

contractor's corner

NEWS, VIEWS AND INFORMATION FOR THE FACILITY SERVICE PROVIDER

GREEN CLEANING



What We Can Learn About Cleaning from the Pandemic

By DOUG GATLIN, CEO, Green Seal

Looking back on the environmental impact of the coronavirus pandemic in 2020 reminds me of the first line of Charles Dickens' novel, *A Tale of Two Cities*: "It was the best of times, it was the worst of times..." As devastating and horrible as the pandemic was for public health, we can't ignore the

environmental impacts of the virus.

HOW THE ENVIRONMENT BENEFITED

The economic shut-down related to the pandemic brought about several benefits for the environment. For instance, a study published in September 2020 reports:

The pandemic [helped] significantly improve

air quality in different cities across the world, reduce greenhouse gas emission, lessen water pollution and noise, and reduce pressure on tourist destinations.

The researchers then made the bold, but hopeful, statement that these benefits "may assist with the restoration of the ecological system."

Among their additional examples of

...continued on page 3

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What We Can Learn About Cleaning from the Pandemic

these benefits were the following:

- Air pollution levels in New York City fell by nearly 50 per cent compared to 2019.
- China, Canada, and most parts of Europe, India, Italy and Brazil reported similarly significant decreases in air pollution.
- Oil demand dropped by 435,000 barrels in the first three months of 2020. Coal-based power generation declined by 26 per cent in India and nearly 20 per cent in China. The benefit here is that less fuel and coal resulted in fewer greenhouse gases being released into the atmosphere.
- The Grand Canal of Italy, one of the main waterways of Venice, turned clear for the first time in years, and aquatic species reappeared that had not been seen in years.
- Noise pollution, which can negatively affect our physiological health, causing cardiovascular disorders, hypertension, and sleep disruption, dropped by 50 per cent in Delhi, India. Other significant metropolises around the globe also became suddenly much quieter.
- Tourist destinations around the world were hit particularly hard financially due to the pandemic. However, the researchers point out that in many places such as natural parks, beaches and islands, the time off from tourists gave the local ecologies a chance to restore themselves. Fewer people and a dramatic reduction in the carbon footprint allowed a virtual rebirth in some areas.¹

HOW THE ENVIRONMENT SUFFERED

The study pointed out several other benefits, including a reduction in food waste, but then it pointed out how last year was also “the worst of times” when it came to the environment. For instance, medical waste, including suspected waste from COVID-19 patients, along with infectious and biomedical waste in general, increased dramatically. In many parts of the world, this waste was deposited in waterways, negatively impacting aquatic life and having the potential of entering our food chain.

Related to this, the dramatic increase in the use of PPE (personal protective equipment) clogged trash cans, and eventually waterways, causing environmental hazards in many parts of the world.

And remember all that online shopping we did last year? This led to a breathtaking increase in packing materials, sometimes overwhelming local waste management departments. As a result, a great deal of this waste simply ended up in landfills. Local officials were too overwhelmed to attempt to recycle the trash.

However, one of my biggest concerns is how cleaning may have negatively impacted the environment last year. Of course, we were in a crisis. The first stage in most all crises is confusion, even denial.

But a year has passed, and many parts of the world are slowly opening their doors and returning to normal, everyday

... continued on page 4

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.

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... continued on page 11

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Global Biorisk Advisory Council Enhances the GBAC Online Fundamentals Course for 2021

The GBAC Online Fundamentals Course 2.0 is now available via GBAC Academy, an online learning portal for cleaning professionals from the Global Biorisk Advisory Council™ (GBAC), a Division of ISSA. Those who complete the course within 30 days of enrollment will receive a Certificate of Completion from GBAC and be able to use the title GBAC-Trained Technician to promote their expertise.

“With more than a year of learning and cleaning and disinfecting against SARS-CoV-2 under our instructors’ belts, we are excited to share best practices that will help participants effectively manage infectious disease risks,” said GBAC Academy Education Manager Melissa Wernersbach. “GBAC-Trained Technicians are essential during an outbreak or pandemic, and can differentiate themselves through completion of this essential course.”

