Sanitation Canada

Death, Taxes & Audits:
Proper Documentation is Key to Audit Success

The Mechanics of Slips & Falls

JANUARY / FEBRUARY 2012
Cleans the Water
SO YOU CAN CLEAN YOUR FLOOR.

The Rubbermaid HYGEN™ Clean Water System has an industry first filter that TAKES THE DIRT OUT OF THE WATER AND OFF YOUR FLOOR.

Learn about Rubbermaid HYGEN™ at www.rubbermaidcommercial.com or call 1-800-998-7004

Cleaning is Believing.
The UltraFlex System
So complete all you need is water.
INSIDE ISSA
News highlights from the ISSA® The Worldwide Cleaning Industry Association.

EDUCATION
Homewood Health Centre Validates Good Stewardship By Conducting A Comprehensive Waste Audit. In June 2011, we retained the services of Waste Reduction Group Inc. to conduct a solid non-hazardous waste audit for the entire facility. The objective of the audit was to examine the quantity and nature of waste coming from various waste generating areas within Homewood. We conducted this audit to validate our volume statistics related to our solid waste reduction program and, more important, to identify potential areas of improvement.

FOCUS ON FLOORCARE
The Mechanics of Slips and Falls. Although all four types of falls can result in injury, slips and falls are by far the most common.

IN THE FIELD
The Power of the Pen... The importance of documentation. This article provides tips on making your documentation easier, consistent and less time consuming.

PEST CONTROL
Death, Taxes and Audits: Proper Documentation is Key to Audit Success. The saying goes that nothing is certain in life except for death and taxes. However, in the food processing industry, audits can be added to that list. And, with pest control accounting for up to 20 per cent of a facility’s total audit score, it is a key component to doing well on your next audit.

INDUSTRY NEWS
News highlights from the industry.

NEW PRODUCT SHOWCASE
New products and technologies available to the industry.

ADVERTISERS’ INDEX
Contact information for industry leaders in this issue.
Finally, a one-step Bleach-based solution for Health Care Disinfecting.
Ready-to-use Clorox Commercial Solutions™ Professional Disinfecting Bleach Wipes are Health Canada registered to kill 31 pathogens in 1 minute* and available in 2 sizes to help control the spread of bacteria and viruses in your facility. Why would you even think of using anything else?

Now Health Canada approved to kill C. diff** spores in 5 minutes.
The 2012 Cleaning Industry Management Standard (CIMS) ISSA Certification Expert (I.C.E.) workshop schedule has been announced, and registration is now open for these one-day training courses that focus on the elements of CIMS and CIMS-Green Building (G B) criteria.

The 2012 I.C.E. workshop schedule is as follows:

- **Feb. 28** – Anaheim, CA.
- **May 1** – Atlantic City, NJ (in conjunction with NJSSA SupplyLine 2012).
- **Jul. 17** – Rosemont, IL.
- **Oct. 15 and 16** – Chicago, IL (in conjunction with ISSA/INTERCLEAN® North America 2012).

The workshop takes attendees on a guided tour of CIMS and CIMS-GB and, in doing so, provides a comprehensive review of what it takes to manage a quality customer-focused and sustainable cleaning organization. Graduates are equipped with the knowledge to provide training and consulting services to cleaning organizations interested in complying with the standard and preparing to become CIMS/CIMS-GB certified.

Industry representatives who participate in an I.C.E. workshop and pass an examination on the CIMS/CIMS-GB elements join the roster of over 1000 individuals who are offering a crucial new value-added service to their customers or their own organizations as an I.C.E.-certified professional.

For more information about CIMS, CIMS-GB or the I.C.E. workshops and to download a registration form, visit www.issa.com/cims. Organizations interested in information about having ISSA conduct a private I.C.E. workshop at their own facility should contact ISSA Director of Facility Service Programs Dan Wagner at daniel@issa.com; phone (800) 225-4772 (North America) or (847) 982-0800.
Give us your best shot. We can take it.

Alte-Rego is proud of achieving a reputation for being a technologically innovative market leader for over 20 years. We were the first polyethylene film and bag company to attain both the coveted ISO-9001 and ISO-22000 (HACCP) certification in Canada.

Caring for the environment is nothing new to us. Alte-Rego’s Ecologo certification is a testament to our commitment.

What does this mean to you? Products that make life better – both today and tomorrow.

Many companies promise excellence… but Alte-Rego really delivers.

To learn more about our innovative product line, call us today.

And you thought you knew us

Alte-Rego Corporation
flexible packaging solutions

36 Tidemore Ave. Toronto, ON Canada M9W 5H4
Tel: 416.740.3397 • 1.800.567.2247
alte-rego.com • info@alte-rego

ISO 9001:2000, ISO/DIS 22000 (HACCP) and CGMP Certified
TIRED OF ALL THE BELLS AND WHISTLES?...
LET'S GET TO WORK!

- High Efficiency
- Ease of Use
- Low Maintenance
- Dependable
- Product Availability
- Affordable Pricing

For a Canadian distributor or service provider in your area, contact

**Stockwell Wholesale Supply**

5370 Timberlea Blvd., Mississauga, ON L4W 2S6  
Tel: (905) 625-2010 • Toll Free: 1-800-563-3590 • Fax: (905) 625-1916  
E-Mail: admin@stockwellsupply.com
In the March/April 2011 issue of Sanitation Canada, I wrote about Homewood Health Centre's participation with the Canadian Sanitation Supply Association's (CSSA) Canadian Green Sustainability Program (CGSP).

Homewood was very proud to receive the highest recognition (Platinum status) through the CSSA program. However, the Green team pushed to maintain its sustainability momentum and continues to strive to accomplish more.

In June 2011, we retained the services of Waste Reduction Group Inc. to conduct a solid non-hazardous waste audit for the entire facility. The objective of the audit was to examine the quantity and nature of waste coming from various waste generating areas within Homewood.

We conducted this audit to validate our volume statistics related to our solid waste reduction program and, more important, to identify potential areas of improvement.

