

FALL 2021



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Facility Managers & A Cleaner Experience

How to Master Your Cleaning Plan



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Peace of Mind Registration for ISSA Show North America 2021

Attendee registration is now open for ISSA Show North America 2021, which will take place in person at the Las Vegas Convention Center (LVCC) in Las Vegas, NV, November 15-18. Featuring more than 500 exhibitors and 65-plus educational sessions, ISSA Show North America is the one week when the entire professional cleaning industry comes together for top-tier education, networking, commercial opportunities to grow business, and to showcase the latest innovative products and solutions.

This year's event will be hosted in the newly-expanded West Hall of LVCC. In August 2020, LVCC earned GBAC STAR™ Facility Accreditation from the Global Biorisk Advisory Council™ (GBAC), a Division of ISSA, for its cleaning, disinfection and infection prevention protocols and procedures. Additionally, the event's official cleaning provider – United Services – is a GBAC STAR-accredited service contractor.

“We are beyond excited to welcome back our audience to the first large scale face-to-face event in almost two years,” said Informa Markets Group Director Lindsay Roberts. “With an elevated sense of importance around cleaning and its positive impact on human health and wellness, there is pent-up demand and excitement building for this year's show.

We're so grateful for the loyalty over the last 18 months from our partners, exhibitors, and sponsors, and look forward to delivering an incredible and safe experience.”

All registrants have three registration options this year to make the most out of the event:

- **The All-Access Pass** – *the best value to experience the event* – provides access to the exhibit hall plus more than 65 education sessions, invitation-only networking events, the Lunch and Learn, Welcome Reception, Attendee Orientation, Opening Spotlight Speaker, Spotlight Power Panel, and more.

- **The IEHA All-Access Red Carpet Pass** – provides all features of the All-Access Pass, plus the IEHA Welcome Reception, the IEHA Luncheon, and the IEHA Membership Meeting & Awards Luncheon.

- **Expo Only Badge** – includes access to exhibits during show floor hours, November 16-18, and all education opportunities hosted on the show floor.

ISSA Show North America features a top-tier, extensive educational conference program inclusive of 65-plus sessions hosted November 15-18 (Monday-Thursday) in eight different curated tracks catering to specific industry segments. In addition to the numerous

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

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

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



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Peace of Mind Registration for ISSA Show North America 2021

education sessions, ISSA will host eight workshops, some of which grant certifications for attendees upon completing the course. The program will also feature a Spotlight Lunch and Learn, Opening Spotlight Speaker, and Spotlight Power Panel.

All-Access pass attendees can select individual sessions or follow one of several curated education tracks:

- Business Development & Leadership
- Commercial Cleaning
- Distributor
- Facility Health & Management, presented by GBAC, a Division of ISSA
- Healthcare presented by IEHA, a Division of ISSA.
- Hospitality presented by, IEHA, a Division of ISSA.
- K-12 and Higher Education, presented by Healthy Schools & Colleges.
- Residential Cleaning, presented by ARCSI, a Division of ISSA.

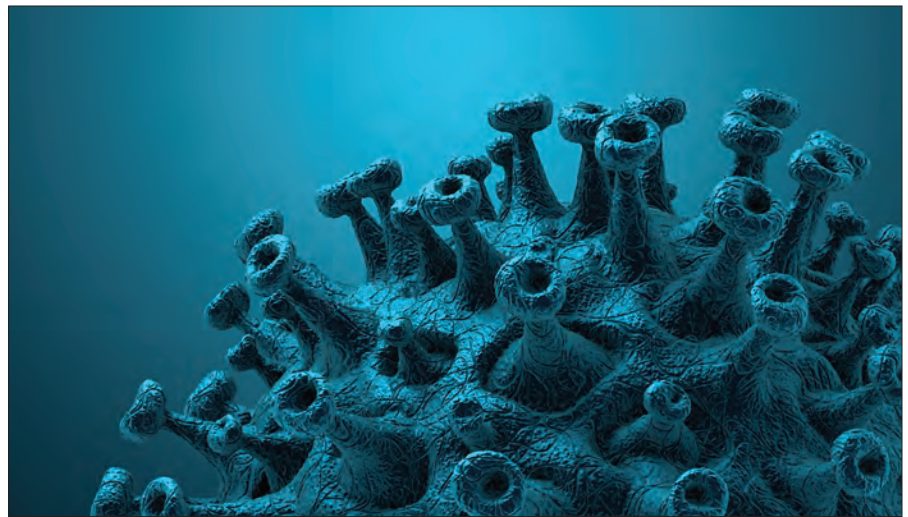
“The conference program covers many other critical areas in addition to the tracks,” stated ISSA Vice President of Sales, Trade Shows, and Media Kim Althoff. “To date, we have eight certifications and workshops on the schedule spanning all four days of the event.”

