Sanitation Canada

Removing Scented Products One Shine At A Time

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Don't Let Odors Waft in Pests

MAY / JUNE 2012
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L to R: Thank you Von Sudan-Lorde, Dorjee Lungkara, Eliza Valiente and Marie Pennant, Cleaning Staff Bridgepoint Health, Toronto
BUSINESS NOTES
Do You Know Why You Lost? - Everyone loses proposals, but do you know why you’re losing them?

CLEANING QUIZ
Test your Bio-Cleaner Knowledge. Clarifying what bio-cleaners are and how they can be used.

EDUCATION
Removing Scented Products One Shine at a Time. ‘No scents makes good sense.’ This is the slogan used at Homewood Health Centre to promote awareness of the importance of not wearing or using products with strong scents in the workplace.

EDUCATION
The Canadian Association of Environmental Management (CAEM) and the Atlantic Support Services Association present SEA What’s on the Horizon. The conference and trade show is being held Sep. 9 to 11, 2012 at the Rodd Royalty in Charlottetown, PEI.

CASE STUDY
Challenging the Status Quo saves Shannex five million litres of water per year.

PEST CONTROL
Don’t Let Odors Waft in Pests. While we turn up our noses at foul odors, they lure pests the way a corner bakery with doors swung open lures us.

IN THE FIELD
O.H.H.A.’s inaugural Pack Your Backpack 2012 conference and trade show was a huge success and rave reviews are still coming in. The conference had fabulous speakers, great exhibitors/vendors and amazing delegates.

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

INDUSTRY NEWS
News highlights from the industry.

ADVERTISERS’ INDEX
Contact information for industry leaders in this issue.
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Canadian Sanitation
Association

Association of
Environmental Management

Ontario Health Care
Infection Control Association

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high standards of sanitary cleaning in commercial, institutional, re-
sidential and industrial buildings (including, in particular, hospitals,
schools, hotels and motels). The editorial objective of Sanitation
Canada is to provide news and views about new technology, new
sanitary cleaning methods, people within the vocation, methods for
improving people management and news of educational opportuni-
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Perks Publications Inc. (HEAD OFFICE)
3 Kennett Dr., Whitby, Ont. L1P 1L5
Tel: (905) 430-7267 • Fax: (905) 430-6418
E-mail: tanja@perkspub.com • www.sanitationcanada.com

Quebec Sales Office (RICHARD BOLDUC)
1282 - 4th Avenue, Val Morin, Que. J0T 2R0
Tel: (819) 322-1789 • Cell: (819) 322-7622
E-mail: jrb@cgocable.ca

Production / Subscription Department
16 Jollow Dr., Bowmanville, Ont. L1C 4S3
Tel: (905) 697-8905 • Fax: (905) 697-2536
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Sanitation Canada - MAY / JUNE 2012
36, 24, 36
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Do You Know Why You Lost?

By MICHEL THERIAULT, Principal, SuccessFuel

“Communicating without a strategy is like throwing darts blindfolded – just less likely to hurt your audience.”

Having worked for 20 years in the facilities industry, Michel now works with suppliers and facility managers to improve results. This includes helping suppliers develop compelling proposal responses and helping Facility Managers develop their RFPs and evaluate submissions, giving him a unique perspective from both sides. His new book “Win More Business – Write Better Proposals” is now available.

For information, visit www.howtowinmorebusiness.com, www.strategicadvisor.ca or e-mail him at michel@successfuel.ca.

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Everyone loses proposals, but do you know why you’re losing them?

Getting a debrief is important to your future success and to improve your proposals. Not only does this help you, it actually helps clients procuring janitorial services. By giving feedback to service providers they are more likely to receive well-written proposals in the future, making their job easier.

I’ve read proposal responses from companies that I know quite well, yet the written proposal response didn’t reflect the capabilities or background, and experience of the company. As a result of this kind of issue, companies put themselves at a huge disadvantage simply because they don’t understand how they come across in a proposal. If you don’t hear feedback, you won’t be able to improve the next proposal.

Unfortunately, many bidders simply don’t ask for feedback, having moved on to the next opportunity. Also, it’s sometimes hard to get feedback from customers, who have also moved on or are concerned about liability, with the fear that what they tell you may come back to them as a lawsuit or other claim.

A debriefing can either be a formal meeting or even an informal phone call. Either way, it’s in your interest to get that feedback.

If the formal approach is an option outlined in the RFP, make sure you take advantage of it, and that the right people from your company are at the table when the debriefing occurs. You also need to share the feedback with those involved in the bid process so they can understand what worked and what didn’t so you can improve the next proposal. Just listening to feedback isn’t enough – you need to actually act on it.

When being debriefed on a losing proposal, try to understand how the client interpreted and perceived what you presented compared to the way in which you intended it to be perceived. It’s not always what you say and how you say it, it’s also how the client interprets it.

If the procurement process doesn’t include a formal debriefing option, contact the client and ask for one. The client should be willing to discuss their reaction to your
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written bid, even if they won’t reveal your score or where you placed relative to the competition.

When you approach the client, be sure to indicate that you accept their choice of your competitor, and that your only intention is to understand what you should do differently the next time, and that you are actively trying to improve your proposal writing process to make it easier for the client.

Rather than simply sitting and listening, ask probing questions. Ask about things that you could have done, and whether they would have been received differently. Ask the clients what they thought about your submission and what you need to do differently to get their attention in the future. Don’t be afraid to ask hard questions about the quality of your submission and don’t resist hearing an honest response. That’s one of the most important ways to learn and improve for next time.

As a result of the U.S. government’s BioPreferred program*, more distributors are introducing their clients to bio-cleaners, typically made of agricultural products such as corn, soybeans and coconuts. Also included in this category are bio-enzymatic cleaners, formulated with specific enzymes and “good” bacteria that allow them to essentially digest soils.

However, according to Mike Sawchuk, vice president and general manager of Enviro-Solutions, manufacturer of bio-based cleaning products, “just like when Green cleaning chemicals were first introduced, there appears to be some confusion as to what bio-cleaners are and how they can be used.”

To clarify some issues, Sawchuk has prepared the following quiz designed to help people understand these products more thoroughly. Answers follow.

(1) Are bio-cleaners new?  Yes No

(2) True or False: Because they are made from agricultural products, bio-cleaners are considered Green.  True False

(3) True or False: Because they are made from agricultural products, bio-cleaners are considered sustainable.  True False

(4) True or False: A key use of bio-enzymatic cleaners is to help eliminate odours.  True False

(5) How long can a bio-enzymatic cleaner continue to work after it is applied to a surface?  It stops working when wiped away.  It continues to digest soils for about 10 hours after application.  It continues to digest soils for about 80 hours after application.

“Another misconception many people have is that bio-cleaners can be used only on hard-surface floors,” Sawchuk said. “However, there are bio-enzymatic cleaners for cleaning carpets and fabrics, washroom surfaces and fixtures, and

Of course, you need to consider that not all clients are the same. The way one client evaluates or perceives your proposal may be different from another. Take everything in context. By getting more debriefs, however, you’ll begin to understand what key elements of your proposal process you must change to be more successful.

