Make 2023 the Year Without a Restroom Complaint

By JULIE HOWARD

CM’s 2022 Building Service Contractor (BSC) Benchmarking Survey found that, for the third year in a row, the single greatest challenge to customer satisfaction is a facility’s restrooms.

Although the per cent of BSCs ranking restrooms at the top of the customer complaint list has dropped year over year – from 44 per cent in 2020 to 42 per cent in 2021 and 35 per cent in 2022 – its dominance suggests that restroom design, maintenance and cleaning continue to leave room for improvement. This is despite the fact the survey also revealed that, in addition to cleaning, 97 per cent of BSCs now offer disinfecting services and 85 per cent provide restroom supplies management.

While the physical design of a restroom may be beyond the purview of BSCs, maintenance and cleaning are well within their core offering. Overcoming every single complaint – from odors and clogs to dirty surfaces and paper outages – may seem insurmountable, there are steps facility managers and owners can take to help their BSCs put an end to customer restroom complaints once and for all.

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GO HANDS-FREE

Touchless dispensing solutions use advanced sensing technology to dispense a pre-set amount of product when a user waves their hand. Similarly, other touchless solutions, like faucets and flush valves, are triggered by motion to release the flow of water. By their very nature, these hands-free devices reduce the number of user touch-points to help improve hygiene and reduce the risk of cross-contamination. This is why touchless restroom solutions have been growing in popularity over the past 20 years.

Today’s customers are knowledgeable and savvy; they know that germs, viruses and bacteria can be easily transmitted by touching dirty surfaces. Plus, to be really technical, dirty surfaces, particularly in a restroom, are just gross. It is easy to surmise, then, that a touchless restroom is likely to offer more favorable customer perceptions and experiences.

Fortunately, cost does not need to be a reason to hold onto manual dispensers and restroom fixtures. Many of today’s touchless solutions are available at a number of price points depending on the specific design features they include, which helps make them an affordable option for just about everyone.

Plus, today’s touchless technologies offer the potential for long-term return on investment (ROI) by helping to control how much towel, soap, sanitizer or water is dispensed, which helps to reduce product usage and waste while also supporting cost savings and sustainability.

BECOME A TECHNOPHILE

Technology is now integrated seamlessly into every facet of life. Not because it’s new and novel – although that may be the case for early adopters – but because it makes life and work easier, more convenient, more enjoyable and more manageable. Every day, new technologies are developed and deployed. Every day, people make conscious decisions to either adopt these technologies or maintain the status quo.

When it comes to restroom cleaning and maintenance, the status quo is no longer an option. Not when restroom conditions continue to elicit more customer complaints than any other area of a facility. When facilities install smart restroom technology, they empower BSCs to create real and valuable changes to their cleaning programs; the kind of changes that help positively impact customer perceptions and experiences.

As smart as it is, smart technology is not rocket science and it does not require a doctorate of technology to use. There is nothing to fear here. Sensors inside dispensers and other restroom fixtures keep track of restroom conditions, supplies and usage, then communicate this information to the cleaning staff through wireless communications and mobile apps. This real-time communication means the cleaning staff knows when to replace a paper towel roll to prevent an outage and when to empty the trash based on restroom usage. Smart task management capabilities notify staff of specific enhanced cleaning and sanitizing tasks they need to complete.

With its consistent tracking and monitoring across the entire restroom environment, smart technology helps ensure...
Sorting Out Your Supply Closet

By JULIA MESSINGER

Cleaners, sanitizers and disinfectants, oh my!

After a while, chemicals can pile up in your facility’s cleaning supply closet. Having too many cleaning chemicals on hand can lead to improper use or dangerous mixing of those chemicals.

Cleaning teams across the country are likely feeling the brunt of the labour shortage that cropped up in recent years. While there are many reasons for the current shortage of workers, your facility should focus on simplifying cleaning processes to help your custodial professionals.

SIMPLIFYING IS EASY AS 1, 2, 3

When tackling a messy supply closet, start by auditing the chemicals and tools you have. This can be done by one of your facility’s cleaning professionals or you can partner with a third-party organization to do the task for you. While it may seem like a daunting task, remember that the benefits of streamlining your facility’s cleaning supply closet include:

1. Increased labour efficiencies. A properly stocked cleaning supply closet with the right types and amounts of chemicals and tools can mean huge time savings for your cleaning team. For example, four types of window cleaners, three types of floor neutralizers and six types of oven degreasers are unnecessary. Fewer cleaning chemicals lead to shorter training times since new staff will receive training on a smaller number of items.

