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How to Implement
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In this issue...

4 INDUSTRY EVENT

ISSA Canada invites you to attend the 2021 **ISSA Show Canada Virtual Experience**. Registration is now open for the June 17 event.



4 BREAKING NEWS

The Global Biorisk Advisory Council™ responds to updated CDC Guidelines for cleaning and disinfecting against COVID-19.

5 COVER STORY

Bell Centre achieves GBAC STAR™ Facility Accreditation. *Home of the Montréal Canadiens is the first hockey arena in Canada to successfully complete the GBAC program.*



7 SPONSOR PROFILE

Y&M Maintenance & Cleaning Services. *Why you need to choose an award winning cleaning company.*

8 INDUSTRY HELP REQUESTED

Industry input required for June 1, 2021 deadline to help LEED revise green cleaning guidelines.

9 SPECIAL FEATURE

How to implement an SOP. *Standard operating procedures set-up your organization for long-term success.*



11 SPECIAL FEATURE

School challenges from a management perspective during COVID-19.

11 CALENDAR OF EVENTS

Full listing of educational opportunities and networking events happening near you!

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Clean Canada
CHANGING THE WAY THE WORLD VIEWS CLEANING

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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INDUSTRY EVENT



ISSA Canada is pleased to announce that registration is now open for the 2021 ISSA Show Canada Virtual Experience.

With a theme of “Facing the Future TOGETHER,” ISSA Show Canada will feature keynote presentations, education sessions, technology updates and a virtual networking reception all geared towards the sanitary maintenance and supply professional.

Whether it’s learning how to Optimize B2B Sales Models and Strategies, understanding the ART of Cleaning – Automation, Robotics and Technology, or grasping what the Future of Cleaning Post-COVID Will Look Like (from a building service contractor point of view), ISSA Show Canada has something for every industry sector.

In an effort to further unite the industry and raise the bar to achieve healthier and sustainable buildings, ISSA Show Canada creates a forum for facility, property and operations managers, as well as environmental services executives and facility managers in the health-care, education, government, hospitality and building service sectors to learn about new technologies and cleaning best practices, keep up with current industry trends, and share experiences with industry peers.

By facing the future TOGETHER, we can all play a role in “changing the way the world views cleaning.”

For more information about ISSA Show Canada, please visit the official show site at www.ISSAShowCanada.com. 🍁



Global Biorisk Advisory Council Responds to Updated CDC Guidelines

The Global Biorisk Advisory Council™ (GBAC), a Division of ISSA, the worldwide cleaning industry association, has released clarification around revised guidelines from the U.S. Centers for Disease Control and Prevention (CDC) related to cleaning and disinfecting for SARS-CoV-2, the virus that causes COVID-19.

The CDC’s latest guidance noted that “cleaning with products containing soap or detergent reduces germs on surfaces by removing contaminants, and may also weaken or damage some of the virus particles, which decreases risk of infection from surfaces.” ISSA and GBAC wish to emphasize the critical importance of cleaning and disinfecting surfaces to not only reduce exposure to COVID-19, but prevent other pathogens as well.

“While there are still many uncertainties surrounding COVID-19, it is clear that facilities can better prepare for, respond to, and recover from outbreaks when they have a comprehensive program that starts with a risk assessment,” said GBAC Executive Director Patricia Olinger. “There are many layers to this issue, but as authoritative leaders within the space, we feel it’s important to clarify that with the current pandemic, in addition to indoor air quality needs, cleaning

professionals should continue their enhanced efforts in cleaning and disinfecting public facilities with added focus on high touch points. When used correctly by trained professionals, proven products and equipment are very effective against SARS-CoV-2, as well as other viruses and bacteria.”

The use of products approved by the U.S. Environmental Protection Agency (EPA) and included on the EPA’s List N is preferable, as it ensures cleaning professionals are applying expert-reviewed formulations that have been approved for use against SARS-CoV-2. Additionally, cleaning for health is most effective at mitigating the spread of illnesses when it is a multi-step approach that involves first cleaning surfaces to remove or reduce soil loads, and then disinfecting to kill bacteria, fungi and inactivate viruses.

