

# contractor's corner

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NEWS, VIEWS AND INFORMATION FOR THE FACILITY SERVICE PROVIDER



## BENEFITS OF MEMBERSHIP

# Membership as a Benchmarking Tool

By TIM POSKIN

**U**nderstanding how your cleaning organization compares to other similar cleaning businesses can be a challenge. As the cleaning industry has an overwhelming surplus of information available, choosing a reliable, trusted source is a great first step.

So where should you start? Consider becoming a member of an association that aligns with your goals and objectives.

### **MEMBERSHIP HAS BENEFITS**

Association membership provides an opportunity to share, elevate, and transform your skills and your organization's abilities. Associations offer members training and professional development, performance measurement, and evaluation tools, standards, best practices, research, credentialing and leadership. By using these benefits, you are likely to

achieve your goals faster and solve today's challenges. Association certifications can propel your career forward and attending association events can help you keep pace with a changing industry.

- **Job and career resources:** Search quickly for available jobs or post your own position for top-tier, qualified facility management talent specific to your industry.

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# contractor's corner

**CONTRACTOR'S CORNER** is published by ISSA Canada and focuses on the Building Service Contractor and In-House Service Provider sectors. The newsletter provides news and views from the industry, as well as the most current educational offerings from ISSA and ISSA Canada. For more information, please contact:

910 Dundas St. W., P.O. Box 10009  
Whitby, ON L1P 1P7  
Tel: **(905) 665-8001**  
Toll free: **(866) 684-8273**  
Email: [tanja@issa-canada.com](mailto:tanja@issa-canada.com)  
Web: [www.issa-canada.com](http://www.issa-canada.com)



**Gavin Bajin**  
Modern Canada



**Yiannis Boutsalis**  
Impact Cleaning Services Ltd.



**David Clementino**  
Hallmark Housekeeping Services Inc.



**Russell Hay**  
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**Ken Hilder**  
ISSA Canada BSC Council Chair



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**Philippe Mack**  
Bee-Clean Building Maintenance



**Mike Nosko**  
ISSA Canada Executive Director



**Tony Raposo**  
GDI Services (Canada) LP

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## Membership as a Benchmarking Tool

• **Industry news:** Stay up-to-date with the latest news in your industry. Make sure the news is available in digital platforms, and provides professional information and trends you need to successfully manage overall operations.

• **Networking:** Connect with other professionals in your area and grow your local network through trade shows, educational opportunities, and other events offering the opportunity to listen and learn from industry leaders.

• **Volunteer opportunities:** Give back to the profession and support your colleagues through engaging volunteering opportunities. A volunteer network provides education, mentoring, networking and support programs to help cleaning industry professionals succeed in the workplace.

• **Certifications:** Obtain training, credentials and certification from a recognized provider in the cleaning/maintenance industry as a first step in your professional development path.

• **Knowledge library:** Access content on demand – delivered in audio, video and written format – across all topics specific to your industry.

• **Councils and communities:** Association members who participate in councils and communities not only learn and grow from their leadership responsibilities, they also gain access to professional development and training in their professional industry or shared topic of interest.

• **Advocacy:** Make a difference in the

industry by advocating for policies that create a pro-business environment and support the operation and growth of supply chains. Your voice helps ensure that advocacy closely aligns with your industry's needs and issues.

• **Awards and recognition:** Get recognized by your industry peers for your professional accomplishments.

### CHOOSE CAREFULLY

Before you choose an association to join, spend time researching its leadership, mission and strategic plan. Be sure it has a clear, long-term strategic plan with an eye toward the future of the industry. Look for an association that develops strong relationships with its staff, volunteers and partners.

Cleaning is an investment in human health, the environment and an improved bottom line. When you participate in the industry as part of an association, you can work with other like-minded individuals to share solutions and make a positive impact on our communities and facilities.

– *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 workloading. He currently serves as chair of the ISSA Cleaning Management Institute (CMI) workloading and benchmarking committee. He can be reached at (206) 384-6967 or [timp@issa.com](mailto:timp@issa.com)*

SOURCE: CMM Online

## 2022 Building Service Contractor Benchmarking Survey Report

By KATHLEEN MISOVIC

The CMM *Building Service Contractor (BSC) / Contract Cleaning Benchmarking Survey Report* is an annual tool to help your business gauge its performance in the current economic climate.

