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on the cover



Finding ways to improve worker productivity and cleaning efficiencies has always been a concern in the professional cleaning industry. However, the downturn in the economy has made this even more important. (Page 20)

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ISSA and CIRI Begin Development of Clean Standard: K-12

ISSA, the worldwide cleaning industry association, and the Cleaning Industry Research Institute (CIRI) have begun the process of developing a Clean Standard for K-12 schools that will ultimately promote clean and healthy indoor environments in educational facilities across the United States to the benefit of children's learning experiences.

"ISSA is excited to see yet another initiative begin to bear fruit in the organization's overall goal of changing the way the world views cleaning," said ISSA Executive Director John Garfinkel. "Funding provided by the ISSA Foundation put us in a unique position to do the research – we are now ready to marshal the resources of ISSA, CIRI and the industry to develop, promote and implement the first science-based cleaning standard in this market."

After recently completing three years of extensive field research, both organizations are proud to say that the scientific research team, under the tutelage of renowned scientists Dr. Eugene Cole and Dr. Richard Shaughnessy, has completed collection, analysis and verification of the data necessary to support a Clean Standard: K-12.

A 27-member Development Committee comprised of a diverse group of stakeholders from the educational, facilities management and cleaning industries will review the research data and specify quantitative and qualitative levels of cleaning acceptable in the standard. The committee will also specify measurement methods and the management and technical skills necessary to implement the standard. The Clean Standard: K-12 will be performance-oriented (i.e. focused on results) and non-prescriptive (i.e. not favouring any particular cleaning products or processes).

"Science-based clean standards are something CIRI has been advocating since we started in 2005," said CIRI Executive Director Jim Harris. "The industry needs these standards to raise both the level of performance and professionalism in the field."

THE RESEARCH

The research team focused its three-year project on vali-

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Recharge Your Leadership Mojo:

Eight Ways to Re-ignite Your Passion So You Can Re-ignite Your Company

By MOHAN NAIR, Author,
*Strategic Business Transformation:
The 7 Deadly Sins to Overcome*

You know your people are struggling and – not coincidentally – so is your company. If you're trying to harass your staff into productivity, you're fighting a losing battle. If they're going to compete in the global economy, you'll have to light a fire under them – but first you must light one under yourself.

It's been a grueling five years. On the global stage we've seen bail-outs, rampant unemployment, sluggish consumer con-

fidence, declining home values and rising prices. For those still lucky enough to be employed, all this doom and gloom has manifested as insecurity, fear, stress and overwork. We may be technically in recovery, but at this point, employees are over it. They've been "harassed into productivity" for so long they're either actively seeking new jobs or running on autopilot, and dully hoping things will change.

Let's be honest: As a leader you're as burned out as they are. You know in your heart that the *only* way you'll ever make it in the global economy is to get people engaged, motivated and passionate about their work. But trying to do so with your

worn-down spirit and kit of blunt leadership tools is a bit like fueling a rocket ship with tepid bath water.

The old ways of leadership, the old rules, might as well be hieroglyphics on a cave wall. Since our brave new world is dominated by 'unknown unknowns' – and powered by serving rather than winning – organizations *have* to change the way they lead their people.

The future belongs to those companies that have the mojo not just to withstand change, but to actually create change in their favour – and hopefully in a direction that's good for others. That requires a

Continued On Page 10

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business model in which there simple are no sharply defined leaders and followers.

Without a doubt, the old 'daycare' employment model is obsolete. It's no longer acceptable for people to enter the office looking to be told what to do next. For one thing, employees are as likely to be a continent away as parked in the next cubicle over. And yet, many organizations simply paint a 'new economy' façade on a rigid old top-down hierarchy paradigm and expect people to thrive. Guess what? They won't.

So, let's say you are a leader who recognizes the need to transform your organization. How do you break the self-destructive cycle and change the unhealthy employer / employee dynamic that is crippling everyone? Quite simply, you start by transforming yourself. Here are some tips:

- **Admit you have a mojo dysfunction.** Your company has been operating in survival mode for a while now, and that's not good for anyone. But before you can re-ignite others, you must re-ignite yourself. That means, much like the alcoholic who must admit he/she has a problem,

you must (metaphorically) say, *'Hello, my name is... and I am an old-paradigm command-and-control leader. Worse, I have been running on empty for a while now. It's time for me to rediscover my basic leadership beliefs and leverage them into a new beginning.'*

Sure, it can be hard, scary and exhausting to realize everything you've built your leadership legacy on is wrong. It's a lot easier, in the short term anyway, to go on pretending nothing has changed. But once you find the courage to face the truth, you take the first step toward a new paradigm that's so much better for all concerned.

- **Realize that you, personally, have to change.** Business transformation begins with personal transformation. Recycling your usual skills only recycles your past. Only by recharging your leadership mojo – getting back to your basic beliefs and rediscovering your passion in light of a new reality – can you transform yourself and your company.

Seeing the world as existing to serve you is obsolete. It's not about you anymore; it's about others you serve. Gan-

dhi, Martin Luther King, Mother Teresa and other social reformers have it right. They did not start out to be social reformers; they just wanted to make things right. They started with themselves, then their neighbourhood and then the world.

So, mojo starts with you. You can change any circumstance if you change your view of the situation.

- **Find your competency.** Acknowledge to yourself, and to others, what you're good at and not so good at. (Don't be bashful: Vulnerability helps people connect to you and makes you a better leader). But this is only a starting point. To be a great leader, you need to know what you're great at. This is the skill set around which you will package yourself inside your organization.

Think competence, not capacity. Being capable of performing is not enough. That will seldom give you the advantage you need to spark real change. Finding your competency is more about the recipe than the ingredients. Think of yourself as an artist, not a painter; an author, not a writer; a composer, not a musician.

- **Now, translate that competency into value. Ask yourself:** *How can I put my competency to work inside my organization? How can I use it to provide value differently to a transformed world?* Great leaders can put value into any object. We see hints of this when we hold onto a simple object because it reminds us of someone or some event. A rose? A pen? A lucky outfit you wear on special days?

Mother Teresa's value is compassion for children. That was her brand. What do others feel when they hear your name? What is your mojo? Once you figure out how to provide value to your organization, your organization will be able to share that value with its customers.

It may be that your value requires you to move into a new part of the organization. That's okay. Many people find that they are in the right organization but in the wrong department to maximize their best selves. Be open-minded about where you belong and can do the most good.

- **Create a solid platform for work.** The skeleton of your platform was constructed a long time ago. It is made up of you skills, your experience, the knowledge that defines you. But are there missing planks? Knowing what you want to do,

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where are the holes that will hinder your ability to execute? To innovate? Figure out how to fill in the holes with new skills, new experiences, new knowledge. Do this now. Make it a priority.

A resume is not a record of your jobs, but a recipe of the platform you call your skills. A new job, or a new role inside a current company, is not merely a place to land. It is the next step of your evolution as a leader. Think about it this way as you make your decisions.

- **Awaken your cause.** Find the one thing inside your company that you feel passionate about. (If you can't find a cause, you may as well forget about being a leader). Maybe it's customer service. Maybe it's mentoring. Maybe it's product innovation. Whatever your cause may be make it your mantra. Let it drive everything you do. Mojo begins and ends with your realized purpose.

Cause is so much more powerful than mission. Causes are realized while missions are given. Causes transform while missions inform. Causes start with an individual. Leadership mojo is unstoppable if powered by a cause.

- **Commit to servant leadership.** Gandhi was not capable of being a good lawyer. In fact, he was laughed out of his first case. Eventually, he realized he was at his best when he was serving others. It was his power source. It can be yours, too. Being successful in business today means bringing back your leadership mojo in a different way – not based on ego but in service to a higher order.