2. Reduced safety risks: Each chemical in your cleaning supply closet comes equipped with a specific set of instructions for proper use. It can be difficult to quickly learn and remember the correct steps for each, which gives way to unsafe chemical mixing. This can be highly dangerous as mixing even common chemicals, like bleach and rubbing alcohol, can produce toxic fumes — in this case, chloroform. Fewer chemicals can lead to fewer incidents of mixing incorrect chemicals by providing an easier understanding of chemical labels. Regular training can also help minimize safety risks. As mentioned, having too many chemicals on hand can complicate training, so a simplified closet can help provide a targeted training approach that cleaning team members can quickly learn and execute.

3. Helping the planet. Almost eight...continued on page 4

Make 2023 the Year Without a Restroom Complaint

the right staff are performing the right tasks at the right time — before a customer finds something in the restroom to complain about.

A customer never wants to find themselves in the uncomfortable position of seeing an empty toilet tissue roll too late. The same is true of cleaning staff seeing storage room shelves empty of needed paper and cleaning supplies. But BSCs have influence over both and it all starts with having the right supply partner.

While there is no service that pairs BSCs with the best supplier match, there are some general questions BSCs can explore to point them in the right direction. What is most important to them in their business — cost control, staff retention, customer retention, sustainability? What are their company values and do those values guide decision making? Are they looking for a partner who has a depth of expertise in a specific industry or perhaps a supplier who is an early adopter of innovation? How important is the supplier’s ability to weather economic and supply chain crises? Do they want consulting and product training support or do they prefer a more transactional supplier arrangement?

Armed with a clear understanding of their priorities and preferences, BSCs are well prepared to look at the vast field of suppliers and identify a handful to vet further. In the end, they may choose one supply partner or they may opt to forge relationships with several. There is no one-size-fits-all format; what’s right for one BSC may not be right for another. Regardless, all BSCs can find the best match to help them achieve success and win the war on restroom complaints.

– Julie Howard is vice president and general manager of GP PRO’s towel, skin care, and air care categories. GP PRO is a division of Georgia-Pacific and a leading provider of advanced restroom solutions for commercial facilities. To learn more about GP PRO, visit www.gppro.com.

SOURCE: CMM Online
in 10 consumers believe sustainability is a crucial part of running a business. Therefore, finding ways to invest in sustainability strategies should be top-of-mind for facility operators. Some options include minimizing waste, using third-party certified products, and recycling when possible. All these options can be incorporated when you clean out your supply closet. For example, use up existing cleaning chemicals before purchasing new ones and ensure the new chemicals you purchase are certified by a third party like Green Seal or EcoLogo®. On top of that, find ways to properly recycle used containers rather than throw them away.

NO BETTER TIME THAN THE PRESENT

While the time for spring cleaning is a few months away, it’s never too early to get your supply closet organized, especially when it can help improve health and labour efficiency. It may seem like a daunting task if your supply closet organization has been neglected for years. However, making a conscious effort to improve your cleaning team’s procedures will be extremely beneficial in the short- and long-term. By doing so, your facility can help your cleaning team feel prepared to take on the workday while also helping the planet.

— Julia Messinger is a marketing manager for the Facility Services division of Cintas and is currently responsible for product line management in the cleaning tools and chemicals category. For more information about facility services offerings from Cintas, visit Cintas.com/facility/services.

SOURCE: CMM Online

Focus on Winter Carpet Care

Take a proactive approach to your carpets this winter

By JOSHUA ROBERTSON

Winter brings a unique challenge to carpet care. During the warm and dry periods of the year, the soil that builds up in the carpet can act like tiny razors, slowly cutting away at carpet fibre with regular traffic. Fortunately, most of that soil is dry, so it can be vacuumed and removed from the carpet without causing too much damage.

However, it becomes more challenging when that soil is mixed with moisture and ice melt. Ice melt is mostly made from salt (sodium chloride), calcium chloride and magnesium, and it is designed to form a liquid solution when mixed with ice. However, when it builds up in the carpet, it can leave a residue that damages carpet fibres, reducing their life span. It can also trap germs, mould or mildew, possibly impacting the health of your facility.

It is estimated that up to a pound of soil can build up in a carpet before it gets noticed. With a reactive approach, the carpet may not be cleaned until that time, and that’s too late. By then, the soil and moisture may have permanently damaged the carpet fibres and shortened the carpet’s life span.