Other topical sessions cover business management, self-improvement, succession planning, emerging technologies, and infection control. More sessions may be added to address the latest trends and developments in the evolving commercial cleaning industry.

The 2021 show offers additional special attractions and event features to fit attendees’ needs.

Networking events to establish real connections, build new busi-

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3 Lessons Learned from COVID-19

By Stephen P. Ashkin

How to maintain healthy, high-performing facilities post-pandemic

The cleaning protocols facilities have developed in response to the COVID-19 pandemic will still be relevant long after the health crisis has passed. High-performing facilities must retain these protocols and remember the following three critical lessons to maintain not only a healthy building, but also a healthy bottom line.

LESSON 1: Frontline workers are essential

Cleaning workers are now deemed essential, which makes their training even more important. COVID-19 has taught us that education must go beyond cleaning procedures and mandated training from the U.S. Department of Labour’s Occupational Health and Safety Administration (OSHA). Proper training includes the basics of infection control and prevention, so workers know how to clean for health and protect themselves. Training should also include the science of cleaning, so workers can make informed decisions on cleaning products and processes, quality control procedures, ergonomics, and more. Building owners must continue to require that the frontline workers in their facilities are properly trained.

LESSON 2: Effective cleaning is thorough cleaning

Perhaps the most important less highlighted point during the pandemic is that cleaning is a critical tool for protecting health, but only when it is done effectively and thoroughly. The cleaning industry offers a wide variety of innovative methods and products that are not only effective, but also benefit human health and the environment. However, these benefits are only realized when frontline workers have the time to clean thoroughly.

LESSON 3: Healthy buildings come at a cost

Many buildings responded to COVID-19 by simply increasing the frequency of cleaning. After the pandemic, facility managers be able to reduce frequencies from COVID-19 levels (assuming they were increased). But to clean for human health, cleaning more thoroughly than pre-COVID-19 standards is necessary. To accomplish this, buildings should budget up to 50 per cent more in cleaning costs compared to pre-pandemic costs as frontline workers will need to reduce their “production rate,” which is the square footage a worker is expected to clean in an eight-hour day.

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The Power of CIMS

Set your company apart from the competition – and give your customers confidence when they need it the most

By Charlie Janowicz

Now more than ever, cleaning organizations must raise the bar of cleaning excellence, ensuring they deliver quality service for every job while maintaining a profitable bottom line. The question for those operating within the industry is not only how to achieve this goal but how to verify that they have done so successfully.

For more than a decade, ISSA, the worldwide cleaning industry association, has offered the Cleaning Industry Management Standard (CIMS) and the Cleaning Industry Management Standard-Green Building (CIMS-GB) as a way for cleaning companies to prove their ability to deliver consistent, high-quality service. CIMS certification is a complete program that validates an organization's entire operation, including the emergency protocols needed for exactly the situation we are in today with the COVID-19 pan-

dem. Further, the Green Building designation meets the U.S. Green Building Council's requirements for Leadership in Energy and Environmental Design (LEED) buildings and confirms that the certified company uses environmentally sustainable practices.

With today's increasingly strict expectations for cleaning and fierce competition in the industry, differentiation is critical, and CIMS-certified companies will find that obtaining third-party validation is a powerful marketing tool.

For many years, facility managers and building owners have viewed cleaning as a cost centre that accounts for an average of 30 to 40 per cent of a facility's budget. Consequently, decisions about cleaning expenditures have been one-dimensional, focusing solely on the amount spent to clean the facility.