How can you take all we've discussed so far – competency, value, platform for work, cause – can you use them to serve others? That truly is the million-dollar question. How can you take all of these facets and apply them to transforming a situation for your customers or your employees?

- **Find and leverage momentum.** This is where mojo finds its true fulfillment (not to mention financial reward). What is momentum? I describe it as the force of an idea and the acceleration you give to take hold of a market. The Pet Rock from the '70s represents speed, which is just force applied to an idea. On the other hand, the iPhone represents momentum: It's something people needed and wanted without real-

izing they needed and wanted it. So do Starbucks and Disney: The former filled the need for coffee communities; the latter filled the need for a business model based on happiness.

Momentum is a unique way to view the market. Companies that don't understand it will miss the drivers that indicate where momentum is going. Those that do will get there first with products designed to be hot sellers.

If you think about it, leveraging momentum is the pinnacle of servant leader-

ship. You're so tuned into your customers that you know them better than they know themselves.

We live in exciting times. What a wonderful privilege to live and work in an age where the marketplace rewards the best of humanity – our desire to create, to innovate, to take risks and fly without a net, to serve the needs of others. We leaders have the opportunity to make a living by realizing our higher selves and bringing out the higher selves of those around us. We must not squander that gift.



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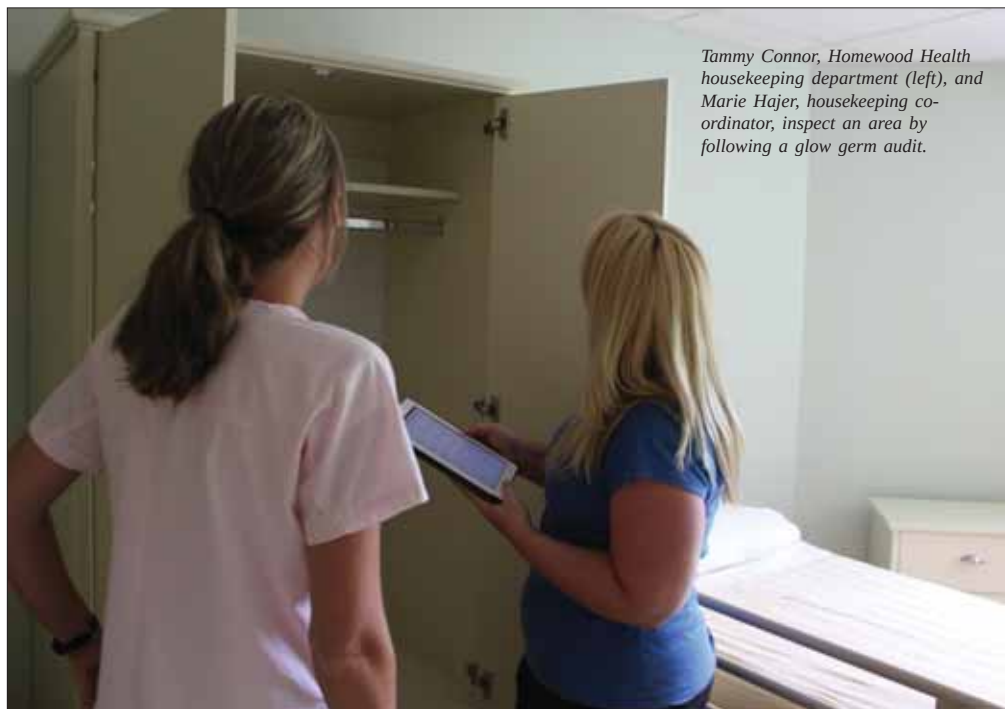
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Tammy Connor, Homewood Health housekeeping department (left), and Marie Hager, housekeeping coordinator, inspect an area by following a glow germ audit.

Making Cleaning Audits Work



By KEITH SOPHA,
President, Canadian Association of
Environmental Management (CAEM)

Manager of Housekeeping/Linen/Space, Homewood
Health Centre, Guelph, Ont.

Some people strongly believe that if you give an employee the tools to work with and proper training to use those tools, the job will get done. This stands true to a certain degree. However, without a proc-

ess to measure outcomes, how can you be certain that the work was done and completed to the standard of clean you expect?

Routine cleaning audits will measure and validate the level of cleanliness within your facility, provide your staff with constructive feedback on performance expectations, and help set quality performance goals.

About a year ago, I was invited to review a cleaning audit tool being used at St. Michael's Hospital in Toronto (Westech). At that time, the Westech system was broadly used in the western provinces and St. Michael's Hospital was the first facility to implement this audit system in Ontario.

The computerized cleaning audit tool was designed to simplify the process and help ensure audits are conducted throughout a facility. It also has the ability to benchmark audit results from one unit to another,

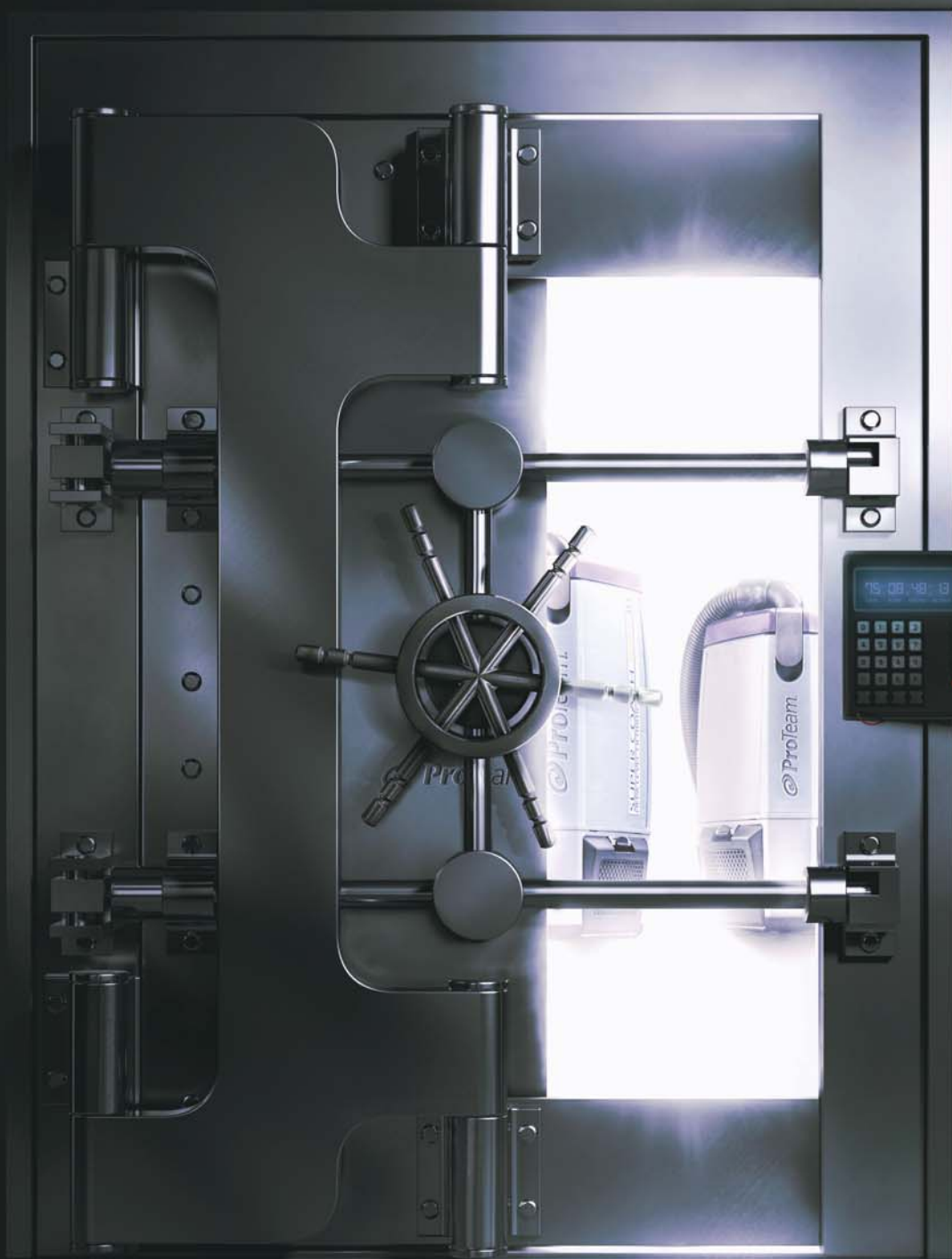
or even from one facility to another.