The waste audit would also satisfy the requirements of Regulation 102/94. The timing couldn’t be any more perfect.

The Ontario Hospital Association (OHA) had announced its Green Hospital Champion fund, which provided qualifying facilities subsidies up to 80 per cent for third party waste audits.

Ontario regulation 102/94 requires owners and/or operators of various establishments to conduct a waste audit, and develop and implement a waste reduction work plan if certain criteria are satisfied. Criterion that relates to healthcare facilities includes the following:

- The operator of a “public hospital” that is classified as a Group A, B or F hos-
Canadian Hospitals Environmental Services Study (CHESS)

Steering Committee

CHESS MATES:

Dick E. Zoutman, MD, FRCPC, professor and chair, Division of Medical Microbiology and Infectious Diseases, Queen’s University, Kingston, Ont.

B. Douglas Ford, MA, Department of Pathology and Molecular Medicine, Queen’s University, Kingston, Ont.

Keith Sopha, C.E.M., president, Canadian Association of Environmental Management, manager of Housekeeping and Linen at Homewood Health Centre, Guelph, Ont.

CHESS CLUB:

Infection Control
Dr. Joanne Embree – Manitoba
Christine Moore – Ontario
Dr. Geoff Taylor – Alberta

Environmental Services
Rob Scott – Alberta
Louis Anastasakos – Ontario
Mike Nosko – Ontario

Rejean Losier – New Brunswick
Brad Moser – Alberta
Jean Francois Champagne – Quebec
pital under Regulation 964 of the Revised Regulations of Ontario, 1990, made under the Public Hospitals Act, is subject to O. Reg. 102/94. The operator must conduct a waste audit covering the waste generated by the operation of the hospital and, from that point, prepare and implement a waste reduction work plan. The owner is also required to update the waste audit, its written report and the waste reduction work plan on an annual basis.

Regulation 964 classifies these hospitals as follows:

**Group A** - General hospitals with teaching facilities for university medical students, as evidenced by a written agreement between the hospital and the university with which it is affiliated, and hospitals approved in writing by the Royal College of Physicians and Surgeons for providing post-graduate education leading to certification or a fellowship in more of the specialties recognized by the college.

**Group B** - General hospitals having at least 100 beds.

**Group 5** - Hospitals for chronic patients and having at least 200 beds not including Group R hospitals.
A waste audit addresses the amount, nature and composition of the waste, the manner by which the waste gets produced, including management decisions and policies that relate to the production of waste, and the way in which waste is managed. The waste reduction work plan outlines a strategy to reduce, reuse and recycle waste at the establishment. The report will set out who will implement each part of the plan, when each part will be implemented and what the expected results shall be.

The follow-up regulation which focuses on implementing a source separation program is known as Regulation 103/94.

The OHA subsidy application was made, tenders for waste audits sent out to qualified waste audit companies, an award was issued to the preferred vendor Waste Reduction Group Inc. and our partnership was born.

Collectively, we created a strategy to implement the waste audit for Homewood. Waste Reduction Group Inc. weighed and measured representative samples of bags collected from the entire facility over a 24 hour period. This gave us a snapshot of our waste composition and quantities of the waste generated throughout, and more specific data to support any changes needed.

The program included our housekeeping team who labelled every single waste bag as they collected the waste throughout the facility. They labelled them by building, by floor, by wing and by waste holding area. This step was crucial as it gave us all the details required to identify where the waste was generated and by whom within the facility.

We used our Gym as a source separation and check point for the actual waste audit. Housekeeping transported the waste to this location where Waste Reduction Group completed the details of the audit. They weighed and recorded each bag.

---

Canadian Hospitals Environmental Services Study (CHESS)

We are ready for your input...

More than 240 health care facilities in Canada have been invited to participate in the Canadian Hospitals Environmental Services Study (CHESS).

Environmental managers and infection prevention professionals representing Canadian acute care facilities of 80 beds or more should have received an invitation to complete a survey developed by our CHESS steering committee.

This is an extremely important research project, which we anticipate will have a huge impact on the future of health care environmental cleaning.

Please take the time to complete the survey to its fullest potential.

The CHESS study will assess environmental cleaning and disinfection in hospitals across Canada and the input of infection control programs have to environmental services. The association of these factors with healthcare-associated infections (HAIs) will be examined. CHESS is a unique and valuable project and these associations have not been rigorously investigated over a large jurisdiction such as Canada. CHESS should provide new strategies for improving environmental services in hospitals and help reduce HAIs, resulting in reduced morbidity, mortality and healthcare costs.

For more information or assistance, contact Dick E. Zoutman, MD, FRCPC, Principal Investor, CHESS, at zoutman@queensu.ca or call (613) 969-7400 ext. 2371 or Keith Sopha, C.E.M., P.H.H., President, CAEM at sophk@homewood.org or (519) 824-1010 ext. 2380.

---

Continued On Page 14
opened the bag, removed the contents, sorted the contents by waste type/ recyclables and re-weighed the contents again. This included the location in which the content of the waste bag was generated.

Once the contents were inspected, weighed and recorded, the housekeeping staff removed the waste/recyclables to the appropriate location for disposal.

This process took two days to complete and gave us all the information we needed to prepare for our waste reduction plan.

Homewood was rated as 68 per cent waste diversion. Compared with 26 other health care facilities audited by Waste Reduction Group Inc., Homewood was rated with the highest diversion rating. It also confirmed that our internal volume reports was very accurate from the previous years as we reported a 64 per cent waste diversion in 2010.

While the 68 per cent waste reduction is a favourable outcome, the audit revealed opportunities for Homewood to improve. Over and above the issues of quantity and composition, the waste audit also addresses opportunities for improvement.

The key opportunities identified include making sure there are no solitary garbage bins in the buildings and, if there are, coupling them with a recycling bin or replacing the solitary garbage bins with a depot.

