Sanitation Canada

Learning From Tough Times

Preventing a Clostridium difficile Outbreak

Micromanaging vs. Coaching
Micromanaging is a tactic, NOT a style

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L to R: Demetri Klerides, Ofelia Correia, Patricia Estrada, Hillary Fraser (Supervisor, Environmental Services) and Mary Wheeler

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PEST CONTROL
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BUSINESS NOTES
Micromanaging vs. Coaching: Micromanaging is a tactic, NOT a style. One of the greatest misunderstandings in leadership and coaching is the term “micromanaging.” Most leaders never want to be thought of as a micromanager. In fact, it could be considered an insult or weakness of any manager.

EDUCATION
CA E M 2012 Conference and Trade Show Another Success! “See What’s on the Horizon” was the theme of this year’s Canadian Association of Environmental Management (CAEM) conference and trade show held Sep. 9 to 11, in Charlottetown, PEI.

SPECIAL FEATURE
Learning from Tough Times. Canada’s economy has not been as severely affected by the worldwide economic downturn as have Europe and the rest of North America. The downside of this is that Canadian cleaning contractors may not have learned a few things that their peers around the world found out during tough economic times.

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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NaceCare Solutions has introduced a new line of upright vacuums. The HD 14 and HD 18 are 14- and 18-inch dual motor machines built to withstand the commercial market.

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One of the greatest misunderstandings in leadership and coaching is the term “micromanaging.” Most leaders never want to be thought of as a micro manager. In fact, it could be considered an insult or weakness of any manager.

When micromanaging is used as a coaching or leadership style, it will most likely deliver bad results, stifle creativity, limit employees’ self-worth and, without a doubt, productivity. On the other hand when a coach or leader must deal with a bad performer, it is imperative to help the employee either become a better performer or help them find a job that is a better fit.

Leaders should strive to be a coach who, when necessary, uses micromanaging activities to improve specific areas, but uses coaching skills when getting the team ready to win.

Why micromanaging and coaching are often confused

Micromanaging and coaching are often confused because from the surface, the activities and the leader’s involvement look very similar. The key difference is the leader’s intent and desired goals of their action. Both require the involvement of the leader; setting clear expectations, well-defined activity management, accountability and a huge time commitment from the leader as well as the employees. The difference lies in the purpose of these activities. For example: a leader is setting expectations to ensure there is complete understanding of what they expect from each employee in order to maximize productivity and limit confusion:
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• A micromanager does this with the intent to set boundaries and rules. A coach shows his commitment to the team by holding everyone accountable.

• A micromanager uses accountability to ensure the employee is earning their paycheck (often times focusing on single employees versus the team). A coach manages activities to ensure the employees are on the right track and that they are in the best position to succeed.

• A micromanager uses the activities to justify effort or discipline. The micromanaging method is proved wrong when a coach understands it is not the amount of time an employee contributes as much as it is the focus and effectiveness of the time they contribute. The intent of coaching is to develop and prepare the employees to succeed using the leader's knowledge and experience to guide the employees, not to justify actions.

**Action item:** Don't be afraid of being a coach because you don't want to micromanage. Get involved and share the intent of your actions with your team so they understand your goals for not only yourself, but for them - which ultimately is the goal for success.

_Every great coach must use micromanaging tactics_

As stated, the main issue with leaders and managers is they misunderstand what "micromanaging" is and is not. Micromanaging is a tactic of coaching (or should be): _it is not a leadership style_. Micromanaging should be used as a consequence of those employees that are not meeting expectations or are bad performers. A bad performer does not necessarily mean a bad employee (and definitely does not mean a bad person).

There are many employees that are not performing well because they are in the wrong job, not because they are bad people, or they are not doing what they are passionate about in general, thus have no desire to be successful. By micromanaging the details of such an employee it allows the leader and the employee to make the best decision of what action should be taken next.

_When to micromanage and how long_

Let's say there is an employee who appears to be unhappy, and their activity and results are not meeting expectations. The leader should get involved early to determine if the shortcoming is a lack of desire or ability, or both. To help determine the issue, the leader should implement more disciplined expectations and activities, and explain to the employee why this action is being taken as well as illustrate the desired outcome. The desired outcome should be to either help the employee reach the expected activities, attitude, and results, or help him/her find a role that is a better fit. These micromanaging activities should be short-term activities.

The leader needs to make assessments quickly and take on the continued shortcomings, which results in moving the employee out of the position. In turn, the
leaders should also take quick action to recognize great efforts and achievements as warranted. A leader should not have to implement a micromanaging activity for an employee for more than 90 days. It can be stopped in as little as 30 days depending on the level of involvement, improvement and accountability, as well as overall attitude and commitment of the employee.

**Action item:** Micromanaging is a tactic, not a style. When you have a poor performing employee, implement a performance plan of daily and weekly activities, and micromanage those activities to help them move up in performance or out of the position that does not fit them. You owe it to them as their leader and coach.

**Why most leaders don't like to coach**

All leaders, or at the least the majority of leaders, prefer to avoid confrontation. This is unfortunate as only in constructive confrontations and discussions can progress be made. It is all in the intent of the confrontation. If the intent is to just belittle, or point out all the obvious issues with an employee, then yes that is a destructive and useless conversation, and understandable as to why one would want to avoid it. However, in order to be an effective coach, a leader must approach confrontation with the intent of helping the employee.

It is absolutely impossible to coach without confrontation and discussion regarding areas of opportunity. When an employee is confronted by a leader who expresses the desire to help them achieve success, points out areas of opportunity for improvement and suggests a game plan to help them achieve such improvement, the confrontation just took the route of establishing a plan for success. It is a win-win for both parties. Of course at this point it is up to the employee to demonstrate their desire for success and jump on board, but it is also the leader’s job to micromanage through the issues until a satisfactory ending is in sight. Is this hard to do? It is, only if the intent is wrong. Is it necessary? Absolutely.

**Final thought**

Not every hire is the right hire and not every job is the right job, but accepting either one just because it is easier, is wrong. Micromanage through the issues by helping your employees either become great at what they do, or helping them to find something they will be great at. Outside of issues with poor performing employees, your job as a leader is to coach your entire team to success.

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**ABOUT THE AUTHOR**

Nathan Jamail, president of the Jamail Development Group and author of *The Sales Leaders Playbook*, is a motivational speaker, entrepreneur and corporate coach. As a former Executive Director for Sprint, and business owner of several small businesses, Jamail travels the country helping individuals and organizations achieve maximum success. Jamail can be contacted at (972) 377-0030 or visit his web site at www.NathanJamail.com.
“See What’s on the Horizon” was the theme of this year’s Canadian Association of Environmental Management (CAEM) conference and trade show, held Sep. 9 to 11 in Charlottetown, PEI. We were pleased to partner with the Atlantic Support Services Association (ASSA) to organize the conference.