The CDC also stated that, “in most cases, fogging, fumigation, and wide-area or electrostatic spraying is not recommended as a primary method of surface disinfection, and has several safety risks to consider.” While surface disinfection equipment is not necessary for every facility, ISSA and GBAC support the use of sprayers with the proper training, as these tools can be incredibly useful for

continued on page 6



Bell Centre Achieves GBAC STAR™ Accreditation

Home of the Montreal Canadiens is the first hockey arena in Canada to successfully complete the GBAC program

By Tom Nightingale

A year after GBAC STAR Facility Accreditation was introduced by ISSA, the worldwide cleaning industry association, Canadian facilities of all purposes and sizes continue to achieve accreditation as a method of communicating their cleanliness and infection control best practices.

Now, sports arenas are beginning to join the party.

Montreal's Bell Centre, the home of the Montreal Canadiens, recently secured accreditation, becoming the first Canadian hockey arena to do so.

"Since the start of the pandemic, our priority as an organization is to do everything possible to ensure that we create a safe and reassuring work environment for our employees, our teams as well as

for the opposing teams who will have to use the Bell Centre," says Daniel Trottier, Executive Vice President, Guest Services and Facilities Operations at the arena's operator, Groupe CH.

"Our teams have worked tirelessly for several months to establish safety and risk management protocols that meet the highest standards of safety and compliance with health measures as requested by the Public Health authori-

ties. This GBAC STAR accreditation validates our teams' excellent work. The Bell Centre therefore obtains the same third-party validation as the Pierre-Elliott-Trudeau International Airport in Montreal, ensuring that the building is ready to welcome the return of hockey in complete safety."

GBAC STAR Facility Accreditation is focused on ensuring a clean, safe, and healthy environment in public and commercial facilities, and outlines best practices, protocols, and procedures to control risk factors associated with infectious disease, including SARS-CoV-2.

Back in September 2020, Vancouver's BC Place became the first Canadian stadium to become accredited. Meanwhile,

continued on page 6



Global Biorisk Advisory Council Responds to Updated CDC Guidelines

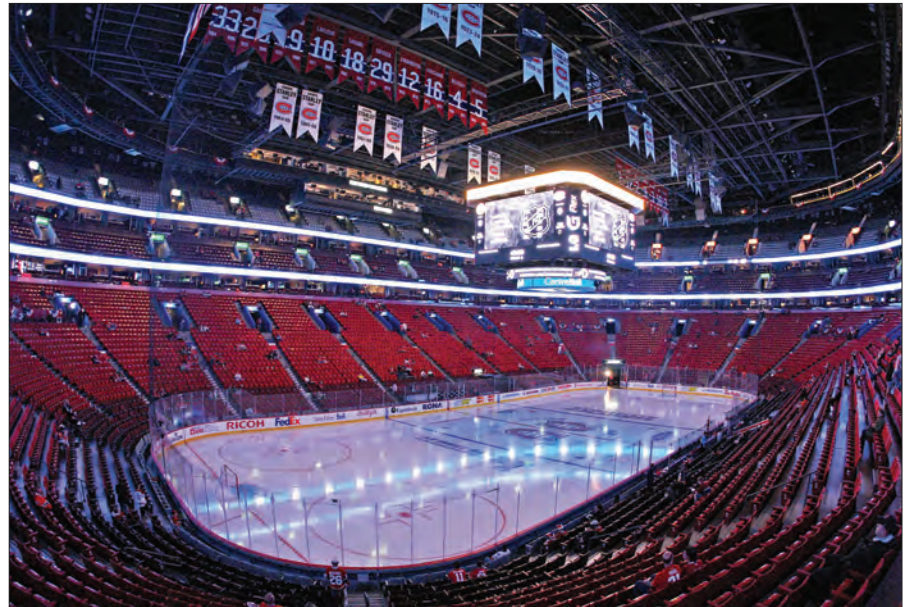
high-traffic facilities and those with occupants with an increased risk of illness. When using chemicals and disinfection equipment, it is important to read the label and use products correctly to prevent unnecessary overuse and exposure.

“There is a continuum of risk during the pandemic as new SARS-CoV-2 variants emerge, and beyond it due to the fact that illnesses like influenza, norovirus, and Methicillin-resistant Staphylococcus aureus (MRSA) can impact public health,” said ISSA Executive Director John Barrett. “When combined, cleaning and disinfecting of surfaces, air quality controls, the use of face masks, hand hygiene, and other measures can greatly reduce the risk of infection spread, and give facility occupants and guests greater peace of mind that organizations are prioritizing their health and safety.”