Another recommendation is to make the existing depots more consistent and ensure that they are bolted together - garbage and cans and bottle bins were often found separated from the paper bins. An additional suggestion is to ensure all signage is updated to be a consistent and accurate reflection of the current recycling program, and to ensure that it is very clear (i.e. icons combined with text). Waste Reduction Group Inc. verifies with the end sources what can and can’t be recycled by local service providers. Further suggestions include providing recycling in patient rooms, or in a central area close to patient rooms as well as replacing waste receptacles in office/admin areas with smaller “side saddle” waste baskets to encourage staff to further reduce their waste.

The audit also revealed that Homewood Health Centre’s current mixed paper diversion rate is approximately 71 per cent, for such an institution a rate of excess of 80 per cent can be achieved, this can be accomplished with improved recycling bins and signage. Further, the audit revealed a considerable amount of disposable coffee cups in the waste, a solution for this is encouraging the use of china, where possible, and also providing a coffee cup recycling program to accommodate the wet strength paper.

Homewood Health Care has a used furniture refurbishing centre and also donates used furniture to local charities - when a large clean-out of a health care facility is done and either of the above are not an option, it is recommended to review the contents and keep the recyclables separate (e.g. wood and scrap metals) and throw out as little as possible.

Waste Reduction Group also looks at what is sold in the cafeteria and what kinds of packaging is on the products the hospital purchases - outcomes of this review are recommendations to use china first or recyclable one time use items where china is not available as well as to purchase products with less packaging or packaging that is recyclable to create less waste.

Waste Reduction Group also generates a waste reduction work plan which lays out a strategy for reducing waste, and sets goals and targets for the future.

The Homewood Green Team recently implemented a waste-free office work plan that will provide central drop points for staff to pace waste, recycled materials such as organics/cans and other useful commodities. The plan is to make source separating achievable and easier for staff.

We also identified that we can reduce the number of plastic waste bags going to land fill by simply reducing the number of waste containers we had in our patient rooms. This also had a positive impact on the housekeeping budget as we are saving on bag replacement costs.

The waste audit was a worthwhile investment for Homewood, we certainly appreciate the support from the OHA Green Hospital Champion Fund, the detailed audit work performed by Waste Reduction Group Inc. and their recommendations towards our 2012 Waste reduction plan.
Got sick building syndrome?

The air quality in some buildings is enough to make you sick. Instead of your cleaning crew contributing to the problem, make them part of the solution with ProTeam quality and HEPA Level Filtration.
The Products You Need...

Serving Canadian Distributors From Coast-To-Coast
The Value You Want!

www.jan-mar.com

514 Kipling Ave., Toronto, Ont. M8Z 5E3
Tel: (416) 255-8535
Toll Free: 1-888-252-6627
E-mail: orderdesk@jan-mar.com
The Mechanics of Slips & Falls
Walking takes place when the muscles and tendons in our legs expand and contract, controlling the related joints and bones. With one foot forward we transfer our weight from one foot to the other. Because of this, as we walk, our bodies actually swing back and forth.

Our centre of gravity (COG), essentially the centre of the body, is the balance point around which walking movement operates. This is what helps us maintain our balance and forward movement. However, as our weight is transferred from foot to foot, there is actually a brief period when we lose our balance and are vulnerable to a fall. If there is an unexpected change in the surface and a foot slips or is mis-positioned during this brief period, our COG can be significantly impacted and we can lose our balance. If we cannot quickly right ourselves, we fall.*

Types of Falls
Falls can be classified into the following four categories:

- **Trip-and-fall.** This type of fall occurs when we unknowingly encounter a foreign object in our path, such as a power cord, a step, or child’s toy on the floor.
- **Stump-and-fall.** This happens when we encounter an unseen impediment or obstruction on the walking surface such as an uneven floor area, bump on a rug, or a significantly “tacky” area on the floor.
- **Step-and-fall.** This is when the surface we are walking on takes an unexpected height change or there is an actual hole in the surface.
- **Slip-and-fall.** This occurs when our COG is disrupted because we lose secure foot contact with the floor.

Although all four types of falls can result in injury, slips and falls are by far the most common. When a fall of any kind occurs in a healthy adult, if we land on a fleshy part of the body, we typically escape serious injury. However, if we land on a bony part and the fall is relatively violent in nature, the injury can be serious, even severe.

The Bean Bag Test and Floor Safety

Back in the 1930s, it was actually custodial workers that developed a test to determine how slippery a floor was before and after finish had been applied. They called it the bean bag test. A 10-pound bag of beans, connected to a spring scale, was pulled over the floor. If there were six pounds of pull, the floor was determined to be safe. Less than six pounds was considered slippery and over six pounds, the floor was considered tacky, also hazardous.

Today we measure these floor characteristics in a surprisingly similar way, but far more accurately. We use the floor’s coefficient-of-traction (COF) to measure how slippery it is. To determine this, a shoe-like material is dragged or pushed over a floor. A COF of 0.5 or less is considered slippery, while more than 0.5 is deemed safe. COF testing is considered very reliable and is used to test flooring materials as well as floor finishes.

However, COF is not reliable in all situations. For instance, shortly after a new shopping centre opened, a woman slipped on the tile floor and was injured. The floor had a COF of more than 0.5; when the floor was tested after floor finish was applied, it was determined to be safe. This is why a bean bag test can be a more reliable indicator of floor safety.

By TOM MORRISON, Vice President of Marketing, Kaivac
How Soapy Floors Can Cause a Slip and Fall...
Based on an actual accident

A woman was walking into a fast-food restaurant when her right foot slipped and she fell. She filed a lawsuit against the fast-food restaurant because close examination showed that the pores of the normally high COF floor were packed with soap residue, which contributed to the unsafe condition. It was determined the soap residue build-up was the result of the cleaning method used to maintain the floor, which was conventional mopping.

Source: Barry Miller, a Jacksonville, Fla., attorney and safety consultant.

Cleaning and COF

It is fairly obvious that if someone walks over an otherwise safe floor with wet shoes, an accident can occur. However, a large part of the responsibility for maintaining the safety of the floors, in all weather conditions, rests on the shoulders of today's cleaning professionals.