You can use the report to see how your operation stacks up to others, discover industry trends or determine if your projected growth is on par.

New questions in 2022 looked at

customer requirements for BSCs to report their environmental, social and corporate governance (ESG) efforts, and whether BSCs have leveraged these ESG efforts to recruit customers or employees. Survey answers revealed these are not yet common practices.

A question asked every year reveals BSCs still list restrooms as the top cause of customer complaints; 35 per cent of survey respondents listed it as their number one customer complaint,

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- Battery-operated version for cordless convenience, perfect for stairs and in washrooms!

## Building Service Contractor Benchmarking Survey Report

compared to 42 per cent in 2021 and 44 per cent in 2020. However, in 2022 hard floor surfaces are close behind in terms of customer complaints, rising to 27 per cent compared to 15 per cent in 2021 and 13 per cent in 2020.

Recruiting and retaining staff is still the biggest business challenge for BSCs, with 64 per cent survey respondents listing it as a challenge that pertains to their business to a large extent, compared to 63 per cent in 2021 and 50 per cent in 2020. Maintaining profitable margins and winning new bids/contracts remain the next common business challenges, just as they did in the previous two surveys.

Read the report for more insights from your business peers. We hope you find the survey results enlightening and informational, and that the survey will provide ideas for improvement to grow your business to the next level.

SOURCE: CMM Online

### MEMBER NEWS

## BEST Names New Chief People & Culture Officer

**B**EST – For a cleaner world has promoted Nalini McIntosh to chief people and culture officer.

McIntosh has been with BEST since 2021, previously serving as director of people and culture. In her new role, she will oversee the company’s recruitment and retention efforts, and lead the development of the company’s corporate social responsibility initiatives.

“With Nalini’s passion for coaching and developing people, I look forward to seeing her continue to positively impact BEST and help drive the company into the future,” said Bruce Taylor, BEST CEO.

For more information, visit <http://best.ca/>.

### ADVOCACY



## ISSA Launches End Period Poverty Campaign

**I**SSA has announced the launch of an educational and advocacy campaign aimed at ending period poverty and advancing period dignity. The new initiative is in partnership with ISSA Hygieia Network, an ISSA Charities™ signature program dedicated to the advancement and retention of women in the cleaning industry.

The campaign is guided by the belief that menstrual care solutions should be as available in away-from-home restrooms as soap, toilet paper and paper towels. Far too few facilities consider the impact of their patrons being left unprepared while away from home should someone’s period come unexpectedly. A survey conducted by Harris Interactive on behalf of the Free the Tampons Foundation found that 86 per cent of women have started their period unexpectedly in public without the supplies they need.

“No one should be without easy access to necessary period products and disposal solutions when they are needed,” said ISSA Director of Government Affairs John Nothdurft. “This campaign aims to build on bipartisan legislation that has been passed in more than a half-dozen states to make period products more readily available in place such as schools and prisons. We will also help educate and engage facility managers, cleaning industry leaders and the general public about the benefits of increasing access to period products and disposal solutions.”

“ISSA Hygieia Network is excited to be a part of this important initiative that will

bring more attention to the issue of period poverty,” said ISSA Hygieia Network Program Director Dr. Felicia Townsend. “We are looking forward to engaging and educating women inside and outside the cleaning industry about this important topic.”

As part of this campaign, ISSA will lead a multi-faceted advocacy and lobbying effort of public policies to increase access to period products, dispensers and disposal solutions in away-from-home venues. The increased access to menstrual care products, dispensers, and disposal solutions will significantly reduce period poverty, school absenteeism, and protect the health and well-being of cleaning workers and the public.