More than 150 individuals representing a diverse group of environmental services management, jansan and infection prevention professionals enjoyed the outstanding hospitality of our east coast friends while gaining extensive knowledge of the latest trends, and changes affecting our industry today.

The early registration and reception, held Sep. 9, included Oyster shucking, learning from our 23 jansan exhibitors, and a best dressed Anne of Green Gables dress-up contest.

What a great way to get everyone relaxed from the stresses we face in our jobs and create an atmosphere that encouraged networking and fun.

John Mascherin, from Swish Maintenance Ltd., was voted our best dressed “Anne” and won a digital camera. Anne of Green Gables costumes were provided by Cavendish Figurines of Borden-Carleton, PEI, located at the foot of the Confederation Bridge.

Other prize winners included the following:

- **Bernard Savoie** – Vitalité Health Network, won a Kobo reader for handing in his name badge.
- **Renee Morrison** – Bathurst, NB, won a Kobo reader for the find the logo contest.
- **Marie Harvey** – Valley Regional Hospital, NS, won a digital camera for completing her evaluation form.
- **Valerie Lohnes** – South Shore Health, NS, and ASSA Board, won a digital camera for being our best dancer during the banquet.

Continued On Page 14
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Many others won runner-up and/or participation prizes supplied by Clorox Healthcare, Rubbermaid and Virox.

Mary Vearncombe, chair of the Provincial Infectious Diseases Advisory Committee (PIDAC) – best practice for environmental cleaning for all healthcare facilities in Ontario, provided an overview of PIDAC and the changes associated with the 2012 revised ES document.

Dr. Dick Zoutman, Doug Ford and I shared some preliminary results of the Canadian Hospital Services Study and encouraged everyone representing acute care facilities of 80 beds or more to take the time to complete this important survey.

Our banquet included a fire in the kitchen party, which featured lobster, clams, mussels, shrimp and more.

Prior to, during and following this seafood feast, we interacted with the Mike Penderast group. These musicians, known for their east coast flair, entertained us and even had everyone playing spoons and kicking up their heels to their outstanding music and entertainment.

As with all our conferences, we had many prizes, had a lot of fun, and gave all of our exhibitors and delegates ample time to network and connect with colleagues in the industry.

Several topics of interest were covered throughout the three-day conference and we were pleased to announce the launch of Clean Learning.

Clean Learning – Improving the quality of clean through certification

Clean Learning is the first and only National Certification Program for the cleaning industry recognized and endorsed by industry partners, including CAEM.
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Clean Learning, scheduled for distribution in January 2013, will include a cleaning, training and certification program for managers, supervisors and front-line staff regardless of the industry your cleaning services represent.

The program will include an on-line core competency test based on the level of certification applied for, and will give exam results immediately following each test.

For more information go to www.cleanlearning.org.

This conference was no doubt the best one CAEM has held to date. This success is due to the outstanding support from our exhibitors and sponsors.

Clorox Healthcare was quick to secure platinum sponsorship again this year. Clorox has been a strong supporter of CAEM by sponsoring gold in 2010 and platinum in 2011 and 2012.

Wood Wyant, subsidiary of Sani Marc Group, was our Diamond sponsor and is the sole sponsor of our Canadian Hospital Services Study (CHESS).

Purel and Stericycle stepped to the plate with gold sponsorship; Diversey and 3M Canada with silver; and Daniels and Atlas Graham bronze.

In closing, I would like to thank the staff of the Rodd Royalty for their outstanding hospitality, the Atlantic Support Services Association (ASSA) for working in collaboration with CAEM, and to all the delegates who took the time from their busy schedule to come out and see what was on the horizon at CAEM this year.

CAEM goes west in 2013. More details will follow in subsequent issues.

Delegates enjoyed some fine eastern dinner "treats." The Mike Pendergast group had attendees entertained.
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TWIST
From the bandit-like masks across their faces to their nocturnal exploits, raccoons have earned a reputation for being mischievous pests. They are also recognized for their intelligence and curiosity, traits that have allowed them to thrive in a range of habitats – rural to urban – as long as food, water and shelter are available. However, these and other unwelcome wildlife visitors can be a nuisance as they search for refuge and forage for food.

Whether you are a property manager, owner or service provider, you know one thing is essential: ensuring your building is safe and sanitary. Unwelcome wildlife visitors have the potential to damage product, cause health and sanitation hazards, and can lead to a tarnished reputation. So, how do you make sure your tenants aren’t any of the masked, pawed or four-legged sort?

The most effective pest control method is an Integrated Pest Management (IPM) system, which takes proactive sanitation and facility maintenance steps to help prevent wildlife pest issues before they occur. By reducing the need for reactive chemical treatment, it’s the most friendly pest control method for people, wildlife and the environment. To further MASK your structure’s wildlife-friendly features, follow these environmentally conscious practices this fall:

- **Maintain your landscape** by treating for grubs or beetle larvae, as they can be a food source for raccoons and other wildlife such as skunks. Keeping trees trimmed at least half a meter away from the structure prevents excess moisture and makes it more difficult for animals looking to edge closer to the roof.
- **Access to chimneys can be restricted** through purchase of a commercial spark arrestor cap. Heavy screen wire over the chimney is another good way to curb a raccoon’s affinity for your chimney.
- **Sanitize and rotate trash cans** to eliminate food and odors that attract wildlife. Trash cans should have tight-fitting
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Few outside the industry see quality cleaning for what it really is: an essential investment. ISSA, the worldwide cleaning industry association, is so focused on changing that perception that it is dedicating the ISSA/INTERCLEAN® North America 2012 trade show and ISSA Convention toward helping attendees achieve that goal.

Held Oct. 16 to 19, 2012, at McCormick Place in Chicago, IL, the one show for the cleaning industry will arm attendees with the tools they need to help customers, stakeholders and decision-makers "Re-imagine Clean."

"ISSA has made a commitment to help its members change the playing field," said Dianna Steinbach, ISSA director of industry outreach. "The only way to break out of the price wars and win against budget cuts is for cleaning professionals to learn how to frame their value and lock in customer loyalty. ISSA/INTERCLEAN and the ISSA Convention seminars were de-
signed to help them do just that.”

The trade show, hosted by ISSA and its trade show partner, Amsterdam RAI, will feature the top innovations from leading manufacturers along with more than 45 educational seminars, workshops and networking events, all packed into the one week when the entire cleaning industry comes together to do business. Everything you’ll need to navigate the event is available in the mobile app, sponsored by Diversey.

RE-TOOL: EVERYTHING YOU NEED IN ONE PLACE
A good place to start changing perceptions regarding the importance of clean is
the ISSA/INTERCLEAN exhibition - ranked as one of the Top 100 trade shows in North America. The event features thousands of the latest cleaning products and services from around the globe to help attendees revitalize their cleaning solutions. The more than 650 exhibitors this year include 90 first-time exhibiting organizations.