When you seek feedback, you should also try to get feedback on things that were outside of your written proposal, such as the client’s general impression of your company, their interaction with you during the process, how your team came across during a site visit and their opinion of the oral presentation if there was one.

In addition to getting debriefs on losing proposals, ask new clients what they liked and didn’t like about your proposal and what tipped the scale in favour of your proposal. This will complement and/or confirm the feedback you receive on the losing proposals.

TEST YOUR BIO-CLEANER KNOWLEDGE

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Removing Scented Products

One Shine At A Time

“No scents makes good sense.” This is the slogan used at Homewood Health Centre to promote awareness of the importance of not wearing or using products with strong scents in the workplace. We know that fumes and other scents can affect a person’s ability to work and, in some circumstances, even make them ill.

Creating a scent-free environment may be a difficult task; however, doing so will result in a healthier work environment. When we refer to scents in the workplace, we usually mean smells and odors from perfumes, colognes or other products like air fresheners, but in the cleaning industry we have several products containing strong scents that should be reviewed.

Several years ago, the Housekeeping department at Homewood implemented a process of scrub, wash and re-coat for all our hard floor surfaces. This process includes using a low odor, multi-purpose detergent with a highly-abrasive scrub pad and floor machine to scrub wash the top surface of the floor. The floor surface is scrubbed just enough to remove the top few coats of the old wax, which usually has some dirt embedded.

This process reduced the time required to do the task, compared to the traditional process of stripping and refinishing but, equally important, it eliminated the use of strong stripping compounds that dispersed strong odors throughout the area being refinished. Sometimes the odor from the stripping compound would linger for days.

In one of our buildings, we did the ultimate treatment of stone care polish. This is a process of using water and diamond chip pads to scrub wash marble, terrazzo or other hard surfaces, followed by polishing. This process was time-consuming; however, we have not had to do anything with it since we refinished...
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it five years ago.

From my perspective, the stone care polish is the ultimate process for an odor-free floor refinishing process and a technique everyone should consider. It will give you a lasting effect, and will require little future maintenance. Unfortunately, the stone care process is time-consuming and requires a huge up-front cost.

We continue to look for ways to improve our techniques and select products with little or no odor.

Recently, Gerry Samyn, from Rochester Midland (RM), introduced us to “Novus,” a new odor-reduced floor finish. Compared to other floor finishes used in the past at Homewood, this finish had little to no odor during the application.

We could smell a hint of odor as we placed it on the floor; however, the odor quickly subsided shortly after it was applied.

In selecting a floor finish, our project team had other factors to consider, including the compatibility of the finish with the existing product on the floor, mop drag for ergonomic reasons and how the finish leveled on the floor during the application.

Our project team reported positive results from the evaluation. Now, for the test of time - how long will it stand up compared to finished used in the past? To date it has been down for two months and is still looking good.

This is one small step in the right direction for a scent-free workplace. We can't wait till all of our cleaning products are available totally scent-free as “no scents makes good sense.”
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 inputs 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, FRCP, Principal investigator, CHESS, at zoutman@queensu.ca or call (613) 969-7400 ext. 2371 or Keith Sopha, C.E.M., P.H.H., President, CAEM at sophkei1@homewood.org or (519) 824-1010 ext. 2380.

Steering Committee

**CHESS MATES:**
Dick E. Zoutman, MD, FRCP, 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-François Champagne - Quebec
The Canadian Association of Environmental Management (CAEM) in partnership with the Atlantic Support Services Association (ASSA) will be holding its 2012 National Fall Conference and Trade Show Sep. 9 to 11, 2012.

The theme of this year’s event is “SEA What’s on the Horizon” as the association will be sharing the results of the Canadian Hospital Environmental Services Study, launching Clean Learning and communicating revisions to the PIDAC best practice document. The conference and trade show will be held at the Rodd Royalty in Charlottetown, PEI.

According to the Association, “This is a great opportunity for you to network with your fellow members, experts in Environmental Management, Public Health and Infection Control.”

This conference is a fantastic opportunity for professionals in environmental services and in infection prevention and control to come together to learn how and why their specialties are complementary. This conference should be attended by: senior management, environmental services management, housekeeping management, infection prevention and control professionals, public health nurses / inspectors / professionals.

Registration is limited to 200 delegates, therefore early registration is strongly rec-
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ommended. Please note the early registration discount prior to Aug. 15, 2012. Register for this event now to take advantage of the early registration discount and ensure you secure a seat.

The conference promises to have an outstanding speaker line-up, great educational topics related to infection prevention and environmental cleaning best practices, as well as industry suppliers available to demonstrate the latest technologies available today.

Delegates who wish to reserve accommodations at the Rodd Royalty are requested to do so by contacting the hotel directly and identifying oneself as a participant at CAEM 2012. In order to receive the special rate of $149 for a standard room or $199 for a suite (per night) please contact Rodd Royalty by Aug. 15, 2012, quoting Hotel Accommodation - CAEM. Please note that rooms are limited and will be offered on a first-to-register basis.

For hotel accommodation, contact Rodd Royalty at Tel. (902) 894-8566 or Toll Free: 1-800-565-7633.

For more information on the conference, contact the Canadian Association of Environmental Management at (519) 824-1010 ext. 2380 or e-mail: register@homewood.org. Visit caenvironmentalmanagement.com for conference updates.

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**“SEA What’s On the Horizon”**

**Conference & Trade Show Agenda**

**SUNDAY SEPTEMBER 9**
- 5:30 to 7:30 p.m. – Early Registration, Exhibits, Meet and Greet Reception

**MONDAY SEPTEMBER 10**
- 7:15 to 8:15 a.m. – Registration, Hot Buffet Breakfast and Exhibits
- 8:15 to 8:30 a.m. – Welcome & Introductions – Keith Sopha, President, CAEM; Ken Hughes, ASSA.
- 8:30 to 8:30 a.m. – PIDAC Environmental Cleaning Best Practices - REVISED 2012. Dr. Mary Vearncombe, Medical Director, Infection Prevention and Control, Sunnybrook Health Sciences Centre, Chair of the PIDAC Infection Prevention & Control Committee.
- 9:30 to 10:30 a.m. – Outbreaks and the Lessons We’ve Learned... Or Have We? Suzanne Rhodenizer Rose, RN, BScN, CIC Provincial Infection Control Consultant, Health Infection Prevention & Control Committee.
- 10:30 to 11:15 a.m. – Break for Networking and Exhibits.
- 11:15 a.m. to Noon – Clean Your Hands – But With What? Steps to select hand products and dispensing systems. Elizabeth DeNardo, Skin Care Science and Technology, Senior Scientist, GOJO Industries Inc.
- Noon to 1 p.m. – Lunch and Exhibits.
- 1 to 2 p.m. – Who’s Been Sleeping in your Bed? – Bed Bugs. Alice Sinia, MSc (MPM) Quality Assurance Manager, Orkin PCO Services Corporation.
- 2 to 2:45 p.m. – Environmental Auditing - Simplifying the Process. Dean Waisman, President of Westech.
- 2:45 to 3:15 p.m. – Break for Networking and Exhibits.
- 3:15 to 4:15 p.m. – Understanding the Chemistry of Health Care Approved Cleaning/Disinfectants. Sarah S. Snow, Ph.D., The Clorox Company - Midland Site R & D Manager.
- 4:15 to 5 p.m. – Networking and Exhibits.
- 7 to 9 p.m. – Banquet.