Additionally, ISSA has created an advisory council made up of leaders from across the industry to help guide the initiative. Council members include:

- **Shallan Ramsey**, CEO, Founder, and Inventor at MaskIT®
- **Jennifer Severns**, Chief Revenue Officer at Aunt Flow
- **Joyce Telmo-Kanti**, Global Vice President of Marketing at Citron Hygiene
- **Kenneth Vuysteke**, Board Member of HOSPECO Brands Group
- **Nilo Yagana**, Vice President of Marketing at Bobrick

ISSA Hygieia Network welcomes interested individuals and companies to go to [www.issa.com/EPP](http://www.issa.com/EPP) to find out more about how they can become involved in the End Period Poverty campaign.



# How to Ensure Pandemic Levels of Prevention Remain

## A Four-Step Approach for Success

By DAVID L. SMITH

In a recent study conducted by the Associated Press and the National Opinion Research Centre, less than half of Americans are still wearing masks. Similar conditions can be found across Canada. After two years of pandemic-related restrictions, the public craves a return to normalcy.

That craving was more than evident when this summer's Canadian National Exhibition (CNE) in Toronto opened with no COVID-19 restrictions for the first time in two years, and saw over one million attendees in only two weeks. In response to relaxed government regulation and changing public trends, facilities that host large events like the CNE have returned to pre-pandemic protocols.

Despite public optimism, the fact remains that as we move through fall and look ahead to winter, cold and flu season will once again be upon us, and with it the potential for an eighth wave of COVID-19.

With that in mind, now is the time to re-evaluate cleaning protocols and ensure we are prepared. Many industries like aviation, school boards and long-term care facilities continue to employ pandemic-centric enhanced cleaning. But as we shift into

the colder seasons, it is critical to double down on cleaning protocols in all facilities to reduce the spread of colds, flu and flu-like illnesses.

### LESSONS LEARNED

Keeping up with enhanced cleaning protocols for more than two years hasn't been easy. What made matters worse was that, in many circumstances, facilities didn't have pandemic cleaning contingency plans including a robust cleaning process, having ample product on hand, and provide regular employee training.

Pre-planning for emergency situations such as a pandemic is important, especially for large facilities that see thousands of people on a regular basis. During the first few months of the pandemic, the cleaning industry faced a shortage of products like hand sanitizer and surface disinfectants, making it difficult for facilities who did not have ample pre-purchased product to implement enhanced cleaning protocols.

Supply was not the only challenge facilities faced. Enhanced cleaning programs required increased use of surface disinfectants when employees often had not been trained in the safe and effective use of these new products. For example,

spraying chemicals into the air rather than into microfibre cloths.

When cleaning solutions and disinfectants are used improperly, volatile organic compounds (VOCs) are released into the air, not only as a result of spraying but through a process called "off-gassing." Breathing in the chemicals can result in both short-term and chronic effects. Short-term exposure to low levels of VOCs may lead to headaches, nausea and dizziness, while prolonged exposure can be associated with serious disease and central nervous system damage.

Lack of training and clear, well-defined cleaning protocols can result in air quality issues that put cleaning teams and building occupants at risk. It may also put the facility at risk because bacteria and pathogens may not be fully eliminated.

### A FOUR-STEP APPROACH

While we cannot predict emergency situations and what they may entail, we can create contingency and preparedness plans to effectively deal with situations like a pandemic to keep workers, visitors and facilities safe:

1. **Create an enhanced cleaning**

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## How to Ensure Pandemic Levels of Prevention Remain

**protocol:** To ensure the ability to quickly pivot in response to an emergency, develop a specific, enhanced cleaning process that can be immediately deployed.

**2. Provide employee training:** Training sessions on how to use new products and equipment should also be included as part of an emergency cleaning program. Providing workers with products they are unfamiliar with is dangerous to their health and safety, and usually results in less effective cleaning and wasted product. Provide step-by-step instructions during training and post procedure sheets for employees to refer to when emergency protocols are implemented.

**3. Order ample and correct product:** Keep sufficient quantities of all critical products on hand in your facility. Ensure that products specified in the emergency cleaning plan do not interact with each other in ways that may result in adverse health effects.

**4. Invest in air purification technology:** Air purification is an important element of a robust cleaning program, as indoor air is susceptible to pollution by bacteria, pathogens and VOCs. Invest in an air purification system that includes an effective filtration system, fits the size of the space and refreshes the air at an appropriate interval according to the number of people expected to occupy the space.