For more information on proper facilities cleaning and disinfecting now and post pandemic, visit www.issa-canada.com.

Hear comments on the recent CDC guidance on cleaning and disinfecting directly from biorisk expert Patricia Olinger; Dr. Paul Meehan, formerly with the CDC; and Michael Diamond, Executive Director of The Infection Prevention Strategy (TIPS), in a [recent episode of Straight Talk!](#) 🍁

Bell Centre Achieves GBAC STAR Accreditation



south of the border, numerous U.S. baseball stadia, as well as several NBA and NHL arenas have also become GBAC STAR accredited venues.

COMMITTING TO A CLEANER CANADA

Those sports stadia only scratch the surface of the level of uptake that has been seen in Canada, however. There have been numerous ground-breaking firsts in recent months.

In February, Manulife Investment Management was the first Canadian real estate landlord to achieve accreditation, getting seven of its Montreal office facilities accredited.

Last month, TO Live became the first Canadian performing arts organization to commit to achieving GBAC STAR accreditation for its venues, which include iconic Toronto venues such as Meridian Hall, St. Lawrence Centre for the Arts, and Meridian Arts Centre.

Given the extent to which the COVID-19 pandemic has transformed both the mechanics of cleaning, and the communication and visibility of infection measures, there’s reason to suggest the future may be in wider accreditation.

In mid-March, Explore Edmonton, the visitor economy and venue management organization for the Albertan city, announced a collaborative initiative to pursue city-wide GBAC STAR accreditation. That would make it the first and

only Canadian destination to obtain accreditation for its entire metropolitan area, and one of only two destinations in all of North America.

Edmonton’s city-wide accreditation would encompass Edmonton International Airport; Edmonton Destination Marketing Hotels (HDMH), which oversees 38 properties across the city; Roger’s Place; the Oilers Entertainment Group; and the already-accredited Edmonton Convention Centre and Edmonton EXPO Centre.

At the time of that announcement, Maggie Davison, acting CEO of Explore Edmonton, said: “Edmonton’s tourism, hospitality, and events industries will play an important role in our region’s post-COVID-19 recovery, getting people back to work, welcoming travellers back to the city, and delivering important economic and social benefits to our region. Edmonton’s GBAC STAR accreditation will ensure our international airport, major venues, and hotels are all working toward the same standards for cleanliness and outbreak prevention. By working in partnership, Edmonton can safely reopen for business and provide one of the safest travel experiences in North America, from arrival to departure.”

Just how wide the uptake could be is yet to be seen.

In the U.S., for example, as well as a wide variety of stadia, hotels, offices,

SPONSOR PROFILE



Y&M Maintenance & Cleaning Services

Why You Need to Choose an Award Winning Cleaning Company

Y&M Maintenance & Cleaning transforms and combines ideas to provide superior customer satisfaction. The company is always trying to find the right cleaners and materials to suit its customers' demands. And, thus far, the company's diligence has proven successful.

For example one satisfied customer said, "Y&M made extraordinary changes to my location... without using harmful

and or non-branded products to clean my facility. Every product has a safety and green report. After I started to work

with Y&M, I felt like I was doing more for both the environment and the health and safety of my employees." (E.Y.)

The company has specific processes and steps in place for new product implementation and development of cleaning protocols dependent on a specific facility needs.

"We are not bringing product and

continued on page 8

Bell Centre Achieves GBAC STAR Accreditation


convention centres, and others, the Central Ohio Transit Authority has achieved accreditation for all of its transport centres and administrative offices.

GBAC STAR ACCREDITATION DETAILS

To achieve GBAC STAR accreditation, facilities must follow specific performance and guidance criteria to show compliance with the program's 20 elements, which range from standard operating procedures and risk assessment to personal protective equipment (PPE), and emergency preparedness and response measures.

"GBAC STAR is the gold standard of safe facilities, providing third-party validation that ensures facilities implement strict protocols for biorisk situations," said GBAC Executive Director Patricia Olinger. "Accreditation empowers facility owners and managers to assure workers, customers, and key stakeholders that they have proven systems in place to deliver clean and healthy environments that are safe for business."