Not only is cleaning the largest component of a facility's budget, but it is also the most visible part of the facility management function and affects occupant health and hygiene. By recognizing this and acknowledging the facility manager's point of view, cleaning managers can help facility managers understand the economic benefits of cleaning and how a modest investment in cleaning can improve the bottom line, as well as the health and safety of building occupants.

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Peace of Mind Registration for ISSA Show North America 2021

ness relationships, and share best practices with thousands of industry peers. These events include the Welcome Reception, Happy Hour, Networking Breaks, Lunch and Learn, Attendee Orientation, Evening Roundtables, Canada Night Social Event, ISSA Hygieia Network Awards Reception, the ISSA Business Meeting and Awards Luncheon, and more.

Over the past 12 years, the Innovation Awards Program has empowered exhibitors and attendees to connect, educate and network on the newest solutions to challenges faced by industry professionals. In a newly envisioned program, featured products and services are eligible to win one of five Innovation of the Year Honoree Awards, and the prestigious Innovation of the Year Award, announced in-person at the show.

The official media partners of ISSA Show North America keep all show participants up-to-date on the latest developments and achievements in the industrial and commercial cleaning industry. As the leading source of quality news, *ISSA Today* will continue to produce the event guide. In addition to *ISSA Today*, *Cleaning Maintenance & Management (CMM)* and *Cleanfax* will be present in the ISSA Resource Center – Booth W5252.

“ISSA Show North America Las Vegas will be the culmination of our ongoing efforts at ISSA to raise the global voice of cleaning,” commented ISSA Media Editorial Director, Jeff Cross. “Quality publications are a vital ingredient at this high-end event.”

ISSA Charities is the charitable arm of ISSA, with the mission to make the world a cleaner, healthier, better place to live. ISSA Charities consists of the following charitable and social programs directly con-

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The Power of CIMS

Moreover, cleaning organizations that follow a quality management framework such as CIMS send a message to facility managers that the organization is well managed and dependable, focused on professionalism, and committed to delivering high-quality service.

CIMS requires organizations to gather and provide documentation of all policies and procedures, and to be verified by an independent assessor. This ensures that only qualified companies exemplifying the best practices put together by a group of highly regarded industry experts will be certified.

Through CIMS’s five fundamental management principles, those that apply for and earn CIMS certification gain a stamp of approval in quality systems; service delivery; human resources; health, safety and environmental stewardship; and management commitment.

CIMS is increasingly recognized as an industry differentiator during these changing times, and as the standard continues to gain momentum, certified organizations are being seen as leaders in the industry. Manuel Cordozo, director of safety and CIMS for DMS Facility Services, stated: “DMS Facility Services is proud to be listed on ISSA’s website as one of the elite building service contractors. We use all training seminars, certificates and awards as powerful marketing tools during the request for proposal process and when communicating with potential future clients. We encourage our employees to take pride in the workplace and being CIMS-GB certified with Honors for the

past 12-plus years sets us apart from competitors.”

Cordozo also describes how “ISSA can help companies like DMS by recommending to building owners and facility management companies that they require CIMS certification on request for proposal from cleaning companies. DMS Facility Services can bring value to clients during their LEED certification, and can help their buildings reach and keep LEED certification.”

By putting the focus back on delivering what they promise – efficient and quality service – cleaning organizations can reduce labour, inventory, and operations costs while creating a safe work environment for cleaning employees and building occupants alike. Additionally, CIMS-GB certification show facility managers and building owners how this green program is different from others and, specifically, how it can help them achieve points under the LEED rating system.

As our public spaces continue to re-open, it is the cleaning industry that will take the lead to ensure the safety and sustainability of our gathering places. Building owners and facility managers can be confident that CIMS-certified organizations are ready to rise to this challenge.

[Learn more about CIMS and CIMS-GB.](#) Visit the [CIMS YouTube playlist](#) for more videos about the program. 🍁

– *Charlie Janowicz is the account executive for ISSA’s Cleaning Industry Management Standard (CIMS). He can be reached at charlie@issa.com. For more information about CIMS, visit www.issa-canada.com.*



VIRTUAL WORKSHOP

CIMS Certification Expert (C.C.E.)

