

Residential Cleaning Connection Canada

NEWS, NETWORKING & EVENTS FOR THE CANADIAN CLEANING PROFESSIONAL



Who Are ARCSI Members?

By R.J. Patel, President, Prestigious Cleaning Team

At our core, we are the owners and operators of residential cleaning companies. That is perhaps the simplest definition. But there is so much more to ARCSI membership than meets the eye.

WE ARE FRIENDS

My ARCSI family is an extension of my traditional family (at times, I love these people more... but don't tell them). Our connection with each other is so profound that we interact with each other as if we were related.

In September, while my spouse and I were in Las Vegas, NV, for ISSA/INTERCLEAN®, we opened our home to 16 people who had evacuated their homes due to Hurricane Irma – five relatives and 11 ARCSI members.

I know I am not alone in this as the ISSA Chairman's Gala in Las Vegas raised \$2,000 (USD) for the victims of both Hurricanes Harvey and Irma.

WE CARE ABOUT THOSE IN NEED

Our members don't "toot" their own horn enough. They do so much good work, such as offering free cleaning to people and their families affected by cancer and other illnesses through "Cleaning for a Reason" and "Kleaning for Kids" at the Ronald McDonald House Charities. Our members don't say 'no' when it comes to helping those less fortunate than themselves.

We have started a column in our monthly newsletter – Celebration Corner – to call out the good things our members do on a regular basis. Any content you have for the column would be much appreciated. Additionally, we would love for an artistic person to provide a Celebration Corner logo!

WE CARE ABOUT OUR INDUSTRY

As members of ARCSI, a Division of

... continued on page 2



2018 Leadership Summit

An outstanding opportunity to define your personal leadership brand

April 19 to 21 | Loews Ventana Canyon Resort, Tucson, AZ

Discover the secrets of successful leadership and help improve your bottom line by attending the first-ever, three-day professional development program created for owners and key executive staff of residential and commercial cleaning companies.

Presented by the ISSA Building Service Contractors (BSC) Council and ARCSI, a division of ISSA, the 2018 Leadership Summit will be held April 19 to 21, 2018 at the Loews Ventana Canyon Resort in Tucson, AZ.

Experienced business leaders will be on hand to help you build the tools you need to become the leader your business needs.

On Friday, April 20, at 9:15 a.m., Jeff Haden will discuss "What you can learn from iconic business leaders." Haden will outline the qualities, attributes, strategies and daily activities used by top business people to set them apart. Attendees will learn "the little things" that place the top dogs at the head of the pack, as well as receive tips

... continued on page 2

Who Are ARCSI Members?

ISSA, we clearly state that we run professional residential cleaning companies. I stress the word **professional**. ARCSI members understand the difference between a professional bonded, insured company with highly-trained cleaning technicians and a fly-by-night outfit. We have made a commitment to our company, our employees and our customers. We understand that we represent not only ourselves to our customers, but all ARCSI professional cleaning companies. We take pride in the work that we do and the trust our customers place in us.

One year into our merger with ISSA, we have expanded our resources, our outreach and our presence in the worldwide cleaning industry. At last year's ISSA/INTERCLEAN North America trade show and convention, our educational program attracted more than just residential cleaning companies. Attendees from commercial cleaning companies and in-house service providers were also present at our sessions, in addition to our networking events.

As always, the Las Vegas event was a gathering of our familiar residential cleaning counterparts, but it also offered the opportunity to make new connections and network with others in the cleaning industry. This event illustrated that we are not the only ones committed to the cleaning industry and positioning ourselves as professionals within the service arena. We are one part of the whole that makes up ISSA now, and the association will keep getting stronger. I, for one, am extremely excited and proud to be a part of this movement. We can accomplish so much more together than we ever could alone.

If you want to find out what ARCSI, a Division of ISSA, can do for you, I can be reached at (404) 630-6998 (cell) or via email at rj@pctclean.com.

Reprinted from the December 2017 issue of ISSA Today.

2018 Leadership Summit

... continued from page 1

they can embrace as business owners or managers.