ISSA and GBAC also recently announced the launch of the new Services Accreditation to run alongside the Facility Accreditation. In March 2021, Colorado-based CCS Facility Services became the first business in the world to achieve accreditation under the new program.

MediaEdge is a proud reseller of the GBAC STAR and GBAC Fundamentals online course. 

For additional details, please contact Chuck Nervick at chuckn@mediaedge.ca or call (416) 803-4653.

SOURCE: REMI Network

Y&M Maintenance & Cleaning Services

methodology into place that reflect market expectations," said Y&M Vice President, Tanner Yidirim. "We do research, and review years and years of data to understand the proper concept and plan for our customers. This is reinforced in our stated *Process of methodology*."

Y&M ensures customer satisfaction in the service that people pay for, and that clients won't waste time, money, and effort on services that aren't required. Additionally, the company ensures that the employees deployed to a customer's facility have been thoroughly trained in the latest products and technologies available, as well as best practices in methodologies prescribed.

Another satisfied customer said that, "Y&M is one of the best companies we have ever worked with. They are always present and do the job with a top level of service in mind. Our tenants are so decisive and important to us, and they love the service they receive."

Y&M employees are equipped with log-in / log-out sheets/apps that the company utilizes to ensure consistent attendance in the workplace. This allows the company's executive staff and managers to focus more precious time for productivity.


Y&M uses diagrams and statistics to create a list of the different components and/or materials required to deliver the best service and materials for a premises.

Y&M also has an established supply chain with vendors in order to have continuous access to the products and materials required to deliver consistent results.

"We believe communication is crucial in the cleaning and maintenance sector, and Y&M has a multi-language group to keep communication bridged," Yidirim said. "We have multi-language schedule sheets, apps and communication logs. In this way, we can eliminate any confusion in communication."

Y&M is dedicated to its customers and believes in going above and beyond the standard requirements to ensure customers are satisfied with the service they receive. According to company statistics, the company's current customer base demonstrates a 98.7 per cent satisfaction rate for the services and solutions the company provides.

"We are honoured and thankful to provide superior services to our customers for more than 25 years."

For more information about Y&M Maintenance & Cleaning Services, please visit www.ymscl.com or call (877) 669-8424. 

INDUSTRY HELP REQUESTED

June 1 deadline to help LEED Revise Green Cleaning Guidelines

In 2002, the U.S. Green Building Council (USGBC) released its Leadership in Energy and Environmental Design (LEED) Rating System for Operations and Maintenance, which provides the roadmap to green cleaning.

It was designed to help building owners, facility managers, building service contractors (BSCs), manufacturers, and distributors reduce levels of chemical, biological, and particulate contaminants, which can compromise human health, building finishes and systems, and the environment, by

implementing effective cleaning procedures and products.

Since then, more than 130,000 buildings have been certified in the LEED rating systems. Further, it is estimated that for every building that is LEED-certified, two to three buildings use its green cleaning guidelines, but have not sought certification.

"Without question, LEED transformed the professional cleaning industry," says Steve Ashkin, president of The Ashkin Group and long known "Father of Green Cleaning."

continued on page 10



How to Implement and Maintain an SOP

By Tim Poskin

Standard operating procedures set-up your organization for long-term success

Cleaning organizations play a critical role in keeping building occupants safe and healthy. A Berkeley National Laboratory survey found that in North America and Europe people spend over 90 per cent of their time indoors. This means the effectiveness of the cleaning programs in the buildings they occupy can have a real impact on their health.

Poor cleaning, for example, can contribute to poor health, but effective cleaning can potentially save lives. Cleaning effectiveness can be directly tied to an organization's standard operating procedure (SOP) aligned with your company's objectives – and those of your stakeholders – to create safe and healthy building environments. While some organizations have individual components of an SOP, many lack a fully

designed and implemented procedure. Here are some guidelines to help you create and maintain a successful SOP for your cleaning organization.

WHAT ARE SOPs?