November 3 & 4, 2021
11:00 a.m. – 1:00 p.m. (EDT)

REGISTER NOW

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A New Workplace Disinfection Paradigm

Previously within the scope of facility technicians, employees now returning to their customary workplaces are knowledgeable and curious about cleaning and disinfection practices in their work environment. Employees are looking for both assurance of comprehensive measures taken by their employer to safeguard their health, as well as the ability to personally engage and co-manage that safety.

One approach includes empowering employees to individually safeguard their own cubicles or workspaces as needed, while facility technicians continue to take care of scheduled general cleaning and disinfection.

Oxwell Solutions was recently

launched with these considerations in mind. Oxwell Solutions has applied the clean, patented electro-technologies of its parent company – E2metrix – an engineering enterprise involved in industrial and wastewater treatment, to develop a new disinfection paradigm.

The lead product – E2mox™ Station – allows users to produce an environmentally-friendly, low-cost, broad spectrum, hospital surface disinfectant on-site and on-demand (tens to thousands of litres per day) **for both facility use and personal employee use in their workspace.** The automated and remotely monitored system is licensed on a per use model and does not require capital expenditure. The E2mox™ Station is intended for use by either in-house facility staff or externally contracted service companies. Individual, personal surface disinfection

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Peace of Mind Registration for ISSA Show North America 2021

nected to cleaning and a healthy living environment.

- **Cleaning for a Reason** aims to reach hundreds of thousands of households in the United States and Canada impacted by cancer each year. By providing free house cleaning for those battling cancer through trusted partnerships with residential cleaning companies, Cleaning for a Reason removes the burden of cleaning and helps patients focus on their health.

- **ISSA Hygieia Network** provides the programs, tools and support that enable all women in the cleaning industry to accelerate their careers and achieve their full potential. The vision is to make the industry one in which women actively choose careers because of unparalleled inclusiveness and accessible development and advancement opportunities.

- **ISSA Scholars** offers four-year scholarships, guaranteed paid summer internships, mentoring during college years, career counseling, life counseling, annual ISSA Show attendance and networking, and more for current or upcoming college students.

ISSA Show North America is the perfect place to learn more about ISSA's charitable giving and mentoring efforts. Make sure to donate to one or all of the charities in registration and be sure to visit the ISSA Charities – Booth W6048 to learn how to get involved and make an impact.

“All eyes are on the cleaning world in the wake of the pandemic,” said ISSA Executive Director John Barrett. “We look forward to welcoming industry professionals from across the globe to connect, network, and further enhance their knowledge of cleaning for public health and safety.”

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

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infectant dispensers can also be filled and distributed for each employee's daily use.

Having simple and safe disinfectant production on-site and on-demand means it is readily accessible across all functions and areas, allowing for increased frequency of disinfection, and in more areas as needed. As you start disinfecting everything and more frequently, **it is important to be concerned about what is actually in the products you are using**, not only for employee wellness, but environmental health and integrity of surfaces in terms of tarnish and degradation. The key to utility is safety; a disinfectant that requires no special handling, mixing or protective gear, can be applied without vacating the area, while not damaging surfaces.

Sustainability (ESG) and respect for the environment are important considerations as well. The process used by the E2mox™ Station transforms water, salt and electricity into a powerful natural disinfectant. The active component hypochlorous acid (HOCl) has been used in medical and healthcare applications historically and is widely recognized as having an ideal safety profile and efficacy. Until recently however, HOCl has been



expensive to produce and stabilize for commercial use.

With a comprehensive disinfection strategy that allows companies to expand on employee health and sustainability commitments in a transparent and tangible way, Oxwell Solutions believes personal workspace disinfection will become a routine complement to scheduled facility disinfection beyond the current pandemic dynamic, to mitigate the impacts of seasonal flus and other pathogens in the workplace in general. 🍁

The Benefits Keep Growing – ISSA Canada Partners with Certn

ISSA Canada is pleased to announce that it has partnered with Certn to provide Canadian members with special rates on candidate background checks.

Certn provides the smoothest candidate screening experience with an all-in-one platform, an easily integrated API, and accurate results fast.

Services include Canadian Police Information Centre (RCMP) checks, global criminal and background record checks, social profiles, credit

reports, and more. And results are delivered in less than 15 minutes, with comprehensive global coverage.