As we continue to face new environmental cleaning challenges, including new virus variants and a possible eighth wave, it is important to continue to maintain enhanced cleaning processes that not only keep workers and the public safe, but also ensure the safety, health and cleanliness of your facility.

— *David L. Smith is the Cleaning, Hygiene & Sanitation Director at Bunzl Cleaning & Hygiene, Canada's largest specialist distributor of cleaning and hygiene products and equipment. For more information or to book a comprehensive Facility Assessment, please contact dave.smith@bunzlcb.ca.*

SOURCE: REMI Network

## SPECIAL EVENT



— AN ISSA CHARITY —

## In-Person Meet & Greet A Success!

**T**he ISSA Hygieia Network Canada Region held an in-person Meet & Greet at the Taza Grill & Bar in Mississauga, ON, on November 17.

Close to 30 industry representatives attended and enjoyed the evening catching up with colleagues, enjoying some canapés and cocktails, and learning about the ISSA Hygieia Network.

The event also accepted donations for a local Nisa Homes location. Nisa Homes is a not-for-profit charity that provides a safe haven and support services to women — with or without children — who are

fleeing domestic violence, poverty or seeking asylum.

Named after the Greek goddess of cleaning and hygiene, the ISSA Hygieia Network is an ISSA Charities signature charity dedicated to advancing and retaining women in the cleaning industry. The ISSA Hygieia Network provides education, mentoring, networking and support programs to help women succeed in the workplace.

*For more information on the ISSA Hygieia Network Canada Region or to become involved, please visit the [ISSA Canada web site](#).*



# Dealing With Inflation

## Strategies for Contractors to Consider Before Raising Prices

By MICHAEL WILSON

**A**fter a long trudge through the pandemic and just now seeing the light of day, many janitor cleaning contractors, distributors and manufacturers believe they have seen it all – and survived. If their businesses can make it through a pandemic, they say, they can make it through just about anything.

Well, that belief is now being tested. For many in the industry, they've managed to get out of one pot of boiling water only to find themselves in another: namely, inflation. The last report from the U.S. Bureau of Economic Analysis indicated that the U.S. inflation rate is at a 40-year high and Canada is in the same boat. At nearly 10 per cent, inflation like this has never been experienced before by most North Americans.

Of course, the janitor industry has not been untouched, with its commercial costs of goods and services going up right along with consumer's costs of their personal necessities, such as fuel and groceries. Further, some within the industry are paying more now than ever before to attract and retain workers.

And let's not forget, inflation and higher costs are also impacting the businesses of industry customers. This means the industry, as well as the customers it serves, are all together in a hard spot.

This challenge can get sticky. Should janitor businesses raise their prices to cover their increased cost, no matter the repercussions? Or is there a way to address this new challenge that's more equitable, helps janitor businesses keep their valued customers and keeps as many people happy for as long as possible?

The following guide examines diverse ways to confront inflation while maintaining a healthy and happy clientele. Not all these strategies will work for everyone or every business. But many of the ideas provided here should help the cleaning industry weather this new set of circumstances. What's more, they might even help bring new customers in the door.

### TAKE AN ALTRUISTIC APPROACH

When we say someone or some organization is altruistic, it usually means they are unselfish, philanthropic and helpful. For this discussion here, altruistic means compassionate – compassionate about the plight some clients might be in right now.

It's a humanistic approach – a customer-first strategy, which works just as well with the largest clients as with the smallest.

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# Recession or Inflation Worries?

## Tips on Navigating Strained Economic Times

By ADAM POVLITZ

An economic recession affects everybody, from small businesses to large enterprises and every consumer connected. Stalling economic growth and the threat of compounding financial challenges place everybody on high alert to save money and cut expenses. According to many economists in both the private and government sectors, we may be heading into strained economic times as North America continues to grapple with inflation, causing price hikes across critical services and products, including food, gas and energy.

The threat of a looming recession coupled with historical inflation has been complex for many, and the commercial cleaning industry is no different. Gas prices have directly impacted every commercial cleaning small business operation by increasing the cost it takes to drive from each client to the next. Add in supply chain challenges and transport costs of materials, and a business that relies heavily on labour means that prices rise significantly simply to operate the business. These are all direct costs, and are difficult to control or mitigate.