The tool has been used extensively in the healthcare sector in the western provinces, and is quickly making its way to other areas of the country. In the west there is a minimum rating expectation of 85 per cent compliance from each audited area. They even have a fine system for contractors who do not meet the quality measurements within the contracted facility.

After reviewing the system in operation, we decided to bring it to Homewood. In a brief period, Homewood's audit process was simplified and regular audits were initiated.

Westech came into Homewood and trained the housekeeping management team on how to use the computerized tools and, most importantly, how to consistently measure the 19 points of a room

Continued On Page 14



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inspection.

Consistent measurement and recording is a key in any audit system.

The system is compatible with glow germ audits, and made the process for marking and recording simple and easy. We spike with glow germ after hours in the room and log all spike points in the system using an iPad.

The inspector takes the iPad to the spiked room the next day and performs the audit with the housekeeper once the room cleaning had been completed. The spiked location of the glow germ appears on the iPad so the inspector can find it with ease.

It is important that the inspector include the cleaning staff in the inspection process so the individual can see the results first-hand. This helps the housekeeper understand how well the cleaning has been done and any areas needing more attention. It is another important step to reinforce the importance of cleaning contact points in a room.

The Infection Prevention team also took part in the glow germ audits. This was important as they are a great resource, providing support in training staff.

At Homewood, the routine audits revealed inconsistencies in our cleaning program. We realized that staff workloads were out of balance, due to additional demand tasks specifically related to discharge/transfer cleaning.

When our routine cleaning assignments



were built several years ago, we included an average of one discharge/transfer clean per unit as a benchmark. We knew there would be days that would require more than one discharge clean. However, the days when no discharge/transfer cleanings were

needed would give the housekeeper a chance to catch up on the routine tasks.

This practice seemed to be working well, however, when conducting audits during the peaks of discharge/transfer, it was apparent that the routine cleaning was being missed. This was certainly no fault of our team or a reflection on individual work performance.

To address this concern, cleaning workloads were adjusted immediately and discharge cleaning teams were created to assist with peak demands on discharge/transfer cleaning days.

The audit tool has allowed us to ensure consistency in our cleaning program and by continuing to conduct the cleaning audits, the tool will assist in setting performance goals. The infection prevention team will continue to participate in the audit process.

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Let Pest Control Tools Do The Work This Summer

By BILL MELVILLE, Quality Assurance
Director, Orkin Canada

Although everyone knows summer means vacation, your operation can't stop for the season. No matter the industry you serve, pest problems have the potential to cause damage to products, health and sanitation hazards, unhappy employees and a tarnished reputation. In fact, as temperatures rise many pests become more active in their search of the three essential survival elements – food, water and shelter.

Just as you need tools to fix operational issues, you also need to know the right tools to handle current or potential pest issues. These tools will help you implement sanitation and facility maintenance practices, the foundation of an Integrated Pest Management (IPM) program. Sanitation and facility maintenance can proactively minimize food and water sources, and limit pest access to your building, thus reducing or eliminating the need for chemical treatments, which is the goal of an IPM program.

There are many non-chemical tools that can help keep pests away, as well as chemical tools should you need them as a last resort. Whether you're traveling or just taking a break, these pest control tools can do the heavy lifting while you're at work or away this summer.

Light the Way... Out of your Facility

Although you might not think of lights as tools, they can light the way out of your facility for pests.

- **Insect light traps.** These traps use ultraviolet light to attract and trap flying insects like flies and moths. The light draws them into a trap unit, where a sticky board then captures them so your pest management provider can analyse the type and



Insect light traps are available in a variety of decorative styles so you don't have to sacrifice your facility's appearance for pest control.

number of pests. These lights are available in a variety of decorative styles so you don't have to sacrifice your facility's appearance for pest control.

- **Sodium vapour and fluorescent lights.** Fluorescent light attracts flying insects, while sodium vapour light is much less attractive to pests. Use this to your advantage by placing exterior fluorescent lights at a distance from your building to draw pests away while using sodium vapour lights for those near your building.

Lure Pests In

There are several kinds of traps that can help your pest management provider identify the type and quantity of pests present in your facility.

- **Sticky boards:** By trapping roaches and other crawling insects, sticky boards can provide an environmentally-friendly way to detect and analyse pest activity. Place these non-toxic boards in pest "hot spots" such as storage closets, kitchens and linen or laundry rooms so your pest management provider can analyse your pest activity.
- **Pheromone traps:** These traps use pest biology to keep various insects out of

sensitive locations. By using synthetic copies of chemicals involved in pest reproduction, growth and communication, they lure pests like flying insects and stored-product pests to sticky traps.

- **Food lures and aggregation traps:** Many trapping devices have been developed that utilize the foods that pests are attracted to or simple odors that they associate with "home" to trap pests and analyse their activity.

Repel Pest Away

Just as luring pests in is an effective pest control method, so is using the opposite approach – repelling them.

- **Insect repellants and desiccants:** Repellent dust can help keep ants, roaches and other crawling insects from hiding in cracks and crevices by using naturally occurring compounds and/or desiccants like silica to cause insects' bodies to dry out. This is most effective in small openings around the exterior of buildings. If you have a pest treatment, seal cracks afterward to limit pest hiding spots and prevent further issues.

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Polti Distribution Inc.®



VAPORE®

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- Effective against bed bugs, dust mites, lice and other microorganisms.
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Floor Scrubber

- Scrub and dry in a single pass
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New **TWIST**
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- Temperature 170°C
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- Environmentally friendly detergent available





Finding ways to improve worker productivity and cleaning efficiencies has always been a concern in the professional cleaning industry. However, the downturn in the economy has made improving cleaning efficiencies of even greater importance.

As facility managers look for ways to trim costs – or at least keep them from rising – they often focus on cleaning, which is one of their biggest expenditures.

Of course, if facility managers are examining ways to keep their cleaning costs in line, it means cleaning contractors are in turn being pressured to improve cleaning efficiencies not only to keep their present clients but to win new ones. This pressure extends to one more critical issue: with current and new customers, they must still generate a reasonable profit to make having the account worthwhile.

It's not easy, but improving cleaning efficiencies can be accomplished; indeed, it can be argued that it *must* be accomplished. Further, there are ways to increase efficiencies that can also help improve the

cleaning performance of workers, and protect and even improve the health of the facilities cleaned. One system that looks promising has been coined "Process Cleaning."

PROCESS CLEANING

Process Cleaning is a cleaning system developed by Rex Morrison, formerly the housekeeping trainer and supervisor for Washoe County Public Schools in Reno, Nev. Because of this system, the Washoe County School District is one of few districts in the U.S. to achieve ISO 9001 certification.*

Morrison developed the system more than a decade ago and – possibly because it was first implemented in schools – many schools throughout North America were among the first to implement it.

As he evaluated the cleaning workers under his supervision, Morrison noted that few cleaned the same way. There was no system or methodology in place. Because of this, some cleaning workers were able to perform their tasks more effectively and efficiently than others. In some cases, areas of the school that should have been cleaned were not; similarly, some areas of the schools received too much cleaning attention – time and energy that could best have been used somewhere else.