The course includes three new learning objectives: understanding how to clean and disinfect for infectious diseases in the workplace, identifying tools and processes for successful cleaning and disinfection, and applying the proper procedures. New modules include COVID-19 Updates, Risk Assessment Basics, Cleaning, Disinfecting and New Tools and Equipment. ISSA members enjoy a discounted rate of \$150 (USD) while non-members can purchase the course for \$300 (USD).

“This course gives attendees the necessary knowledge and tools help facilities adequately prepare for, respond to, and recover from biohazards,” said GBAC Executive Director Patricia Olinger. “With more GBAC-Trained Technicians supporting organizations around the world, we can better handle today’s and tomorrow’s contamination threats and uphold public health and safety.”

To learn more and sign up for the GBAC Online Fundamentals Course 2.0, visit the ISSA Online bookstore. For questions or to receive an ISSA member discount code, contact gbacacademy@issa.com.

...continued from page 5

What We Can Learn About Cleaning from the Pandemic

life. At this stage in the pandemic, we must now examine the steps and actions taken over the past year that may have had a detrimental impact on cleaning workers and the environment.

The goal here is, of course, not to condemn but to help ensure that should such a crisis return, we are prepared to address the situation and keep people healthy, but with less negative impact on cleaning workers or the environment.

#1 CONCERN: INDISCRIMINATE DISINFECTING

Our biggest concern was the massive use of traditional disinfectants (those containing quats or sodium hypochlorite, for instance) during the pandemic. Many of these products can help kill (or eliminate) the coronavirus and have served us well in many ways over the decades. However, we know that large amounts can also pose a risk to human health and the environment.

Further, we should be aware of something not getting the attention it deserves. Just as we are becoming resistant to many antibiotics, harmful, disease-causing pathogens are becoming resistant to certain disinfectants.

One of the first reports discussing this was published in the *Society for General Microbiology* in 2008 and authored by Dr. Glenn Kaatz from the Department of Veterans Affairs Medical Center in Detroit, MI.

Among his conclusions were that chemicals used in the environment to kill bacteria could be making them stronger. Further, he conducted that if bacteria living in protected environments “are exposed to biocides (referring to disinfectants) repeatedly, for example during cleaning, they can build up resistance to disinfectants and antibiotics.” Such bacteria, he adds, have helped contribute to hospital-acquired infections.³

The danger here is that increasingly powerful disinfectants will be necessary to eliminate these pathogens, potentially further harming the user, building users, and the environment.

While there are green-certified disinfectants available in Canada, none are offered in the United States and

many other parts of the world. The U.S. Environmental Protection Agency (EPA), which evaluates disinfectants in the U.S., looks primarily to see if the product – when used per the manufacturer’s instructions – can eliminate pathogens as claimed by the manufacturer and listed on the product’s label. If so, it can be labeled “EPA-registered” and sold in the U.S. We should also note that disinfectants in the U.S. are considered “pesticides.” As pesticides, they are designed to kill living microorganisms, further minimizing the EPA’s focus on the disinfectant’s impact on the user and the environment.

WHAT ARE OUR OPTIONS?

If indiscriminate disinfection has caused such problems, what options does the professional cleaning industry have to minimize the use of powerful chemicals while also protecting the health of the user and the environment? One option that pertains specifically to the coronavirus but can likely be applied to the elimination of other types of pathogens is to increase cleaning frequencies.

During the early stages of the pandemic, the U.S. Centers of Disease Control and Prevention (CDC) reported that in most situations, cleaning alone can remove the virus particles from surfaces. We also now know that the virus rarely, if ever, spreads via surfaces. In fact, the CDC found there is only a one in 10,000 chance of being infected with COVID-19 from touching a contaminated surface. Taken together, this means we should be able to protect human health without the wide-scale use of powerful disinfectants.