At 1:15 p.m., Chris Trendler will present *“Four key leadership traits from the CEO Genome Project.”* The session will identify the characteristics that define high-performing chief executives. After a decade worth of research, attendees will discover the common pivot points amongst top performers and determine how these can work in your business.

On Saturday, April 21, Marcus Sheridan will detail how *“The game has changed: How today’s buyer has changed and what your business must do about it.”*

More than any other time in the last 100 years, today’s buyer has made a dramatic shift in the way they make

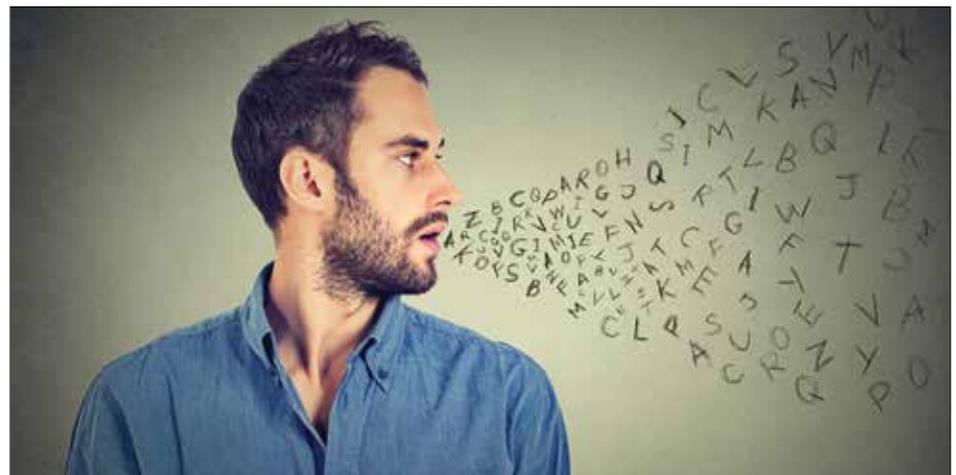
purchasing decisions. Unfortunately, many companies haven’t adapted to this shift and are ill prepared for the continual evolution of the “digital consumer.”

Sheridan brings clarity to the way buyers have changed. He will provide attendees with methods to align themselves with the shift in buyer patterns, yet also take advantage of the digital age.

The 2018 Leadership Summit promises to assist companies to:

- Develop business strategies;
- Achieve personal career goals while building on professional relationships;
- Win over the digital-age consumer;
- And, above all, to be a leader!

Don’t miss this outstanding educational opportunity! **REGISTER TODAY!**



Words Successful People Never Use

By Jeff Haden

The ISSA Leadership Summit is a new three-day event designed for business owners and key staff at residential and commercial cleaning companies. Three nationally-known keynote speakers will reveal tools to help the audience think more strategically and catapult their businesses to the front of the pack.

I am opening the summit on Friday, April 20 at 9:15 a.m. and will discuss *What You Can Learn from Iconic Business Leaders*.

My blog on Entrepreneur.com has great information on the qualities, characteristics and behaviours of strong leaders.

In the following blog, I share five words that successful people would never

use: **“I could never do that.”**

I carried my paddle board to the beach. “I could never do that,” says a man walking by. “I’d be too scared.”

“Sure you could,” I think as he walks away. Paddle boarding is hard. First you fall off, then you fall off some more. But eventually you get better. So what’s there to be afraid of? You get wet and climb back on. Very soon paddle boarding becomes relatively easy... and if it’s easy for a non-athletic guy like me, it can be easy for anyone. You just have to be willing to try.

I walked offstage after speaking to 4500 people. A sound tech shakes his

... continued on page 7



Common Cleaning Mistakes to Warn Customers Against

Stain-cleaning mistakes residential customers make and recommendations you can offer

The IICRC recently released a list of eight mistakes residential customers make when it comes to keeping their carpets clean. The following article provides cleaners with a tool to pass on to customers to help them make their carpets last longer, as well as help you reduce the likelihood of future issues.

“There are many common mistakes homeowners make when performing do-it-yourself carpet cleaning,” IICRC Chairman Tony Wheelwright said. “From reappearing stains to carpet odors, it’s important to be knowledgeable when caring for and maintaining your carpet.”