In Process Cleaning, workers are assigned specific areas to clean within the facility. While the emphasis is conventional Zone Cleaning, it incorporates some of the processes developed and used when Specialist Cleaning is performed.**

With Process Cleaning, tasks are divided into four parts and performed in this order:

- (1) Primary or General cleaning (cleaning tasks regularly performed throughout the facility other than restroom cleaning).
- (2) Vacuuming.
- (3) Restroom sanitation.
- (4) Deep cleaning.

The order in which the cleaning tasks are performed is of key importance.

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Having A **Process** will Improve **Cleaning**

Morrison designed Process Cleaning to be highly systematic, allowing no time for workers to start and stop a task or interrupt their cleaning duties to start a new cleaning project.

“[When this happens], cleaning workers lose time, motivation and concentration, all of which slow down the cleaning process,” he said.

EMPHASIS ON DETAILS

It is this systematic approach to cleaning that helps improve cleaning efficiency, cleaning effectiveness and worker productivity. All cleaning workers are following the same system so that cleaning work is performed more uniformly and all areas of the facility are cleaned when and as required.

These steps, following a cleaning worker as he or she performs duties using a Process Cleaning Method, help describe the system:

- **The worker locks the door after entering the room** to help prevent interruptions and ensure that all concentration is placed on the job at hand.

- **Work begins at the door.** Glass is cleaned, the door handle is disinfected and nearby high-touch points such as light switches are cleaned.

- **Next, desks and working surfaces are cleaned and disinfected**, as are phones and any electronics on these surfaces.

- **Trash collection follows**, along with moving any large debris on floor surfaces that cannot be removed by vacuuming.

- **Vacuuming begins.** Morrison recommends using backpack vacuum cleaners and suggests that for ergonomic reasons and to ensure a continuous flow, rooms be divided in two: right-handed workers vacuum the left half of the room first, and then turn around and vacuum the right side – the opposite for left-handed workers.

- **Restrooms are next.** While he no longer recommends it, if conventional methods are used, Morrison suggests using microfibre cleaning cloths, adhering to proper dwell times, and cleaning from top surfaces to the floor. Soap and paper are restocked.

- **The final step, deep cleaning**, refers to tasks that do not need to be performed regularly and can vary each day; examples include high and low dusting/vacuuming not performed daily but on



specific days or more thorough cleaning of tile and grout, etc.

SPEEDING UP RESTROOM CLEANING

When Morrison first developed Process Cleaning, virtually all restrooms were cleaned using mops, buckets, sprayers and cleaning cloths. The only way to speed up the process was to systemize it, employ a top-down cleaning method, and eliminate worker distractions. However, in recent years he has become an advocate of spray-and-vac, also known as no-touch cleaning, as well as dispense-and-vac cleaning systems.

These systems are designed for one-worker use, first injecting chemicals onto surfaces to be cleaned. After necessary dwell time, the worker rinses the areas, which loosens and removes soils. The worker then vacuums the same areas using the built-in wet/vac on these technologies so that the restroom contaminants are removed leaving the restroom dry and ready for use when cleaning ends.

According to ISSA, as well as Morrison's studies, each fixture in a restroom takes about three minutes to clean using conventional cleaning methods. With the spray-and-vac/dispense-and-vac systems, “you're getting one-minute-per-porcelain-fixture efficiency... which is why it fits so well in Process Cleaning – it speeds up cleaning efficiencies measurably.”

BOTTOM-LINE RESULTS

Studies on the effectiveness of Process Cleaning and how it can improve cleaning efficiency and improve worker productiv-

ity are limited at this time.

But, according to Allen Rathey, president of The Healthy Facilities Institute (HFI) when workers perform cleaning tasks using a process, “cleaning becomes a habit and the speed will follow.”

Further, he believes it does not require workers to work harder, “but keeps them in a state of flow. If you can create a state of flow, workers get in the groove and complete tasks quicker.”

However, Morrison has done his own more detailed studies as to how Process Cleaning has improved cleaning efficiencies in his school district. According to Morrison, before Process Cleaning was implemented, his workers struggled to clean the industry-recommended standard of 22,000 sq. feet per shift per person. With Process Cleaning in place, they now clean closer to 30,000 sq. feet per shift.

The greater coverage means that the district does not need to hire more cleaning workers, and workers now have the time to place more attention on certain intensive cleaning tasks such as carpet extraction and floor refinishing. The bottom line is that the school district reports it is saving more than \$200,000 annually on cleaning costs.

Is Process Cleaning for you? Can it be implemented in facilities other than schools? One of the best things about Process Cleaning is that it does just as its name implies. It adds a process, a system, a methodology to cleaning that is often lacking. Because of this, it can be incorporated into virtually any facility, and if Rathey is correct, it puts a flow into cleaning that makes cleaning faster, which can definitely improve the bottom line.

Matt Morrison is communications manager for Kaivac, developers of the No-Touch Cleaning™ and the OmniFlex™ cleaning systems.

* ISO 9001 is the internationally recognized standard for the quality management of businesses and organizations.

** With **Zone Cleaning**, one cleaning worker is assigned a specific area where he or she does most, if not all, of the cleaning tasks necessary to keep the area clean. **Specialist Cleaning** requires several people to work together to clean areas of a facility with each one performing a specific task: cleaning restrooms, vacuuming, collecting trash, etc.

Tips on How to Unwind After a Long Day at the Office

Many of us, especially in health care, do not hold a typical 9 a.m. to 5 p.m. job. In this day and age, what is typical anyway?

People are spending longer days at work for a number of reasons, including the following:

- The position involves managing several departments;
- The individual is competitive and trying to make a good impression in order to get a promotion within the organization;
- The workload or demand extends beyond the typical work day.
- Health care settings are 24/7 – “unexpected” issues do arise after 5 p.m. and must be dealt with immediately. Typically, the manager deals with the issue or concern.

The list could go on and on.

If, in fact, individuals leave on time from their work day, many take work home with them. Cell phones, smart phones, laptops and Blackberries allow the individual to stay involved with the day-to-day activity longer, whether they are in the building or not.

People have to learn to turn the communication devices off when they leave for home, unless they are on call or there is a requirement in their position to have their phones on at all times (Hopefully, they are compensated for it).

So you leave on time from work, but work stresses seem to find you at home. Perhaps there are a number of unresolved issues that seem to haunt you.

Sometime during the day, make a list of what you need to accomplish for the next day. Being organized can help your mind focus on the rest of the day and know what you have to do the next day.

Tips to unwind after a long day at the office, could include the following:

- When leaving work, turn off cell phones and any other electronic devices relating to work.
- Many people that have to commute to work can listen to music on the way home. If they take public transit, they can read. The commute time can be a way to unwind from the day's

stresses before you get home.

- Change out of your work clothes.
- Exercise – go to the gym; take a walk, if you have a dog, even better; meditate. In addition to helping your body, exercise is also good for your mind. It will help you blow off steam, give you some energy and will help improve your physical health.
- Perhaps have a rest or nap before preparing a healthy dinner.
- Prepare a simple, but healthy dinner.
- Take a class – hobby or even educational.
- Spend time with your family and friends. There never seems to be enough time to balance work and family / personal time. Ensure you spend some quality time with your

loved ones each day. Yes, even if it is running children to soccer practice or piano lessons, etc. Make the time together with your children fun, not just a chore.

- Do something fun – got out for dinner, go to the show, etc.
- Watch a movie or a favourite TV show, listen to music.

Other suggestions, but only to be done in moderation, include:

- Have a glass of wine

after work or just before a healthy meal.

- Discuss your work day with a friend, loved one. Set a time limit and don't re-enact the entire day.
- If you have to check e-mail, set a time frame and don't get involved in the issues, make notes and deal with it the next day at work.
- Pamper yourself by taking a bubble bath – aroma therapy is good for you.