What we have discovered is that improper cleaning methods can make a floor far more slippery than was previously believed. Some hard-surface floors are cleaned using a mop treated with petroleum-based oil. The oil can build up on both flat surfaces and in grout areas, causing the unexpected change in surface contact described earlier that can result in a slip and fall.

Yet it is not just an oil-treated mop that can cause this to occur, but also mops and buckets used for the general cleaning of floors. As mops and buckets become soiled, they spread chemical solution, contaminants and bacteria over floors. Over time, this can build-up into a slippery residue, reducing its COF and increasing the potential for a fall to occur. (See sidebar above)

One way to prevent this in very large floor areas such as a shopping centre floor is to use an auto scrubber to clean the floor. Fresh solution is applied to the floor, the machine scrubs the chemical into the floor, and the squeegee/vacuum system removes the moisture from the floor all in one pass.

However, autoscrubbers are not always applicable to smaller floor areas. Fortunately, other alternatives to mops and buckets have been recently introduced that can also prevent the slippery bacteria residue from developing.

For instance, a one trolley bucket system dispenses fresh, measured solution directly to the floor as it is rolled over the surface. The floor can then be mopped using microfibre mop heads or brushed, working the solution into the floor and grout areas. The floor is then squeegeed to remove solution, soils and moisture.

To eliminate mops entirely, the system can be automated by attaching different components. For example, one module allows the user to squeegee or vacuum up solution and contaminants from the floor after it has been brushed.
“Our University leaders wanted to empower us to make this university look its best, and set new standards of expectations. We tested numerous floor finishes, and are confident that Buckeye Castleguard® and Proclaim® are the perfect answer for our campus!”

Brandon University
Brandon, Manitoba

Buckeye International, Inc.
2700 Wagner Place • Maryland Heights • MO 63043
800.321.2583 • www.buckeyeinternational.com
The saying goes that nothing is certain in life except for death and taxes. However, in the food processing industry, audits can be added to that list. And, with pest control accounting for up to 20 per cent of a facility’s total audit score, it is a key component to doing well on your next audit. Auditors like to see an Integrated Pest Management (IPM) program in place, because it’s an approach that works to proactively prevent pest problems before they start. But how does an auditor really know your facility is taking these steps and using chemicals only when necessary? The answer is: documentation.

Working with your pest control provider and keeping up with industry news will help you implement best practices. Then, when audit time comes around, you will need to provide proof of a proactive pest control program. Here are a few tips to help you prepare in advance so you have one less thing to worry about on audit day:

**Service Reports and Corrective Actions**

Keeping up-to-date service reports from your pest control provider will provide proof to an auditor that your facility is regularly inspected for pest issues. Additionally, these service reports provide evidence that corrective action was taken if any issues arose. Be sure to keep corrective action reports on file, as they indicate what steps were taken to either treat the pest problem or to fix facility maintenance or sanitation issues that could potentially lead to pest activity. IPM programs need to be constantly re-evaluated to ensure changes at the facility have not created easy access for pests, and service reports verify you are addressing these new conditions as they arise.

**Pest Activity Reports and Trend Data**

Pest activity reports detail and record pest activity within your facility. These reports can provide valuable information to auditors on the effectiveness of your pest control program. By tracking pest activity trends, you can identify patterns and make adjustments to your IPM program as needed. This information can help auditors assess the overall effectiveness of your pest control efforts.

Your auditor will likely walk the interior and exterior of your facility to verify that all pest control devices are in compliance with your floor plans.

Death, Taxes & Audits: Proper Documentation is Key to Audit Success

By BILL MELVILLE, Quality Assurance Director, Orkin Canada
Every manager and supervisor knows the importance of documentation, but are they doing it correctly?

How often have we heard the saying... “If it’s not in writing, it didn’t happen?”

This article provides you with tips on making your documentation easier, consistent and less time consuming.

Why Should A Manager/Supervisor Document?

Documentation can provide the following:

- A clear account of the incident, especially if this incident is opened and reviewed months later;
- Defines your position/involvement when the facts are called into question;
- Records that the manager/supervisor acted appropriately, fairly and equitably during the disciplinary process.
- Provides clear, concise facts that can be used in an employee’s performance appraisal, both the successes and problems;
- To have documentation or back-up information showing your reasons for taking disciplinary action regarding an employee’s behaviour. This information can include: notes and memos of informal supervisory suggestions and guidance, counselling meetings and records of written warnings;
- Support the corrective action that took place because of this incident and is available in writing.

Each facility or company has their own policies on documentation and, in most cases, have templates to use. Following standard formats will ensure that information is not omitted or missed, and is much easier to read/ follow.

Documentation should include just the facts. A summary of the incident, event, etc. should include specifics such as the date, time, location, people involved and any other relevant piece(s) of information. Witness statements are important to help support the incident that took place.

It is advised that managers/supervisors do not make general statements such as the employee’s poor attendance. Statement should be specific and include dates, time frames, etc. Document the exact words used, tone of voice, circumstances and reaction of other employees.

Emotions, opinions and speculations should not be included. For example, the following comment is not appropriate in documentation: "The employee can’t be trusted, takes advantage of everyone and thinks he’s better than others..." The better comment would be: “The employee took five unauthorized breaks last week, which burdened co-workers and their work schedules and caused major disruptions.”

Managers/supervisors are encouraged to write clearly and legibly, and provide pictures, whenever possible. As the saying goes, a picture is worth a thousand words. Images will assist you in your documentation and help others to understand the incident better, especially when identifying a safety issue.

Completing documentation in a timely manner is also important. Write down the facts soon after the incident has occurred in order to keep the information fresh in everyone’s mind.

Continued On Page 24
The documentation should only be shared with appropriate individuals, again in a timely manner. For instance, if the documentation is an investigation of a workplace injury, hazardous situation:

- The staff member would have to fill out an incident report/encon form;
- The supervisor would have to document the investigation;
- Occupational Health would have to be notified if there was an injury, especially if it involved lost time;
- WSIB forms would have to be filled out.