- Make hiring decisions 3x faster
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- Comprehensive checks from over 200 countries.
- Fast and easy integration with your applicant tracking system.
- Design your own screening packages.
- Stay updated with your candi-

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Facility Managers & A Cleaner Experience

By Marianne Heder

Open communication from management and staff will be key to normalizing new and fast-evolving cleaning procedures

With over 3.5 billion vaccinations administered worldwide, the world is emerging from pandemic restrictions and transitioning back to “normal.” Yet, even with growing vaccine rates and new technologies, facility managers cite employee health, employee training, retention and proper cleaning products as their main concerns regarding cleaning staff.

Offering guests and employees peace of mind is always a top-of-mind concern for any property manager. But, now that segments like the short-term rental (STR) industry are seeing occupancy rates fully recovered – achieving a whopping 60.9 per cent occupancy in March 2021, a 29.1 per cent gain from 2019 – renters and guests are ready to travel again.

Entering a post-pandemic world, property and facility managers know that cleanliness is more important than ever. As a result, many companies and property management companies have devel-

oped initiatives and frameworks to lessen the anxieties of guests and managers at the onset of COVID-19.

Hotels and short-term rental properties provide different experiences depending on what the guest is looking for – hotels give travellers the benefit of amenities and locations, while on the flip side, short-term rentals impart a sense of privacy and a “home away from home” feeling for guests, not to mention a guest’s ability to enjoy and utilize the facility’s entire space.

With “revenge travel” and entertain-

ment gaining momentum again, here are three tips that property and facility managers can implement in accordance with new industry cleaning standards and protocols to successfully enter this new wave of property management:

RECORD AND REPORT CLEANING PROCEDURES

Leaving a paper trail to document a facility’s cleaning history provides both managers and guests with peace of mind while also tracking when guests were last present on-site, and when the property was last cleaned.

Regulating cleaning history via proprietary software for owners and cleaning staff can be one solution, enabling other facility managers to use new software, like apps, to track the cleaning process in real-time. Additionally, managers should ensure that they can “see the clean.” We call this process “Follow the Wall” to en-

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Predictions Call for a Rough Flu Season

The 2020-2021 influenza season was practically non-existent, thanks to social distancing and other COVID-19 protocols in place last fall and winter. Health experts are skeptical that the U.S. will experience two mild flu seasons in a row, especially as schools are reopened for in-person learning, and some areas of the country are not enforcing masking, NBC-TV reports.

Health officials are urging people to get their flu shots now, to prevent strain on hospitals already overwhelmed by COVID-19 and other viruses. Two analyses from researchers at the Public Health Dynamics Laboratory at the University of Pittsburgh Graduate School of Public Health in Pennsylvania warn that the upcoming flu season could be difficult.

Dr. Mark Roberts, director of the Public Health Dynamics Laboratory, and his team used mathematical modeling to predict hospitalizations during the upcoming flu season. On average, about 200,000 people are hospitalized with the flu each year, according to data from the U.S. Centers for Disease Control and Prevention (CDC). Roberts' team calculated that the 2021-2022 flu season could result in as many as 600,000 such hospitalizations.

Another team found that the 2021-2022 flu season could have

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Facility Managers & A Cleaner Experience

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sure the facility's cleanliness is visible to the eye, rather than simply checking off a cleaning list.

Finally, always emphasize the importance of finishing cleaning and sanitizing a room before replacing items for the next guest or group.

LEAVE AIR CONDITIONING ON IN SUMMER WHEN POSSIBLE

When it comes to cleaning, one of the first things property managers should do is "air out" facility spaces by simply opening windows and doors. This is the first step to deter the spread of airborne bacteria. Adding airflow to a facility during cleaning additionally adds freshness to help alleviate stagnant air and muggy stuffiness left over from a previous guest or event.

DISPLAY VISUAL REMINDERS OF CLEANLINESS TO GUESTS

Managers should use visual cues to show guests the extra measures that facility cleaning staff have taken by leaving small details around the space. These small details make a big difference in the peace of mind for guests and management alike.

Tools like QR codes that show a property's cleaning history, high-touch surfaces sealed in plastic, and even notices of your facility's commitment to the health

and safety of guests and employees will help restore security as a property is enjoyed once again.