The second option is to select safer chemicals. Green Seal recommends choosing List N disinfectants with the following active ingredients. Unlike other List N active ingredients, these ones are not linked to asthma, cancer, endocrine disruption, DNA damage or skin irritation:

- Hydrogen peroxide
- Citric acid
- Lactic acid
- Ethyl alcohol (also called ethanol or just alcohol)
- Isopropyl alcohol
- Peroxyacetic acid

...continued from page 6



Modernizing Property Cleaning & Maintenance Beyond 2021

Pre-pandemic, this had been hiding under the radar of technological innovation

By CHARLOTTE GUMMESSON

The shock of the COVID-19 pandemic has placed facility and property cleaning and maintenance services at the forefront of essential services. Prior to the pandemic, these services had never been in the spotlight, nor were their processes and performance placed under significant scrutiny.

Moving forward in 2021, it has come to light that services related to sanitization and maintenance have been long hiding under the radar of technological innovation. This is likely because the trend of digitization and application development was predominantly focused on the

improvement of the business-to-consumer (B2C) customer experience.

Even in business-to-business (B2B) cases, technological improvements concerning cleaning and routine maintenance had been left in the dark.

A FORGOTTEN NEED

It may be because more exciting and lucrative opportunities were available elsewhere in comparison to the perceived mundane process of routine janitorial services.

In addition, because of the minimal focus on technology for these services, cleaning and maintenance companies that attempted to move forward and improve their workflow did so by repurposing readily available scheduling software.

Although this may seem like a very logical step forward, it is far from what is desired by property managers, as simple scheduling only scratches the surface of the complexities involved in managing the cleaning of multi-residential and commercial properties.

MANAGING CLEANING AND MAINTENANCE

For property managers, overseeing cleaning and maintenance operations is a long and cumbersome process, riddled with inefficiencies.

Property management can involve daily scheduling and monitoring hundreds of thousands to millions of square feet of property. Each of these spaces can be

...continued on page 6

What We Can Learn About Cleaning from the Pandemic

We must add that just being a safer cleaning solution is not necessarily enough. At Green Seal, we have always believed that safer products must also perform as well as or better than similar products made for the same or similar purposes. The reason for this is obvious. If the goal of a certification body is to help consumers and purchasers make wiser and healthier product selections, the entire mission is defeated if the product does not also perform as necessary.

We have learned much from the pandemic. Hopefully, one of the things we have learned is that we have neglected the environment far too long.

Additionally, we will be better prepared should another pandemic or similar crisis return. Instead of all the confusion associated with the coronavirus, we will know far more rapidly what steps to take to protect human health, while also protecting cleaning professionals and the environment.

— *Doug Gatlin is a recognized expert in the design, development and deployment of voluntary market transformation programs and has held senior leadership positions with the U.S. Green Building Council's LEED Program and the U.S. Environmental Protection Agency's ENERGY STAR Program. He is now CEO of Green Seal, a global non-profit organization and leading ecolabel for cleaning and facility care products and services.*

(1) Tanjena Rume and S.M. Didar-UI Islam, "Environmental effects of COVID-19 pandemic and potential strategies of sustainability," *Heliyon*, Sep. 17, 2020. Environmental effects of COVID-19 pandemic and potential strategies of sustainability: [Heliyon \(cell.com\)](https://doi.org/10.1016/j.heliyon.2020.07.071).

(2) Nagendra Kumar Rai, Anushruti Ashok & Butchi Raju Akondi (2020). Consequences of chemical impact of disinfectants : safe preventive measures against COVID-19, *Critical Reviews in Toxicology*, 50:6, 513-520, DOI: 10.1080/10408444.2020.1790499.

(3) Society for General Microbiology, "Disinfectants Can Make Bacteria Resistant to Treatment." *ScienceDaily*. [ScienceDaily](https://www.sciencedaily.com/news/healthcare/20081008a.htm), 6 October 2008.