For small businesses, the threat is compounded by competing with larger companies fighting for market share during tense economic times. Both have much to lose, but small businesses face closure while larger companies can downsize to accommodate supply and demand. These businesses include frontline services such as healthcare, groceries, commercial cleaning, children's good and many others. The good news is that commercial cleaning businesses have fared well during previous recessions or other factors that cause national concern – the pandemic being a great example – and several reasons continue to shine through from these earlier periods of economic uncertainty.

First, many brick-and-mortar businesses simply can't afford to eliminate commercial cleaning services. Businesses must maintain the highest standards and quality when keeping store-

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Jansan businesses need to employ this mind-set when evaluating potential fixes to the inflation problem. It might be necessary to work together with customers to find ways to share the costs of inflation.

### TAKE A VERY PRACTICAL APPROACH

Taking a practical approach would apply primarily to steps distributors can take to help their customers. But it also applies to cleaning contractors who have been pressured by rising supply costs. One powerful but effective practical approach is to conduct a product audit.

In the simplest of terms, a product audit looks to see which products are currently purchased, which are used for the same or similar purpose, which products are no longer needed, which perform the best and which are the most cost-effective. Properly conducted, a product audit allows for a reduction of in the number of products used for cleaning, which often results in costs savings.

Narrowing the number of products needed allows for bulk purchases of those still required. Invariably, making large purchases lowers costs on a per-item basis, often resulting in rebates or manufacturer's discounts. It also helps reduce overall supply costs.

### SCALE BACK

Now let's focus on what cleaning contractors can do specifically. Facility managers have learned – often the hard way – that hiring low-bid cleaning contractors has its downfalls, with poor service at the top of the list. However, what they have learned in the past might not hold up when pressured to reduce operating costs, particularly with cleaning and maintenance. Cleaning contractors should review each account and determine if there are ways they can reduce their charges, should they be asked. Some items like floor and carpet care could be built into the bid package. Charging those items on an “as-needed” or “when-requested” basis can help lower monthly service charges.

Start with your most prominent and valued clients first. Then stay close to them. They will likely tell you if they are being pressured to reduce operating costs, including cleaning and maintenance. If they are, be Johnny or Joanie on the spot.

# Dealing With Inflation



Take the opportunity to present your cost-reducing suggestions.

### ASK FOR SUGGESTIONS

Customers and clients often have ideas on ways to reduce cleaning and product costs. Be open to these suggestions. Appreciate them. This indicates they are trying to collaborate with you to help them address their inflationary challenges and keep you as their vendor.

### WHAT IF?

What if you have taken one or more of these provided suggestions but find there is no way out – you must raise your prices? If that is the case, you must be as transparent as possible with your customers. Use a PowerPoint presentation or spreadsheet to demonstrate how much inflation has impacted your costs. Show customers what they paid for an item six months ago and what they are paying for that same item today, or what contractors are paying their staff today compared to a year ago. The customer might soon realize these same cost increases your business is experiencing are likely impacting other contractors as well, eliminating the need for them to look for another vendor.

However you present it, keeping your customer-first strategy in place is most important. Remember: A humanistic approach is invariably a successful way to do business with customers, especially during volatile times.

— Michael Wilson is AFFLINK's vice president of marketing and packaging. He has been with the organization since 2005 and provides strategic leadership for the entire supply chain team. He can be reached through his company website at [www.afflink.com](http://www.afflink.com).

SOURCE: CMM Online

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For more information, please contact John Riches at [jkr2@sympatico.ca](mailto:jkr2@sympatico.ca) or call (613) 720-4314, or Shannon Hall at [shall@dustbane.ca](mailto:shall@dustbane.ca) / (613)371-1597.

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Please scan the QR codes above to make a donation. All proceeds will go directly to Cleaning for a Reason. Thank you for your contribution!



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## Recession or Inflation Worries?

fronts clean. These businesses include medical and healthcare facilities, pharmacies, commercially packaged goods, grocery stores and many others. Additionally, some larger businesses may reduce their workforce by laying off internal custodial staff only to outsource to a commercial cleaning company. The reason for this is to eliminate the cost of providing healthcare and other benefits. As this is not ideal (we don't like seeing anybody lose a job) initially, those laid-off workers could now work directly with a commercial cleaning company and perhaps even buy into its franchise system.