Simply put, SOPs are brief, easy-to-understand-and-use documents that show action points and workflows. You can use SOPs to create process flowcharts for per-

forming defined tasks. A well-thought-out SOP for a cleaning organization outlines steps (so you don't have to repeat them) for routine actions like:

- Onboarding and training new employees
- Performing cleaning tasks
- Managing employees (both managers and workers)
- Fulfilling human resource practices
- Workloading cleaning tasks
- Standardizing tool use
- Encouraging employee recognition and engagement.

THREE PILLARS OF AN SOP

The most successful organizations use an SOP for standardizing operations

continued on page 10

continued from page 8

INDUSTRY HELP REQUESTED

“LEED provided a roadmap, making it clear to building owners, managers, and all segments of our industry, what constitutes a comprehensive green cleaning program.”

However, after a lapse of nearly 10 years, those credits are due to be revised. Ashkin, who is on the LEED Indoor Environmental Quality Technical Advisory Group, is directly involved with the revisions. He is asking industry members to share their thoughts on what revisions they would like to see as it pertains to green cleaning.

“Our industry has changed so much, just in the past few years. We have the first-hand insights and expertise necessary to help guide the future of LEED. This will help them evolve and better assist building owners, managers, and all those focused on creating healthier facilities while reducing adverse impacts on the environment.”

For those wanting to share their suggestions, Ashkin says he can be contacted through his [website](#) or by email at steve@ashkingroup.com.

“I view this as an opportunity for our industry,” Ashkin adds. “The roadmap LEED is developing will impact our industry for years to come, and we can make a difference. But time is of the essence. We need to get involved with this now, before the first of June.” 🍁

How to Implement and Maintain an SOP

continued from page 9



to achieve stability and growth. There is no one-size-fits-all process for writing an SOP, but one key point is to not over-complicate the process. Here are three major pillars to help build your SOP:

Create a blueprint of your company’s most repetitive tasks – The blueprint should include duties performed on a repeated basis such as the actions listed above and other less-frequent tasks. Now is the time to detail those tasks in writing in order to assure your existing success, and help you prepare for the next level. The blueprint will allow for accountability and improve how the work is done, creating long-term sustainability.

Outline and launch each blueprint’s processes – The size of your organization will determine the scope and complexities involved in creating a blueprint. The larger an organization is, the more time and resources it will need. Start at the very beginning to identify and engage stakeholders that will be affected by the success of the SOP. Communicate with everyone, not just managers, who will be working on any step or specific task of this process. Communication will keep everyone on the same page and aligned with the standardization of procedures.

Assign and automate routine tasks with the required level of detail – Maintaining your cleaning organization’s SOP is as important as writing it. The job doesn’t end the moment you’ve launched your procedure. Cleaning is dynamic as it responds to current demands. You’ll need to update it as the need arises. One common practice is to update your SOP at

least once per year. Doing this and adding new notes to each blueprint will keep employees on task. It will also remind them that they must adhere to set procedures.

PROCEDURES FOR LONG-TERM SUCCESS

If an SOP doesn’t exist, then employees are forced to come to you with questions instead of relying on outlined solutions. At a systems level, an SOP outputs a safe and healthy environment. It isn’t just about having a poster put on the wall, or a folder of documents and flowcharts stored on the cloud to use in case of an emergency. It’s about setting your organization up to improve so that it becomes strong, both for its workers and its stakeholders.

Employees and stakeholders can use an SOP to answer the questions they may have brought to leadership in the past. SOPs deliver operational consistency, reliability, and cost savings. Properly used, these standards can be a springboard for creating unique solutions for new problems and challenges based on a deep understanding of an organization’s needs. Designing and implementing an SOP for your operations – as well as aligning it with stakeholders’ objectives – will create long-term growth, success, and stability. In the end, it will save people’s lives. 🍁

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

An advertisement for Merchant Growth. At the top, there is a logo with a green mountain and the text "MERCHANT GROWTH". Below the logo, the text reads "Small Business Financing Made Simple". There is a list of bullet points: "Funds in 24 hours", "\$5,000 to \$500,000", "No hidden fees", "No collateral", "Applying doesn't impact credit score", and "Stellar customer support". At the bottom, there is a blue button that says "Learn More". The background of the ad shows a person in a white lab coat holding a clipboard.