As new industry standards are being created and certified at a rapid pace, the key to normalizing these new health procedures will be open communication on the part of facility management, cleaning staff, property employees, and guests. On top of diligently staying on top of public health announcements from official agencies, intercommunication between all staff levels will prove prudent to the industry's continued growth as we approach the future of property and facility management. 🍁

— Marianne Heder is Director of Short-Term Rentals for Property Management Inc. (PMI). In addition to having hospitality in her blood, she has been working in the real estate and asset management industry since 2005. She is passionate about helping PMI franchise owners build successful short-term rental businesses by utilizing step-by-step processes. Property Management Inc. (PMI) is a rapidly growing franchise with 300-plus locations that provides expert property management services and solutions across four pillars: residential, commercial, association and short-term rental management. For more information, visit <https://property-managementincfranchise.com>.

SOURCE: REMI Network

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3 Lessons Learned from COVID-19

Before March 2020, frontline workers were required to clean 25,000 to 40,000 sq. feet of building space in an eight-hour day. To put this in perspective, the size of an average American home is 2300 sq. feet. Thus, a frontline worker was cleaning more than an entire home each hour, so it is no wonder they had difficulty cleaning thoroughly.

These observations should not be taken as criticism of the cleaning industry because it is performing a valuable service and buildings are certainly getting their money's worth of service. But if building owners want healthy, high-performing facilities, they will need to demand thorough

cleaning based on sound science and public health measures – and in many cases will have to pay more for it.

In the end, our industry is truly saving lives. As we continue to focus on cleaning for health, the cleaning industry can avoid the race to the bottom – in which only the lower cost matters – and instead focus on cleaning thoroughly, training our workers, and ultimately getting paid for the value we create. 🍁

— Stephen P. Ashkin is president of The Ashkin Group, a consulting firm specializing in green cleaning and sustainability. He can be reached at steve@ashkingroup.com.

SOURCE: CMM Online



By Tim Poskin

How to Master Your Cleaning Plan

Build a standardized workloading strategy with these six steps

Disinfecting took centre stage during the global pandemic. You may now find yourself behind on other important cleaning tasks assigned a lower priority. How do you determine and defend staffing levels to ensure these cleaning tasks are completed too? Standardization, workloading, and scheduling are the keys to your successful cleaning plan.

Cleaning organizations typically don't standardize their methods for determining cleaning practices and priorities, even with a limited staff. Many are reactionary in their custodial operations and lack a dedicated investment in workloading.

Organizations that create tightly integrated and standardized workloading solutions are better able to stay on course for success, even when there are less people available to do the work. They are prepared when an opportunity or crisis arises that requires a quick decision.

Efficient workloading creates a calendar for necessary tasks and documents their frequency. It enables staff assignments based on a building's cleaning needs, the risks associated with doing (or

not doing) these tasks, and the available budget.

Proper workloading that is specific to the tools and equipment chosen allows organizations to align resources with the people who do the work.

SET UP YOUR STANDARDS

The path forward is easier than you think. Adopting an existing standard that has already been vetted by the cleaning industry will simplify the process. The new *Official ISSA Cleaning Times* resource details hundreds of tasks and tools, including a benchmarked time for each. For additional assistance, implement the following recommendations to create an integrated approach to the entire cleaning program:

1. **Set aside the right amount of time.** Dedicate the appropriate amount of time to plan, execute, and follow through to ensure your success.

2. **Define your cleaning objectives.** Give some thought of defining and setting your cleaning goals. Ensure these goals are in line with the organization's expectations, regulatory requirements, and desired healthy cleaning outcomes. This will serve as a guide later when you are prioritizing, assigning, and scheduling the cleaning work. Make sure the tasks and workload are aligned to these objectives and review them often to ensure they remain aligned, especially if you have recently given all your attention to disinfecting.

Defining your cleaning objective will also allow you to clear your cleaning schedule more readily of tasks that are not bringing you closer to accomplishing your objectives.

3. **Calculate the workload.** Once you've defined your cleaning goals you will

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The Benefits Keep Growing – ISSA Canada Partners with Certn

dates' progress and send reminders directly the platform.