This is not to say that commercial cleaning isn't impacted at all – still, there are ways to help mitigate how a recession could affect your business.

### INVEST IN TECHNOLOGY WHEN POSSIBLE

Investing in technology is crucial to reducing the need for labour while ensuring you satisfy your customers' expectations. One way businesses can ease financial burdens is by automating repetitive tasks. Turning to automation doesn't mean companies should lay-off people. Instead, if unfilled positions can be absorbed with current staff (or the business owner), do that – knowing it's a short-term fix – then research the proper, cost-effective technology to handle those tasks. Think of how to use technology to automate your CMS or human resources tasks. See where you can outsource, automate or absorb multiple positions into one. As a commercial cleaning operator, you are likely wearing many hats.

### RE-EVALUATE EXPENSES

This is a given and the most common, validated knee-jerk response. Inflation has been problematic for many businesses, and the commercial cleaning industry is no different. For example, the price of gas eaten into the cost of driving from client to client. Include supply chain issues and the cost to simply operate a business is now much higher. These direct cost

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### INFECTION PREVENTION



# RSV Cleaning & Prevention

By STEPHAN WAGENER

**T**here's yet another virus out there that can cause a lot of problems, especially in very young children. It's called respiratory syncytial virus. But no need to remember that long name, RSV will do.

It's that time of year when all these nasty respiratory viruses make their appearance again, especially since we've scaled back our own protective measures. Remember the mask, the frequent hand-washing, all the cleaning and disinfection, and the physical distancing? Yes, those were powerful tools that helped us NOT to get sick. Just look back over the last two years and the number of infections with RSV, influenza, etc., were way down.

This fall, we have young children flooding emergency rooms and some are very sick. Unless you are older or have an underlying medical condition, adults normally fare much better, but we are also the ones that can spread RSV. The indicators are typical cold symptoms, coughing, sneezing, all of which spread the stuff all over. In the air, on surfaces and in peoples' faces. Children, the elderly or those who are immunocompromised suffer because their immune system is still weak.

### WHAT CAN YOU DO?

Here is the good news. You don't

have to spread it. Everything we did for COVID-19 and, hopefully, we are still doing, will take care of RSV. It's simple, the virus is easily deactivated by detergents, and all the sanitizers and disinfectants we use for COVID-19 because both have a fatty envelope that is easily messed up (the soap and fat idea). Also, RSV doesn't last long on surfaces. So targeted cleaning and disinfection will take care of it.

Now, remember, protect the little ones! Don't cough and sneeze all over them. If you are sick, keep your "nasty stuff" to yourself. Sneeze in your elbow, wash your hands, wear a mask, keep things clean and don't bring the cold to your work!

If you are a professional cleaner, you most likely already have all the cleaning and disinfection tools you need. Remember to read the label. Dust off your sprayer (it is an efficient and effective final disinfection step). Just think of COVID-19 – the same work practices work!

### THE WAY FORWARD

Let's keep one thing in mind. This will be an ongoing battle; we are at war. We will always fight cold, flu and COVID-19 viruses, as well as others. How bad it's getting is up to us. We relax, the viruses win and hurt the ones that are most vulnerable – the very young, the very old and the ones with a compromised immune system

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## Recession or Inflation Worries?

increases cannot be eliminated, altered, or re-evaluated. However, it is advisable to evaluate discretionary spending and cut where possible. Taking the business model back to basics is a good rule of thumb. Cut the fat such as non-essential travel (especially since we know that most meetings and business processes can be conducted virtually, and focus on relationships, not production).

### INVEST IN PEOPLE AND BUSINESS GROWTH PROCESSES

Some businesses may need to invest in frontline positions depending on the industry, but they shouldn't forget about high-level staffing. Companies shouldn't necessarily halt hiring, but make sure the company has a clear vision during a recession and competent employees at the highest levels. Your senior team will drive the company's survivability if you navigate uncharted business climates.