**TUESDAY SEPTEMBER 11**
- 7:30 to 8:30 a.m. – Hot Buffet Breakfast and Exhibits.
- 8:30 to 9:30 a.m. – Clean Learning - Improving the quality of clean through certification. Keith Sopha, CEM, PHH, President, Canadian Association of Environmental Management, and Manager of Housekeeping, Linen and Space, Homewood Health Centre.
- 9:30 to 10:30 a.m. – Canadian Hospital Environmental Service Study (CHESS) CHESS Mates. Keith Sopha, CEM, PHH, B. Douglas Ford, MA, Department of Pathology Molecular Medicine, Queen’s University.
- 10:30 to 11 a.m. – Break for Networking and Exhibits.
- 11 a.m. to Noon – Canadian Hospital Environmental Services Study (CHESS). Dr. Dick Zoutman, Infectious Diseases & Medical Microbiology, Chief of Staff, Quinte Health Care; Professor of Pathology & Molecular Medicine, Medicine, Community Health and Epidemiology and Nursing.
- Noon to 12:15 p.m. – Closing Remarks, Evaluation Draw, and Prizes.
- 12:15 p.m. – Lunch on the Gojo. Your choice – Take it to go or enjoy it on-site.
CAEM Convention & Trade Show
September 9 - 11, 2012
Rodd Royalty PEI

“SEA What’s On the Horizon”
Delegate Registration Form

Name: ____________________________
Surname: ____________________________
First Name: ____________________________
Position: ____________________________

Institution / Organization: ____________________________

Mailing Address: ____________________________

City: ____________________________ Province: ____________________________ Postal Code: ____________________________

Tel: ____________________________ Fax: ____________________________ CAEM Member #: ____________________________

E-mail (Work): ____________________________ E-mail (other): ____________________________

Registration Fees: Before Aug. 15th After Aug. 15th Amount

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<thead>
<tr>
<th>CAEM Member - Full Delegate</th>
<th>$285.00</th>
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* includes Welcoming Reception, Banquet, entry to all sessions and trade show, two breakfasts and two lunches

Extra Banquet Tickets # persons ________ X $55.00 $ ____________

Sub Total $ ____________

TOTAL AMOUNT $ ____________

Dietary Restrictions:

☐ Vegetarian  ☐ Food Allergy (Please Specify)  ☐ Other:

Please indicate if you plan to attend:

☐ Welcoming Reception  □ Attend  □ Regrets

☐ Banquet  □ Attend  □ Regrets

Payment Must Accompany Registration Form
Cheque should be payable to CAEM
At this time we are not set up for on-line or Credit Card Payments. Sorry for the inconvenience.

Cancellation Policy
Cancellation of registration must be received in writing by August 31, 2012 for fee to be refunded. A processing fee of $25 will be charged.

Send Registration Form and Payment to:

CAEM c/o Keith Sopha
Homewood Health Centre
150 Delhi St., Guelph, ON N1E 6K9

If you require assistance, call (519) 824-1010 extension 2380 or e-mail register@homewood.org
http://www.caenvironmentalmanagement.com for Conference Updates
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Shannex Inc. is a family-owned company operating in communities across Nova Scotia and New Brunswick. The company offers home care support, independent-, assisted- and retirement-living, and long-term nursing care.

By DARRYL VAN HERKSEN, Atlas Graham

Challenging The Status Quo

saves Shannex five million litres of water per year
Approximately 10 years ago, Shannex took on the challenge to study and improve cleaning processes within their facilities. Continuous improvement is a key directive for the company. This served as the motivation for putting the cleaning program through an in-depth review.

“Shannex challenged the status quo and realized there might be a better way to clean for health, safety and the environment,” said Monty Thibeault, Shannex purchasing manager.

Shannex’s research on alternative cleaning methods led them to microfibre cleaning systems, which held promise in the areas of resource reduction and improved infection control. For example, the traditional method of cleaning with a mop and bucket in a client’s room was heavy and messy.

“The fact that water had to be changed in the bucket after every third room was not very efficient,” Thibeault said. “Also, when it came to hand wiping and the cleaning of contact points, with traditional systems, there was no easy way to confirm that the cloth being used to clean the washroom was not also being used to clean the client’s living area.

Microfibre colour coding solved these challenges and looked like a perfect fit.

THE JOURNEY

In finding the solution, Thibeault said “we discovered cleaning is a process; you have to evaluate how both the environment and people are impacted.”

Shannex decided to test ultra-fibre hand cloths and the pre-soak microfibre flatmop system with lightweight, adjustable handles for floors at one of its locations. It didn’t take long for them to see a positive result.

“To implement microfibre you have to treat it as a system.”

MONTY THIBEAULT

Visit us on the Internet at www.sanitationcanada.com
trial,” Thibeault said. “The system was more efficient and we saw improved outcomes.”

Once the decision was made to implement the system across all of their facilities, a roll-out plan was devised. Shannex knew that the logistics of a system launch across 40 locations of various sizes and capacities posed numerous challenges. Careful planning, communication and hands-on training were key to minimizing any effect those challenges might have.

According to Thibeault the challenge when implementing microfibre is that it must be treated as a system. Shannex is unique because its smaller facilities have as few as 36 beds and some of the larger facilities have as many as 272 beds. Training can take anywhere from a few days to a few weeks depending upon the facility and the number of shifts available for training.

To smooth the transition, Shannex implemented the system one facility at a time. It was important for Shannex to roll it out slowly to make sure everyone received proper education and understood how the system would work.

In Thibeault’s opinion, management and staff throughout the organization supported the change and should be credited for making this a successful program.

“We worked closely with Atlas Graham Industries, the infection control team and all staff members affected by the change during the implementation,” Thibeault said. “Together we created a company-wide standard operating procedure as it related to the new microfibre system.”

The biggest driver for change came from infection control. This group recognized the huge benefit a microfibre program can offer.

The team behind the infection control group at Shannex understands the importance of environmental cleaning for health and safety, and the impact that proper cleaning has on its clients.

“The new system for cleaning people contact points (PCP) with the colour-coded ultra-fibre was easy-to-follow and it’s been
a huge success from an infection control perspective,” Thibeault said. “The client wins and the facility wins.”