The eight common carpet cleaning mistakes your residential customers make, as identified by the IICRC, are as follows:

(1) **Vigorously scrubbing a carpet stain.** Vigorously scrubbing carpet will damage carpet fibres. Not only is vigorous scrubbing an ineffective way to get stains out of carpet, but doing so will most likely push the stain deeper into the carpet. Scrubbing also damages the carpet fibres by untwisting them and causing them to fray. It is much safer to use a blotting action.

(2) **Not acting fast enough.** The longer you wait to remove a stain, the tougher it will be to remove. By waiting for a spill to dry, you are allowing the liquid to soak into the carpet fibres and be absorbed into the carpet padding. This can lead to wicking when you attempt to remove the spot, odor and sometimes even mould growth.

(3) **Using the wrong cleaning product.** Using the incorrect cleaning solution on your carpet can lead to permanent damage and even discolouration.

Make sure to do your research before purchasing and using a cleaning solution on your carpet, which includes following guidelines from the manufacturer and reading the label on every product.

(4) **Not testing a new cleaning solution.** When using a new cleaning solution for the first time, you should always prepare a test patch to assess how the chemical will react to your carpet. Depending on the solution’s strength, it’s better to try it out first on a hidden area to make sure it won’t bleach the colour or damage the carpet fibres.

(5) **Using a deodorizing powder incorrectly.** Even though deodorizing powders make your carpet smell nice, they are not a substitution for cleaning. Some deodorizing powders can lead to a gunky build-up over time if your vacuum isn’t strong enough to remove it thoroughly.

(6) **Using too much chemical to clean.** Contrary to the belief “more is better,” more carpet cleaning solution does not necessarily contribute to cleaner carpet. Oversaturating your carpet with cleaning solution can lead to carpet damage and a build-up of dirt-attracting residue.

(7) **Never having your carpet professionally cleaned.** Just like professional dental visits help to prevent plaque build-up, professional carpet cleanings are a necessary part of extending the life of your carpet. The majority of carpet manufacturers recommend that carpets are cleaned every 12 to 18 months by an IICRC certified technician to main-

... continued on page 5

ISSA and RAI Restructure Agreement

ISSA, the worldwide cleaning industry association, and RAI Amsterdam, owner of “INTER-CLEAN” the global independent trade show platform, recently announced that they have restructured their agreement to allow both organizations to thrive in the global marketplace.

ISSA and RAI Amsterdam are committed to serving the professional cleaning and hygiene industry, and are determined to ensure that exhibitors and attendees alike continue to have the ability to discover the latest innovations and take advantage of business opportunities at the industry’s premier shows in Amsterdam, Istanbul and the Americas.

Both ISSA and INTERCLEAN trade show calendars will not change as a result of this agreement. The Amsterdam event – May 15 to 18, 2018 – will remain part of the RAI portfolio, along with Istanbul. The trade shows in America and Mexico will remain ISSA events.

As part of the restructured strategy, ISSA will rebrand its family of shows, starting with the 2018 ISSA show, October 29 to November 1 in Dallas, TX, and including all other ISSA shows in Mexico, Australia and South Africa.

RAI has indicated that the Amsterdam and Istanbul events will be renamed INTERCLEAN. ISSA remains committed to providing member educational and networking programs, as well as benefits for exhibiting in Amsterdam.

Both RAI and ISSA look forward to a productive future, supporting each other’s events, and working together to develop and improve the global industry while ensuring they create value for the future of the global cleaning industry.

For more information, please visit www.issa.com/tradeshows.



Nominations Open For 2018 ARCSI Awards

Nominations are now open for the 2018 ARCSI Professional Cleaner of the Year, President's Awards and Professional Image awards.

Each year ARCSI recognizes member firms from Canada and the United States in a variety of categories. All members are encouraged to submit a nomination in at least one category – with a maximum of three nominations per company. The awards will be presented during the 2018 ISSA Show North America in Dallas, TX.