Fortunately, there are steps managers and cleaning professionals can take to help prevent this from happening. Here are some of the steps necessary to implement a proactive winter carpet care program:

1. Document which carpeted areas are most prone to soiling during the winter months, so you can focus on those areas to keep soil and moisture from spreading throughout the facility.

2. Consider that winter carpet care challenges vary by facility. For instance, the carpet on lower floors in an office building is typically the most soiled, but traffic patterns differ in all types of buildings. What works for one facility may not be the best approach for another.

3. Use entry mats and indoor floor mats to help keep carpets clean and healthy. An effective year-round matting system in-
CLEANING TIMES FOR MODERN BUSINESS DEMANDS

Consider five components when building standard cleaning schedules

By TIM POSKIN

As the world continues to address the challenges associated with rapidly changing business demands, cleaning organizations desperately need viable information to respond to the daily roller-coaster of change. These modifications range from staffing challenges and reductions to cleaning frequency increases and new levels of service. Published cleaning tasks, tools and times are in demand now more than ever. With labour representing a larger piece of a cleaning organization’s budget, knowing how long specific tasks take to properly complete drives correct staffing.

START WITH TIME CALCULATIONS

Cleaning times are the starting point for preparing bids and estimates, as well as for budgeting labour and workloads based on specific cleaning tasks. Cleaning times identify efficiencies for increased productivity through the utilization of equipment and technology. Cleaning professionals build standard cleaning schedules using five common components: tasks, tools, times, total units and training.

Traditionally, there are five main methods to calculate how long a cleaning job will take:

• By task and time.
• By square footage to be cleaned per hour or day.
• By the area assigned to be cleaned.
• By each fixture – which includes an inventory of toilets, urinals and sinks.
• By adopting benchmarked data from other businesses of similar type and size.

Although an experienced workloader might be able to calculate the time and costs of cleaning an area, those with less experience will need a reference base from which to start.

VALIDATION IS CRUCIAL

As an industry, cleaning professionals are typically not standardized in how they determine staffing levels. Many organizations are reactionary in their custodial operations and lack a dedicated investment in workloading. Some adapt readily to the concept due to economic pressures and a focus on a financial bottom line. Others do not have the resources to invest in workloading and need a trusted resource to validate cleaning times.

This is where an end-user validation program comes into play. Focus on the following five primary activities while working with end users on workloading assessments:

• Collecting and analysing current program documentation.
• Conducting a site visit and physically verifying cleanable assets.
• Determining necessary staffing levels.
• Comparing current staffing to the industry standard (refer to The Official ISSA Cleaning Times, published in 2021).
• Making recommendations including upgrading for a best-in-class program.

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Using information gathered from the steps above, create a workload chart that lists the optimal amount of time (or labour) that is taken to perform specific cleaning tasks in your facility based on its square footage and the number of fixtures it contains. Make sure to include non-cleaning tasks, such as breaks and equipment set-up. List tasks completed every day – such as garbage pick-up and floor cleaning – as well as tasks that are performed less frequently, such as floor strip-ping and refinishing.

The goal of workloading is to provide a mathematical factual base for custodial staffing levels in relation to customer and management expectations of cleanliness. Validated cleaning times specific to your facility’s unique features will take away the guesswork regarding resources needed to ensure your business keeps up with changing demands.

— Tim Poskin is the Director of ISSA Consulting, providing systems integration and consulting solutions for the cleaning industry. Poskin is one of the world’s leading authorities on custodial workload-ing. He currently serves as chair of the ISSA Cleaning Management Institute (CMI) workload-ing and benchmarking committee. He can be reached at (206) 384-6967 or timp@issa.com.

SOURCE: CMM Online

How to Protect Your Business From Five Common Insurance Claims

By RAKESH GUPTA

The advice to “hope for the best but prepare for the worst” is particularly important to business owners, including those who provide professional cleaning services. You want to be optimistic and enjoy running your company. But you must also be realistic about the risks you face, and maintain adequate financial protection in the form of business insurance.

Owners and decision-makers who focus only on the first half of that axiom may think, “It’s pretty unlikely we’ll be hit by a lawsuit, suffer property damage or anything like that.” However, they often come to regret their lack of preparedness. Even a seemingly minor incident can lead to a major financial burden for a company that does not have insurance to cover it.

“If a business is around long enough, the data suggests there is a good chance they could be hit with a lawsuit, property damage, theft or another issue at some point,” says Peter Shelley, an actuary and president of biBERK. “Fortunately, organizations can take steps to reduce the risk of large expenses, such as understanding what types of claims are most common, working to avoid them and having insurance to cover the costs if they can’t be avoided.”