Shannex used the different ultra-fibre colours to denote separate cleaning areas in their facilities: red for washrooms; green for general; blue for windows; and yellow for serveries.

Eliminating infections due to cross-contamination is what every health care institution wants. The colour-coded ultra-fibre gives management teams the ability to quickly scan to see if the proper coloured cloths are being used in designated cleaning areas.

Shannex utilizes a two par rotation for their locations. The facility’s procedure is to use one microfibre damp flat-mop and assigned colours of ultra-fibre hand cloths for each room. The second par is in laundry, with cloths being washed and used the following day. Shannex realizes the importance of making sure there is enough stock in rotation to ensure proper cleaning.

ON THE FLOOR

For the floor program, improved ergonomics was key in promoting the benefits of the new system to staff and management; lightweight microfibre systems are much more body-friendly than traditional heavy mops and buckets.

The lighter, adjustable ergonomic tools were well received by all staff members involved in maintaining the cleanliness of the facilities. Traditional mops and buckets still support Shannex’s cleaning strategy, but they are used to clean appropriate areas such as entranceways in the winter where the dirt load could quickly overwhelm a microfibre flat-mop.

THE FINDINGS

After examining 10 years of data, Shannex calculates the microfibre system has reduced their cleaning water consumption by about 95 per cent.

“We estimate that we saved around five million litres of water per year by using microfibre,” Thibeault said. “That’s the equivalent of 162, 18-wheel tanker trucks full of water.”

This has helped Shannex reduce their environmental footprint.

In recent years, Thibeault has noticed that continuous education about the microfibre system is necessary.

Today, the facility is developing Learning Kiosks as part of its future training strategy. Atlas Graham, manufacturers of the microfibre system, will be supporting this training initiative by providing Shannex with microfibre educational aids.

“It’s the people at Shannex that clean the facilities that keep them looking great,” Thibeault said. “These individuals play a pivotal role in the success of the microfibre program, so continual education is key.”
Aah, the stench of decaying organic matter. While we turn up our noses at foul odors, they lure pests the way a corner bakery with doors swung open lures us - signaled with the sweet smell of delicious goodies, we edge in for a closer look.

The foul odours that attract pests are often caused by decaying organic material in and around your property. The more potent the smells around your facility, the more likely it is that pests will find a way in. Once inside, pests like flies, cockroaches and rodents have access to the essential survival elements - food, water and shelter - and you can be sure they'll try to stay around the stench.

Pests and the contaminants they carry can threaten the safety of your establishment as well as your reputation with customers - not to mention that people associate foul odors with uncleanliness. An Integrated Pest Management (IPM) approach is the best method to limit the risks of an infestation caused by odors. IPM relies on proactive facility maintenance and sanitation steps to reduce access to the key survival elements. To help you get started, here are three steps to help keep odors and the pests they attract at bay.

**PREVENTION**
Identifying the source of odors is your first step in prevention. When organic...
Enviro Chem® Novus
The Next Generation in Floor Finish with Advanced iXt Technology

- Outperforms & Outshines
- Perfectly Transparent
- Completely Odorless
- 3rd Party Certified
- Any Resilient Flooring, Any Maintenance System

See what Enviro Chem Novus can do for you and your floors.

Call 1.800.387.7174 ext. 236 or visit us at www.rochestermidland/Promo/Novus
Continued From Page 26

matter in trash cans, drains and dumpsters decays, it becomes a breeding ground for malodorous bacteria. If trash receptacles are not properly cleaned, lined and sealed, or if dumpsters aren’t regularly cleaned, the odors from the waste can linger long after the trash has been removed.

• To help prevent odors in trash receptacles, line all trash cans and make sure their lids fit tightly. Dispose of trash daily, and work with your waste management professional to schedule frequent waste pickups.

• As for dumpsters, keep them as far from your facility as possible and work with your waste management company to have them regularly rotated out for thorough cleaning, at least twice during summer months.

• Work with your pest management professional to determine any potential high-risk areas for odor in and around your establishment. Devote extra attention and effort to these areas to reduce pest issues.

• Make sure your staff understands the role they play in odor control, and encourage them to practice good sanitation in their respective areas of operation.

ELIMINATION

After you’ve located the source of an odor, the next step is to eliminate it. The more often and thoroughly key areas are cleaned, the less organic debris will be left to decompose, reducing the likelihood of pest pressures.

• A proactive sanitation program will be your front-line defense against odor. Follow a frequent and consistent sanitation schedule, which you can establish with your pest management provider.

• Pay special attention to hard-to-reach areas – especially underneath and behind equipment where odor sources might hide.

• Regularly remove drain lids and clean drains to keep debris from building up out of sight. Drains can be a breeding ground for certain flies and other pests. Consider using an organic drain cleaner, which breaks down grime build-up using naturally occurring bacteria.

• In some instances, elimination might require specialized disinfectants that work to kill odor-producing bacteria.

ODOR CONTROL PRODUCTS

Once the source of the odor has been eliminated, it can be beneficial to invest in odor control products to neutralize the lingering effects of the odor.

• While masking agents such as air fresheners are not effective for long-term odor control, over-the-counter sprays can help to minimize unpleasant odors in the short term.

• Installing a misting system with powerful all-natural reactants can neutralize airborne odors from accumulated waste and convert odorous anaerobic bacteria into non-odorous facultative bacteria. Such systems do more than mask with ineffective perfumes. Instead they eliminate odors at the source.

Preventing the odors that attract pests is an on-going process and should become an important part of your regular sanitation and pest management efforts. With a plan in place, you’ll be sure to close up the shop doors for odor-seduced pests.

Bill Mélville is Quality Assurance Director for Orkin Canada. Mélville has 35 years of experience in the industry and is an acknowledged leader in the field of pest management. For more information, e-mail Mélville at bmelville@orkincanada.com or visit www.orkincanada.com.
Ontario Healthcare Housekeepers’ Association Inc.

Pack Your Backpack 2012

Conference and Trade Show
A Huge Success!

OHHA’s inaugural conference and trade show was a huge success and rave reviews are still coming in. Many thanks are extended to Platinum Sponsor Ecolab for providing dinner for attending delegates at the Hard Rock Café in Niagara Falls, and Marino/Vileda for providing the Massage Therapists on the trade show floor.

According to the association, the conference had fabulous speakers, great exhibitors/vendors and amazing delegates. The education sessions were fantastic with topics current.

Continued On Page 30
and relevant to the healthcare housekeeping/EVS profession. Additionally, awesome prizes were donated by vendors and affiliates. The wine on the wine tour was also quite good.

Lori Bowerman, BASc, PHH, president of OHHA, presented Wendy Boone-Watt with gifts from the OHHA Board and a heart-felt ‘Thank-you’ for making this event a “huge success.” Bowerman told the group, that since January, Boone-Watt had “totally immersed herself” into this project.

“I am sure during all of Wendy’s waking moments, she thought about this conference,” Bowerman said. “Without Wendy’s devotion, organizational skills and eye for detail, this event would not have occurred.”