Remember a lot of work places have a work wellness program. Find out more details about these programs and perhaps become involved with that group. Some work wellness programs have fitness classes during lunch hour – that may work for you.

It would not be possible to list every tip to help you unwind. However, do things that would make you relax and smile.



new product Showcase

PERMATEX® FAST ORANGE® WITH INNOVATIVE MICROGEL TECHNOLOGY GENTLY CLEANS WITHOUT PETROLEUM SOLVENTS

Permatex has introduced a new formulation for its most popular hand cleaner line. The Permatex Fast Orange hand cleaner now incorporates MicroGel Technology, an innovative polymer emulsion synthetic solvent that eliminates the need for citrus (orange oil) or petroleum-based solvents, while continuing to deliver effective cleaning power.

Infused with MicroGel Technology, Fast Orange delivers the same powerful and quick cleaning performance that has made it popular with cleaning professionals. It is said to be very effective at removing the toughest dirt and stains. The hand cleaner feels smoother, is gentler on the skin and its gel-like consistency is said to adhere better to hands, reducing the amount of product needed to get the job done.

The use of MicroGel Technology also helps the hand cleaner to easily meet new VOC regulations well in advance of the EPA 2013 compliance deadline, which re-



stricts the use of citrus-based (orange oil) solvents.

"We wanted to meet the EPA guidelines without limiting product efficacy," said Christine Patterson, product manager at Permatex. "We could have taken the easy way around the new regulations by adding petroleum in place of orange oil, but we chose to innovate. Since the MicroGel Technology is a gel-based additive, it actually adheres better to the hands, meaning, there's less wasted product per use. It's also biodegradable and gentler on the hands."

For more information on Fast Orange, visit www.devcon.com.

SPRAY NINE RELEASES DISINFECTING TIPS IN LIGHT OF WHOOPING COUGH OUTBREAKS

Recent outbreaks of whooping cough in several U.S. states and Canada have prompted representatives of Spray Nine® to release key tips to ensure proper disinfection to contain the disease's spread.

"Despite the growing use of 'green' cleaning products, there's still the need for traditional disinfectants to further ensure dangerous germs are destroyed during the cleaning process," said Cary Zelich, marketing manager for the product which is an ITW Permatex brand. "Even in cases where legislatures are promoting green cleaning at state-run schools, cleaning professionals should note that most legislation doesn't limit the use or distribution of antimicrobial disinfectants or sanitizers."

Whooping cough, once a deadly disease, became rare with the advent of a vaccine that drove the number of cases down. However, because the disease wasn't fully eradicated the number of cases reported this year has spiked.

Zelich says there are several tips that those involved in cleaning programs need to keep top-of-mind in

combating the spread of the disease.

- Know the difference between cleaning and disinfecting. Cleaning removes visible soil, dirt, stains and other debris from surfaces. Disinfection destroys viruses, bacteria, germs and other harmful microorganisms. It is accomplished by using a chemical designed specifically to kill bacteria. One of the simplest ways to make sure you are disinfecting is to use a reliable name brand disinfectant with all of the proper paperwork to back up its kill-claims.

- Provide on-site training on a continual basis. Disinfectants require accurate dilution, correct application and the proper dwell time. Simply spraying and wiping a disinfectant may not kill harmful bacteria. Some disinfect-



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PROTEAM LAUNCHES NEW SUPER COACH PRO™ 6 / 10 BACKPACK VACCUMS

ProTeam® introduces the Super Coach Pro™ 10 and Super Coach Pro™ 6 backpack vacuums. Deemed the next generation in cleaning comfort, the new ergonomic triangular shape fits closer to the body and moves with the user, reducing the chance of bumping into doorways, walls or furniture. A patented articulating harness increases user range of motion, reduces fatigue, and improves productivity. The unit stays upright and centered as the upper and lower backplates respond to the user's movements. A breathable mesh material keeps the operator cool.

With the same motor and proven performance as its predecessor, the Super CoachVac, the 10-quart Super Coach Pro 10 is said to be lighter, shorter and has a slimmer profile. The result is a vacuum that feels lighter and more comfortable. The Super



Coach Pro 6 has a six-quart capacity and is designed for users of short stature.

The die-cast aluminum tri-latch system assures air performance. Four Level Filtration w/HEPA Level Filtration™ captures 99.97 per cent of particulates 0.3 microns or larger including fine carbon dust from the motor. Due to the angle of the exhaust filters, the unit will not disturb paper on desks as it passes.

The Super Coach Pro includes a three-year warranty on parts, labour and more, and lifetime on moulded body parts.

For more information, visit www.proteamnextgen.com.

DIVERSEY INTRODUCES COMPREHENSIVE TOOLKIT FOR SUSTAINABLE CLEANING IN EDUCATIONAL FACILITIES

Diversey, now a part of Sealed Air, has launched its Healthy High Performance Cleaning (HHPC) program for educational facilities. As maintenance budgets tighten and schools become more concerned about indoor air quality (IAQ), the need for targeted and effective training methods for cleaning is increasing. A complete guide to sustainable facility care, the toolkit is said to be the only cleaning system GREENGUARD certified for IAQ.

"With our GREENGUARD-certified cleaning products and processes, schools can be assured that the system supports better IAQ," said John Surdo, North American sales leader at Diversey. "Additionally, HHPC optimizes infection prevention and reduces student absences while helping achieve green cleaning goals."

The toolkit includes the HHPC Procedure Manual, training wall charts and procedure cards for specific tasks/areas as well as supervisor checklists. E-learning modules, available as an entire curriculum or individually, cover proper cleaning procedures for wood care,



classrooms, cafeterias, athletic facilities, pool areas and more. Tests are available to track learning progress of cleaning staff. Once the system is implemented, schools can request an audit to validate and promote their compliance with the GREENGUARD standard.

"One of the top challenges schools face is employee training," Surdo said. "With the new HHPC toolkit, schools are equipped with school-specific training topics to encourage proper disinfection of all critical touch points."

For more information, visit Diversey's web site at www.diversey.com.

TENNANT COMPANY INTRODUCES ECO-FRIENDLY ELECTROSTATIC DISSIPATIVE URETHAN FLOOR COATINGS

Tennant Company has introduced its new Eco-SDS™ static dissipative urethane floor coatings. Eco-SDS coatings are said to provide an environmentally-friendly floor covering solution for facilities that need to control static electricity to reduce the risk of damage to products.

With low odor and 13 g/L VOCs, the coatings are said to improve productivity by minimizing facility shutdowns during application. Light stable and UV/chemical resistant, the coatings also offer high performance and a long-lasting appearance.

According to the company, the coating is ideal for electronic, healthcare, manufacturing and assembly facilities, and has the following benefits:

- **Electrostatic Discharge Control** – similar protection as Tennant's WearGuard-SDS™ technology that meets ANSI/ESD S20.20-2007 requirements.

- **Light Stability** – UV resistance provides a long-lasting appearance that requires less frequent applications, saving money over time.



- **Low VOCs** – With just 13 g/L VOCs, it can be used even where low VOCs are required by law and improves productivity by reducing downtime.

- **LEED® Credit Availability** – LEED Green Building Certification Program credits for Indoor Environmental Quality (4.2 – Low-Emitting Materials, Paints and Coatings).

- **Durability** – Lasts as long as standard urethanes and up to two times longer than standard epoxies.

- **Professional appearance** – Available in satin finish or a variety of grays to complement your image and transform your floor.

For more information, visit the Tennant web site at www.tennantco.com.