Modernizing Property Cleaning & Maintenance Beyond 2021 ... continued from page 5

part of multiple properties, with varying sizes and unique functions. Even within individual properties, areas can have specific uses depending on the tenants and building visitors.

For example, in commercial spaces, property managers cater to a diverse range of tenants, where each tenant may have a unique use of each unit. These can range from retail stores to office space and production.

DAILY ISSUES FACED BY PROPERTY MANAGERS

Communication and reporting

Communication and reporting can lead to frustration by both the property managers and the maintenance teams if expectations are misunderstood or not met.

Quite often, the proof of service delivery is forgotten, misplaced, or not provided by the cleaning company. Sometimes, even the completed paper reports or entire clipboards can get misplaced or buried under paperwork, adding to the confusion.

Scheduling

Scheduling alone can be an administrative nightmare for property managers. More often than not, property managers experience scheduling conflicts, no-shows, and list-minute cancellations.

Although some conflicts may arise from inconsistent scheduling by the property managers, the majority can be attributed to scheduling inefficiencies by the maintenance companies themselves.

To make matters worse, companies and personnel can be frustratingly challenging to get a hold of. Even for urgent cases, many property managers experience delays in receiving a response, and often the answers are very short with no context or elaboration.

Compliance and quality control

Another source of aggravation for property managers is the work involved in monitoring compliance and quality control. Problems occur when maintenance companies assign cleaning staff to perform tasks they are not adequately trained for, yielding less than favourable results.

Furthermore, companies may not

perform a thorough-enough quality (QC) inspection as per the requirements of the property manager, as they expect the property managers themselves to verify the completed work through their own inspection. This is a highly inefficient process as it involves duplication of tasks assigned to the cleaning company within an already constrained time frame.

To further emphasize this inefficiency, the process requires the property managers to be on-site for each inspection, often working on weekends or taking overtime hours to accommodate these additional tasks. Property managers already have a multitude of tasks to manage and, as a result, have a limited amount of time they can allocate towards verification of cleaning and maintenance.

This process contributes to a negative feedback loop where neither party takes full accountability for the inspections, resulting in continuous dissatisfaction by tenants within those properties.

TOO MANY INEFFICIENCIES

The inefficiencies described above are just a fraction of the challenges faced by property managers on a daily basis.

Therefore, now more than ever, there is a greater need to modernize and digitally transform the inefficient and time-consuming processes which plague the cleaning and maintenance industry. It is time to modernize an industry that has lagged behind for many years.

MOVING FORWARD

Fortunately, companies are stepping forward to take on this challenging area of neglected innovation. State-of-the-art technology platforms and professional cleaning service teams are reinventing the process of cleaning and maintenance for property manager, saving them time, aggravation, and ultimately, money.

— *Charlotte Gummesson is co-founder of iRestify and strives to modernized antiquated industries to create and drive greater efficiencies. Through the combination of a fully-integrated tech platform and professional cleaning and management teams, iRestify has been vastly improving service levels for many of the top brands in North America.*

SOURCE: The REMI Network

SPONSOR PROFILE



Y&M Maintenance & Cleaning Services

“We Only Do the Best for You”

Y&M Maintenance & Cleaning Services is an aggressive, highly competitive, and value-oriented property maintenance and cleaning company. Established in 1997, the company has a solid reputation as a service-driven firm that delivers high-quality services at a competitive price. With years of experience and a full line of commercial cleaning services, Y&M is an ideal choice for quality property maintenance for large facility clients.

“At Y&M, we don’t employ supervisors because the responsibilities are far too great,” said Y&M Vice President, Tanner Yidirim. “Instead of having so-called ‘pay-by-the-hour’ supervisors, we look for people who will be responsible, dependable, and committed a job well done. We seek only professional managers who will care about your building as much as you do.”

Y&M has been successful in this area since it offers successful candidates an

opportunity of running their own business. These candidates have demonstrated a considerable investment in their work and their business. Additionally, they have the intelligence, attitude, desire, and personal commitment to provide facility services daily, weekly or monthly. In fact, Y&M’s employment and sub-contracting program – which is unique and unparalleled in the industry – has enabled the company to deliver its services to clients across Canada

... continued on page 8

Registration Now Open!