The association started out with plans to hold this conference every two years. However, with its “first ever” conference resulting in such a success and with delegates requesting it be annual, the decision to host it annually has been made. Stay tuned, the association is on the move and taking its “Pack Your Backpack” around the province.

Plans are currently underway for “Pack Your Backpack Two” in May of 2013 in the beautiful limestone city of Kingston.

To view images from the first conference, go to the association’s Facebook page at http://www.facebook.com/OntarioHealthcareHousekeepersAssociationInc or visit the association web site at www.ohha.org.

What People Are Saying...

• Thanks for a great conference, well organized, great speakers and after hours events were a plus.
• Thanks very much. It was such a great few days. I will certainly try to have my colleagues attend next year if this becomes annual. Thanks again Wendy for organizing such an incredible event. I can’t stop talking about it with my peers today.
• Just wanted to say, from an infection control practitioners point of view, an excellent conference. I was thrilled with the information I gained from the presentations.
• Coming from a conference chairman, I can say your team did a great job.
• Thank you for the wonderful experience. I would like to have my thanks passed on to Ecolab – that was so generous of them and the food was very tasty. Also the massage – relaxation station was a dream – many thanks to Marino/Vileda. I thought the college setting was just perfect and the whole conference was just what we needed as it and the vendors were geared just for US! Thanks again.
• Bravo. It was very valuable for me because I’m new to this aspect of healthcare. Congratulations to you and your committee for an excellent educational and networking experience.
• Based on the feedback from my staff member who attended the conference, it was fantastic. Thanks for providing an information packed conference along with great accommodations and entertainment.
• My ICP commented that she has been to many conferences (in fields of Occupational Health, EX, Nursing, IC) and she said this is one of the best conferences that she ever attended.
• I am still talking about last week and will be using some of the vendors for various services. I truly appreciate the opportunity you gave me to meet with several valuable resources, and catch up with some former colleagues. I look forward to your next conference and tradeshow. I think your attendance will be much higher next year. Please keep me on your mailing list.
• I hope you are still glowing from a great conference – you nailed it beautifully.
Photo Highlights from the Pack Your Backpack 2012 Conference & Trade Show
VOLEOFLEX – A NEW COMPACT TROLLEY SYSTEM FROM VILEDA PROFESSIONAL – MARINO

Vileda Professional is introducing the VoleoFlex trolley system that is meant to bridge the gap between an ordinary mopping system and full-size trolley.

A compact design, flexibility and versatility have been the guiding principles in the product development. With its small dimensions, VoleoFlex is said to be the ideal solution when space is tight or when the cleaning area is limited.

Thanks to the high degree of compatibility, the components and add-ons can be combined to form the exact trolley needed to meet every individual need.

VoleoFlex is designed for usage of both single and double bucket systems including press, plus the Swep mopping system. This system can also be used with the company’s existing 32 quart mop bucket.

For more information, contact Vileda Professional – Marino at (905) 669-9949 or visit the company’s web site at www.vileda.com.

RUBBERMAID INTRODUCES AUTO DOOR SYSTEM FOR A TOUCH-FREE WASHROOM EXPERIENCE

More than 60 per cent of people exit washrooms using techniques other than simply putting their hand on the door handle. Rubbermaid Commercial Products (RCP) introduces the Auto Door™ system, an automatic, touch-free door opener for washrooms. The Auto Door is the latest addition to RCP’s line of touch-free washroom solutions that are engineered to significantly improve the health and wellness of a facility and its patrons.

The industry demand for high quality, touch-free solutions has increased as end-users have become more focused on reducing potential cross contamination touch points to prevent the spread of germs. The system provides a hygienic solution for operations within the property management, foodservice, hospitality and healthcare industries.

Auto Door is said to eliminate the final touch-point of germs in commercial washrooms. Its contemporary, sleek design blends in seamlessly to the washroom aesthetic and enhances the image of the washroom. The touch-free option allows for a safe, easy exit while eliminating the need for alternative barriers such as a patron’s sleeve or paper towel.

Germs can live on surfaces for up to 72 hours, and restroom doors are often overlooked when cleaning occurs. The Auto Door is said to ensure that washroom patrons will not be exposed to contamination by providing a touch-free, user-friendly option. Research shows that 98.9 per cent of consumers prefer automatic doors2 and 90 per cent of consumers prefer touch-free washrooms.3

1 University of Arizona microbiologist Dr. Charles Gerba, 2002
2 American Association of Automatic Door Manufacturers
3 Building Services Management, 2005

For more information, visit the Rubbermaid web site at www.rcpworksmarter.com.

NEXT-GENERATION MOD DISPENSING SYSTEM FROM KIMBERLY-CLARK PROFESSIONAL

No two facilities are exactly alike, so why should their washrooms be the same? To meet the diverse needs of office buildings, schools, healthcare, manufacturing, high-traffic and other facilities, Kimberly-Clark Professional has introduced the MOD Dispensing System – the first hand towel system that can be modified to meet a facility’s specific hand-drying needs.

The system is said to let customers create a customized, hygienic and sustainable washroom for any facility; combines touchless technology with the bacteria-reducing benefits of drying with a paper towel; and offers the highest capacity hard roll towel system on the market with a “power-assist” setting that delivers the longest battery life available today.

The system is the latest addition to The Healthy Workplace Project and the Healthy Schools Project – two programs designed to help stop the spread of germs. The superior hand hygiene benefits of the system support the programs’ “Wash, Wipe and Sanitize” protocol, which helps reduce illness-causing germs on hands and surfaces.

The key offerings of the system include the following:

- A SCOTT® hard towel that delivers 351-metres (1150-feet) of towel – one of the highest capacity towel systems on the market today – and a KLEENIX® brand 213-metre (700-feet) offering. The high capacity and stub roll features of these dispensers are said to reduce both waste and cost, leading to fewer change-outs.

- A versatile electronic touchless skin care dispenser that is available with KLEENIX® brand skin care options, including a full complement of foam skin cleansers and instant hand sanitizers.

For more information, visit the Kimberly-Clark professional web site at www.kcprofessional.com.

ELEGANT HAND SOAP FOR COMMERCIAL APPLICATIONS

People are always said to be impressed with ES-50, the commercial, Green-certified, liquid hand soap from Enviro-Solutions. This whole-body soap is so high quality, it is said to rival fine hand soaps found in upscale hotels.

The soap has an elegant, pearly colour, but it is also said to be the perfect hand soap for industrial shower areas, athletic facilities, medical centres, schools and food plants. ES-50 also has a mild, pleasant fragrance that is safe for the user and the environment.

For more information, contact Enviro-Solutions at (877) 674-4373.

COMFORT-KING ANTIFATIGUE MAT PROVIDES OPTIMAL ERGONOMIC SUPPORT

Comfort-King™ anti-fatigue mats are made with highly-energized Zedilan™ sponge. This is a patented material that provides optimal ergonomic support, giving standing workers an extra bounce to stimulate muscles and blood flow through the lower limbs, and helping prevent or reduce worker fatigue.