WITT INTRODUCES IMPROVED CUSTOM LASER CUTTING ON DURABLE METAL WASTE AND RECYCLING RECEPTACLES

Witt Industries is pleased to announce the enhancements of its abilities to create custom laser cutting of intricate designs into their line of durable metal waste and recycling containers. When coupled with paint colours to match any colour scheme, custom laser cutting of logos and designs reinforces a brand – transforming receptacles from mere repositories for waste and recycling to site amenities for indoor or outdoor usage. This new capability is ideal for facilities whose logos feature intricate patterns or designs which are not practically replicated with other methods due to complexity or costs involved.

Durable yet attractive, the receptacles are manufactured from prime galvalume steel and have various lid options available to suit particular requirements. These include a single opening flat top, swing top, dome top, ash top and rain cap. Powder-coated in silver, green, brown or black as standard, (or custom colours to match any PMS colour) and finished with a protective coated base, these unique, aesthetically appealing containers are ideal for indoor or outdoor environments including parks, schools, downtown streetscapes, shopping malls, municipalities and more. According to the company, nearly any logo, shape or design can be converted into a unique pattern to cover more than 90 per cent of the receptacle. Witt's experienced design and engineering department will develop the product and generate a realistic



rendering for customers prior to manufacture.

Waste receptacles can be paired with a matching recycling unit to offer highly efficient and aesthetically pleasing recycling and waste collection stations. When the protective coated base is added, the containers feature the company's 5-3-1 warranty.

"With custom laser cut designs, virtually any facility can match great looks with unparalleled functionality and versatility. Even the most intricate patterns can be replicated to create waste and recycling containers which reinforce an established brand or help introduce a new one," said Witt President, Tom Dorger. "Ideal for indoor or outdoor applications, the possibilities for these custom laser cut cans are nearly endless."

For more information, contact Witt at sales2@witt.com or visit the company's web site at www.witt.com.

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SPRAY NINE RELEASES DISINFECTING TIPS

ants require 30-second contact times, while others may require up to 10 minutes. It is important to provide ongoing training to ensure the cleaning staff is trained with the latest cleaning procedures to achieve disinfection.

- Concentrate on disinfecting areas that may normally get overlooked. In addition to high traffic areas in a building, don't overlook the potential for cross-contamination, which occurs on computer keyboards and telephones. Disinfectants should be used on all high-touch surfaces in a facility to eliminate the spread of germs and disease.

Spray Nine recently announced three new germ-kill claims, which means the cleaner/disinfectant now kills a total of 26 germs with proper application.

"Spray Nine can be a very effective line of defense against viruses and other bacteria, and help prevent the further spread of whooping

cough," Zelich said. "Spray Nine disinfects in only 45 seconds, while other disinfectants may require anywhere from five to 10 minutes of surface contact to be effective."

Regarding the spread of whooping cough, the U.S. Centres for Disease Control and Prevention (CDC) said parents should ensure that their child is up-to-date with the whooping cough or pertussis vaccine to have full protection against the disease.

The CDC also recommends adults, especially pregnant women who will be around small children, should get a booster shot of the vaccine to avoid spreading the disease to infants too young for the first dose of the vaccine – which is given at two months.

For more information, visit the company's web site at www.spraynine.com/product/spray-nine-cleanerdisinfectant-635.

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Industry News

HUMAN HEALTH AMONG TOP PRIORITIES IN ECOLOGO®'S REVISED STANDARD FOR ODOR CONTROL PRODUCTS

The EcoLogo Program has launched its revised third-party environmental standard for odor control products: CCD-107. This multi-attribute standard will serve as the basis of an EcoLogo certification that recognizes environmentally preferable ambient and biologically-based odor control products.

"The use of hazardous chemicals in the indoor environment is of growing concern," said Angela Griffiths, executive director of the EcoLogo Program. "The new version of this standard will help protect personal and environmental health while still ensuring effective odor control. The combined criteria for product efficacy and environmental health set EcoLogo's environmental standards apart, and demonstrate our commitment to environmentally preferable, high-performance products."

New to the CCD-107 standard is the inclusion of non-biologically-based odor control products, which expands the types of products eligible for certification. Odor control products that fall under this standard include those designed to remove unpleasant odors from indoor environments. These products work under the premise

of either binding the odor molecules or breaking them down by chemical and/or biological mechanisms. Products that mask odors are not eligible under these criteria. Specifically, this standard now covers two categories of odor control products:

- Ambient odor control products (also known as called odor counteractants, air fresheners or deodorizers); and
- Biologically-based odor control products.

The revised CCD-107 standard also includes strict volatile organic compound and fragrance limits; bans on the use of anti-bacterial ingredients, certain solvents, listed carcinogens and reproductive toxins or endocrine disruptors during the manufacturing process; non-toxicity requirements for humans; and new packaging measures (see the standard online for details) as part of the new section on ambient odor control products.

Products need to be readily biodegradable, and must demonstrate low human and aquatic toxicity. These products must also conform to specific performance, packaging and labelling criteria.

For more information, visit www.ecologo.org.

ENVIRO-SOLUTIONS ANNOUNCES WINNERS OF 'GOING ENVIRAL' GREENER SCHOOLS VIDEO CHALLENGE

Enviro-Solutions, a manufacturer of proven-green cleaning chemicals and products, has announced that Claudia, Joe and Zack from Great Neck North Middle School in Great Neck, NY, are the winners of the "Going Enviral" Greener Schools Video Challenge 2012 for their winning video – "Period 4 Lights Out."

The contest, which was open to school-age children throughout North America, was conducted on the Enviro-Solutions Facebook page starting in March 2012 and ending Jul. 15, 2012.

The students will divide the \$500 prize money, and their school will receive \$500 in free green cleaning chemicals from Enviro-Solutions.

According to Jennifer Meek, manager of customer service and marketing for Enviro-Solutions, 22 youngsters entered the contest by submitting videos.

Approximately 307 Facebook fans voted on the winning videos. An in-house group of judges from Enviro-Solutions also voted on the videos and made the final selection.

"The contest was a great learning experience," said Meek. "It was challenging at times, but in the end, I believe it was worth it when you look at the work that these kids put into the videos."

"We were so impressed with some of the videos," she said. "It was obvious that many of these students are very green-focused, which is really impressive."

YVES PERREAULT PROMOTED TO AVMOR DISTRICT SALES MANAGER – EASTERN CANADA

Avmor is pleased to announce the promotion of Yves Perreault to the position of district sales manager – Eastern Canada. Perreault will manage all of the company's janitorial and sanitation sales initiatives within Quebec, Newfoundland and the Maritime provinces. His main focus is on the development of Avmor brand market share with partner distributors.

Perreault has over 24 years experience in sales, technical service, training and marketing of industrial, institutional and food products including several years of sanitation industry experience and knowledge. For several years, Perreault has been an important part of the Avmor team in the role of marketing coordinator, education market specialist and most recently, district sales manager, Quebec.

Perreault can be contacted at (514) 649-9484 or yperreault@avmor.com.



HOTEL ROOMS UNDER THE MICROSCOPE



With summer upon us, vacationers should be aware that if they're staying in a hotel room, they might not want to touch the remote

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HOTEL ROOMS UNDER THE MICROSCOPE

control or the light switches.

At least that is the conclusion drawn in a just-released report from researchers at the University of Houston.

These researchers found that bacteria levels in hotel guest rooms are two to as much as 10 times higher than the levels considered acceptable in hospitals.

Bacteria samples were taken from several items in nine different hotel rooms .

Toilets and sinks were expected to have high concentrations of bacteria, "but there were many other areas that had unexpectedly high levels of contamination," said Matt Morrison, communications manager for Kaivac Cleaning Systems.

According to Morrison, the study found the highest levels of contamination on the maid's cleaning cart and on mops, sponges and cleaning cloths.

"As the researchers pointed out, finding contamination on these areas can be a serious problem," Morrison said. "When bacteria are found on mops and cleaning cloths, it can easily be spread from one room to another."