In the case of a poor performance issue, the supervisor would have to document the event in its infancy. The supervisor would then meet with the staff member to discuss the situation and that discussion would be documented. If the event is serious enough for further disciplinary action, documentation right from the initial meetings would be critical.

A common problem occurs when the documentation is completed in a timely manner, but the employee has not been approached and is unaware of the specific events.

Use the following checklist as a guideline:

- Did you record the documentation promptly, while your memory was still fresh?
- Have you indicated the date, time and location of the incident(s) documented?
- Did you record the action taken or the behaviour exhibited?
- Did you indicate the person(s) or work products involved?
- Have you indicated specific rules or regulations violated or exceeded?
- Did you list the consequences of the action or behaviour?

Every manager and supervisor realizes the long-term importance of documentation and must take the time to document promptly; follow your facility’s policies; use the checklist as a guide and ensure that the employee is aware of the documentation of this incident.

Sources / References
(1) 29/09/2011 Supervisor’s Toolbox – Employee Relations.
(2) ©2002 Strategic Advantage Inc. – Kristie Beerley is vice president and HR consultant for Strategic Advantage Inc.
Professional Ecological Vapour Cleaning System

- Effective against bed bugs, dust mites, lice and other microorganisms.
- Eliminate Bacteria and viruses
- Temperature from 145°C - 160°C
- Pressure 82.5 psi – 97.5 psi
- Continuous fill
- Save time, effort and money

3755 Hickmore, St-Laurent, QC, Canada H4T 1S5 • 514.733.2906 • Info@vapore.ca • www.vapore.ca
KÄRCHER ANNOUNCES TWO NEW REGIONAL MANAGERS

Al Bennett, vice president of Sales and Marketing at Kärcher Canada Inc., is pleased to announce two new members to the Canadian sales team.

Recently emigrated from Greece where he managed Kärcher’s Commercial Business Unit, Stratos Kalpakidis will join Chris Miller’s team and help support the company’s dealers in portions of the Ontario market. As an 18 year Kärcher veteran, Kalpakidis brings a wealth of both industry and company knowledge to Canada. The organization is pleased that Kalpakidis, his wife Tanya and their four children have chosen Ontario as their new home.

Alexandre Beaulieu has joined Kärcher as regional manager, Quebec and Eastern Ontario. Beaulieu comes to Kärcher with several years of hands-on industry experience, most recently as sales representative and equipment specialist for a janitorial dealer in Quebec. Also a member of Chris Miller’s team, Beaulieu will support both the company’s floor care and pressure washer dealers in Quebec and Eastern Ontario. He will be based in Laval, Que.

Both Kalpakidis and Beaulieu have mandates to continue to grow Kärcher sales and market share in Canada by providing a high level of support to the company’s dealers. This includes field sales support, application support, sales training and target group identification and penetration.

VILEDA PROFESSIONAL – MARINO SUSTAINABILITY EFFORTS: IT’S ALL ABOUT THE FUTURE

Sustainability is one of today’s most important corporate approaches. It all deals with a company’s total behaviour, and when it comes to a manufacturing company like Vileda Professional – Marino, the philosophy spans all the way from selection of raw materials to waste management.

Vileda Professional – Marino has adopted a behaviour that safeguards that the company meets with present demands without compromising future generations to meet its own needs.

What the company is doing is carefully fine-tuning and monitoring every stage in a product’s life cycle to minimize its impact on the environment, as well as using as little of the earth’s resources as possible.

For Vileda Professional – Marino sustainability means bringing ecological, social and economic values to life everyday and it is committed to do business whilst respecting the principles of sustainability. This means the company pays extra attention to all stages in a product’s life cycle: raw materials, research and development, manufacturing, distribution, product usage and waste management. Most recently, the company has added a new range of products made with recycled plastics.

To make it easy for customers to clean in the most sustainable fashion, Vileda Professional has selected a range of products that meet sustainability requirements. These products are said to fulfill up to 95 per cent of all cleaning needs.

The product criteria for sustainable cleaning include the following: more efficient, ergonomic, lightweight, hygienic and durable compared to traditional products, and 50 per cent of recycled/renewable material, biodegradable for natural products. The products cover waste management, wiping, floor cleaning and trolleys.

For more information, visit the company’s web site at www.vileda.com.

RICK MAZZOLI NAMED APC FILTRATION VP OF GLOBAL SALES AND MARKETING

APC Filtration Inc. has named Rick Mazzoli as vice president of Global Sales and Marketing. Headquartered in Raleigh, N.C., Mazzoli will be responsible for the OEM and Janitized® brand filter sales and marketing initiatives.

“(Mazzoli’s) 30 years experience in the commercial cleaning industry is a significant asset for our global growth strategies and sales initiatives,” said Russell Kelly, president of APC. “His leadership skills, industry and marketing knowledge will support our rep groups with additional marketing intelligence and product diversification. I am excited to have (Mazzoli) join our team.”

MANUFACTURER KICKS-OFF 2012 SOCIAL MEDIA MARKETING PROGRAM

Enviro-Solutions, a manufacturer of proven-green cleaning products, has announced that the company will significantly enhance its social media marketing programs in 2012, all designed to complement the company’s current marketing efforts.

To do this, the company has established sites on Facebook, Twitter, as well as YouTube. It recently introduced a membership-only LinkedIn Group site as well.

“The LinkedIn Group, named ‘Enviro-Solutions and Customers,’ allows our staff, distributors and end-users to post questions, share insights, share images and discuss green cleaning-related issues,” said Mike Sawchuk, vice president and general manager for the company. “We wanted to keep that one ‘in the family’, so to speak.”

Sawchuk said the company’s Facebook
PROCESS CLEANING FOR HEALTHY FACILITIES WEB SITE LAUNCHED

The Process Cleaning for Healthy Facilities (PCHF) web site has launched as the official site of the Process Cleaning for Healthy Schools (PCHS) Consortium, a non-profit organization dedicated to helping its members produce healthy, high performance schools while protecting jobs in budget-constrained environments.