BE PROACTIVE ABOUT RISK REDUCTION

The bad news is that the list of risks companies face is long. Below are five common types of incidents small businesses experience:

1. Non-employee slip-and-fall accidents. All it takes is a bit of water on linoleum or oil on a concrete floor, and a customer, client, delivery person or another third party can find themselves on the ground in the blink of an eye. And this type of fall frequently produces injuries – from broken bones and concussions to damaged tendons and ligaments in wrists, knees, etc. Lawsuits resulting from slip-and-fall accidents can seek compensation for medical costs, but also things like “pain and suffering” and lost wages during recovery.

What you can do: Be vigilant about — and promptly address — conditions that can lead to falls. That includes things like wet floors, snowy or icy sidewalks, damaged carpet, tile or floorboards, and other slipping or tripping hazards. You can hire contract workers for some of these tasks, such as de-icing parking lots and sidewalks. You should also have adequate general liability insurance, as it can cover bodily injuries to non-employees.

2. Burglary and theft: Break-ins and theft result in significant losses in businesses of all kinds. Whether it is a ma...
The COVID-19 pandemic has dramatically impacted the world’s approach to cleaning and disinfection, whether it’s the general public at home or commercial companies in their day-to-day. In every possible way, ensuring safe practices and measures to combat viruses and infections is a routine, and an integral habit in today’s society.

One positive of the pandemic has been the development and increased usage of a more efficient and effective solution for infection control concerns. During the pandemic, electrostatic disinfection technology was the magic wand we had been waiting for. Its usefulness and effectiveness make it a key weapon in a cleaner’s arsenal even as the world moves on from the worst of the pandemic.

Electrostatic spray technology is an easy one-step disinfection method which kills any pathogens or viruses on the surface in little time using electrostatically-charged disinfectant mist sprayed onto surfaces. The sprayer is an easy handheld device which uses a specialized disinfectant solution and applies a charge to the particles while it exits through the nozzle. The fine mist offers wide coverage and electromagnetically sticks to all targeted surfaces, providing a 360-degree coverage in seconds when used properly. The evenly coated disinfectant kills any pathogens or viruses on the surface in two to five minutes.

Even apart from its one-step ease of use, electrostatic disinfection offers many benefits, including:

- Electrostatic mist easily spreads and covers those “out-of-reach” nooks or crannies or hidden areas that are difficult and unrealistic to effectively clean utilizing other methods.
- Sprayers cover large areas and a high square footage at a faster rate which saves money, labour and time when compared with conventional disinfection methods.
- Electrostatic disinfection uses non-hazardous, eco-friendly chemicals and can be used safely during operational hours without significant disruption.
- Disinfectant mist is quickly and evenly distributed, which means no risk to over-exposure.
- The disinfectants used are fast-drying and won’t leave residues, helping to avoid the risk of cross-contamination by wiping it down.
- The disinfectant mist easily adheres to all types of non-porous surfaces, and will not damage equipment or surfaces including phones, computers, keyboards or electronics.
- The mist leaves no harsh or unpleasant lasting odors – any smell dissipates in minutes.
- The disinfectants used kill viral spores such as C. difficile in only four minutes, and are effective against cold and flu H1N1, Type 1 (HIV-1), Hepatitis A and B, Pseudomonas aeruginosa, Salmonella enterica, and others.

Ultimately, electrostatic spraying is a key tool for the future.
How to Protect Your Business From Five Common Insurance Claims

Major burglary or the repeated stealing of small amounts of company property, it all adds up.

What you can do: To minimize the risk of burglary, ensure you have a high-quality security system, including effective door and window locks, and other deterrents like video surveillance and fencing around your building, if appropriate. You should also have business insurance for theft, such as a business owners policy (BOP).

3. Water damage. Issues caused by rain, snow, or leaking or burst pipes can be very costly to address.

What you can do: Ensure that you maintain an indoor temperature of at least 13°C (55°F) in the winter. Promptly remove ice and snow build-up from your roof. Make sure that multiple people know how to turn-off the water supply in case of a burst pipe. Here again, it is vital to have a BOP. Its property coverage can pay for many types of water-related damage. Keep in mind that damage from flood waters is different from the issues described above. You’ll need a separate policy for that.

4. Professional advice/service lawsuits. If you provide professional advice or services, and a client feels you haven’t met the standards, they are more inclined to contact you if they have an issue with your advice or service rather than immediately filing a lawsuit. Of course, you should also strive to do excellent work that exceeds industry standards. You can protect your business from the cost of lawsuits by defining statements of work or contracts.

