associations, peers and all levels of government agencies to navigate this situation together with one collective goal of preserving health and the safety of residents, teams and their families,” Sienna Senior Living said.

Chartwell Retirement Residences has also issued a statement to the public in hopes of alleviating some of the concerns that have arisen about congregate living, citing government regulations as one reassuring factor.

“Retirement residences are regulated by government authorities, meaning all homes are mandated to have robust policies and protocols that protect the wellness of residents,” the statement read. “These regulations are implemented not just in times of outbreak, but at all times – meaning retirement communities are always prepared to respond to illness outbreaks and other emergencies.”

Other key points in support of congregate living:

- Retirement residence staff are tasked to regularly monitor residents for any signs of illness. Unlike an older adult living alone who may face barriers to seeking immediate medical attention, trained staff are there 24/7 should help be required.
- Residences are equipped for quarantine situations. Staff are there to support a resident if they require isolation in their suite during an outbreak, including delivering three meals a day, continuing to provide care services, laundry and cleaning of their suite, and to provide reassurance that they will be cared for.

The question is, will this pandemic reshape our thinking about senior’s homes in general? Congregate living has its advantages, to be sure, but the containment of contagious illnesses doesn’t appear to be one of them.

SOURCE: The REMI Network



Charlie's CIMS Corner

with Charlie Janowicz, CIMS Account Executive

Welcome to the first installment of *Charlie's CIMS Corner*, an opportunity for me to share the intricacies and extensive benefits of ISSA's industry-leading Cleaning Industry Management Standard (CIMS) certification with you, our front-line professionals.

With over 30 years of industry experience, I ran my first floor machine when I was 14-years-old and boy, did that 175 rpm unit take me for a ride. Undeterred, I knew the sanitary maintenance industry was the perfect place for me.

My first real introduction to the industry came in 1990, when I took on



a sales role with a janitorial distributor. Selling the paper, liners, chemicals and equipment we are all familiar with, my responsibility meant a lot of door knocking, cold calling and personal introspection to create ways to stand-out from the competition.

I eventually made it to the management ranks when I took on a leadership position to oversee the equipment division for another jansan distributor. Here, I began to see first-hand how many organizations run their cleaning departments. From the education and industrial sectors to building service contractors and healthcare, I witnessed the challenges and obstacles many professionals faced. With my passion for the industry, I knew I could be a valuable contributor to the change that was needed within the industry.

This led me to ISSA. When an em-

ployment opportunity arose, I was quick to jump at the chance. I had seen the good, the bad and the ugly within the industry, and I wanted to make a difference. I was, and still am, totally invested in the efforts to elevate the perception that cleaning is not only a necessity, but a true benefit for the health and well-being of everyone in the built environment.

Realizing that we needed to streamline and standardize the industry, I was introduced to CIMS. With best practices and benchmarks set out by a consensus committee of industry experts, CIMS is the perfect vehicle for any cleaning organization to validate its efforts and differentiate it from the competition. The standard, checklist, and official ISSA certificate encompass a powerful marketing tool for all segments of the industry to embrace.

The six elements of CIMS/CIMS-GB (Green Building) include:

1. Quality system
2. Service delivery
3. Human resources
4. Health, safety and, environmental stewardship
5. Management commitment
6. Green building.

Please take a moment and [download the CIMS standard](#) to further familiarize yourself with this industry-leading certification.

As we move forward with future editions of *Charlie's CIMS Corner*, we will explore the extensive features and benefits of CIMS, and illustrate how certification can help you and your company. Together we can change the way the world views cleaning.

Charlie Janowicz is the CIMS Account Executive for ISSA with 30 years experience in the industry, including the education sector, owner/operator of a BSC firm, and sales/management roles with leading jansan distributors. With a passion for the ISSA mission of "changing the way the world views cleaning," Charlie has participated in multiple training sessions, including restroom, carpet and floor care, and routine cleaning methodology. He can be reached at charlie@issa.com.

CALENDAR OF EVENTS

MAY 5: À l'aube d'une nouvelle définition de la propreté [This TIPS Master Class will be presented in French only]. For more information, visit www.issa-canada.com.

AUGUST 11 & 12: Clean Buildings Expo, Baltimore Convention Centre, Baltimore, MA. For more information, visit www.clean-buildingsexpo.com.

SEPTEMBER 1: CIMS ISSA Certification Expert (I.C.E.) Training. For more information, visit www.issashowcanada.com.

SEPTEMBER 1: GBAC Bio-remediation and Response Fundamentals Workshop. For more information, visit www.issashowcanada.com.

SEPTEMBER 2 & 3: ISSA Show Canada, Metro Toronto Convention Centre, Toronto, ON. For more information, contact ISSA Canada.

OCTOBER 26 - 29: ISSA Show North America, McCormick Place, Chicago, IL. For more information and to register, visit www.issashow.com.

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A Dangerous World

rently Unavailable' about what manufacturers and distributors are doing to help in this crisis. Also a five-part series on BSCs, manufacturers, distributors, facility workers, and planning for the future available on the [Cleaning & Maintenance Management website](#).

SHARE YOUR THOUGHTS

ISSA wants to hear your voice. Please contact us with questions and concerns, and tell us how we can help you in this crisis. Share your own observations and what you are doing to handle this COVID-19 outbreak. What are you doing? How will you cope? How will you move forward when the crisis is over? Share your thoughts at tanja@issa-canada.com.

Jeff Cross is the editorial director of ISSA Media, which includes Cleaning & Maintenance Management, Cleanfax, and ISSA Today magazines. He is the previous owner of a successful cleaning and restoration firm. He also works as a trainer and consultant for business owners, managers, and front-line technicians. He can be reached at jeffcross@issa.com.

SOURCE: CMM Online