The new web site - www.pc4hf.org - contains helpful information about PCHS including:

• Articles.
• Success Stories.
• Training and Tutorials.
• Video.
• Audio.
• Frequently Asked Questions.

PCHS is built on systems of specialization, simplification and workloading. Unlike proprietary or product-driven programs, PCHS is backed by a non-profit structure and is adapted for K-12 schools.

PCHS is directed by a voluntary Governing Board consisting of school maintenance professionals and aided by an Advisory Board of public health experts.

PCHS Consortium Membership is open to educational facility staff, product manufacturers, distributors, building service contractors and others interested in supporting cleaner, healthier, well-managed schools.

PCHS offers complimentary phone consultations to help schools determine what extent a PCHS implementation will benefit them, plus cost-effective, on-site assessments and assistance with field implementations.

For more information, contact Rex Morrison, president of the non-profit Process Cleaning for Healthy Schools (PCHS) Consortium Inc. at rexpc4hf@att.net or rex.morrison1@gmail.com or call (775) 530-8933.

ORSKIN PCO SERVICES CHANGES NAME TO ORKIN CANADA

Orkin PCO Services has announced that it is changing its name to Orkin Canada. The company remains part of the Rollins Inc. independent brands and the change, effective Jan. 1, 2012, reflects the fact that Orkin Canada is a Canadian-operated company.

“As Orkin Canada, the company will continue to provide customers with superior service, setting it apart from our Canadian competitors,” said Gary Muldoon, president of Orkin Canada. “The management team will remain the same, and Orkin Canada employees will continue to have access to the best training and research available from the Rollins University and Learning Centre.”

The change will not impact day-to-day business operations and the company will offer the same service customers have come to expect. However, the company will gradually phase in a new logo as it replaces vehicles, uniforms, signage and other forms of advertisement.

“We have consistently set the standard for the pest control industry in Canada for more than a half-century, and we are excited to continue to do so as Orkin Canada,” said Muldoon. “We have always been proud that we are Canadians serving Canadians, and this rebrand simply drives home that fact.”

ASHKIN RELEASES 2012 GREEN AND SUSTAINABLE TRENDS

Stephen Ashkin, CEO of Sustainable Dashboard Tools LLC, has posted his Annual Trends and Directions on Green and Sustainability issues. Ashkin has been offering his annual trends and directions for several years.

“One prediction I am most proud of is when I stated about three years ago that I did not think the Green/sustainable movement would suffer significantly due to the economy,” he said. “And, so far, that has proved to be the case.”

Following are Ashkin’s 10 predictions for the coming year:

(1) It’s the economy. The economy will continue to be the focus, but many organizations will slowly start hiring and expanding. While conditions won’t return to pre-recession levels, it will be a good year for jansan companies.

(2) LEED shakes up the market. The new LEED revisions will be introduced in early 2012 and the improvements will accelerate its adoption. As facilities seek help understanding the changes, many jansan companies will find this as a competitive opportunity and grow customers.

(3) Energy is king. The cost of energy will increase in 2012. Jansan distributors and service providers will develop strategies to help facilities reduce energy consumption.

(4) Water conservation. Water will emerge as a critical issue that we must address and take seriously.

(5) Green as a given. Facility managers/cleaning professionals will select Green cleaning products first and conventional cleaning products only if Green ones are not available.

(6) Measuring sustainability. As facilities and businesses increasingly operate in a more sustainable manner, they will turn to “dashboard” systems to help measure, manage and report progress.

(7) Proof of sustainability. Purchasing departments requiring vendors to document how they address sustainability issues within their own businesses will become more commonplace.

(8) Ingredient disclosure. Chemical manufacturers will provide more information on the ingredients used to manufacture their products as more purchasers and consumers demand this information.

(9) Collaboration. Instead of doing it alone more jansan distributors and service providers will collaborate, creating solutions for environmental issues that will eventually help the entire industry.

(10) Showing how. More facilities and businesses will establish Green and sustainability policies, but will have trouble putting them into practice. Jansan distributors and service providers will play a key role in showing them how.
**Showcase**

**DEB PRE-WORK PROTECTIVE AND AFTER-WORK CONDITIONING CREAMS REGISTERED FOR USE IN FOOD FACILITIES**

Deb Universal PROTECT and Deb Pure RESTORE have received a letter of no objection from the Canadian Food Inspection Agency (CFIA) for use in food facilities.

Deb Universal PROTECT is a pre-work skin cream to help protect the skin against contact with water- and non-water-based contaminants. Perfume-free and non-greasy, it is compatible for use under latex and nitrile gloves.

Deb Pure RESTORE – also perfume- and dye-free – is a highly effective, mild after-work conditioning cream to provide effective skin care whether skin is sore, dry, chapped or in normal condition. It is a conditioning cream to help maintain healthy skin and avoid dryness. Good skin condition is an important element in ensuring good hand hygiene practice.

**PROCESS CLEANING FOR HEALTHY SCHOOLS (PCHS)**

Process Cleaning for Healthy Schools (PCHS), an innovative new cleaning method, has named ProTeam® backpack vacuums a preferred product, signifying that they meet the highest standards for cleaning in education facilities.

PCHS trains custodial workers with a standardized workflow and cleaning specialization based on a detailed plan for daily and deep cleaning. It was founded by Rex Morrison who, after working at Washoe County Public Schools in Reno, Nev., adapted the principles of Team Cleaning® into a Team/Zone-cleaning process targeted at K-12 schools.

By implementing ergonomic tools, green cleaning agents, a streamlined workflow, and timing and logging tasks, Morrison was able to save the Washoe County Public School District thousands of dollars in the first year. Now many schools and even commercial cleaning operations have implemented PCHS’s remarkably effective method.

In order to achieve those huge savings, Morrison first realized that the general lack of measurable standards in the cleaning industry is unacceptable. If he couldn’t figure out exactly how his staff cleaned and how long each task took, then he couldn’t improve their methods and practices.