• **Professional Cleaner of the Year** – this award is presented to a staff member who is directly involved in the house cleaning industry. The recipient should be someone who goes above and beyond in their service to both company and client.

• **Presidents' Award** – this award is presented to an “in-house” staff member of an ISSA residential firm who is a key individual within the company – i.e. office manager, sales person, trainer, CFO, etc. The recipient should be someone who demonstrates professionalism on an ongoing basis.

• **Professional Image Awards:**

(i) **Best Logo** – includes design, use of colour, ease of overall use and branding. Category will be judged on graphic design, uniqueness, communication value, theme, etc.

(ii) **Best Web Site** – includes overall look and design, ease of navigation, timeliness of materials, etc. Web site should include the ARCSI logo and a link.

(iii) **Best Uniforms** – includes overall professional look, consistency, branding and comfort for employees.

(iv) **Best Vehicle Graphics** – can be full or partial wrapping or graphics. Will be judged on visual appeal, graphic design, readability, use of ARCSI logo and overall branding.

The finalists in each category will be on display at the ISSA Show North America. Attendees will have an opportunity to cast a vote for their favourite in each category. On-line voting will also be available.

The awards are open to ISSA / ARCSI residential members in Canada and the U.S. The deadline for submission is June 29, 2018.

SPECIAL FEATURE

Q&A

Preventing Slip and Fall Accidents

By Robert Kravitz

Cleaning professionals, both in-house and service contractors, and carpet cleaning technicians venturing into hard surface floor care, are likely aware of the big slip and fall accident problem in North America.

It is estimated there are about three million emergency room visits each year due to slip and fall accidents. This costs about \$31 billion in direct medical expenses, and results in approximately 20,000 deaths annually in United States alone.

While some slip and fall accidents are unavoidable, the vast majority can be prevented, and this is where cleaning professionals – both in professional cleaning and carpet care – come in. The way we clean and maintain floors, along with the floorcare cleaning solutions and finishes we apply to them, can all have a significant impact on reducing and preventing slip and fall accidents.

To help us better understand slip and fall accidents and how to prevent them, Mike Watt, a floor care expert at Avmor, a leading manufacturer of floor and carpet care cleaning products, answered the following frequently asked questions:

Q. What is actually happening when someone slips and falls?

A. As we walk, our bones and the muscles in our legs expand and contract.

We are transferring weight from one foot to the other. This causes our bodies to sway and moves our arms forward and backward. We also have a centre of gravity (COG). This helps us stay surefooted as we move forward. But as we sway, there is a brief second or two when we are off balance and vulnerable to a fall. Falls are caused by different factors, but the result is usually the same: we lose our balance and, if we cannot catch ourselves, we fall.

Q. Are all slip and fall accidents alike?

A. No, there are four types of slip and fall accidents. These include:

(1) **The trip and fall.** This type of fall occurs when we encounter a foreign object in our path, such as a power cord or a step.

(2) **Stump and fall.** This happens when we encounter an unseen obstruction on the walking surface.

(3) **Step and fall.** Falls of this type occur when the surface we are walking on unexpectedly changes height, such as in the case of a dip in the surface.

(4) **Slip and fall.** This type of fall happens when our balance is disrupted; we lose secure footing with the floor and fall.

Q. Can floors be slip and fall prone?

A. Yes. A bank in northern California

... continued on page 5

Q&A Preventing Slip and Fall Accidents

... continued from page 4

was experiencing slip and fall accidents on a far too regular basis. It had a large hard surface floor lobby that was cleaning and maintained every night. Cleaning workers were also using floor cleaning solutions and finishes designed to help prevent a slip and fall accident. However, the accidents continued.

After a more serious incident, an investigator was called in to examine the entire floor: While it could barely be seen by the naked eye, the investigator found that the bank's lobby floor was uneven. It was these slight inclines up and declines down that caused walkers to lose their balance and fall.

Q. Can you measure how slippery a floor is?

A. Most definitely. For those cleaning professionals that care for large floor surfaces, purchasing a slip meter is highly recommended. These machines range in price from about \$500 to several thousand dollars. Essentially what they do is measure the amount of "drag" or friction on the floor as the machine is moved over the floor. The meter will produce a reading of the floor's coefficient of friction (COF). A COF of 0.60 is recommended.