The depth of product options delegates will find at ISSA/INTERCLEAN include:
- 200 chemical companies.
- 60 floor machine providers.
- 50 technology and business service providers.
- 40 mop and duster vendors.
- 30 waste receptacle exhibitors.

But that's not all attendees will find. Commonly thought of as a cleaning-only event, ISSA/INTERCLEAN also showcases a surprising amount of products and services outside of traditional solutions, such as:
- Management, payroll and workloading software and services.
- Contamination-control products.
- Cleaning contractor services.
- Food service disposables.
- Lawn and turf care.
- Material handling equipment.
- Paints.
- Pest control.
- Pool and spa care.
- Pressure washing equipment, accessories and components.
- Restoration products and services.
- Safety equipment.
- Uniforms and protective clothing.
- Warewash, laundry and linen supplies.
- Waste management products, equipment and services.

Further, the ISSA Innovation Award program will be extended this year to include a live showcase on the exhibit floor. Distributors, building service contractors and in-house service providers can take a close look at their favorite products and services in five categories, and vote for their favourites from kiosks right in the area or from their mobile phones at www.issa.com/vote. Voting opened online Jul. 16, 2012, and will be open through Oct. 18, 2012, with the winners announced during the ISSA Happy Hour that day at 4:30 p.m.

Attendees will also be able to vote for the exhibitors providing the best solutions and support during the week in the annual ISSA Best Customer Service Awards contest. Voting will take place via the event's mobile app and will be open through 4:30 p.m. Thurs. Oct. 18. The winners will be announced on Fri. Oct. 19 at 10:15 a.m.

**RE-THINK: ISSA CONVENTION SEMINARS**
In addition to top executives and technical advisors on the show floor, the ISSA Convention Seminars program also offers a line-up of industry experts and business authorities. Highlights among the more than 45 educational sessions and workshops include:
- An Advanced Distributor Program featuring executive advice from top distribution managers on Tues. Oct. 16.
- New Facility Management and Social Media Seminar Tracks providing new busi-
ness tactics based on attendee requests from Tues. Oct. 16 to Thurs. Oct. 18.

- A Meet the Pros Roundtable offering targeted expertise without the hefty consulting fees on Tues. Oct. 16.

ISSA has also moved all Wednesday and Thursday educational sessions to the show floor’s ISSA Education Theatre to make top business speakers and peer panels more accessible in targeted micro sessions.

REJUVENATE: ISSA FEATURED SESSIONS

Complementing the robust educational schedule are a variety of featured speakers. Headlining this year is ISSA Keynote Speaker Tom Brokaw. The legendary American new icon will draw on a rich career in network news. His keynote address, the Voice of a Generation, Thurs. Oct. 18 at 8:30 a.m., is guaranteed to have attendees rethinking their worldviews.

Other ISSA featured sessions include:
- Former NBA basketball player from the Chicago Bulls “dynasty team” and current NBA player agent B.J. Armstrong, who will address Leadership and Business: How to Be a Point Guard for Your Company on Thurs. Oct. 18 at 1:30 p.m.
- Executive trainer Janelle Brittain, who will discuss The Vision Behind a Customer-Focused Culture and present the Best Customer Service Awards on Fri. Oct. 19 at 10:15 a.m.

2012: THE YEAR TO RE-IMAGINE CLEAN

With close to 16,000 registrants from around the world ISSA/INTERCLEAN offers the most valuable business opportunity of all: networking with peers, suppliers and customers. Attendees regularly comment on the value they gain from ISSA/INTERCLEAN because it is the only place where they can find all the executive decision-makers they need to see in one place, and how this actually saves their companies significant time and money throughout the year.

In addition to spontaneous meetings and scheduled show networking events, multiple industry associations, distributor marketing groups, standards committees and governing bodies host events during the week allowing attendees to connect with peers from around the world. Those returning to co-locate their annual conventions with ISSA/INTERCLEAN again this year include IEHA, the Building Service Contractors Association and the Association of Residential Cleaning Services International.
Canada’s economy has not been as severely affected by the worldwide economic downturn as have Europe and the rest of North America. The downside of this is that Canadian cleaning contractors may not have learned a few things that their peers around the world found out during tough economic times – including how to reduce floor cleaning and maintenance costs.

“Probably the biggest impact we have experienced over the last four years is that many of our clients have cut back on services that tend to be more costly, specifically floor scrubbing, polishing and refinishing,” said Armando Rodriguez, president of U.S.-based A&A Maintenance Enterprises.

“This is especially true of schools experiencing severe budget cutbacks, but also applies to commercial, multi-tenant facilities.”

But facing cutbacks does not necessarily mean that facilities must learn to live with dull, heel-marked, soiled floors. There are ways to keep hard-surface floors looking their best for longer periods of time, and to do so cost effectively. What’s more, implementing these procedures can reduce floor care’s impact on the environment, something that is now a key concern around the globe.

**Floor Care Costs: Where Does the Money Go?**

One of the most comprehensive studies on the costs of floor care was conducted a few years ago by Green Seal®, a leading Green certification organization.

This study found that in the United States alone, more than $1 billion is spent annually on floor care products such as strippers, polishers, sealers and cleaners. While this may appear to be a large amount, in reality it reflects only about 10 per cent of the actual amount spent on floor care. The bulk of the expenditures involved in floor care actually come from labour costs. These amounts can range anywhere from 70 to more than 90 per cent of total floor care expenses, and these figures are applicable in Canada as well.

At one time, when labour costs were far lower and there were fewer concerns about the environmental impact of floor care, it was not uncommon for cleaning contractors and custodial work-
ers to strip and refinish a facility’s floor two, three or even more times per year. However, because labour costs have escalated to such a great degree, and because environmental concerns have become so much more widespread, this is no longer the case for most facilities. In many areas of the world, the downturn in the economy appears to be putting the final nails in the coffin of such frequent floor maintenance.

However, cleaning contractors are finding ways to deal with this trend. Some of these methods are surprisingly low tech, while others, specifically those that apply to floor care equipment, involve more advanced floor care equipment and technology.

**Low Tech “Dot” Technology**

In many facilities, floors were once stripped and refinished on a set schedule whether they needed it or not and, in fact, in many cases a complete strip and refinish was not necessary. One method some cleaning contractors use to determine if a floor actually needs to be refinished is called “dot technology.” This is actually an old system that involves the placement of coloured dots using a magic marker or a similar device between coats of finish in a discrete but well-trafficked area of a floor.

For instance, a small red dot might be placed on the floor after the second coat of finish, a small blue dot after the third, and a yellow after the fourth. These dots typically fade into the finish when applied, but become more obvious as the floor undergoes wear and tear due to usage and cleaning.*

In a typical scenario using this dot method, instead of refinishing the floor on a fixed schedule, a strip and refinish would be performed only when the red dot becomes visible. Often this means strip/refinish cycles can be delayed by several weeks or even months. This makes floor care much less time consuming and costly, and also helps to lessen the environmental impact of such maintenance.