What you can do: To minimize any liability, contract with professional entities. You should also strive to do excellent work that exceeds industry standards. You can protect your business from the cost of lawsuits by defining statements of work or contracts.

5. Litigation. You might face lawsuits from clients, customers, or others. In these situations, you can sue you.

What you can do: To minimize the risk, you should also strive to do excellent work that exceeds industry standards. You can protect your business from the cost of lawsuits by defining statements of work or contracts.

Insurance Claims

From Five

A Key Tool for the Future

the ideal choice to disinfect high-volume and high-traffic facilities, and common areas such as lobbies, washrooms, changing rooms, cafeterias, etc. The touchless disinfection avoids the risk of cross-contamination and sanitizes large areas in less time.

However, it’s vital again to recognize the difference between cleaning and disinfecting, and the importance of using more than one method. Electrostatic spraying is not a replacement for your regular cleaning — in reality, it is a common misconception that disinfectants are a two-in-one approach that can clean and eliminate germs at once. Electrostatics provide no mechanical cleaning action and are by no means a replacement for regular cleaning procedures. It is still important to clean and remove physical dirt before spraying, as electrostatic devices only disinfect mechanically pre-cleaned surfaces. Always remember that “C” (cleaning) comes before “D” (disinfecting) — electrostatic disinfection is an “add-on” to your cleaning.

From a business perspective, a key advantage is that operators can disinfect surfaces in a matter of seconds while using less disinfectant overall. In fact, some electrostatic sprayers can disinfect four times faster while using up to 65 per cent less disinfectant compared with traditional trigger sprayers. This is due to the even coating and efficiency of the charged droplets. This means fewer bottles, fewer refills, less potential surface impact, less disinfectant, less labour strain, lower overall cost and less time spent disinfecting. As with many things, less is truly more!

The healthier environment facilitated by electrostatic spraying offers long-term benefits by reducing the risk of workplace illnesses or employee absenteeism due to contagious virus infections. By adopting and deploying systematic cleaning and disinfection services, you can provide a positive impact and greater overall health for your employees — as well as the tenants, residents, visitors and workers in the building. Given the current state of the labour market, and with the public more aware of risk factors and illness prevention, a healthier workplace is one of the key weighing factors when choosing an employer. It creates a positive perception and trust among employees when businesses care and invest in the well-being of their staff.

To eliminate harmful pathogens or viruses, electrostatic disinfection has become a must-have for all employers conducting business now and in future. Coming into the flu season, buildings and customers should prepare to use this effective system to be more proactive. Touch-point sanitization is the key to protection, and it is highly recommended to implement these advanced systems. Although the world has now adapted, client education remains crucial in the janitorial industry. Investing in reputable janitorial companies or in-house policies that use advanced technology is vital to ensuring a safe and healthier workplace.

Life in a germ-free world is an unrealistic aspiration, but having more awareness of how to stop the spread of infections and viruses makes for a better and safer environment across the world.

— Paula C. Lestinho is the General Manager for Calgary-based White Spot Janitorial Services Ltd.

SOURCE: FC&M Magazine – Fall/Winter 2022
Since the COVID-19 pandemic, indoor air quality (IAQ) and its importance in maintaining a clean, healthy environment have gained a lot more attention. This focus is long overdue, considering access to good IAQ should be as unalienable a right as uncontaminated drinking water.

While there is currently no universal standard for what constitutes optimal IAQ, there are several straightforward, quick and relatively inexpensive steps you can take to ensure that the air in your facility is safer and healthier. When practiced together, these steps can provide layered protection against volatile organic compounds (VOCs) and other hazards that create unhealthy indoor air.

**KEEP UP WITH CLEANING**

First, schedule an annual inspection and cleaning for your facility’s HVAC system, including the ductwork. Make sure to check and change HVAC filters regularly.

When cleaning surfaces, consider switching to chemicals and solutions that are certified by EcoLogo, Green Seal or Safer Choice as these organizations take into account criteria related to IAQ. Better yet, choose products that are dual-certified with GreenGuard, as it independently tests and measures the impact of these products on IAQ.

Following the best practices can lead to healthier indoor air, but they don’t reveal if you have achieved your IAQ goals. For this, you need to turn to the second layer of protection, which involves measuring key performance indicators (KPIs).

**MEASURE THE KPIs OF IAQ**

You may be wondering how to assess key performance indicators (KPIs) pertaining to your facility’s air quality. IAQ sensors/monitors can measure, track and record IAQ data. These tools are available at various price points, each with advantages, disadvantages, and initial and annual operating costs. You will find that investing in a quality sensor or monitor is typically worth the additional initial cost.