Q. Where does cleaning get involved?

A. Keeping the floor clean is important for many reasons, but it will not necessarily prevent a slip and fall accident. When it comes to the products used on the floor – cleaners, glosses, finishes, etc. – there are two things cleaning and carpet cleaning professionals must remember.

Select products engineered to help prevent slip and fall accidents. An astute distributor can help with this, but the product label should also provide necessary information. While the wording may differ, a floor cleaning solution designed to prevent slip and fall accidents, for instance, might have the following noted on its product label: "field use has produced an average increase in slip resistance of xxxx SCOF (Static Coefficient of Friction) per application." This indicates the product has been evaluated, verifying it can help prevent slip and fall accidents.

Select products from the same manufacturer. Most cleaning solution manufacturers make a broad range of products that work well when used with products from different brands. However, this is not necessarily true when it comes to floor care.

They typically engineer their floor care products to have a synergy: essentially this means, each floorcare product in a specific line is designed to complement others in that product line. This is especially true when it comes to slip resistance. Look at the different products as links on a chain. Each product is designed to work with the other to promote safety.

- Robert Kravitz is a frequent writer for the professional cleaning industry.

Originally appeared in CleanFax

Common Cleaning Mistakes to Warn Customers Against

... continued from page 4

tain the warranty. Professional carpet cleaning will not only prolong the life of your carpets, it will help to promote a cleaner indoor environment.

(8) **Renting faulty carpet cleaning equipment.** Even if you have the best of intentions when renting carpet cleaning equipment, some

rental machines tend to do more harm than good. Frequently damaged or incorrectly serviced rental machines can damage your carpets and leave behind excess cleaning solution, resulting in rapid re-soiling and sometimes even mould damage.

- Originally appeared in Cleanfax



By Scott Jenkins

Six Tips for Cleaning Granite Countertops and Surfaces

Granite surfaces, such as countertops and sinks, add value to any facility and they look amazing too. Unfortunately, frequent use can take a toll on shiny granite. Food, drinks and other spills can leave them looking dingy and dirty. Before you reach for the bleach, there are some things you need to know to keep your granite looking grand. simply follow these green tips on how to clean and care for granite countertops and surfaces safely.

These six tips demonstrate how to safely clean granite countertops and other granite surfaces:

DON'T USE VINEGAR

You may realize that bleach is too harsh for granite, but don't be tricked into using vinegar to do the job, either. Anything acidic (like vinegar) can strip away the sealant and penetrate the stone, causing etching and stains. While vinegar is great for other cleaning jobs, you need to avoid it when it comes to your granite surfaces.

DO SKIP THE HARSH CHEMICAL CLEANERS

Bleach and vinegar aren't alone when it comes to "enemy of granite" status. Many commercial cleaners are not suitable for use on granite, including window cleaners such as Windex and Formula 409, which are staples in many facility cleaning supply closets.

DO MAKE YOUR OWN GRANITE CLEANER

It's easy to make your own **DIY granite cleaner**. Just mix one part rubbing alcohol to three parts distilled water and add two- to three- drops of your favourite natural dishwashing liquid. Or you can omit the dishwashing liquid and put in liquid Castile soap, which is a vegetable-based soap, and

... continued from page 6

Six Tips for Cleaning Granite Countertops and Surfaces

add 10 to 15 drops of essential oils to freshen the scent.

Pour your cleaner in a spray bottle, spray a little on your granite surface, then wipe it away with a clean, dry microfibre cloth. This will help keep your granite shiny and lustrous. This mixture can also be used to clean appliances, but keep it away from wooden surfaces as the alcohol can strip away varnishes and damage the wood's finish.

DON'T SCRUB

Remember that sealant you put on your granite surfaces to protect the stone? Scrubbing your surfaces can strip that sealant off, leaving the stone vulnerable to stains. Just wipe gently and be sure to clean up spilled food or drinks as soon as you notice them. This way they won't have a chance to leave their mark on your granite.