**High-Tech Equipment Technology**

The size and type of floor care equip-
Bridgepoint Health in Toronto, Ont., is one of Canada’s leading medical facilities in understanding, treating and managing complex chronic disease – the number one health care challenge of the 21st Century.

Since its inception in 1860, first as a House of Refuge for “incurables and the indigent poor,” Bridgepoint Health has continued to evolve meeting the most pressing health care issues of the time. The 404 bed facility has a support team that includes over 1400 staff, physicians and volunteers who are committed to changing the world for the thousands of inpatients and outpatients with complex chronic disease.

In keeping with the hospital’s commitment to changing the world, the hospital established an Elimination of Healthcare Associated Infections Committee to address the spread of infections. As part of this process a working committee to review Clostridium difficile Infection (CDI) was established. Since there have been numerous outbreaks in Ontario hospitals, the control of CDI was a high priority for both the Environmental Services (ES) and Infection Prevention and Control (IPAC) departments.

Clostridium difficile (C. diff.), is a species of gram-positive bacteria that can cause

Preventing a Clostridium difficile Outbreak
severe intestinal disease. *C. diff.* is a serious cause of antibiotic-associated diarrhea which can lead to pseudomembranous colitis, a severe inflammation of the colon. This often results from eradication of normal gut flora by antibiotics.

In a very small percentage of the adult population, *C. diff.* bacteria naturally reside in the gut. Other people accidentally ingest spores of the bacteria while they are patients in a hospital, nursing home or other health care facilities. When the bacteria are in the colon because normal gut flora has been destroyed, *C. diff.* bacteria begin to grow releasing toxins that can cause bloating, diarrhea, fever, abdominal pain, etc.

The infection control professionals at Bridgepoint Health began to investigate the best possible methods of preventing a CDI outbreak. Their process began with a review of recommendations made by facilities under the Niagara Health System, research of best practices from the Provincial Infectious Diseases Advisory Commit-tee (PIDAC), a review of various other literature and journals, and an in-depth look at present Bridgepoint Health practices and
in the field

Continued From Page 29

challenges.

The hospital’s design is the first challenge since there are no private rooms, no hand washing sinks in patients’ rooms and washrooms are shared. A unit with up to 52 patients share four washrooms. Additionally, the hospital has inadequate storage space and clutter is an issue. Glo germ audits identified that the cleaning of shared equipment such as commodes is inadequate.

After the in-depth research, IPAC interventions were created. In additional to enhanced surveillance, a dedicated infection control professional (ICP) was named as the ES contact. With the formalities in place, the effort was then turned to the field staff in the form of training and education.

As training programs unfolded, it was discovered staff felt their knowledge of CDI was basic. In fact, many thought of CDI as just diarrhea, and not an illness. Many more didn’t realize that C. diff. spores can live up to five months in the environment. Given this knowledge, a review of cleaning procedures for all staff was required.

The CDI working committee highlighted the need for enhanced cleaning guidelines that included triggers calling for enhanced cleaning by the Environmental Services department. A newly created policy and procedure established that when four cases of CDI on a unit are identified, “enhanced” cleaning and/or increased intensity of cleaning is implemented.

In addition, guidelines have been developed for using sporicidal cleaning products versus routine cleaning products. Enhanced cleaning by Environmental Services staff consists of twice daily cleaning, following a check list and using a sporicidal cleaning agent. Terminal and discharge cleaning is conducted after precautions are ceased.

Purchasing sporicidal cleaning wipes made it easier for unit staff to clean commodes. A ‘Clean Seat Program’ was started with nursing staff and unit support technicians, and outlines the process in cleaning commodes after use and weekly cleaning. Pink tags were placed on chairs and a binder was created to monitor the number of chairs cleaned and type of cleaning conducted (i.e. weekly or terminal).

Environmental Services also created further interventions for the prevention of CDI outbreaks. The process began by fostering relationships through the training of clinical staff on cleaning practices and participating in unit-based huddles. Bridgepoint Health ES staff are viewed as leaders and educators in the importance of proper cleaning procedures and use of cleaning products. In 2011, 65 staff completed the six modules and celebrated with certificates and cake.

Auditing has also become an important tool in the battle of infection prevention. A quality audit system was purchased and implemented in April of this year. Conducting routine equipment and environmental cleaning audits are part of the Hospital’s Quality Improvement plan for 2012 / 2013.

The next steps for Bridgepoint Health include creating a mock CDI outbreak. To date, the hospital has never had a CDI outbreak, therefore, the lessons learned from this mock CDI outbreak will continue to enhance the present process.

In April 2013 a new Bridgepoint Hospital is scheduled to open. The state-of-the-art campus of wellness is specifically designed to meet the specialized needs of patients with complex chronic disease and will support Bridgepoint’s unique approach to patient care. The new building design with washrooms, hand wash sinks and showers in each patient room will make a difference in infection control. With additional storage and up-to-date equipment, the hospital will be better prepared to stop the spread of infection.

By working together, the Environmental Services and Infection Prevention and Control departments will continue to be proactive by setting up great systems to identify concerns and to act quickly to resolve them.

- This article is based on a presentation by Bridgepoint Health’s Jane Tooze, Infection Control Practitioner, and Barb Paul, Manager of Environmental Services, at the OHH Association Conference and Trade Show in May.
The selection of the proper equipment can also make a big difference in the cost of floor care. Using the proper machines and the right size of equipment for the job allows workers to cover more floor area in a shorter period of time. This helps to reduce worker fatigue, improve productivity, and cut costs.

"With the cost of labor today, this is more important than ever," said Mike Englund, a floor care trainer and product manager for Powr-Flite, a leading worldwide manufacturer of floor care equipment. "In general, when cleaning (floor) areas smaller than 1500 sq. feet, a standard floor machine - such as a 175-rpm (rotations per minute) rotary machine - is suggested. But in larger areas, a walk-behind scrubber will pay dividends."

According to Englund, floor machines should be viewed as an investment. Depending on floor size, frequency of use and labor charges, a walk-behind model will typically pay for itself in about a year, or even possibly in just a few months.

"Some studies indicate that one person using a standard 15-inch buffer can clean 10,000 sq. feet of floor in about 10 hours," he said. "That same area can be cleaned in less than 30 minutes with a 24-inch walk-behind machine, a significant reduction in time and related costs."

New developments in floor care equipment have also helped to reduce costs. For instance, Englund says more advanced automatic scrubbers have three-stage suction motors that can efficiently vacuum up the slurry and waste typically produced when refinishing floors. This minimizes the amount of time required to rinse and clean floors, another labor and cost savings.

The new generation of battery-powered machines is also helping facility managers save money. This is because these systems deliver significantly improved run times over older battery-powered models.

"Using a battery-powered floor machine helps improve worker productivity because it means the custodian does not have to continually plug in and unplug cords from wall outlets," Englund said. "(And) longer run times mean more work can be completed faster and effectively, which ultimately is the way to cut floor care costs."