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."

MORE VALUE IN REGISTRATION THIS YEAR

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

... continued on page 10

Y&M Maintenance & Cleaning Services

... continued from page 7



and in other countries as well.

Every authorized Y&M worker or sub-contractor is mandated to complete an extensive training program prior to commencing work in the field. All Y&M team members are guaranteed to have the personnel, equipment, insurance, bonding, proper training on company policies and procedures, as well as on-going support to ensure the needs of any maintenance program are sufficiently fulfilled.

"The dedication and concern members of our team show for any building cannot be equalled in the commercial cleaning market we serve," Yidirim said. "Our entire success hinges on our innovative and organizational ability to deliver motivated and well-trained personnel. So, when you look for a janitorial service company that will constantly deliver on its promise for a high standard of cleanliness, you can be confident Y&M will provide the best-trained and dedicated personnel in the industry. Simply put, Y&M can deliver the best service for the best value."

Y&M has high demands when it comes to its cleaning staff. The company ensures that its front line teams not only have high work standards, but also demonstrate courtesy and respect for clients and the personal property they service.

Training is also essential to the Y&M

team. The company utilizes both in-house and third-party training to ensure cleaning staff is apprised of current cleaning methods and standards. Once hired, personnel receive location-specific orientation and service training in-house, while health and safety and WHMIS training is conducted by a third-party to ensure compliance with Ontario Labour regulations. Continuous training is conducted when new procedures are introduced, SOPs are edited or changes occur within the facility requiring adjustments to process or schedules.

Key to the success of Y&M's teams at a service location is the selection, training, evaluation/auditing and connective training of its personnel. The process starts with the selection of front-line staff that "fits" the environment. The company selects personnel that can accommodate the unique hours of work (i.e. midnight shift); their ability to arrive at the location in a timely fashion (i.e. sufficient mode of transportation during non-prime hours and/or inclement weather); have the right attitude to perform the work; and are conscientious in their performance.

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



How to Dilute Your Disinfectant for Better Results

By JIM FLIELER, Vice President of Sales for North America, Charlotte Products Ltd.

The COVID-19 pandemic has brought facility cleanliness and infection prevention into the spotlight. Facilities everywhere are using more disinfectant more often than ever before. Here at Charlotte Products, we continue to stress the importance of safely removing organic matter and then sparingly, thoughtfully and carefully applying disinfectant to high risk, high contact touch points for the safest infection control.

It is important to refer to the five critical security elements of disinfecting when applying disinfectant. One of these five critical security elements is proper dilution. I often get questions about

dilution from customers and end users who are confused about how to dilute their disinfectant products and want to know how they can ensure they're doing it right. Here I'd like to share some of these frequently asked questions, dispel misconceptions and provide best dilution practices for infection prevention programs.

Where can I find the dilution ratio I need to follow?

Everything you need to follow the five critical security elements of disinfecting, including your dilution ratio, is printed directly on the label of your disinfectant product.

How do I ensure I have the right dilution results?

The best way to do this is with a

quality, wall-mounted dilution control cabinet. Relying on the “glug glug” method of pouring disinfectant and water into a bucket will not cut it. Wall-mounted dispensing systems give you a head start because they are designed for efficiency of use. These systems offer the most accurate dilution results by controlling the amount of product that is dispensed. They make pouring and mixing simple.

How can I be sure my product is at the proper dilution rate?

I always recommend using PPM paper as often as possible when working with disinfectants. PPM stands for parts per million. This little strip of paper can be dipped into your solution and it will show

... continued on page 10



... continued from page 8

Registration Now Open For ISSA Show North America

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 education sessions, ISSA will host eight workshops, some of which grant certifications for attendees upon completing the course. The program also will 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.

The 2021 show also offers additional special attractions and event features to suit all attendees' needs.