Use the data collected by IAQ sensors/monitors to verify current conditions under different occupancy levels and drive improvements by narrowing down any issues. For example, if particulate matter (PM) levels are high, you can test the impact of changing filters more often or using a more effective filter.

Remember to change only one variable at a time, so you know where to attribute improvements.

Below are several KPIs, with possible remedies:

- **Temperature.** It is important to keep people comfortable. Temperature sensation affects the feeling of well-being and even the health of building occupants. Viruses, such as the SARS-CoV-2 virus that causes COVID-19, are often spread more rapidly in cold environments because cold air reduces the resistance of the mucus membranes in people’s noses. Temperatures between 19ºC and 24ºC (66ºF to 75ºF) help prevent the drying of nasal passages, which also reduces virus susceptibility.
A Step By Step Plan for IAQ

Remedy. Maintain a comfortable temperature – not too hot or too cold – in your facility while considering the other KPIs.

• Humidity. Healthy indoor air humidity levels are between 40 and 60 percent. This range minimizes the amount of PM that can remain airborne.

Remedy. Use a humidifier or dehumidifier to bring air humidity within the desired range.

• Particulate matter. Particulate matter includes microscopic solids or liquid droplets that are small enough to be inhaled and absorbed through the skin. They can cause serious health problems, especially when they become lodged in the lungs or enter the bloodstream. Health experts originally thought that particles less than 2.5 micrometers in diameter (PM2.5) posed the most significant health risk. However, research has shown that harmful viruses can be as small as 0.1 microns. Accordingly, sensors that measure 0.1 microns are recommended.

Remedy. If PM levels are high, check and clean, if necessary, all the air ducts, and change or upgrade air filters. Wherever possible, use a true HEPA or MERV 17 or higher filter, with MERV 13 being the minimum. However, research has shown that harmful viruses can be as small as 0.1 microns. Accordingly, sensors that measure 0.1 microns are recommended.

• Carbon dioxide (CO₂). Carbon dioxide levels are good indications of overall IAQ. People emit CO₂ when they exhale. The greater the number of occupants in a space, the higher the CO₂ level, hence the importance of measuring and tracking it constantly. High CO₂ levels impact attendance, productivity and grades/level of performance. Optimal levels are in the range of 600-800 parts per million (ppm).

Remedy. When more people are in a room, more ventilation is required. Improve ventilation by increasing air exchanges and airflow with HVAC system dampers or fans, or by opening windows and doors. The more airflow and exchanges per hour, the better. Unfortunately, this is not a viable option when outdoor air is too polluted. Remember: the greater the air exchanges, the greater the impact will be on temperature. Undertake significant changes in ventilation only with the direction of an HVAC expert.

• Volatile organic compounds (VOCs). A high level of VOCs indicates overall poor IAQ.

Remedy. Same as for CO₂ above.

• Ions. The number of ions is another indication of overall IAQ. The higher, the better. Ever notice how the air smells fresh after a storm, high in the mountains or near a waterfall? It is because the air around these has relatively high ion counts.

Remedy. Depending upon location/ outdoor air quality, ventilation improvements can improve the ion count.

TAKE THE NEXT STEP WITH AIR PURIFICATION

In some situations, following all of these recommendations might not be enough. In these instances, you might need to purchase and install an air cleaning / purification / disinfecting system. These systems are required in areas where IAQ is known to be consistently poor, or where more optimal conditions are desired or required, such as in schools, long-term care facilities and hospitals. Air purification machines can be built into your HVAC system, or available in stand-alone or portable units. Cost of the system will vary depending on the technology and the product you choose, as well as the cubic feet you need to treat. You might be able to apply for federal funds to help pay for the system.

Before buying one of these units, consider its initial cost as well as the cost of its annual maintenance. Make sure your system has the appropriate operating speeds and noise level for your building. Examine the manufacturer claims and determine if independent organizations have certified the unit. You can avoid expensive mistakes with thorough research and product comparisons.

Taking the layered steps above will help your facility occupants breathe easier, knowing you are doing all you can to provide them with cleaner, safer and healthier indoor air.

– Mike Sawchuk of Sawchuk Consulting shows building service contractors, in-house service providers, manufacturers and distributors in the professional cleaning industry how to improve their outcomes with insightful, pragmatic solutions. He can be reached at (905) 932-6501, via LinkedIn at www.linkedin.com/in/mikesawchuk or at www.sawchukconsulting.com.