The mats are said to maintain their flexibility even in low temperatures. Additionally, they are anti-static, and resistant to slips and chemicals. The mats are ideal for light- to medium-duty dry areas such as industrial locations and cashier workstations.

For more information, visit www.crown-mats.com or call Toll Free (800) 628-5463.

 visit us on the Internet at www.sanitationcanada.com
EASY-TO-APPLY SCATTER® ODOR CONTROL GRANULES

Powerfully-effective Scatter® Odor Counteractant Granules™ contain exclusive Metazene® odor destroying additive. The granules are formulated to handle even the toughest odors from restaurant, institutional, commercial and municipal waste. The granules are said to offer the perfect solution to odor problems from trash containers, garbage dumpsters and compactors.

Apply liberally to odor sources in and around garbage dumpsters, trash compactors, landfill sites, sewage treatment plants, rendering plants, manure piles, urine and emesis, decaying carcasses, food waste, meat, fish and poultry processing areas, etc. It is also ideal for use aboard cruise liners and sailing vessels.

For more information, contact SurcoTech® at (412) 252-7000 or toll free: (800) 556-0111, or visit the company’s web site at www.surcotech.com.

NEW UPRIGHT HOT WATER PRESSURE WASHER FROM KÄRCHER CANADA

Kärcher has expanded its HDS series of hot water pressure washers to include a new entry-level compact upright design. The new HDS 1.7/12 compact upright is said to be powerful and robust with unsurpassed manoeuvrability. The model is compact, lightweight and easy to transport, and is said to feature numerous useful details that make working with hot water high-pressure cleaners more convenient, intuitive and easier than ever.

The 1200 psi pressure washer produces 1.7 gallons per minute of 79.4 degree Celsius (175 degree Fahrenheit) water, while weighing in at just 68 kilograms (150 pounds). The upright is ideal for craftsmen of all types, including: sanitary, air conditioning, bricklayers, painters, plasterers, light construction and remodeling contractors; in addition to tire service centres and metal working companies. These new machines feature enhanced ergonomics, storage, user-friendliness, quality, mobility and efficiency. Available in 120 V / 15 amp power, each has been ETL safety certified to UL and CSA safety standards.

Its innovative upright design with ergonomic handle and large wheels make it easy to move, even over stairs and steps, moreover its compact design and integrated lifting aid make it easy to load, transport and unload with almost any company SUV. The HDS 1.7/12 is said to have a considerably smaller footprint than other hot water models, allowing for use and storage in tight spaces. It has integrated spray lance storage, power cord hooks, mounting clip for detergent hose and nozzle compartment to make the unit simple and practical, resulting in shorter prep times.

Engineered to be the user-friendly alternative of hot water pressure washers, its central control panel has just three modes: off/cold/hot. Its optical fuel level indicator makes it easy to fill when necessary, and safety locks prevent fuel and oil from leaking during transport in the horizontal position.

A robust, three-piston axial pump and brass cylinder head provide the unit with more power and endurance, while a fine water filter and exhaust temperature sensor protect the unit from damage. Hot water significantly increases cleaning performance, while its triple nozzle power contour provides up to 40 per cent more cleaning power. Its 92 per cent efficient, state-of-the-art, burner technology uses 25 per cent less fuel consumption.

For more information, contact Kärcher Canada at (905) 672-8233, or visit the company’s web site at www.karcher.ca.

CORRECTION

In the March/April 2012 issue of Sanitation Canada, incorrect information was disclosed in the New Product Showcase item highlighting the Rubbermaid Commercial Products ecoUrinal™ system.

The waterless urinal system utilizes a unique cartridge that lasts 10 years, and is said to assist facilities to significantly reduce operating budgets and improve hygiene while delivering real environmental benefits.

Visit us on the Internet at www.sanitationcanada.com
POOR HOSPITAL CLEANING REVEALED IN RECENT CANADIAN STUDY

The health of hospital patients, staff and visitors is increasingly at risk according to a March 2012 study reported by Erica Johnson of the Canadian Broadcasting Company.*

Using hidden cameras in 11 Canadian hospitals, the examiners found “many of [the hospitals] were surprisingly inadequate [when it comes to cleaning], in short… dirty.”

Some were in such poor condition, they were even referred to as “a real freaking disaster.”

To test the cleanliness of the hospitals, researchers placed a harmless gel that glows under ultraviolet light on such things as elevator buttons, railings, door handles and light switches.

Twenty-four hours later, the gel was still found on the surfaces, “meaning the surfaces had not been cleaned at all,” the report said.

This is happening at a time when Canadian hospitals are experiencing a shocking number of increased cases of hospital-acquired infections (HAIs).

Approximately 250,000 Canadians come down with life-threatening infections while in hospitals every year, according to the report – the highest rate in the developed world. It is estimated that as many as 12,000 people die each year in Canada as a result of HAIs.

Researchers believe one of the key reasons the problem exists is because hospital cleaning workers are being forced to do more with less and do it faster, according to Mike Sawchuk, vice president and general manager of Enviro-Solutions, a leading manufacturer of green cleaning chemicals that is based in Canada.

Although the study focused on Canadian hospitals, there are likely similar examples in U.S. hospitals and other facilities throughout North America,” Sawchuk said. "We must remember that while costs are a key concern throughout North America, this must be balanced out with our industry's top priority which remains the health of the facilities we clean.”

* Reported on Mar. 22, 2012
** Canadian hospitals are operated by the Canadian government.

RICHES ASSOCIATES NAMED MANUFACTURER’S REP AGENCY OF THE YEAR BY STOKO® SKIN CARE BY EVONIK

STOKO Skin Care by Evonik is pleased to name Riches Associates as its Manufacturer’s Representative Agency of the Year for 2011.

Based in Ottawa, Ont., Riches Associates earned this award by attaining defined sales goals, excelling in additional key performance indicators such as number of dispensers placed, and achieving specific performance goals. The Riches Associates team – which includes John Riches, agency president and principal, Michel Leger, Alan McCabe and John McGuinness – report to Tim Taylor, Northeast regional manager for STOKO Skin Care by Evonik.

“I would like to thank (Riches) and his team for their efforts in 2011, as well as their distributors that support STOKO Skin Care by Evonik,” Taylor said.

“I am extremely proud of the excellence exemplified by John Riches and his team,” said Roland Lindner, national sales manager for STOKO. “The Riches Associates people are true professionals who represent our product lines with a high degree of integrity. Their confidence and drive to be the best make them achieve higher levels every year.”

Riches appreciates the long-term relationship his agency has enjoyed with STOKO Skin Care by Evonik.

“We have been fortunate to be part of the STOKO Skin Care by Evonik team for 10 years,” Riches said. “Product quality and outstanding customer service make our job easy. We are very proud to represent such a well respected company, and look forward to continued success in the years to come.”