DO WIPE GRANITE DOWN DAILY

Even if you don't use a cleaner on your granite surfaces every day, you should wipe them with a dry, absorbent cloth to remove any spills that could stain or damage them. Daily wipe-downs fall under the "prevention is better than cure" category of granite maintenance, so make sure you're preventing damage by keeping the surface clear.

DO PROTECT YOUR GRANITE

Granite has a reputation as a tough guy, particularly since it's harder than most knife blades and sturdy enough to handle a fair amount of abuse. However, your sealant isn't that strong, so unless you want to risk stains, etching and discolouration, have facility residents always use a coaster, trivets and chopping boards.

Prevention is the most important part of natural granite maintenance, so make sure you're wiping the surfaces down daily and catching spills as soon as possible. Follow a gentle approach to cleaning granite and it will look great for years to come.

- Scott Jenkins is the webmaster at Architypes, a web portal dedicated to making daily tasks easier through smart design. You can reach him at scott@architypes.net.



Top 10 Ways to Get Your Best People to Quit

Ever wonder why one of your best people really quit? The following list is even truer today than when it was first published as a Hiring Hint in 2013.

(10) Don't make each new hire feel welcome and valued. Employees are most impressionable during the first 60 days on the job. Every bit of information gathered during this time will either reinforce your new hire's "buying decision" (to take the job) or lead to "new hire's remorse" – especially if you shunt them off to fill out reams of paperwork and watch training videos while you do "important things."

(9) Treat everyone equally. While this may sound good, your employees are not equal. Some are worth more because they produce more results. Some prefer hands-on management while others would rather take the ball and run with it. The key, then, is not to treat them equally, but to treat everyone fairly and with respect.

(8) Enforce dumb rules. I did not say enforce no rules, I said don't enforce dumb rules. Great employees want to have guidelines and direction, but they don't want to deal with rules that get in the way of doing their jobs or conflict with the company's stated values.

(7) Don't recognize outstanding performance. Remember Psychology 101 – Behaviour you want repeated must be recognized and rewarded immediately.

(6) Don't keep your people informed. If you don't tell them what's up, the rumour mill will. You've got to

communicate not only the good, but also the bad and the ugly.

(5) Don't develop an employee retention strategy. Employee retention deserves your attention every day. Make a list of the people you don't want to lose and, next to each name, write down what you are doing, or will do, to ensure that person stays engaged and on board.

(4) Tolerate mediocrity. A-players don't have to, or want to, play with a bunch of C-players, and they will come to resent the need to carry the load for any slackers you keep on payroll.

(3) Don't conduct employee-retention interviews. Instead, wait until a great employee is walking out the door and conduct a posthumous exit interview to see what you could have done differently to keep them on board.

(2) Don't have any fun at work. Where's the written rule that says work has to be serious? The notion that work cannot be fun is actually counter-productive. The workplace should be fun. Find ways to make work and/or the work environment more relaxed and enjoyable, and you will have happy employees who look forward to coming to work each day.

(1) Micromanage everything. Squash creativity and innovation in the bud by telling them what they need to do and exactly how to do it. Don't tell them why it needs doing or why their contributions are important. And, above all, don't ask for their input on how it might be done better.

- Originally posted on the ARCSI Blog

Words Successful People Never Use

... continued from page 2

head. "I could never do that," he says.

"Sure you could," I think. First, you struggle because you haven't figured out what you might say to benefit your audience. Then you write and revise, and find your hook and your story. Then you practice.

In time, speaking becomes relatively easy... and if it's relatively easy for someone as shy and insecure as me, it can be fairly easy for anyone.

"I climbed, stiff-legged and sore, off my bike after riding 92 miles and climbing four mountains to complete the inaugural Aline Loop Gran Fondo. "That was impressive," a volunteer says as he hands me a water bottle." "I could never do that."

"Sure you could," I think. First you ride three or four miles. Then 10 or so. In time, you work up to 25-mile trips and then 50-mile rides. Occasionally, you throw in a longer ride.

After months of training (in my case a little less than four), you can finish a tough gran fondo... even if you're a bird-legged old guy who initially possessed the speed, power and cardio fitness of a possum.