The guest room items that proved to be the least contaminated were headboards, curtain rods, and, somewhat surprisingly, bathroom door handles.

"We should note that just because a surface has contamination does not mean it will cause illness," Morrison said. "It just means the potential exists. Using alternative cleaning systems that do not spread contamination helps reduce this risk."

** The study was presented on Jun. 17, 2012 at the American Society for Microbiology in San Francisco.*

ATLAS GRAHAM ANNOUNCES APPOINTMENT OF EXECUTIVE VICE-PRESIDENT AND CHIEF OPERATING OFFICER

Atlas Graham is pleased to announce the appointment of Timothy MacGregor to the position of executive vice president and Chief Operating Officer of Atlas Graham as of Jun. 1, 2012.

"[MacGregor's] strong background in manufacturing, along with his extensive experience in the sale and distribution of commercial and in-



dustrial products, will make him a valuable asset to Atlas Graham," said Joe Graham, Chairman of the Board. "We are confident he will build on the strengths and solid reputation our company has earned since its inception, while also driving our strategic plan for future growth."

As part of the company's succession plan, Kevin McCaw will assume the role of vice president, finance and administration, and Chief Financial Officer of the company.

GOJO INDUSTRIES KICKS OFF THE GREAT GOJO GIVEAWAY PROMOTION IN CANADA

Gojo Industries Inc. has kicked off The Great Gojo Giveaway™ promotion in Canada, available to employees in the automotive, construction, manufacturing, mining and utilities industries.

The promotion, which runs through to Dec. 2, 2012, allows Canadian employees in these 'tough soils' industries to enter for a chance to win the grand prize: a brand name, 11-drawer tool chest valued at more than \$4000.

In addition, Gojo will give away weekly prize packs that include a California Innova-

tion® 24-can cooler and assorted Gojo products like the Cherry Gel Pumice hand cleaner and the popular Scrubbing Wipes that deliver convenient, easy and complete clean-up anywhere heavy-duty cleaning is required. Winners are randomly selected from each week's entries and are notified by e-mail.

Participants can enter the sweepstakes daily by visiting <http://toughsoils-promotions-canada.gojo.com>. They can also share the promotion on their Facebook and Twitter accounts (links available on the sweepstakes page).

DATA DELUGE IMPACTS CLEANING INDUSTRY

Although it does not receive much attention, the growing flood of data businesses must deal with – often referred to as "data deluge" – is a growing problem for the professional cleaning industry and other business sectors.

According to a study conducted by Kelton Research, this onslaught of data – as much as one trillion gigabytes every year – is making it more and more difficult for managers and executives to make sound, strategic business decisions.*

The study found that 56 per cent of the business executives surveyed reported that they are overwhelmed by the amount of data their company must manage.

Making things worse, 62 per cent indicated that they are "frequently interrupted

by irrelevant data."

"The result is that many [business] decisions are made on a 'cross your fingers' basis," said Michael Wilson, marketing director for AFFLINK, a leader in supply-chain optimization and developed of the eLev8™ business intelligence system for data analysis.

According to Wilson, much of the data overload comes from the following sources:

- Sales data and customer relationship-related activities.
- Trend report and analysis.
- E-mail.
- Customer databases.
- Instant messaging.

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Industry News

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DATA DELUGE IMPACTS CLEANING INDUSTRY

- Social media news feeds.

Wilson said that similar studies by Gartner and IDC, both research technology firms, indicate that the data deluge will grow by 650 per cent over the next five years, and that the world's volume of data is now doubling every 18 months.

"This sea of data is clearly creating challenges for many business," he said. "Not only is it overwhelming, much of it is unusable in its current state. In fact, one study found that many executives report losing business because they were unable to accu-

ately track and measure their information."

To address the problem, Wilson suggests that managers, cleaning industry executives and others look into data analysis systems that can harness this data and make it manageable. "These systems can provide clarity and perspective so that organizations can improve their forecasting, make effective decisions and improve their bottom-line results."

** The August 2010 study involved 543 C-level executives (CEO, CFO, etc.) in 17 countries.*

WINNERS OF PROTEAM® OLDEST VAC CONTEST ANNOUNCED

ProTeam's 25th anniversary year kicked off with the Oldest Vac Contest to find the three longest-lasting vacuums out in the field. Vacuum owners entered for the chance to win a brand new Super CoachVac® HEPA or Super QuarterVac® HEPA. ProTeam is pleased to announce the winners: **Alison Fissette** of Fissette Floor Sanding; **Guy Robarge** of FBG Service Corporation; and **David Hodge** of Montgomery County Public Schools.

The winning vacuum from Fissette Floor Sanding has been in the field for 21 years, often attached to a floor sander for

capturing fine dust on the jobsite. The other vacuums are 19- and 14-years-old, respectively, and still in use today.

"In the cleaning industry, when the lifespan of a heavily-used vacuum typically extends less than a year, the fact that these vacuums are still in daily use is a remarkable achievement worthy of commemorating," said Jacalyn High, ProTeam director of marketing.

ProTeam held a similar Oldest Vac Contest eight years ago when the company was 17-years-old. A 17-year-old vacuum ended up in the winner's circle.

HFI PARTNERS WITH NATIONAL SCHOOL ASSOCIATION

The Healthy Facilities Institute (HFI)[™] and the National School Plant Management Association (NSPMA) have formed an educational partnership to foster greater professional and public awareness of the importance – and means – of maintaining a healthy school environment.

"Our goal is to advance the knowledge of school plant management, maintenance, operations and cleaning personnel; providing indoor environmental education on both organizations' websites and in local communities through shared press and the media," said Allen Rathey, president of HFI. "Both HFI and NSPMA share a commitment to education supporting healthier schools, operations and cleaning processes, furthering a mission to make K-12 educational facilities cleaner, better

maintained and healthier."

"[NSPMA] was formed in the interest of enhancing and promoting the educational process, and to provide for the exchange of information that improves school plant management, maintenance and care through the promotion of acceptable policies, standards and practices," said Dennis J. Randolph, EFM, executive director of the NSPMA. "We believe this partnership with [HFI] will help us to promote the professional advancement of school plant management personnel, and the health of the school environment."

Randolph, who also joined the HFI Advisory Board, has spent the last 27 years in facility management and has been involved in respected educational organizations over the past 25 years.

LATEST WALKWAY SAFETY STANDARD ANNOUNCED

The American National Standards Institute (ANSI) B101 Committee on Slip, Trip and Fall Prevention has released the latest in its line of walkway safety standards. The ANSI/NFSI B101.6-2012 "Standard Guide for Commercial Entrance Matting in Reducing Slips, Trips and Falls" provides criteria for the selection, installation, inspection, care and maintenance of entrance mats and runners in commercial facilities in reducing slips, trips and falls, and is directed to eliminating slip, trip and fall hazards such as soil, moisture, contaminants, edge treatments as well as the improper use of floor mats and runners.

"This standard not only covers where and how mats should be deployed, but also identifies the hazards associated with improper mat placement and use," said Robert J. Moran, chairman of the ANSI B101.6 sub-committee and Chairman and CEO of Ludlow composites. "We also believe that the standard will soon be adopted by the insurance industry and will serve as an important tool in preventing their insureds' growing mat related trip-and-fall problem."

The NFSI estimates that 55 per cent of all slip, trip and fall accidents are the result of an unsafe walking surface.

"Although entranceway matting can play a significant role in preventing accidental slips by removing moisture from pedestrian footwear, they often contribute to trips and falls when buckled, curled or flipped over," said Russell Kendzior, founder and president of NFSI.

For more information, visit www.nfsi.org.

CODED FOR CLEANING: ASTM INTERNATIONAL FABRIC CODES HELP PREVENT CLEANING ERRORS

It is often difficult to identify the type of fabric used on upholstered furniture. This can be a serious problem, as using the wrong cleaning chemical, spotter or cleaning method can easily damage fabrics.