* The process of cleaning a floor, especially if using an autoscrubber or burnisher, can actually remove the top surface of a floor's finish. This can be addressed by applying a "restorer" or a fresh coat of finish to the floor on a set schedule. However, these steps should only be performed after the floor has first been thoroughly cleaned.

Robert Kravitz is a former building service contractor and author of two books on the professional cleaning industry. He may be reached through his web site at www.alturasolutions.com.
NACECARE SOLUTIONS INTRODUCES THREE NEW BATTERY POWERED VACUUMS

NaceCare Solutions has introduced three new battery powered vacuums at this year’s ISSA show. In keeping with the company’s tradition of being a market leader in commercial and industrial vacuums it has added three critical pieces to its product offering.

As daytime cleaning becomes even more prevalent, these units will play a key role in continuing to provide customers with innovative solutions.

The NBV 180 and NBV 220 are two- and three-gallon canister units, while the RSB 130 is a 1.5-gallon backpack vacuum. All three have a 250 watt motor and run on the same 36 volt lithium ion battery, allowing the battery to be recharged between units. The run time on all three machines is 35 minutes while the charge time is 2.5 hours.

The NBV 180 is a compact canister unit weighing 14 pounds. The NBV 220, at 20 pounds, incorporates all the features of the company’s popular and innovative PVR 390 vac including a built-in cart, which allows for easy transport of a second battery should it be required.

For more information, contact NaceCare at 1-800-387-3210 or visit the company’s web site at www.nacecare.com.

DEB ANNOUNCES NEW OPTIDOSE DISPENSER TECHNOLOGY FOR RECOMMENDED HAND HYGIENE

Real-time data from eight million hand hygiene events revealed that nine out of 10 healthcare workers access hand sanitizer using only one push of a dispenser and, as a result, may not be achieving hand hygiene compliance. As recommended by the Provincial Infectious Diseases Advisory Committee (PIDDAC), hand sanitizer volume should be such that it provides “15 seconds of rubbing” before drying.

As a result of these finds, Deb created a new dispensing technology called Optidose that delivers the optimal amount of foaming hand sanitizer to achieve the appropriate wet contact time – with just one dose.

“We recognized it was easier to come up with a product that matched user practice, than try and change user behaviour,” said David Green, Deb’s National Sales manager – Healthcare division.

“To get clean hands, it is very important to have your hands wet for 15 seconds – and it is easiest for all of us, if we can get that volume with one pump,” said Dr. Allison McGeer, microbiologist, Infectious Disease consultant, Mount Sinai Hospital, Toronto. Wet contact time of less than 15 seconds may be an indication too little product was applied to complete a proper hand hygiene event.

Optidose is said to represent a balance that provides maximum efficacy to combat Healthcare Associated Infections (HAIs), yet is gentle enough on hands for multiple daily applications.

For more information, contact Deb Canada at www.debgroup.com.

CASCADES TISSUE GROUP EXPANDS MOKA™ UNBLEACHED PRODUCT LINE

Cascades Tissue Group has announced commercial line expansions to its Cascades® Moka™ 100 per cent recycled unbleached bathroom tissue offerings. In addition to the single roll offering, launched earlier this year, Cascades Moka is now available in jumbo rolls (nine-inch) and a high capacity format for Cascades Tandem® dispensers.

The expansions will help the company meet growing Awayfrom-Home market demand for a product that is novel for North America and the ultimate in sustainable bathroom tissue. The larger formats also provide more flexibility and allow less frequent stocking.

Beige in appearance, Cascades Moka offers the highest hygienic qualities and softness while significantly reducing the environmental impact associated with manufacturing a highly common, yet single-use product. In addition to being North America’s first bathroom tissue to eliminate chemical whitening, a process introduced solely to enhance aesthetics, Cascades Moka is said to get 80 per cent of its pulp mix from post-consumer material and 20 per cent from recovered corrugated boxes. The new pulp mix used in the product offers a reduction in overall environmental impact by at least 25 per cent when compared to the pulp mix used in the Cascades 100 per cent recycled white bath tissue – already regarded as a leading sustainable product. The product is also offset with 100 per cent Green-e® certified renewable wind electricity; saving 2500 lbs. of CO₂ emissions for each ton produced.

Cascades Moka recently won the Novae Quebec Eco-Design Contest, which recognizes the “smartest sustainable design ideas.” According to the company, the interest and growth for Moka is an indication that customers are now willing to forgo their traditional white bathroom tissue for a greener option.

“Always continue to evolve and customers continue to seek the most environmentally preferred options available, we knew the time was right to introduce North America’s first-ever beige bathroom tissue,” said Cascades Tissue Group CEO Suzanne Blanchet, the brainchild and champion of Moka bath tissue’s development.

For more information, contact Cascades at (450) 444-6400 or visit the company’s web site at www.cascades.com.

CLICKSPEED – A NEW FLAT MOPPING SYSTEM FROM VILEDA PROFESSIONAL

Vileda Professional has introduced a new, cost effective system for damp flat mopping. ClickSpeed is said to be the answer to customer requests for a floor cleaning system in the low- to mid-investment range.

The system has a unique and patented mop frame, that is very easy to handle and use. Simply drop the mop on the floor, slide in the frame and then click-close the magnetic mop holder. This means touch-less handling of dirty mops, which is beneficial to the user’s hygiene.

The system can be used with either microfiber durable mops or with microfibre-based disposable mops.

For more information, contact Vileda Professional at ryan.kinsella@fhp-ww.com.
KÄRCHER INTRODUCES NEXT GENERATION B60 SCRUBBERS

Kärcher Canada is pleased to introduce the all new B 60 series of automatic floor scrubbers. The B 60 is the next model added to the new generation of Kärcher scrubbers. The modular design allows the user to choose between cylindrical brush (R) and disk brush (D) scrub heads and the new S 65 (26-inch) orbital head designed for applications requiring chemical free floor stripping. Cylindrical and disk scrub heads can be ordered in 22- or 26-inch sizes and the B 60 can be equipped with either wet cell or maintenance-free AGM batteries. An on-board battery charger is a standard feature for both battery types. Solution and recovery tanks are both 60 litres.

The scrubbers are said to have been designed with the end-user in mind, and include a host of features, including:

• Kärcher Intelligent Key (KIK) system that provides operator and supervisor (only) access to the machines operational settings.
• Ultra quiet operation as low as 65 dBA.
• “Homebase” system that includes hooks and clips to hold "the “tools of the trade” such as spray bottles, wipers and mops.
• EASY Operation System with Eco cleaning mode.
• New slim and compact design for cleaning of tight spaces.
• Large clean water drain and integrated clean water filter.
• Tank lid with ventilation function.
• Large clean water filling port.
• “Tank in Tank” design for easy cleaning of the recovery/dirty water tank.