SOURCE: CMM Online
Managing a successful cleaning organization requires hard work, dedication and, perhaps most importantly, a thorough understanding of the customer’s service requirements. It’s necessary, therefore, to manage an organization in a manner that is predicated on ensuring quality, efficiency and overall customer satisfaction.

The ISSA Cleaning Industry Management Standard – otherwise known as CIMS – is designed to assist cleaning organizations in setting up a management system that allows a business to meet those goals. In essence, the Standard can be thought of as a management framework that can be used to develop customer-centred, quality-oriented organizations.

As the new year unfolds and cleaning organizations consider their next steps to grow and enhance their businesses, ISSA Canada felt it timely to re-visit the ISSA Standard that can help achieve those goals!

Last year, ISSA Canada took a look at the CIMS Standard from the surface. This time around, we took a deeper dive to see how the Standard has helped in actual practice.

In Canada, there are currently 45 companies who have achieved CIMS Certification, and many more who have individually achieved CIMS Certification Expert (C.C.E.) status – formerly the ISSA CIMS Expert or I.C.E. Expert.

In the most recent episode of ISSA Canada’s Coffee Talk Forum, representatives from three of these firms joined the conversation to share their insights on the Stan
dinavian Building Services’ director of Health and Safety, Worobec specializes in a collaborative approach to ensure health and safety legislative compliance across Canada.

Michael Love is the caretaking director at the University of Calgary. Prior to joining the university, he worked in the healthcare sector for 24 years in multiple roles including strategic contract management of EMS air, ground and dispatch, as well as linen. As a change agent, database expert, programmer, system analyst, coach, mentor and complex problem-solver, Love has applied his expertise in various departments and has truly helped set a course forward for the University of Calgary.

Shannon Hall is vice president of sales for Dustbane Products Ltd. and captain of the ISSA Hygiene Network Canada Region. Hall is a transformational sales leader with over 20 years of sales expertise. Working for several Fortune 500 companies, as well as private businesses, she has been tasked with delivering results, building high performance sales teams, and creating a sales and customer focused culture.

And finally, Ken Hilder, who is chair of the ISSA Canada Building Service Contractor Council. Hilder brings more than 25 years in the sanitation industry working in both manufacturing and distribution sectors for companies including Kimberly-Clark, Swish Maintenance and ISO National Cleaning Solutions. Retiring from the industry in 2016, Hilder has provided strategic consulting to ISSA Canada and was instrumental in the establishment of ISSA Canada’s Building Service Contractor Council in 2017.

During the episode, guests described why they felt CIMS Certification was important for their companies to achieve, as well as how the certification allowed their businesses to grow. Providing perspectives from the building service contractor, in-house service provider and supplier sectors, guests also shared advice to viewers about achieving certification.

Are you on the fence about obtaining CIMS certification? Then watch the current episode of ISSA Canada’s Coffee Talk Forum and make up your own mind.

Focus on Winter Carpet Care

includes three types of entry mats:

- Install scrapers outside building entries. As the name implies, these scrape off large debris from shoe bottoms.
- Install wipers/scrapers directly inside the building. These continue the scraping process, also wiping moisture off shoe bottoms.
- Wipers should be installed after the wipers/scrapers and in key walkways inside the facility as your final line of defense.

By installing five- to 10-feet of each type of mat at building entries, you can trap and capture as much as 85 per cent of soil and moisture before it can travel through your building.

4. Develop a comprehensive carpet cleaning program that maintains the facility’s health, protects the carpet and decreases winter carpet cleaning costs. For example, a large facility has carpeted floors throughout the building. For two months, all carpet is cleaned monthly using a shampoo or bonnet system to quickly remove top-level soil. In the third month, it’s cleaned with an extractor, which is a slower method, but it removes soil deep in carpet fibres. This three-step system will help to improve the longevity of the carpet.

5. Use an expert. Maintaining a building can be complicated and all-too-often results in trial-and-error purchasing. Working with a knowledgeable janitorial distributor can accelerate results and save you money.

Janitorial distributors know cleaning—that’s their job. Further, if they are part of a network of distributors, they can access ongoing training programs, so they stay up-to-date on new technologies, systems and products to help customers keep their facilities healthy, and looking their best through-out winter and the rest of the year.

— Joshua Robertson is the Director of Marketing for AFFLINK, a leading sales and marketing organization for distributors throughout North America. He can be reached at www.afflink.com.

SOURCE: FC&M Magazine
How to Protect Your Business From Five Common Insurance Claims

adequate limits that leave you with an unexpected out-of-pocket expense.”

