

**Professional.
Trusted.
Experienced.**



ISSA[®]
CANADA
RESIDENTIAL

**Learn, connect and grow your residential
cleaning business with ISSA Canada**

“Without continual growth and progress, such words as improvement, achievement and success have no meaning.”

– Benjamin Franklin



What is ISSA Canada?

ISSA Canada is the body resulting from the merger of ISSA with the Canadian Sanitation Supply Association (CSSA) in May 2017. With over 9,200 members, including distributors, manufacturers, manufacturer representatives, building service contractors, in-house service providers, associated service members and residential cleaners, ISSA is the leading trade association for the cleaning industry worldwide.

The Association of Residential Cleaning Services International (ARCSI) was established in 2003 to assist residential cleaning service owners and professionals in starting, promoting, building and expanding their businesses. In 2017, ARCSI merged with ISSA to become ARCSI, A Division of ISSA.

ISSA Canada is committed to providing valuable information to ensure the growth and development of our members' businesses. Our mission is to provide members with a network of knowledge and experience throughout the industry, whether you are a veteran business owner, buying an existing business or purchasing a franchise. By forging these connections, members benefit from new perspectives while also helping to foster profitable growth in the industry.

Add to that ISSA's educational resources available to you, and easily build your business, no matter what the size or goals may be.

In addition to the vast ISSA and ARCSI resources available, ISSA Canada membership offers **EXCLUSIVE** opportunities to Canadian members only.

Membership in ISSA Canada can provide your business with the tools to achieve the success you want!

Why become an ISSA Canada RESIDENTIAL Member?

THE ALISON PALMER MEMBER RESOURCE LIBRARY

– Need an employee handbook, policy, client letter or marketing plan? Check out the Member Resource Library containing information from members who have “been there, done that.”

HOT TOPIC TUESDAY DISCUSSIONS & PODCASTS

– These FREE conference calls and webinars are hosted by experts from the residential cleaning industry. Each week, a moderator leads a discussion on subjects that are timely, topical and relevant.

REGIONAL MEETINGS & OPEN HOUSES – Networking and idea-sharing are the most important activities ISSA Canada can provide its members. ISSA holds regional meetings to help you deal with difficult employee issues, ramp up your marketing and learn to grow your home cleaning business.

PUBLICATIONS – ISSA Canada provides residential members with an arsenal of publications that include the news you need to know and stay informed. In addition to the *Residential Cleaning Connection Canada* newsletter, members also receive publications from ISSA including the monthly electronic *Clean Scene* and *ISSA Today*, a bi-monthly print magazine.



ISSA STORE – whether you have questions on pricing, green cleaning, measuring the effectiveness of your marketing or getting out of the field and starting to manage your business from the office, ISSA has resources to help you.

HOUSE CLEANING TECHNICIAN CERTIFICATION

– The House Cleaning Technician (HCT) training and certification program is a comprehensive overview of best practices in cleaning. The HCT Certification is a two-day course followed by a certification exam that tests an individual's body of knowledge regarding the proper and safe removal of soil (cleaning), sanitizing and disinfecting.



SEARCHABLE DATABASE

– More and more potential clients are using ISSA's Buyer's Guide to find a residential cleaning professionals. As an ISSA Canada RESIDENTIAL member, you will be listed in ISSA's on-line Buyer's Guide.

ISSA Membership: A World of Benefits

ISSA Canada membership provides unparalleled opportunities for your bottom line. Some of the benefits that are in store for you include:

VALUE OF CLEAN® – Tools and information promote clean environments, a better environment and a better bottom line.

ISSA BUYERS' GUIDE – The Buyer's Guide includes contact information for all members under the association's Member Code of Ethics.

BUSINESS CALCULATORS – ISSA Canada membership provides access to:

Company Valuation Calculator to analyse the value of your company.

Consumable Product Cost Calculator is a free calculator to help you reduce the cost of purchasing consumables such as toilet tissue, hand towels, etc.

DISTRIBUTOR PERFORMANCE DASHBOARDS – Benchmark your distributor's performance. Do distributors need to benchmark? Benchmarking is a critical performance metrics to your peers and learn best practices.

OPERATIONS RESOURCES – ISSA provides numerous operational resources to help you operate efficiently, develop staff and improve their bottom line.

YOUNG EXECUTIVE SOCIETY (YES) – ISSA's Young Executive Society (YES) is a group of 45, and YES alumni within ISSA member firms, to create a pipeline of future leaders hone their skills and seasoned professionals share their experiences.

ISSA HYGIEIA NETWORK – Committed to developing female professionals, the Hygieia Network is a vibrant, worldwide community open to ISSA members. It offers networking events; industry recognition; scholarship opportunities; and more.

EXCLUSIVE to Canadian Members!

Membership to ISSA Canada offers additional member resources and discounts including:

ENVIRONMENTAL STEWARDSHIP AWARD – As a valued member, your company may participate in our new awards program which recognizes cleaning professionals from across the country.

ISSA CANADA E-NEWSLETTER – Published on-line every two weeks, the e-Newsletter keeps the industry informed on current events, industry trends and ISSA Canada regional events.

CANADA NIGHT – the highlight of the ISSA Canada social calendar, Canada Night is an excellent networking opportunity held in conjunction with ISSA/INTERCLEAN® North America.

SERVICE DISCOUNTS – ISSA Canada members receive special discounts with vendor partners such as Petro Canada, Canpar Freight Services and National Car Rental.

... visit www.issa-canada.com for **ALL** the benefits!

cies to make connections, improve your operations and boost you as an ISSA Canada member include:

ng as a necessary investment in better health, a better

information for all ISSA-member companies that operate

vides free access to these business calculators:

our business.

r that helps you effectively track costs associated with
els, hand soap, trash liners and much more.

k your business and measure your success. Why do
process for your business; it helps you compare your
s from industry leaders.

rations resources to help members run their businesses more

ive Society brings together professionals under the age
a community that fosters career growth. This is where our
share their experience.

e professionals at all levels and experience, the ISSA Hygieia
members of any gender. Members receive: Educational webinars;
unities; women empowerment; and a mentoring program.

ISSA in the Community...

Residential cleaning companies generously share their time and talents each year with those less fortunate and in need in their communities. Here are two ways that you can join your fellow cleaning company owners to make a significant impact in your community and, at the same time, generate visibility for your company.



KLEANING FOR KIDS is a joint project with local Ronald McDonald House Charities. Through the generous support of ISSA's member volunteers, ISSA provides residential cleaning services at no charge to Ronald McDonald Houses in their community.

CLEANING FOR A REASON strives to aid women who are battling cancer by teaming up with cleaning services across North America. Together, these two forces offer free maid services to meet the needs of women. Since 2006, up to \$6 million worth of free services have been donated.



Get Connected!

When you connect with ISSA Canada, A Division of ISSA, on social media, you gain access to hundreds of ISSA residential members who regularly share, advise and network on both ISSA and ARCSI social media channels. Check them out:



www.issa-canada.com



facebook.com/issaworldwide/



flickr.com/photos



linkedin.com/groups/1799553



twitter.com/issaworldwide



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