In celebration of the 2021 show, ISSA Show North America is offering special pre-registration pricing on the All-Access Pass through September 1. **ISSA members can get the All-Access Pass for \$180 (USD), the IEHA All-Access Red Carpet Pass for \$399 (USD), and the Expo Pass is complimentary.**

Register today at issashow.com/register.

How to Dilute Your Disinfectant for Better Results

... continued from page 9

you the actual number and provide a visual reference matched to the colour-coded system. PPM paper is based on the active ingredient in your disinfectant (quats, hydrogen peroxide or chlorine bleach). Your product will tell you a PPM range, and you will be looking to match that PPM range with your testing strips.

How often should I use the PPM paper with my solution?

You have to test your solution throughout the day. Testing one time in the custodial closet before embarking on a full shift will not cut it. We recommend frequent tests throughout a cleaning shift to verify dilution rate accuracy and proper PPM to ensure that your infection prevention methods are accurate. I recommend testing your solution at least after you've finished every other room.

What happens if my solution is more diluted than it needs to be? Can I just add more concentrate?

No. If you have already mixed your solution, and you test it and the dilution ratio is too high, meaning the concentration is too low, then you need to dispose of that solution and dilute a fresh solution.

Is a stronger concentration better?

I get this question a lot! People will ask me, if the label calls for 200 ppm and I have 1000 ppm, doesn't that just mean it is better? The answer is no. With a solution that is stronger, you run the risk of leaving residue behind on the surface. Residue even from a strong disinfectant can become a host environment for bacteria and viruses, the very microorganisms you thought you were killing.

How does water quality affect dilution?

Water quality plays a vital role in dilution. Hard and soft water, calcium and minerals can all affect the stability of the solution and PPM. This is all the more reason to frequently validate and measure your readings throughout your cleaning shift.

What water temperature should I use when diluting my disinfectant?

It is a proven fact that how water cleans better in most cases. That being said, most disinfectants are designed to be used in both cool or hot water. Several factors come into play here. First of all, the hotter the water, the faster it dries, shortening your dwell time. If we do not respect and ensure we are keeping the surface moist for the respected dwell time found on each label, we are actually failing at disinfection. Another factor is employee wellness. Disinfectants can have aggressive chemistry and hotter water will flash off into the air, perhaps causing respiratory issues among the custodial staff. That's why I recommend room temperature water for the best overall result when diluting disinfectants.

Infection control isn't rocket science, but it does take a fundamental understanding of some basic principles to get it right. The five critical security elements of disinfecting provides an overview of these principles, which should serve as the foundation for any training program focused on infection prevention protocol. Each of these elements is equally important in contributing to healthy, safe spaces. We've published FAQs for each step [here](#).

Have an additional question? Contact an expert at Charlotte Products to ask your question, or learn more about our infection control programs by emailing experts@charlotteproducts.com.

SOURCE: Charlotte Products Blog



Charlie's ISSA CIMS Corner

with Charlie Janowicz, CIMS Account Executive

The summer months present a time of vacation, relaxation and soaking in the sun. But as the final weeks of the season start to wind down, it's time to re-set and look forward to building your business to be the best it can be. This is where the ISSA Cleaning Industry Management Standard (CIMS) comes into play.

For those who have renewed their CIMS certification over the past 20 months, you have seen a shift from on-site assessments and verifications to virtual ones using platforms such as Zoom and Microsoft Teams. It has certainly been a learning experience but, judging by the feedback we have received, this shift has gone very well. ISSA believes that as the economy slowly begins to re-open and the light at the end of the tunnel becomes somewhat brighter, we will eventually return to on-site assessments, or at least a hybrid of in-person and virtual, as we want the certification to be easily accessible by all operations.

As you try to run your business and deliver services under the new normal standards, you may see some changes in how this process actually works. Being adaptable is the key to your success. The requirements under CIMS and CIMS-Green Building (GB) take into consideration these new requirements, yet keep you focused on the resounding end-goal, which is running a better business and delivering the highest quality service. Under the new standard, you may find more requests for day cleaning. This requires specialized training on how to clean and interact with clients and occupants, as the cleaners will be more visible.