Riches Associates may be contacted at (613) 720-4314 or visit on-line at www.richesassociates.com.

AVMOR INTRODUCES DISTRICT SALES MANAGER FOR WESTERN CANADA

Avmor is pleased to announce that Jason Friesen will join its organization in the role of district sales manager, western Canada.

Friesen will be responsible to manage all sales personnel and activity related to the company’s janitorial / sanitation business in western Canada.

Friesen joins Avmor with an impressive history of sales and business development in the packaging industry.

The addition of Friesen and the creation of his role is further commitment from Avmor to the western Canadian market. The company is confident that Friesen will be a strong contributor to Avmor’s continued success.
**DEB CANADA APPOINTS NEW GENERAL MANAGER**

Deb Canada is pleased to announce the appointment of Steven Pye as its new general manager.

Prior to joining Deb, Pye was the director responsible for Strategic Accounts Americas at Honeywell. Pye has a strong background in the safety industry in North America with experience on both the end-user and distribution side of business. This experience will prove very valuable as he assumes overall responsibilities for activities at Deb Canada. Prior to joining Honeywell, Pye held senior management roles at North Safety Products and 3M Company.

**KÄRCHER OPENS FIRST NORTH AMERICAN KÄRCHER CENTRE IN MISSISSAUGA**

Kärcher, a manufacturer of cleaning equipment, has chosen Mississauga for the location of its first KÄRCHER CENTRE in North America. The company has over 280 centres operating around the world, including recent openings in Australia, Malaysia, Eastern Europe, China, Japan, Brazil, Germany and Spain. The Kärcher Centre in Mississauga will be the first in a series to be opened in other markets in Canada and the United States.

Kärcher Canada Inc. will own and operate the centre. Future Kärcher Centre development will be planned with Kärcher commercial pressure washer and floor care dealers who wish to expand their business with the company’s products.

**INTERSTEAM TECHNOLOGIES ANNOUNCES RECIPIENTS OF 2012 TRULY GREEN AND CLEAN AWARDS**

Intersteam Technologies is pleased to announce the distinguished recipients of the 2012 Truly Green and Clean Awards. The Awards recognize companies who have made a commitment to the ultimate green cleaning and disinfection, for their customers, their staff and their environment, through the use of steam, an environmentally responsible, chemical-free and safe cleaning option.

Even though the Intersteam team believes that Earth Day is a great awareness event, the company likes to make every day about the earth – educating consumer, commercial and industrial clients about chemical-free cleaning and disinfection equipment.

Since 1997, Intersteam has been providing cleaning equipment and excellent customer service across Canada. To recognize their excellent customers is a tradition they have upheld since 2010.

“When a company is willing to make the decision to improve its practices and invest in improving its standards – that is something that should be recognized and shared,” said Elle Robillard, Intersteam’s director of Marketing and Commercial Sales.

The four recipients of this year’s awards are a notable group of companies – a list of leaders who have committed to improving their cleaning methods and reducing their chemical usage.

**Costco Wholesale Canada Ltd.** uses steam to clean shelving and warehousing areas to provide fast drying and chemical-free cleaning in areas where their customers shop.

**The City of Toronto Shelter, Support and Housing Administration**, has a fleet of steamers for the cleaning of shelter facilities – to provide sanitary and pest-free residences when needed the most.

**The Thomas Health Care** teams at Arbour Creek and Pine Villa have embraced the use of steam in their Long Term Care facilities – for providing deep cleaning and disinfecting to wheelchairs and furniture.

**All Canada Cleaning** uses the impressive Lavor Vesuvio steam cleaner to provide chemical-free deep cleaning at Shandiz Natural Foods – providing a high level of sanitizing at a facility committed to natural and best cleaning practices.

Congratulations to the award recipients whose dedication helps us all be winners in the effort to be green and clean.

**BOTTOMS-UP: CLEANING THE UNDERSIDE OF MATTING**

Entry mats, which should be installed at all commercial facilities, are typically vacuumed on a regular basis. The cleaner a mat is, the more effective it will be at preventing dust, grit and soils from entering a facility, keeping interior spaces fresh and clean.

However, cleaning professionals often overlook the need to clean the bottom or backing of matting, which are typically made of a vinyl or rubber material.

“Soils and moisture can accumulate under the mat,” said JoAnne Boston, business development head at Crown Mats and Matting. “This can harm the floor below [the mat]: what’s more, if the backing is damp, mold and mildew can develop, which can harm the mat as well as indoor air quality.”

Boston suggests that the bottom of mats for both indoor and outdoor use should be cleaned at least once per week, more frequently in busy locations or during incremental weather conditions.

What steps should be taken when cleaning the bottoms of floor mats? Boston recommends the following:

- **Vacuum the top of the mat first to remove dust and loose soil.**
- **Take the mat to a clean, designated area, preferably outside the facility, and lay it out flat face down.**
- **Vacuum or sweep the backing.**
- **Using a damp mop or cleaning wipe and a mild cleaning solution, mop clean the back of the mat.**
- **Allow it to dry.**
- **Sweep/vacuum and clean the area where the mat was installed.”**

Continued On Page 38
MAGNESIUM CHLORIDE IN ICE-MELTERS KILLS CONCRETE

The use of Magnesium Chloride, sometimes referred to as MAG, as an ice melter on concrete sidewalks, driveways or roads can be deadly. Why take the risk? MAG was once thought to be a safe and powerful ice melting solution. However, today, there is much scientific information and evidence on the concrete damaging effects of magnesium chloride.

The use of magnesium chloride will cause “scaling” of concrete. Scaling, as defined by the American Concrete Institute (ACI 302) and the National Ready-Mixed Concrete Association in their series of Concrete In Practice, “is the local flaking or peeling of a finished surface of hardened concrete as a result of freezing and thawing.”

The question always asked is: “so how does the magnesium chloride actually damage the concrete?” According to Peter Snow, a concrete specialist from Burns Concrete in Idaho, the problem begins as the magnesium chloride comes into contact with the now de-iced concrete surface, and remains contained in the melt water, which permeates into the concrete. While de-icing salts containing sodium, potassium and calcium are chemically innocuous to concrete, this is not true of magnesium. The magnesium ions accumulate and react with the cementitious compound calcium-silicate-hydrate converting it to magnesium-silicate-hydrate (or a mineral called brucite), which is non-cementitious in nature. In other words, a fundamental major mineralogical product of solidified concrete has now been chemically altered. Formation of magnesium-silicate-hydrate breaks down the “glue” that binds aggregates together and concrete surfaces begin to deteriorate. The net effect is we now have a chemical and physical attack that concrete is not designed to withstand, nor be subjected to.

Studies, funded by the Iowa Department of Transportation (DOT), have been undertaken by the Department of Geo-
TIPS ON KITCHEN FLOOR SAFETY: ARE YOUR FLOORS POLYMERIZED?

Did you know that more than three million food service workers are injured each year due to work-related slip-and-fall accidents?