Continued vigilance will pay off in multiple ways. Avoiding incidents saves you money, but it also prevents distractions so you can keep your attention on the productivity and profitability of your business.

— Rakesh Gupta is Chief Operating Officer at biBERK, a division of Warren Buffett’s Berkshire Hathaway company. biBERK specializes in commercial insurance for small businesses.

SOURCE: CMM Online

A WORLD OF BENEFITS!
ISSA Canada offers discounts on business insurance through TruShield Insurance. LEARN MORE

CALENDAR OF EVENTS

February 4: 2 to 6 p.m. (EST) – Cleaning for a Reason Chili Cook-off. The Bad Alibi, Orleans, ON. Click here for more information.

February 21: 2 to 3 p.m. (EST) – Webinar: Simply Irresistible: How to Create Marketing Messages to Find New Customers. Click here for more information.

February 28: 2 to 3 p.m. (EST) – Webinar: Germ Busters: Ongoing Strategies for Clean & Healthy Facilities. Click here for more information.

March 8: 2 to 3 p.m. (EST) - Webinar: Hygiene Network Women Pioneers in the Cleaning Industry. Click here for more information.

June 14-15: ISSA Show Canada 2023, Metro Toronto Convention Centre, Toronto, ON. Click here for more information.

June 14: CMI Accredited Auditing Professional Certification Workshop, (held in conjunction with ISSA Show Canada), Metro Toronto Convention Centre, Toronto, ON. Click here for more information.

June 14-15: CMI Custodial Technician Certification Workshop, (held in conjunction with ISSA Show Canada), Metro Toronto Convention Centre, Toronto, ON. Click here for more information.

LEARN MORE ABOUT ISSA SHOW CANADA

Registration for ISSA Show Canada 2023 is now open. With a theme of CLEAN: A New Way of Thinking, this year’s show is being held June 14 and 15 at the Metro Toronto Convention Centre in downtown Toronto.

Join thousands of cleaning and real estate industry professionals from across Canada for this savvy blend of education, inspiration, and intelligent network building. With additional educational offerings, certification opportunities, networking events and an expanded trade show floor, this year’s event promises to provide something for everyone.

Looking for the most innovative products and services to ensure your facilities are clean and healthy? The ISSA Show Canada and REMI Show 2023 will feature almost 200 exhibitors who will display the latest and greatest innovative technologies, cleaning chemicals, floor care equipment, software, facility services and much more for attendees to see and test first hand.

If you’re looking to expand your industry skill-set, the ISSA Show Canada educational program will have something for everyone including facility service providers, distributors and wholesalers, and building management professionals.

To complement the 2023 educational program, ISSA Canada is pleased to host two special Cleaning Management Institute (CMI) certification programs over the course of the two-day event. Starting on Wednesday, June 14, the CMI Custodial Technician Certification will commence and run from 9 a.m. to 1 p.m. on both days of the show.

If it’s a certification for your management and supervisory staff, then the CMI Accredited Auditing Professional (AAP) workshop is where you want to be. Both certification workshops feature special show pricing, so register early and save your seat!

Following a great day of keynotes, education sessions and technology sessions, ISSA Show Canada will be holding an Opening Reception directly on the trade show floor from 3 to 4 p.m. on June 14. With access to several beverage stations providing an array of beverages, delegates will have an opportunity to connect with peers and catch-up on the latest industry trends and learn about new technologies.

Following the Trade Show Floor Reception, ISSA Show Canada — in conjunction with the REMI 2023 Show — an All-Industry Reception will be held at the Elephant & Castle (located at King and Simcoe Streets) from 4:30 p.m. onward. Get your Brit on and join us! Nothing feels as warm and inviting as sitting down at the pub and sampling a taste of Britain. The old Union Jack behind the bar may be faded, but the mood is vibrant. A mere five minute walk from the Metro Toronto Convention Centre, the Elephant & Castle is on the border of the financial and entertainment districts. The All-Industry Reception will provide show guests with access to an excellent array of food, and beverage options and opportunities to connect with professionals spanning all industry sectors.

After the final day of education and technology sessions, and learning about the latest technologies, ISSA Show Canada will host a final Closing Reception on the trade show floor from 2 to 3 p.m.

Bigger and better in 2023, you don’t want to miss this opportunity to be a part of the new era of innovative cleaning products and services designed to keep facilities clean and people healthy. Mark your calendars for June 14 and 15, 2023, and plan to be at the Metro Toronto Convention Centre, in downtown Toronto, for ISSA Show Canada.