Optional accessories for the B 60 include a tank lid with built-in cleaning system, quick tank fill, roller shafts and pads, microfibre rollers and microfiber pads.

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

THE NEXT GENERATION IN CLEANING COMFORT FROM PROTEAM®

ProTeam® introduces the latest innovation in ergonomic cleaning, the Super Coach Pro™. A new triangular shape fits closer to the body, reducing the risk of accidental contact with walls and doorways. The patented articulating harness responds to the body’s natural movements, allowing the user freedom to clean high and low with ease.

“ProTeam has been a leader in ergonomic design since we introduced the first lightweight backpack vacuum,” said Matt Wood, ProTeam president and CEO. “Our designers have raised the bar again with the new articulating harness system.”

With the same powerful performance as its predecessor, the Super CoachVac® the 10-quart Super Coach Pro10 is more comfortable, feels lighter and has a smaller profile. The Super Coach Pro 6 has a six-quart capacity and is designed for users of shorter stature. When fitted properly, backpack vacuums reduce fatigue and improve productivity. In field tests, cleaning professionals reported that the Super Coach Pro is more “body friendly” and “a lot easier to use.”

“With improved comfort and range of motion, the Super Coach Pro will enable cleaning professionals to move even in the tightest areas. The 41-stretch hose used in conjunction with the optional dusting brush, crevice and upholstery tools allows for extensive flexibility in the areas that can be maintained.”

ULTRASPEED FLAT MOP WRINGER FROM VILEDA PROFESSIONAL

Vileda Professional has introduced the UltraSpeed flat mop wringer to be used with the UltraFlex mopping system. With this revolutionary system, end users can now alternate or switch to flat mopping simply by the addition of this new flat mop wringer.

The beauty in the system is that it is now much more cost effective for customers to transition to a high value flat mopping system.

The UltraSpeed wringer has a unique and patented wringing style that efficiently controls the amount of water released to the floor, simply by the amount of force used by the operator.

For more information, contact Vileda Professional at ryan.kinsella@hp-ww.com.

ULTRA CHEM INC. INTRODUCES HALO SYSTEM

Ultra Chem Inc. has introduced its Highly Accurate Liquid Operations (HALO) system which is said to be highly accurate, versatile, simple, safe and economical.

The high performance chemical proportioning system allows for exact ratios of chemical concentrate to be perfectly dispensed for a multitude of facility uses such as bathroom and grout cleaner; heavy duty degreaser; glass and surface cleaner; and floor cleaner and conditioner.

For more information, contact Ultra Chem Inc. at (888) 858-7224 or visit the company’s web site at www.ultrachemlabs.com.

KAIVAC INTRODUCES NEW AUTOVAC SYSTEM FOR THE PROFESSIONAL CLEANING INDUSTRY

Kaivac has introduced the latest “link” in its popular OmniFlex™ crossover cleaning system.

The new addition - the AutoVac - which has been certified by the National Floor Safety Institute (NFSI), is an innovative system that is said to automate floor care.

Pre-introduction tests indicate it rivals the cleaning performance of traditional automatic scrubbers at a fraction of the cost.

The system starts with Kaivac’s OmniFlex Trolley Bucket. The bucket has a self-dispensing design with a variable spigot. This feature is said to ensure that only fresh cleaning solution is applied to the floor.

The system already includes a variety of add-on components designed for different cleaning situations - including a Dispense-and-Vac and Spray-and-Vac system. The AutoVac can be used in conjunction with either of these add-ons.

Users can also select the ‘AutoVac Complete’ - a pre-configured system that includes the Trolley Bucket, a wet/dry vacuum and an AutoVac add-on kit.

An additional model - the AutoVac Complete 220V - is also available to meet certain international voltage requirements.

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

NACECARE SOLUTIONS INTRODUCES NEW LINE OF UPRIGHT VACUUMS

Both units are CRI approved and meet LEED-EB requirements.

For more information, contact NaceCare at 1-800-387-3210 or visit the company’s web site at www.nacecare.com.
SSWA AWARDS STANLEY E. FRIEDMAN AWARD OF MERIT TO RON UNDERWOOD

At its annual conference in Quebec City the Sanitary Supply Wholesaling Association (SSWA) announced that Ron Underwood, president of Advantage Maintenance Products, Paris, Ont., has been awarded the Stanley E. Friedman Award of Merit. The selection of this prestigious award is based on the contribution that Underwood has made to the SSWA and the industry over a period of time.

The award has been presented only 11 times since it was established in 1985. The award was named after one of the founding members of the SSWA, who was also the first recipient in 1989. It was last awarded in 2008.

Underwood has been active in the janitorial supplies business for over 50 years. He has been a member of the CSSA and ISSA since 1961. In 1978 he joined The White Mop Wringer Company of Canada as president, and acquired ownership of the Canadian division in 1991 where he quickly re-organized from being a branch plant manufacturer to a national wholesaler.

Between 1999 and 2004 he acquired and merged two national and three regional wholesalers, and changed the company name to Advantage Maintenance Products in 2000.

KB MEDLAND ANNOUNCES ORGANIZATIONAL CHANGES

KB Medland Inc. is pleased to announce the addition of Jeremy Blackmore to the position of Key Account manager – GTA. Blackmore has many years of experience in the janitorial industry and was an integral part of East West Sales from 2005 to 2010. Blackmore joined KB Medland on Sep. 1, 2012 and will be based at the company’s new office at 159 Hampton Ave., Toronto, Ont.

KB Medland has also announced the addition of David Addision as Business consultant and support, in a part-time capacity. Addision has been working closely with the company and brings years of experience at Grand and Toy in sales, sales management and change management.

A additional changes have also been announced by the company. Christine Bradley will assume the role of company president and Matt Medland will continue his role as vice president of sales. Dave Ridler, inside sales and support, will also take on SFDC lead administrator. Linda Marshall will continue as bookkeeper and administration support. The company is currently pursuing additional outside sales support in the near future.

QUEBEC’S FIRST “FLOOD HOUSE” OPEN TO INDUSTRY

Select Academy, located in Dorval, Que., is a professional training school for specialized cleaning and disaster restoration. Its sister company – Select Supplies - has been distributing equipment and products in the industry for over 23 years and began offering specialized training to its clients in 1998.

Founded in February 2011, Select Academy offers accredited training courses which are recognized by various organizations including the Institute of Inspection, Cleaning & Restoration Certification (IICRC) and Restoration Sciences Academy (RSA).

In March 2012, the Academy constructed a flood house where water disasters are simulated, thus allowing students to learn through real-life situations. The 2000 sq. foot house, built in partnership with Maison Laprise, is a standard home with a basement. It is constructed of many different types of material making it possible to re-enact various scenarios that could be experienced in a real disaster recovery situation.

The four-day training session, relating to the Flood House, offers the ASD certification of the IICRC. Its goal is to show students how to properly dry a house, using the equipment and tools made available to them, as quickly as possible while avoiding complications and ensuring the least amount of damage.