Most importantly – and a mistake many companies make – be wary of cutting marketing expenses and employee benefits. This is particularly important in the commercial cleaning business. Commercial cleaning operators should find every way possible to protect their employees, as they also face strained economic times. Finding ways to continue caring for employees will win loyalty down the road. Additionally, marketing is one of the primary expenses that many people cut, but shouldn't. Marketing expenses are earmarked for sustaining the business and communications with your customers. If you cut marketing down to zero, how will customers know you're still open and delivering on your company's value proposition?

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The end of the year will soon be upon us. Now is the time for both reflection and forward thinking to make things better not only on a personal level, but within your business as well.

The ISSA Cleaning Industry Management Standard (CIMS) is an added bonus to a company's resume. It is the standard that building owners and managers look toward when securing firms to service their facilities.

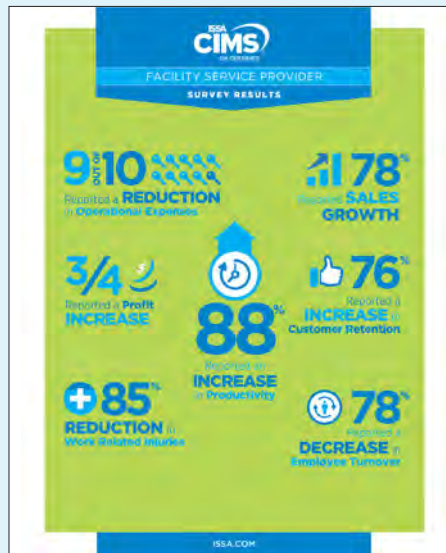
Why you may ask?

Likened to the ISO for the cleaning industry, CIMS is designed to assist cleaning organizations in thoroughly understanding their customers' needs and requirements. CIMS is the first consensus-based management standard that outlines the primary characteristics of a successful, quality cleaning organization. It provides a management framework that can be used to develop a customer-centered, quality organization.

One of the most important features of the CIMS Standard is that it is non-prescriptive and based on management principles proven to be the primary characteristics of a quality organization. The management framework is based on five key elements which include the following:

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

For those firms who have the health of the planet top of mind, there is also a sixth element, CIMS – Green Building (GB). The optional Green Building component provides organizations an opportunity to implement a standardized framework for the delivery of environmentally preferable cleaning services. The criteria specified under this sixth element is closely tailored to meet the specific green cleaning requirements in the LEED for Existing Buildings: Operations and Maintenance (LEED – EBOM) Green Building Rating System. Compliance helps an organization demonstrate their ability to assist customers achieve LEED points, while greening their overall operations.



The CIMS Standard is geared toward in-house and building service providers of all sizes. It is designed to be simplistic and straightforward. CIMS does not recommend, require or endorse any particular product or process. Instead, it allows individual organizations flexibility in choosing the most effective ways in which to meet their management requirements.

A CIMS-certified contractor:

- Is engaged in cleaning services as its primary business;
- Has undergone a comprehensive CIMS assessment conducted by an accredited, independent third-party;
- Has adapted the six pillars of management excellence embodied in the standard;
- Demonstrates a commitment to the environment and green cleaning methodologies;
- Supports ethical contracting practices; and,
- Is more efficient and proficient in cleaning procedures resulting in reduced labour costs.

Are you ready to take your business to the next level?

Reach out to ISSA's CIMS Account Manager Nancy Viazzi. She is ready to provide insight and guidance to help you determine your path to CIMS certification success. Nancy can be reached at [nancyv@issa.com](mailto:nancyv@issa.com). For more information on the CIMS standard, check out the [ISSA Canada website](http://ISSA Canada website).

# CALENDAR OF EVENTS

**January 17 - 18: Virtual Certified Workloading Specialist Workshop**, Noon to 3 p.m. (EST). [Click here](#) for more information.

**January 18: JanSan 2023 - The Voices of Building Service Contractors**, ISSA Hygieia Network Webinar, 2 to 3 p.m. (EST). [Click here](#) for more information.