School Challenges from a Management Perspective

By Jim Flieler

We recently checked in with Jaci Bowen, Assistant Manager of Operations, Simcoe County District School Board in Ontario about the challenges she and her exemplary team of supervisors have overcome in the face of the COVID-19 pandemic. We had a conversation about the operational insight this forward-thinking educational facility is bringing to its everyday operations in the midst of a global pandemic. During the conversation, which can be viewed in full [here](#), Jaci shared some of her team's keys to success. We'd like to share some of these lessons with you below:



and making sure that all school stakeholders share the same knowledge and understanding of the virus and new processes.

In addition, the entire Simcoe School Board has adapted a commitment to transparency. "We are hiding nothing," says Jaci. "People are feeling like they are being honestly and openly served. People get worried, and you have to remember that when they are worried their questions must be met in a different way."

Some of the changes the Simcoe operations team has had to adapt to beyond those related to infection control have to do with social distancing. Like most of us, the team has had to switch to virtual meetings rather than their monthly in-person sessions. "Part of having an effective working group is to be together and bounce ideas off each other," says Jaci. "But having had that strong team foundation has helped us work through this challenge and make the most of our virtual meetings."

PROVEN SYSTEMS

It helps that Jaci and her team have been trained very thoroughly and implemented streamlined cleaning processes for years before 2020. For example, the Simcoe Board has been a leader in dilution control for as long as we have worked with them. Their custom, colour-coded wall charts and open charge bucket system have helped to reduce costs and increase efficiencies. This system set up the board to tackle increased frequencies necessitated by the COVID-19 pandemic seamlessly. Having written standard operating procedures has helped the team update its frequencies and procedures quickly.

"Dilution control is about properly and effectively cleaning, and the safety of your staff and the people around you," says Jaci. "As managers we look at the budget, and that is a piece of dilution control. But if you are overloading your school with disinfectant you are exposing your staff and the building community to risk and danger."

We believe that we will come out stronger on the other side of this pandemic. The lessons from proactive people like Jaci and the Simcoe Country District School Board is an example of exemplary leadership and management that we should all be emulating during these challenging times, and into the future. 🍁

SOURCE: Charlotte Products Blog

A PLAN FOR PANDEMIC PREPAREDNESS

In 2003, Jaci was a supervisor at Simcoe during the SARS pandemic. During that experience, her team put together a pandemic preparedness plan utilizing all of the lessons taken from SARS. "We asked ourselves if a pandemic were to hit again, how would we change the way we would clean, what would we focus on and where are our gaps," says Jaci.

One of the takeaways from their SARS experience that helped Simcoe during 2020 was the decision to implement and maintain a pandemic supply. This stockpile included wipes, disinfectants and PPE, including N95 masks. The pandemic supply became essential as schools across Canada and the world struggled with supply shortages in the spring of 2020 when COVID-19 hit.

A CULTURE OF FLEXIBILITY

As the world has learned more and more about COVID-19, we've all had to modify our behaviours and programs. Jaci's team is no exception to this rule. They've adapted a fluid and flexible approach to the pandemic. "Our mantra has been 'as you know better,'" says Jaci. "This year has been an evolution of knowledge and a fluid situation."

Part of that flexibility has demanded that the supervisors on the team step outside of their roles to help fill in gaps and connect with the community. Supervisors have been delivering hand sanitizer and wipes to schools, connecting with principals

CALENDAR OF EVENTS

May 24-26: GBAC 20 Elements Bootcamp. Free virtual bootcamp for those companies who have signed up for accreditation. For more information and to register, [click here](#).

June 2: How to Empower & Increase Your Sense of Belongings. 1 p.m. to 2:30 p.m. (EDT). NeuroLeadership Institute (NLI) and ISSA Hygiene Network are partnering to deliver this information-packed online session. For more information and to register, [click here](#).

June 3-24: CMI Train-the-Trainer Virtual Workshop. Noon to 2 p.m. (EDT). For more information and to register, [click here](#).

June 16: Leading Through the Post-Pandemic Phase. 1 p.m. to 3 p.m. (EDT). Webinar hosted by ISSA NextGen and featuring speaker Kristen Hadeed. For more information and to register, [click here](#).

June 17: ISSA Show Canada. For more information and to register, [click here](#).

November 15-19: ISSA Show North America trade show, Las Vegas, NV. For more information, please [click here](#).

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Insurance



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