Life throws us enough barriers. Genetics. Education. Intelligence. Athletic ability.

The list of reasons we can't do certain things is endless. No matter how hard I work, I'll never be as talented as LeBron James, Allyson Felix, Serena Williams, Stephen King, Stephen Hawking or Stephen Colbert. They're all bigger, stronger, faster, smarter, more creative or funnier.

The barriers I need to overcome to achieve *their level* of talent are likely impossible. I can go far... but probably not far enough. Yet there are hundreds of barriers we construct all on our own, without any justification. We don't know we can't, we just decide we can't. So, we decide we shouldn't.

We decide whatever we might want to do is too hard, too challenging or too



scary for someone like us.

That's why five of the worst words you can ever say are, "I could never do that" because, in almost every case, you can. Maybe not to a world-class level, but definitely to a high level. The biggest difference between people like us and people who do things we would like to do, is they didn't reflexively decide to put up their own barriers. They didn't automatically decide they can't. Instead they just decided to try... and then keep trying.

Granted you may never become Steve Jobs, Mark Cuban, Richard Branson or Sara Blakely. But you can still be better than you currently think possible. You can achieve amazing things... and average things... and silly, frivolous things that have meaning only to you.

DECIDE TO TRY

If you decide to try, you'll quickly find you no longer put up those barriers. You'll be too busy enjoying all the things it turns out you can do – and dreaming up more things to try.

You can't always control your level of success, but you can control whether you take the first step toward success.

Just in case you didn't get the point: I'm definitely nothing special. So, if I can occasionally do somewhat challenging or interesting things, imagine what you can do... if you just try.

- Jeff Haden will be speaking at the 2018 ISSA Leadership Summit, April 19 to 21, in Tucson, AZ. For more details on this event, visit www.arcsi-canada.org.

Calendar of Events

MARCH 23 & 24, 2018: IICRC Cleaning Technician Certification Class, SpringHill Suites by Marriott Tampa Palms, Tampa, FL. For more information, visit www.arcsi-canada.org.

APRIL 17 -19, 2018: CMI Train the Trainer Certification Program, NaceCare Facility, Mississauga, ON . For more information, visit www.issa-canada.com.

APRIL 19 - 20, 2018: First ever Leadership Summit Loews Ventana Canyon Resort, Tucson, AZ. For more information, visit the www.arcsi-canada.org.

MAY 8, 2018: CIMS I.C.E. Certification Training, Richmond Hill Golf & Country Club, Toronto, ON. For more information, visit www.issa-canada.com.

JUNE 18, 2018: ISSA Canada Ontario Region Golf Tournament, Lionhead Golf & Country Club, Brampton, ON. For more information, visit www.issa-canada.com.

JUNE 19, 2018: ISSA Canada Quebec Region Golf Tournament. For more information, visit www.issa-canada.com.

AUGUST 21 - 23, 2018: CMI Train the Trainer Certification Program, Croatian Cultural Centre, Vancouver, BC. For more information, visit www.issa-canada.com.

SEPTEMBER 11, 2018: CIMS I.C.E. Certification Training, Croatian Cultural Centre, Vancouver, BC. For more information, visit www.issa-canada.com.

OCTOBER 29 - NOVEMBER 1: ISSA SHOW North America 2018, Dallas, TX. For more information visit www.issa-canada.com/events



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DEFINE YOUR PERSONAL LEADERSHIP BRAND

2018 ISSA Leadership Summit

Loews Ventana Canyon Resort, April 19-21, 2018

*Presented by: ISSA Building Service Contractors Council and ARCSI,
A Division of ISSA*

Discover the secrets of successful leadership to help improve your bottom line. This three-day professional development program was created for owners and key executive staff of residential and commercial cleaning companies. Visit sunny Arizona and bring back fresh ideas for your business!

Experienced business leaders will walk you through:

- Developing business strategies
- Achieving personal career goals while building on professional relationships
- Winning over the digital-age consumer
- And more!

Register Today!

Visit issa.com/2018leadership for more information
or contact ernie@issa.com