Although it is not mandatory, some upholstery fabric manufacturers print ASTM International fabric codes on their products' labels to deal with this issue.

These codes give consumers and cleaning professionals information about the colour-fastness of the fabric in question, specifically as it relates to cleaning, and the use of cleaning and spotting agents.

The most often used codes include the following:

- **CODE W.** The dyes used in Code W fabrics are stable (will not run, fade or be

damaged) when using water-based cleaning agents or spotters; such furniture can be safely cleaned using water-based upholstery cleaners or water-based foams.

- **CODES S and P.** These fabrics should be cleaned by a professional technician using solvent-based cleaning agents and spotters.

- **CODES S/W and W/S.** These codes denote fabrics that can be cleaned safely using solvents, foams or water-based cleansers.

- **CODES X and X/S.** These fabrics can't be cleaned using traditional solvents, foams or water-based cleaners; cleaning such furniture can damage the cushions, cause shrinking, ruin the dyes or destroy the backing.

- **CODE F.** Instead of scrubbing with

soap and water, Code F items should be cleaned using foam cleansers.

- **CODE W-S.** These fabrics remain stable whether water- or dry solvent-based cleaning agents and spotters are used.

- **CODE X.** These fibres should not be cleaned with water- or dry-solvent-based cleaning/spotting agents.

"Before cleaning any upholstered item, cleaning technicians should check to see if the label on the upholstered item bears a code," said Mark Baxter, an engineer with U.S. Products, manufacturers of professional carpet care equipment. "With this information, the technician can get a good idea about what cleaning methods and chemicals are recommended for that particular upholstered item."

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ISSA and CIRI Begin Development of Clean Standard: K-12

dating cleaning measurement tools and methods, and then applied these findings to 28 schools in a 70-school district in the southwest U.S. Thousands of ATP measurements were taken of bacterial Rodac plates, settled dust, indoor air measures and building conditions to learn whether practical existing tools and processes were available to consistently measure the level of cleanliness in real-world conditions. Findings show that ATP can provide a reliable measure of cleanliness, and that reductions in ATP correlated with reductions in bacterial count based on Rodac plate measurement. Moreover, the research has demonstrated that consistent cleaning results can be obtained on a variety of surfaces common in K-12 schools.

"This deep data base provides the supported needed for a scientifically-sound clean standard," said Dr. Steven Spivak, chair of the CIRI's Science Advisory Council. "We can measure clean and demonstrate the different levels of clean achievable with the cleaning processes used in our industry. Now is the time to wrap this all up in a clear, understandable and actionable standard for use by cleaning and facility managers, and their stakeholders."

THE DEVELOPMENT PROCESS

The committee is currently reviewing a draft approach modeled after the Hazard Analysis and Critical Control Points – or HACCP – process used in the food industry to maintain sanitary conditions.

"This process will assure that the most critical and highest-touch points will be emphasized in the standard," said Spivak. "It also will build on a very successful existing standard that

has served the food industry well."

Members of the Development Committee include:

- School facility managers and APPA representatives
- The Healthy Schools Campaign
- The National Association of State Boards of Education
- The American Federation of Teachers
- Manufacturers and distributors of cleaning products
- Contract cleaning service providers focused in the K-12 market
- Industry consultants
- Academia

In addition, a stakeholder committee comprised of more than 60 organizations, has been formed to review the work of the development committee, as well as provide input and feedback on various draft versions of the standard.

"The Stakeholder Committee provides an added layer of review to ensure the standard is actionable and easily implemented by cleaning service providers and that it achieves our goal of cleaner and healthier educational facilities," said ISSA Director of Environmental Services Bill Balek.

The committees will meet repeatedly over the next several months, including at the ISSA/INTERCLEAN® North America 2012 show, Oct. 16 to 19, 2012, in Chicago, IL, to develop and review the standard. In addition, the Clean Standard: K-12 will be the focus of a joint CIRI and ISSA Symposium expected to occur in mid-2013.

For more information on the development of the Clean Standard: K-12, visit www.issa.com/cleanstd or contact Bill Balek at bill@issa.com; Tel: (800) 225-4772 or (847) 982-0800.

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Let Pest Control Tools Do The Work This Summer

- **Bird repellants:** Though not often the first pest that comes to mind, birds can cause significant damage to your buildings. Bird repellants discourage them from perching on ledges and your facility. These devices can take the form of bird spikes, pin and wire systems, tacky gels, or electronic and ultrasonic devices that frighten birds away.

- **Netting:** This tool discourages birds from gathering on or near your facility by forcing them away from your building. Hot spots for this exclusion method include HVAC systems where they tend to build nests, rooftops where they often socialize and in rafters where they might sleep. It's important to have a licensed professional relocate any birds at your facility.

Get Them to Take the Bait

Should your situation require chemical treatment, you should first consider non-volatile baits. Though they do use chemicals, baits are formulated so those chemi-



Tamper-resistant devices, bait stations allow for easy bait level monitoring.

cals don't become airborne, allowing you to target and contain the treatment. Many are also formulated with a delay action that enables them to be dispersed completely throughout a pest infestation.

- **Pucks:** As with other types of baits, pucks attract insects which then consume them and take them back to their harbourage points, helping eliminate entire groups or colonies of pests. Pucks can be used under equipment and in out-of-the-way places.

- **Gels and granules:** Well suited for use near entrances and exits, cracks and crevices, insect harbourage spaces and high-traffic insect areas, bait gels and granules have a longer residual life when compared to conventional sprays.

- **Bait stations:** Tamper-resistant devices, bait stations allow for easy bait level monitoring. These tools are best near harbourage areas because their tight-quartered construction fools pests into feeling safe.

- **Rodent baits:** The effectiveness of any rodent bait depends on the environment and habits of the specific pest. Because rodents tend to avoid new objects, traps take some time to be effective, which an attractant or bait can help. Food often does the trick, so work with your pest management provider to determine the best options based on your specific pest issue.

While chemical treatments should always be a last resort, baits are less harmful than many other pesticides such as fumigation or spray applications. Overall, getting pest control tools to do the work for you is simple: familiarize yourself with the tools and work with your pest management provider to determine which ones make the most sense for your facility.

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

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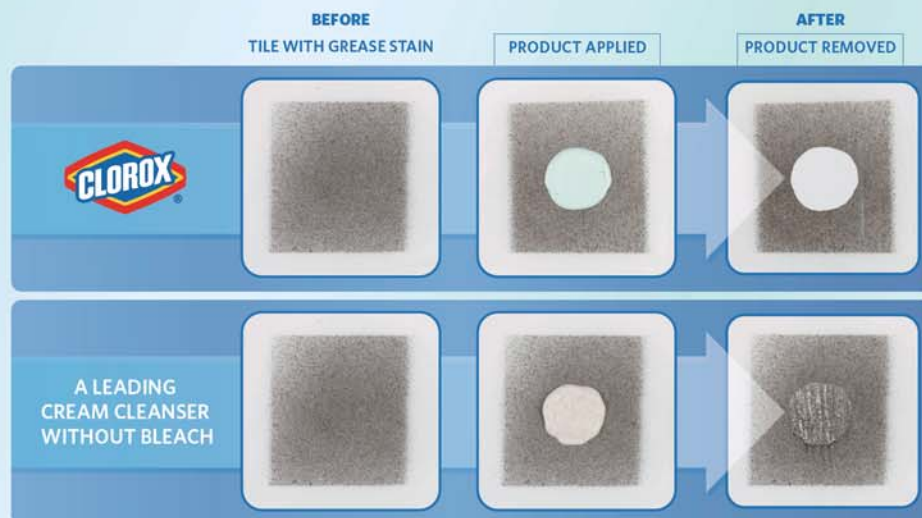
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