**January 25: ISSA Canada Coffee Talk Forum**, Noon to 1 p.m. (EST). [Click here](#) for more information.

**February 4: Chili Cook-Off Event**, 2 to 6 p.m., The Bad Alibi, Orleans, ON. All proceeds go to Cleaning for a Reason, an ISSA Charities signature charity. [Click here](#) for more information.

**February 22: ISSA Canada Coffee Talk Forum**, Noon to 1 p.m. (EST). [Click here](#) for more information.

**March 8: Hygieia Network Pioneers in the Cleaning Industry**, ISSA Hygieia Network Webinar, 2 to 3 p.m. (EST). [Click here](#) for more information.

**March 22: ISSA Canada Coffee Talk Forum**, Noon to 1 p.m. (EST). [Click here](#) for more information.

**April 26: ISSA Canada Coffee Talk Forum**, Noon to 1 p.m. (EST). [Click here](#) for more information.

**June 14 - 15, 2023: ISSA Show Canada**, Metro Toronto Convention Centre, Toronto, ON. [Click here](#) for more information.

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## Recession or Inflation Worries?

Pursuing growth during a recession means taking risks and maintaining expenses that boost a company's image, and products or services. Cutting too much will leave companies worse once the economy picks up. The best move is to look at every downturn as an opportunity. Never, ever operate your business from a place of fear.

— Adam Povlitz is CEO and President of Anago Cleaning Systems, one of the world's leading franchised commercial cleaning companies and a leader in technological advances relating to business operations and janitorial services.

SOURCE: The REMI Network

## RSV Cleaning & Prevention

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will suffer the most. Let's show that we care and together we can keep the lid on (hopefully).

So remember:

- Wash your hands.
- Clean and disinfect surfaces, especially frequently touched surfaces. Remember to read the label.
- Practice social distancing – during outbreaks, flu season, RSV season, and pandemics, it's essential to practice social distancing, especially if you don't have a mask on. How many of you have chosen to wait for an elevator because several

people were already on it?

- Stay home if you are not feeling well.
- Wear a mask if you are not feeling well and must go out in public, if you are in the vulnerable population, or have family members who are in the vulnerable population. Protect and don't spread.
- GET Educated – Take the GBAC Infectious Disease Awareness Training – it's for everyone and tackles everything from RSV to COVID-19 to other viruses.
- If you have questions about your health talk to your doctor.

SOURCE: ISSA News

## JEM Cleaning Gives Back to the Community

ISSA Canada member JEM Cleaning recently donated \$2400 to Toronto charity, Covenant House.

“Personally, I do not know what it would be like to grow up in a house that did not love me, abused me or wished me not to be there,” said JEM Cleaning Owner, James Menzies. “When I was young, I earned a trip to a youth camp I was raising money for. During this trip, I heard from camp counselors who told me stories of some of the youth brought to the camp. It was an eye opener to a life I just couldn't imagine.”

Reminiscent of his great grandfather's story of coming to Canada from England, Menzies has taken the issue of youth homelessness to heart.

“At the age of 12, my great grandfather was sent to a boarding school in Canada with the hope of achieving a better life and an education,” he said. “On route to the boarding school, he was approached by a conductor who noticed him without parents, and asked where he was heading. After hearing his story, this conductor advised my great grandfather that he was very familiar with the school and knew the money that was sent ahead was being stolen, and the boys were being murdered. So, at the age of 12, my great grandfather had to make his way in this new country alone.”

Over the years, Menzies has hired hun-



dreds and interviewed thousands of youth who told similar stories. While working alongside them, he often heard troubling and disturbing experiences these young people had in their family lives, and reasoning behind their life on the streets.

Through JEM Cleaning, Menzies makes it an annual initiative to give back to the communities he serves. In the spring, the company assists Covenant House, Canada's largest agency serving youth who are homeless, trafficked or at risk. Founded in 1982, the organization has assisted thousands of youth find a path forward. Additionally, from September to Christmas, JEM Cleaning provides a free meal to the homeless for every job it completes. Over the past two years, this initiative has amounted to over 700 meals.

JEM Cleaning has been providing professional cleaning services for more than 34 years. For more information on JEM Cleaning, please call (416) 410-5131 or visit the company's web site at [jemcleaning.ca](http://jemcleaning.ca).