- Set your teams up for success.
- Get dedicated support quickly from a responsive, award-winning customer success team.
- Onboard hiring teams quickly with an intuitive dashboard.
- Set up your own permissions and teams without relying on customer support.
- Certn integrates with trusted applicant tracking systems.

To access this newest ISSA Canada benefit, members simply need to [log-in to their myISSA account](#). Not a Member? Not a problem. Simply [click here](#) for more information on how you can join the ISSA family. 🍁

CALENDAR OF EVENTS

October 13 & 14: Noon to 4 p.m. (EDT) – Cleaning Management Institute (CMI) Online Supervisor & Management Bootcamp. [Click here](#) for more information.

November 1: Noon to 4 p.m. (EDT) – Cleaning Management Institute (CMI) Online Train-the-Trainer Virtual Certification (four week program). [Click here](#) for more information.

November 3 & 4: 11 a.m. to 1 p.m. (EDT) – ISSA Virtual CIMS Certification Expert (CCE) Workshop. [Click here](#) for more information.

November 15-18: ISSA Show North America 2021, Las Vegas, NV. [Click here](#) for more information.

November 16: Canada Night networking event, Las Vegas, NV. [Click here](#) for more information.

June 8 & 9, 2022: ISSA Show Canada trade show and education conference, Metro Toronto Convention Centre, Toronto, ON. [Click here](#) for more information.

How to Master Your Cleaning Plan

need to calculate what needs to be done to achieve them. In other words, you need to calculate the actual cleaning team workload. This step will range in complexity depending on the type, size, and number of cleanable areas, space types, and tasks involved so it helps to break it down.

First, make a list of all the cleaning projects and processes the cleaning team needs to deliver. Using the *Official ISSA Cleaning Times*, estimate the time and commitment each of these cleaning projects and processes will demand from your team.

Break down the projects/processes into smaller tasks/phases to set workload on a daily, weekly, monthly, quarterly, and annual basis. Identify which tasks are most urgent and organize them by priority.

4. Establish your team's capacity. Now that you know how much cleaning work needs to get done, you'll need to understand how much work your cleaning team can actually deliver. Make sure to account for real-life events such as vacations, hiring struggles, or other compromises/responsibilities.

5. Distribute the cleaning work. Assign the cleaning work according to the workloaded tasks. Avoid overloading the overachievers and undermining those that are at the other end of the spectrum. Giving work to those who will eagerly take it and complete it quickly will be tempting, but you risk burning them out.

6. Be flexible. Don't expect to complete workloading once and be done with it. You must also be prepared to re-arrange workload if needed. Take a flexible approach and understand you may need to pivot, as being rigid about the workload strategy can create long-term cleaning problems. Priorities may shift and workloads may become uneven. As long as everything evens out over the span of a year, it's normal to have ups and downs in between while still achieving the desired cleaning results.

BUILDING A BETTER CLEANING PLAN

A workload strategy provides cleaning organizations with the opportunity to build an efficient and innovative cleaning plan with a balanced workload that leads to high performance. Standardized workloading not only benefits the front-line cleaning workers, but also the employees tasked with making and defending custodial staffing levels. The result provides a mathematical and factual basis for custodial staffing levels to meet customer and management expectations of clean. 🍁

– *Tim Poskin is founder and systems integrator of ISSA's Cleaning Change Solutions™ Consulting and serves as the executive director of the ISSA Workloading and Benchmarking Council. Poskin may be reached at tim@cmics.com.*

SOURCE: CMM Online

Predictions Call for a Rough Flu Season

around 20 per cent more flu cases than normal, although there is the potential for as high as double the typical caseload, which is between nine million and 45 million illnesses in the U.S.

These analyses represent worst-case scenarios, based on an extremely contagious flu strain, coupled with low vaccination rates. Fortunately, at this point, there are no new or worrisome flu variants on the horizon, according to Dr. William Schaffner, an infectious diseases expert at Vanderbilt University Medical Center in Nashville, TN.



But given that scenario, the models suggested that 75 per cent of Americans would need to get the flu shot to avoid the additional hospitalizations. In general, about half of the U.S. population gets the flu vaccination annually, according to the CDC. 🍁

SOURCE: CMM Online