The first ASD accredited training session took place on Sep. 11, 2012.

For more information, contact Vincent Begin at (514) 339-9919, toll free (800) 361-9704, e-mail vbegin@selectacademy.ca or visit the academy’s web site at www.academieselect.ca.

NEW STUDY FINDS DEGREES OF INTEREST IN E-LEARNING CLASSES IMPACTS SALES OUTCOMES

A new study by Enviro-Solutions, a manufacturer of proven-Green cleaning products, finds that distributor sales representatives (DSRs) most actively involved in the company’s e-Learning program – referred to as passionate participants – see the greatest improvements in sales performance.

Enviro-Solutions’ e-Learning program consists of more than 175 training modules broken into 75 courses in five key ar-
Dear Reader,

At Vileda Professional – Marino we respect and value the work that goes into keeping a clean and hygienic workspace. Therefore, in the upcoming issues of Sanitation Canada we will be highlighting a variety of people/teams who have made a difference by providing a healthier environment in the workplace.

We would like to remind everyone of the hard work and dedication that goes into such operations, and ultimately 'Thank' the people for their contribution to making our world a cleaner, better place.

If you know of a team or an individual who shows passion for cleaning and maintaining a happy, healthy workplace, please let us know. You and your team could be the next to be featured in Sanitation Canada.

Lastly, 'Thank you' to all of the cleaning staff who make a difference.

For more information, please contact: Ryan Kinsella – Vileda Professional Marino at (647) 400-6894 or e-mail Ryan.kinsella@fhp-ww.com.

FORTY-YEAR VETERAN OF THE CLEANING INDUSTRY RETIRES

John Hayes, who has served as regional sales manager in various territories for Enviro-Solutions, retired on Sep. 30, 2012.

Over the past four decades, Hayes worked for many leading chemical manufacturers and has served in several positions; however, his primary focus has been on sales and marketing.

“I am very proud of the professional cleaning industry,” Hayes said. “I consider it one of the bedrock industries, filled with honest, hard-working individuals who work everyday to keep people and facilities clean and healthy.”

While its foundation has remained the same, Hayes said that the industry has changed considerably over the years.

“In the years he’s been with us, (Harrington) has given exceptional service and value to our customers,” said Rich Steinberg, ProTeam vice president of sales. “We are confident that with his promotion to western regional manager, (Harrington) will continue to grow and excel.”

Harrington holds a B.S. from Gonzaga University. He is a member of ISSA’s Young Executive Society (YES), the British Institute of Cleaning Science (BICS) and World Federation of Building Service Contractors (WFBCS).
STUDENT WINNERS OF THE “GOING ENVIRAL” FACEBOOK CONTEST REVEALED

The Great Neck (New York) Public School District, which is located in Nassau County, Long Island, has just released the names and photos of the student winners of the Going Enviral Greener School Video Challenge 2012 Facebook contest conducted by Enviro-Solutions earlier this year.

The contest, which was open to school-age children throughout North America, was hosted on Enviro-Solutions’ facebook page and ran from March until Jul. 15, 2012.

The youngsters were asked to submit a video on how they would make their school greener and more sustainable.

The winning students, who were 15-years-old, won with a video titled “Period 4 Lights Out.” The winning students were Joseph Bichoupaw, Claudia Hakimian and Zachary Han.

“Period 4 Lights Out” documents how students convinced the school’s administration to turn off all the lights in the school for one class period. The video showcased the savings that would result and how the school could still function well using only natural light.

Joseph, Claudia and Zachary will share the $500 prize money, and their school will receive $500 worth of Green cleaning chemicals courtesy of Enviro-Solutions.

“These kids are really proud of their accomplishment, and rightfully so,” said Brian J. Cossette, regional sales manager/director of training for Enviro-Solutions. “Many of the videos were really good, but their video stood out above the others.”

According to Jim DeLello, an Enviro-Solutions distributor with Edmar, who works with the school district, “It’s great to see a group of tomorrow’s leaders embrace the green initiative and get the whole school involved as well.”

DeLello also said that the winning school was quite grateful to win the free green cleaning chemicals.

“Things are tight for schools all around the country,” he said. “This gift of free cleaning chemicals will allow the school to purchase some other cleaning supplies that might have been on hold before the contest.”

NEW STUDY FINDS DEGREES OF INTEREST IN E-LEARNING CLASSES IMPACTS SALES OUTCOMES

Enviro-Solutions analysed the participants’ sales performances, comparing outcomes over a 12-month time period:

- Passionate participants saw sales increase by 45 per cent during the evaluation period. Some DSRs had a staggering 275 per cent increase during this time.
- Passive participants’ sales rose approximately 22 per cent during the evaluation period.
- Participants with a very low or nil interest in the programs saw sales actually decline by 24 per cent, some by as much as 27 per cent.

“These results are similar to an e-Learning analysis we did about three years ago,” Sawchuk said. “The bottom line in both studies was the same: the more distributors and DSRs take advantage of educational opportunities, such as the e-Learning program, the more it pays off in real results. (This is because) knowledge builds confidence, and confidence builds sales.”

Continued From Page 34

Michael’s Equipment Ltd., a supplier of quality floor and carpet care solutions and equipment to the Canadian market is pleased to announce the appointment of John Lloyd as general manager and director of sales.

In this role, Lloyd will be responsible for building and maintaining excellent relations with Michael’s existing clients, as well as promoting new products and services to their distributors and prospective customers. Working with its national sales representatives, Lloyd will direct all future sales and marketing programs, focusing on the building of the Canadian market share.

Lloyd has extensive experience and success in all aspects of the janitorial/sanitation industry. Some of his management roles include vice president of sales, national sales and marketing manager, director of training and territory manager for such companies as Rubbermaid Commercial Products, Marino Manufacturing, G.H. Wood, Armstrong Manufacturing and Lawson's Inc.
IEHA has created a special teaching outreach for its Members at Large who wish to maintain and renew their valuable credentials (REH, CEH, Masters Programs) consisting of “Questions to Answer” from recent articles published in EHT, the official journal of IEHA. This will enable IEHA members to procure CEU credits remotely.

“We want to make it easy for our Members at Large to keep up-to-date with CEU credits without always having to drive 100 to 500 miles to attend a geographically-distant chapter meeting,” said Beth Risinger, IEHA CEO and executive director. “Because we want to ensure certified IEHA members receive all the key benefits from IEHA, we are going to send study questions to these valuable IEHA stakeholders, FREE of charge. All they have to do is answer the questions, e-mail or fax them back to us at IEHA headquarters, then we will grade the answers provide a response and update CEUs as appropriate.”

The association also created IEHA Unify - http://www.ieha.org/unify.php - a popular on-line networking opportunity on the IEHA web site. The section was created due to the many questions that IEHA active members answer daily.