This startling fact revealed by the National Floor Safety Institute (NFSI) is one of the reasons why Kaivac Inc. - one of the National Restaurant Associations’ 2012 Kitchen Innovation Award recipients – has introduced a series of Restaurant Safety Tips to help keep staff and patrons safe.

According to Russell Kendzoir, founder and president of the NSFI, a key reason why this number is so high is polymerization. This refers to the thin coating of grease, soil and even cleaning chemicals that develops on kitchen floors over time.

Unfortunately, what Kendzoir termed “old-fashioned” floor cleaning methods – specifically mops and buckets – are simply not effective for cleaning polymerized floors – in fact, “they can make the floor more slippery.”

It’s easy to understand how grease and soiling could make floors slippery – but how do cleaning chemicals contribute to this problem?

According to Kendzoir, many of the chemicals used to clean kitchen floors are designed to bond, or “emulsify,” with the grease and oil that can build-up on floors. This creates a wax-like film that actually increases the likelihood of a slip-and-fall accident.

So what does he suggest for removing polymerization and making kitchen floors safer? Avoid mopping floors.

Instead, Kendzoir recommends selecting NSF-stamped floor cleaning systems such as a spray-and-vac cleaning system or a crossover cleaning system that utilizes high performance vacuum technology for thorough soil removal.

Crossover cleaning systems dispense fresh cleaning solution directly onto floors. A light brushing, if necessary, is performed to loosen soils. Using a wet/ dry vac add-on, moisture and soils are vacuumed up.

Both methods help remove the chemical residue left on floors, along with grease and soil, making them safer and cleaner and minimizing the possibility of a slip- and-fall accident.

Visit Kaivac on Facebook at http:// tiny.co/ sbk5d5.

CRI AND THE HOUSEKEEPING CHANNEL ANNOUNCE 80,000 COPIES OF CARPET CLEANING TIPS FOR DUMMIES IN PRINT

First released in 2007, Carpet Cleaning Tips For Dummies - published by Wiley Publishing Inc. and sponsored by the Carpet and Rug Institute (CRI) and HousekeepingChannel.com – has reached a milestone of 80,000 books in print, according to CRI.

Carpet Cleaning Tips for Dummies is designed to save consumers time by zeroing in on the best cleaning techniques, products, equipment and service providers – notably those vetted by CRI’s Seal of Approval Program – to get desired results.

Household management expert Elizabeth Goldswmith, PhD, the book’s author, provides simple solutions for fighting dirt, removing nasty spots and stains, using the right products and calling in professional cleaners when necessary. She also offers tips for pet owners and advice on how to clean precious Oriental rugs.

“We are pleased that this pocket handbook has proved to be so valuable to the public, requiring frequent reprints to keep up with demand,” said Werner Braun, president of CRI. “CRI has consistently promoted the book’s message that proper cleaning and maintenance of carpet makes all the difference in the world. It can preserve the life and beauty of carpet, improve indoor air quality, and avoid premature replacement costs and disposal in landfills.”

The book is available for $2 (USD) and can be ordered on-line at http:// www.carpet-rug.org/ residential-customers/ resources/ carpet-cleaning-for-dummies.cfm - or by contacting CRI’s Publication Department at (706) 428-2114.
CLEANING THE UNDERSIDE OF MATTING

• Return the mat to its normal location.

“In the process, take a few minutes to examine the mat,” Boston said. “High-performance mats can last for years, but in time they might start to tear, fray or develop worn areas. When this happens, it’s time to start thinking about selecting a new mat.”

MAGNESIUM CHLORIDE IN ICE-MELT KILLS CONCRETE

logical and Atmospheric Sciences at the Iowa State University, concluded that magnesium chloride produced significant concrete crumbling, fracturing and proved to be the most deleterious. The experiments took several core samples of actual road concrete and subjected them to the wet/dry freeze thaw cycling they would normally undergo in winter conditions. They then looked at different de-icers and found that magnesium chloride will actually decrease the service life of concrete.

According to Kevin Wice, president of Xynyth Manufacturing, a North American manufacturer of environmentally-friendly ice melters, “many of our customers are becoming aware of the serious damage magnesium chloride creates.”

“Some (customers) have seen the damage firsthand,” Wice said. “We protect our customers by not using any magnesium chloride in our products, because of this overwhelming amount of scientific evidence.”

If one takes a moment to read through the research, they will see much more scientific and empirical evidence illustrating the dangers of magnesium chloride. So the obvious question, even though magnesium chloride may be an inexpensive and powerful ice melter, why take the risk of using it on a concrete surface only to damage it and cause yourself great cost? Even worse is the liability to the re-seller who sells the product knowing all the damage it will create.

For more information, contact Xynyth Manufacturing at (604) 473-9343, e-mail: kkawamoto@xynyth.com or visit the company’s web site at www.xynyth.com.

Continued From Page 34

TEST YOUR BIO-CLEANER KNOWLEDGE

even trash cans.”

ANSWERS:
1. No. The first patent for a bio-cleaner dates back to 1932.
2. False. Not all bio-cleaners have been certified and proven green.
3. False. Bio-cleaners are considered sustainable if they are certified by the BioPreferred Program.
4. True. Bio-cleaners are often used to help eliminate odors.
5. Under certain conditions, a bio-enzymatic cleaner can continue to work up to 80 hours after application.

* The USDA BioPreferred program was created in 2002, designed to help promote the use of bio-based products and divert the use of petroleum for producing cleaning chemicals in other sectors such as transportation and energy.

Continued From Page 36

DEB ANNOUNCES $15M INVESTMENT IN AUSTRALIA

“This investment confirms our commitment to the Australian market and its role in growing Deb’s presence in the Asia Pacific region,” said Steve Saboune, managing director for Deb Australia. “It builds upon the successful launch of the Deb global product range in 2011.”

Continued From Page 37
Seeing is believing

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Email: healthcare@clorox.com
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A visible clean, powered by Clorox® Bleach

Clorox® Bleach Cream Cleanser Benefits

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tough Cleaning</td>
<td>✓ Bleach formula for tough, commercial-grade cleaning and stain removal</td>
</tr>
<tr>
<td>Easy and Full Coverage</td>
<td>✓ Colour shows coverage for easy, complete cleaning</td>
</tr>
<tr>
<td>Safety</td>
<td>✓ Gentle on surfaces, tested so you can use with confidence</td>
</tr>
<tr>
<td>Efficiency</td>
<td>✓ Easy to use and rinse off</td>
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Use with confidence on surfaces and stains

SURFACES
- Sinks, tubs, showers, toilets
- Stainless steel appliances
- Walls and floors
- Bathroom and kitchen countertops

STAINS
- Soap scum, grease and grime
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- Food: fruit, vegetables, gravy
- Scuff marks
- Body fluids such as urine and blood

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› AUTOSAVE feature automatically starts the vacuum on low reducing power consumption by 50%

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› NSR200 - .3 micron @ 99.97% efficiency

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