Industry standard tools like the upright vacuum make it more difficult for custodial workers to clean with consistent times and results. By replacing the worn-out industry standards with innovative, ergonomic alternatives such as ProTeam’s powerhouse backpack vacuum, the Super CoachVac® Morrison was able to shift the focus of his cleaning program from cleaning for appearance to Cleaning for Health®.

“The impetus behind the expansion of Process Cleaning was our tools – ProTeam backpack vacuums, microfiber and spray-and-vacuum machines,” Morrison said. “Take one away and we could not do what we do. Basically, there’s no way we could find any type of effective time management with an upright or dust mop. We needed a way to clean better and faster than we had in the previous mindset.”

After Morrison achieved success with PCHS, other backpack vacuum companies approached him, asking him to exclusively use their products.

**KAIVAC EQUIPMENT NSF I CERTIFIED**

The National Floor Safety Institute (NFSI) has awarded “High-Traction” product certification to Kaivac’s No-Touch Cleaning® and OmniFlex™ Crossover Cleaning Systems, making these one of the only spray-and-vac and dispense-and-vac products to receive the certification.

Kaivac equipment passed rigorous Phase One and Phase Two testing by NFSI under the ANSI/NFSI B101.1-2009 standard to qualify for NSFI Certification. Phase One entails a pre-qualifying or screening test using the NSFI-recognized BOT-3000 field measurement device. Phase Two consists of in-depth, independent testing over a period of 30+ days in a real-world setting combined with additional on-site examination.

Kaivac equipment yielded Static Coefficient of Friction (SCOF) values greater than 0.6 and therefore passed Phase Two certification as providing “High Traction” based on the ANSI/NFSI B101.1-2009 “Test Method for Measuring Wet SCOF of Common Hard-Surface Floor Materials.”

“‘Our internal testing using the BOT-3000 demonstrated that Kaivac equipment deep cleans and rapidly removes all types of soil and residue from floors leaving them very slip resistant,’ said John Richter, technical director for Kaivac. “We are gratified that NSF I has validated our own SCO F data to officially confirm the floor safety benefits of Kaivac’s spray-and-vac and dispense-and-vac products.”

The NSF I introduced its product certification system – in which it certifies floor coverings, mats, polishes, finishes, treatments, cleaning chemicals and equipment – in June 2002 to help reduce the growing number of slip-and-fall incidents, injuries and fatalities in commercial settings.

“NFSI’s ‘High-Traction’ product certification constitutes our approval of products that offer a measurable slip-and-fall accident prevention benefit,” stated Russell Kendzior, founder and president of NSF I. “Kaivac is to be congratulated for this safety achievement and for its leadership in this product category.”

**NEW EMBOSSTING PATTERN FOR KRUGER’S ROLL AND MULTI-FOLD TOWELS**

Canadian towel and tissue manufacturer, Kruger Products L.P., has introduced a new embossed pattern on all of its roll and multi-fold towel brands – Embassy®, Supreme, Embassy®, White Swan® and Esteem®. The new embossing is said to both enhance the look and feel of the towels, and deliver superior absorption and strength – enabling hands to be dried more thoroughly, thereby reducing the risk of cross-contamination.

“Our new embossed towels are softer, more absorbent and exceptionally strong,” said Eric Bisson, corporate vice president Away-From-Home Business, Kruger Products. “The unique cross-wave design delivers a fresh new look and a level of strength and absorption that practically does the job for you. It’s the depth of the embossing and the amount of emboss per square centimetre that make these towels so absorbent, so your average towel usage will decrease. Now all Kruger Products’ roll towel brands can be used in our mechanical touchless towel dispensers, which give our customers a wider range of product solutions.”

In line with Kruger Products’ Sustainability 2015 initiative, the new embossed roll and multi-fold towels are EcoLogo™-certified (made Continued On Page 30

**Continued On Page 30**

Visit us on the Internet at www.sanitationcanada.com
PROTEAM ADDS HEPA FILTRATION TO POWERFUL UPRIGHT VACUUM

In mid-December 2011, ProTeam®, a company internationally recognized for innovative vacuum technology, has released HEPA-filtered versions of its powerful dual-motor upright vacuum called the ProForce® 1500 HEPA and the ProForce 1500XP HEPA with onboard tools. The ProForce 1500 HEPA and 1500XP HEPA round out the company’s full performance floor care options, which also recently include the ProBlitz™ AirMover for carpet cleaning and floor care restoration applications.

The ProForce 1500XP HEPA unites the performance of ProTeam’s upright design with a 15-inch powerhead and the trusted superior filtration of HEPA for improved indoor air quality. Two replaceable HEPA media cartridges now stand in the exhaust path and are 99.97 per cent efficient at capturing particulates 0.3 microns or larger.

The vacuum’s dual-motor system dedicates a separate power source to both the head and the suction. So suction stays strong, even when the beater bar is hard at work. An electronic system performance indicator alerts the operator to a full filter, airflow restriction or jammed brush roll. It shuts off the power before a malfunction causes any damage to the vacuum.

Weighing only 18 pounds, the vacuum is ergonomically designed to reduce strain to the user and minimize cleaning time. The 15-inch wide, L-shaped powerhead floats over the flooring, automatically adjusting to different flooring types. Its wrap-around bumper protects baseboards and furniture, allowing for excellent coverage with no concern about damage.

When a vacuum is built out of quality materials to last through the years, it shows. The ProForce 1500XP HEPA has a three-year warranty on parts, labour, motor and moulded body to back up the company’s confidence in its design. Proper filter maintenance can also extend the lifetime of a vacuum.

For more information, contact ProTeam at www.proteam.com.

NEW HIGH CAPACITY OAKLEY FAMILY OF WASTE AND RECYCLING RECEPTACLES

Witt Industries has introduced a new addition to its popular Oakley family of waste and recycling containers - a new 50-gallon version suitable for waste, the M5001 for recycling and the MR50.