“The IEHA Board of Directors and staff hope these new opportunities make each IEHA member recognize that we care about them and appreciate their membership in IEHA,” Risinger said.

NACECARE SOLUTIONS ANNOUNCES APPOINTMENT OF BUSINESS DEVELOPMENT MANAGER

NaceCare Solutions is pleased to announce the appointment of Sean Bush to the position of Business Development manager as of Sep. 1, 2012.

“(Bush’s) strong background in the sanitation industry, along with his extensive experience in the sale and distribution of commercial and industrial equipment will make him a valuable asset to our organization,” said Gareth Mason, president of NaceCare.

“Our entire team is focused on developing quality cleaning solutions that provide superior results throughout our commercial and industrial facilities. (Bush) is a valuable new addition to that team focusing on both new business and our existing partners in our key market segments.”

EMPLOYMENT OPPORTUNITY

atlas graham

Territory Sales Representative - Ontario Region

Atlas Graham is a Canadian family-owned enterprise manufacturing and marketing manual cleaning supplies for professional and retail markets. The company is currently in search of a dynamic individual to fill the role of Territory Manager in the Ontario marketplace. The successful candidate will be responsible for developing and maintaining the company’s business throughout the province. This role will be based out of the Greater Toronto Area and be responsible for all client contact at both the distribution and at the regional head office level.

SKILLS AND QUALIFICATIONS

• A minimum of two years previous sales experience in manual cleaning supplies.
• Previous experience selling in the Ontario marketplace.
• Strong communication skills, both written and oral.
• Candidate must be a self-starter and autonomous.
• University degree or equivalent.
• Past success in developing new business.
• Ability to maintain and submit up-to-date call logs.
• Demonstrated success in a B2B sales role is an asset.
• Proficient in the use of business software such as Excel, Word, PowerPoint and MS Outlook.

ESSENTIAL FUNCTIONS

• Establishes and maintains an effective partnership with resellers.
• Gains agreement to expectations and monitor for compliance.
• Works with resellers to achieve a common sales goal and build business plans.
• Assists partners in closing sales, opportunity identification and pipeline management.
• Assists in driving the performance of business partners to meet or exceed metrics, goals or objectives.
• Generates consistent sales growth in all areas of the business through education, service and initiatives.
• Educates resellers on products, programs, promotions, competitive advantages to drive business growth.

Qualified applicants should e-mail resumés along with a cover letter and personal history to:

Tim MacGregor
Executive Vice President and Chief Operating Officer
macgregort@ag.ca
information Hotline

Alte-Rego Corporation
Page 7
Tel: (416) 740-3397
Fax: (416) 741-9991
www.alte-rego.com

Buckeye International Inc.
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Tel: (314) 291-1900
Fax: (314) 298-2850
www.buckeyeinternational.com

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Web: www.cloroxprofessional.com

Freudenberg Household Products
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Fax: (905) 669-5750
Web: www.marinnomop.com

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Fax: (905) 574-7388
Web: www.gtfrenchpaper.com

Jan-Mar Sales Ltd.
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Fax: (416) 255-0820
Web: www.jan-mar.com

Johnny Vac - Div. of Distributions J. Beaulac Inc.
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Fax: (514) 354-7137
Web: www.johnnyvac.com

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Web: www.scatissue.com

Ultra Chem USA Inc.
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Fax: (909) 620-0940
Web: www.ultrachemlabs.com

Windsor Industries
Page 19
Tel: (800) 444-7654
Web: www.windsorind.com

MASK Your Property’s Wildlife Friendly Features

Continued From Page 18

lids and straps or clamps to hold them shut. Since raccoons enjoy the all-night buffet a trashcan may afford, it’s best to use ones made of tough materials such as metal or hard plastics. Keep dumpsters and trash as far from the property as possible, and tie loose trash cans to a support.

The articulating harness is made of breathable mesh material to keep the operator cool. The die-cast aluminum tri-latch system assures air performance. Four Level® filtration w/HEPA captures 99.97 per cent of particulates 0.3 micron or larger including fine carbon dust from the motor for improved IAQ. Due to the angle of the exhaust filters, the unit will not disturb papers on desks as it passes.

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

For more information, visit the ProTeam web site at www.proteamnextgen.com.

THE NEXT GENERATION IN CLEANING COMFORT

Nextstep Commercial Products (exclusive Licensee of O-Cedar) is pleased to announce its new Lobby 100 per cent Black Corn angle broom. Features of the broom include: “Angle cut” to provide very easy sweeping of debris; black natural broomcorn has hair-like follicles that trap and hold dust particles, and is water resistant; and “3-Sew” provides superior durability and is long-lasting.

For more information, contact Nextstep Commercial Products at (937) 322-5163 or e-mail: sales@ocedarcommercial.com.

Continued From Page 33

...to vacuum longer with less effort.” Wood said. “This not only saves facilities money, it also makes for happier and healthier employees.”

The articulating harness is made of breathable mesh material to keep the operator cool. The die-cast aluminum tri-latch system assures air performance. Four Level® filtration w/HEPA captures 99.97 per cent of particulates 0.3 micron or larger including fine carbon dust from the motor for improved IAQ. Due to the angle of the exhaust filters, the unit will not disturb papers on desks as it passes.

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

For more information, visit the ProTeam web site at www.proteamnextgen.com.

NEXSTEP COMMERCIAL PRODUCTS ANNOUNCES LOBBY 100 PER CENT BLACK ANGLE CORN BROOM

Nextstep Commercial Products (exclusive Licensee of O-Cedar) is pleased to announce its new Lobby 100 per cent Black Corn angle broom. Features of the broom include: “Angle cut” to provide very easy sweeping of debris; black natural broomcorn has hair-like follicles that trap and hold dust particles, and is water resistant; and “3-Sew” provides superior durability and is long-lasting.

For more information, contact Nextstep Commercial Products at (937) 322-5163 or e-mail: sales@ocedarcommercial.com.

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

Sanitation Canada - SEPTEMBER / OCTOBER 2012

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IT’S ON OUR LABEL. IS IT ON YOURS?

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*Clostridium difficile spores. **Based on Clorox Health Canada registered master labels as of 4/1/2012 and in-market labels of leading brands. **Use as directed on hard non-porous surfaces. See product label for complete list of organisms. ©2012 Clorox Professional Products Company.
HANDLE ANY JOB, LARGE OR SMALL, WITH ONE MACHINE:

NACECARE'S TWINTEC VARIO

FEATURES

› Adjustable brush width
  - 26”, 30” and 34” – in one machine. Simply pull a pin to adjust the brush deck.

› Adjustable flow rate
  - 0.25 gpm to 1 gpm

› 6 gel batteries for a run time of 3.5 hours

› 2 optional extra batteries for a run time of 4.5 hours

› Low voltage shutoff

› Onboard chemical dispensing allows for 32:1, 64:1, 96:1 and 128:1 chemical metering

› patented pop on / pop off pad drivers

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