The CIMS / CIMS-GB certification includes five elements that have proven to meet your mission. These include:

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

A sixth element is Green Building (GB) which ensures an organization is capable of delivering a comprehensive green cleaning program based on LEED: EB O&M green-cleaning criteria. This

optional element is quickly gaining traction as companies prioritize climate change and its effects on society. I think we can all agree that climate change – either man-made or environmental – is certainly causing great distress on our planet. Although we remain focused on fighting the unseen enemy that is COVID-19, we must be cognizant of the earth under our feet and treat our planet in a kinder, gentler manner.

ISSA offers many products to enhance your cleaning operation. Specifically, under the CIMS umbrella, is a workshop known as CCE Certification, which is CIMS Certification Expert. The intent of this workshop is to provide an individual with the training and background to help successfully guide their company – or other operations – the through the CIMS /CIMS-GB process. This individual will have a much more thorough understanding of the best practices required for a successful cleaning operation, as well as the benefits of standardization, budget allocations, safety and the importance of documentation.

The CCE Certification workshop is currently available via recorded webinar (allowing you to learn at your own pace), or a live webinar led by a CIMS professional instructor.

Please note that CCE Certification is not a requirement to be a CIMS / CIMS-GB certified company, but it can certainly help.

In closing, we are finding more and more facility managers reaching out to us to provide input into finding a quality cleaning company. Our first reply is to review our list of industry leaders who are CIMS / CIMS-GB certified.

If you're looking for a way to stand above the rest and effectively differentiate your company, CIMS / CIMS-GB is the way to go. The Standard, checklist and official certificate with your company name prominently displayed, is a powerful marketing and communication tool, when you are speaking with current and prospective customers.

If you would like to receive more information on how CIMS / CIMS-GB can help you, please reach out to me at charlie@issa.com. Stay safe!

CALENDAR OF EVENTS

September 1: Noon to 1 p.m. (EDT) – Free Cleanfax magazine educational webinar – **5 Strategies for Improving the Drying Cycle** on water damaged projects. [Click here](#) for more information.

September 22: Noon to 2 p.m. (EDT) – ISSA Hygiene Network Virtual Conference: **Career Wake-up Calls During Market Disruptions**. [Click here](#) for more information.

October 13 & 14: Noon to 4 p.m. (EDT) – Cleaning Management Institute (CMI) **Online Supervisor & Management Bootcamp**. [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.

... continued from page 3

The Benefits Keep Growing

check in Canada.

Improve your recruiting efficiency.

- Fast and easy integration with your applicant tracking system.
- Design your own screening packages

Stay updated with your candidates' 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 including:

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.

Smarter background checks for all

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



Results in less than 15 minutes with our comprehensive global coverage

Make hiring decisions 3x faster with our direct connection to the Canadian Police Information Centre.

No more in-person checks! Simplify identity verification with Certn's proprietary ID verification technology.

Comprehensive checks from over 200 countries.

The only automated SOQUIJ check in Canada.

Improve your recruiting efficiency

Fast and easy integration with your applicant tracking system.

Design your own screening packages with our intuitive platform.

Stay updated with your candidates' progress and send reminders directly from our platform.

Manage platform access for your hiring team.

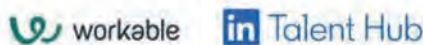
Set your teams up for success

Get dedicated support quickly from our responsive, award-winning customer success team.

Onboard hiring teams quickly with our intuitive dashboard.

Set up your own permissions and teams without relying on customer support.

Certn integrates with your trusted applicant tracking systems



Our Services

Canadian Police Information Centre (RCMP) checks

Global criminal and background record checks.

Social profiles

Public safety check

Credit reports

Global identity verification

Education verification

Employment verification

Reference checks

Trusted by over 2,800 companies.