Manufactured of durable flat steel bar construction which deters graffiti, the newest addition to the Oakley family is 38 per cent larger for better retention (less spill-over of contents) with less frequent servicing. High-Capacity Oakley Receptacles can be paired to create a durable, functional and aesthetically pleasing waste and recycling stations that is ideal for municipalities, parks, universities, apartments, office complexes and many other indoor and outdoor environments.

The 50-gallon Oakley is suitable for any environment, with lid options that include flat top, dome top, rain cap, ash top or swing top. Constructed of durable, heavy gauge steel, the attractive containers are powder coated in black, brown or green, and include built-in levelling feet.

For more information, visit the company’s web site at www.witt.com or e-mail: sales2@witt.com.

NEXT GENERATION COMPACT SCRUBBERS FROM KÄRCHER

Kärcher is pleased to introduce the new B40 series of automatic floor scrubbers to the Canadian market. The B40 is said to be the next generation of Kärcher scrubbers designed and built as a modular concept allowing users to choose between cylindrical brush and disk brush scrub heads.

Cylindrical heads can be ordered in 18- or 22-inch and disk heads are available in 17- and 20-inch sizes. The scrubbers are available as a brush assist or, as a traction drive version and both models are offered with maintenance free AGM batteries and on-board battery chargers. Solution and recovery tanks are both 40 litres. An electric/110 volt version will be introduced later in 2012.

The new series of scrubbers have been designed with the end user in mind and include a host of features, including:

- Kärcher Intelligent Key (KIK) system that provides operator and supervisor (only) access to the machines operational settings;
- Ultra quiet operation as low as 59.7 dB(A) and 68.6 dB(A) in maximum scrubbing and vacuuming mode;
- “Homebase” system that includes hooks and clips to hold the “tools of the trade” such as spray bottles, wipers and mops;
- EASY Operation system with Eco cleaning mode;
- New slim and compact design for cleaning of tight spaces;
- Large clean water drain and integrated clean water filter;
- Tank lid with ventilation function;
- Large clean water filling port;
- “Tank in Tank” design for easy cleaning of the recovery / dirt water tank;
- Simple one-touch adjustment of the squeegee assembly;
- Simple brush change - can be made in a matter of seconds;
- Pre-sweeping tray with cylindrical scrub heads;
- Scrub heads can be changed in a few minutes without tools.

Optional accessories for the B40 include a tank lid with built-in cleaning system, quick tank fill, roller shafts and pads, microfibre rollers and microfibre pads.

For more information, visit the company’s web site at www.karcher.ca, e-mail: sales_kci@karcher.ca or call (888) 705-9444.

ZEP FUZION PRODUCTS PROMOTE HEALTHY HANDS

Zep Superior Solutions has created a comprehensive hand hygiene platform designed to meet the health needs of a variety of markets. From innovative products to thoughtfully designed dispensers and engaging educational materials, the company’s focus is on creating a comprehensive movement towards Healthy Hands to keep employees and customers well.

Fuzion represents a modern, holistic hand care approach that is said to provide an "unrivaled defense" against microbes and both transmissible bacteria.

According to a company spokesperson, by using the Fuzion system, users will yield more washes per bottle and save money on product while maintaining the same level of quality and cleanliness. More washes per bottle also means less waste.

Fuzion Touchless, a premium no-touch technology dispenser, boasts an incredible sub-second cycle time between shots and is guaranteed for one year. The company’s touch dispensers are also guaranteed for one-year and all Fuzion dispensers are ADA compliant.

The Fuzion line of products include popular foaming soaps, lotion soaps, and alcohol and non-alcohol based sanitizer gel. The products are said to be formulated for versatility and can be used in bathrooms, gym showers, kitchens and classrooms.

For more information, contact Zep Superior Solutions at www.zep.com/fuzion.html.
The Mechanics of Slips and Falls

Continued From Page 20

to loosen and remove soils if necessary. No mops are used in this process.

The Complexity of Slips and Falls

Walking, as we have discussed, is a complex process and, because of this, poor floor maintenance can result in slip-and-fall accidents and injury. Yet sometimes the reasons we lose our balance are more complicated than floor maintenance. These factors include poor lighting in a facility, vision not having adjusted to indoor lighting, being temporarily distracted, walking too fast or, especially for older people, having failing vision.

There is little cleaning professionals can do about these conditions. However, we play a major role in preventing slip-and-fall accidents. And it starts by cleaning floors properly with tools and equipment that remove soils, bacteria and other contaminants, thereby preventing residue buildup and helping us all stay sure-footed.

Tom Morrison is vice president of marketing for Kaivac, developers of the CrossOver OmniFlex™ cleaning system. He can be reached through the company web site at www.kaivac.com.

* Source: Clayne Jensen, Applied Kinesiology and Biomechanics (1982), and other sources.
Clorox Commercial Solutions™ Ultra Clorox® Disinfecting Bleach.

Health Canada registered to kill C. diff** spores in 5 minutes.

(Not a good day to be a spore.)

Clorox Commercial Solutions™ Ultra Clorox® Disinfecting Bleach is Health Canada registered to kill 28 pathogens in 1 minute* and C. diff** spores in 5 minutes!

Can your bleach do that?

For more information, e-mail healthcare@clorox.com or visit www.cloroxprofessional.com/cdiff or call 1-866-789-4973

*Use as directed on hard non-porous surfaces. See product label for complete list of organisms. **Clostridium difficile spores.
GENERAL FEATURES

› 400 / 800 watt motor for excellent soil recovery
› Specially designed floor tool provides the same soil recovery as our 1200 watt units
› On low, NuSave vacuums consume 1/3 of the power compared to most vacuums on the market
› AUTOSAVE feature automatically starts the vacuum on low reducing power consumption by 50%

FILTRATION

› NSP200 - .3 micron @ 96% efficiency
› NSR200 - .3 micron @ 99.97% efficiency

NSR 200 meets HEPA for non hazardous soil recovery

Visit our website or contact us directly to learn more about reducing your costs by cleaning smarter.

www.NaceCareSolutions.com
1-800-387-3210