Sanitation Canada

Is Ebola the "Bat-out-of-Hell" and will we learn something from this experience?

Cleaning Green at Markham Stouffville Hospital

7 Symptoms of Bad Meetings and What You Can Do About Them

SEPTEMBER / OCTOBER 2014
The truth is, C. difficile, MRSA and VRE may have been admitted to all these rooms.

- 33% of non-CDI rooms have tested positive for C. difficile.¹
- 55% of high-touch areas in patient rooms have tested positive for C. difficile.¹
- Admitting a new patient to a room previously occupied by a MRSA or VRE-positive patient, significantly increases the odds of acquiring MRSA or VRE.²

When the problems are facility-wide, the solutions have to be.

Clorox Healthcare™ Professional Disinfecting Bleach Products kill C. difficile spores quickly: wipes 3 minutes, liquids 5 minutes, and 46 other pathogens like MRSA & VRE in 1 minute*
Urine Trouble?

Eliminate urine stains and odour with new Clorox® Urine Remover.

3 in 4 People are DISGUSTED by urine stains and odours.

Cleaning professionals report that removing urine odours is their No. 1 CLEANING PRIORITY.¹

Tough jobs demand smart solutions.

Urine is one of the toughest stains to clean and odours to remove. New Clorox® Urine Remover breaks down urine to quickly eliminate odours and remove stains.

¹ Clorox Professional Products Company and ClearVoice Research (February 2012). Online Survey of Professional Cleaning Service Industry Decision Makers. (Survey of 933 cleaning industry decision makers across various industries)
BUSINESS NOTES
Seven Symptoms of Bad Meetings and What You Can Do About Them.
The door to the meeting room opens and it’s the person who called the meeting, running 10 minutes late because the previous meeting ended late, and then he had to stop by his office and pick up some notes to remind him of what that meeting was about. The folks already in the room are wondering how long the meeting is going to last.

HAND HYGIENE
Is Ebola the “Bat-out-of-Hell” and will we learn something from this experience? Certainly unprecedented in modern times if not for its cope but for the sheer, terrifying manner in which the virus does its dirty deed, researchers say that the Zaire outbreak started when a fruit bat bit a two-year-old child. Within one week both the toddler and the mother were dead.

INDUSTRY EVENT
ISSA/INTERCLEAN® North America is being held Nov. 4 to 7, 2014 at the Orange County Convention Centre in Orlando, FL. ISSA/INTERCLEAN is the only global exhibition bringing together the world’s business leaders and pioneer thinkers in commercial cleaning and facility solutions, hosted by ISSA and its partner Amsterdam RAI.
Bunzl Canada is the leading national distributor of Cleaning & Hygiene, Disposable Supplies, Food Packaging and Safety products for businesses across Canada. Delivering solutions in 26 countries around the world, Bunzl brings innovation and proven best practices to our Canadian customer base. Headquartered in Burlington, Ontario, Bunzl Canada specializes in strategic sourcing and supply chain initiatives that drive total cost in use improvements for our clients.
ISSA Announces 2014 Achievement Award Winners

ISSA will present its 2014 Achievement Awards during ISSA/INTERCLEAN® North America being held Nov. 4 to 7 at the Orange County Convention Centre in Orlando, FL. The following industry professionals will be recognized:

Jack D. Ramaley Industry Distinguished Service Award

The Jack D. Ramaley Industry Distinguished Service Award may be conferred by the board to those individuals who have demonstrated outstanding service to the cleaning and maintenance industry through their innovation, professionalism, leadership, elevation of industry standards, promotion of the association's growth and development, unselfish dedication without personal gain and emulation of the ISSA Code of Ethics. This year’s award recipient is Ids Boersma.

After finishing his international marketing degree and working in various sales and marketing positions, in 1992, Boersma started working at Amsterdam RAI, ISSA’s trade show partner. Within RAI, he has held several event-management positions, all closely related to organizing exhibitions, including the forerunner of ISSA/INTERCLEAN®, INTERCLEAN Amsterdam. From 2000 to 2003, he was responsible for the digital media department. In 2003, he was appointed RAI’s director of international exhibitions, where he was responsible for the portfolio of RAI’s market-leading international trade shows in Amsterdam. During this period, he also developed and oversaw the geoadaptation strategy for the events. A key aspect of this strategy was the creation of international alliances and joint ventures. He was RAI's main point of contact with ISSA and played a vital role developing the special relationship that now exists between the two. Boersma also chaired the ISSA/INTERCLEAN Committee for ISSA/INTERCLEAN Amsterdam.

In December 2007, Boersma was appointed managing director for RAI Exhibitions and took a place on the Am...
IT’S NOT CLEAN UNLESS YOU WIPE IT ALL AWAY

KILLING MICROBES DOESN’T MAKE THEM DISAPPEAR.
Stop the chain of infection with the Rubbermaid HYGEN™ Disposable Microfiber System, proven to remove dead microbes and eliminate the food source for live pathogens.

Removes 99.9% of microorganisms, including c.diff*

*BASED ON THIRD PARTY TESTING WITH WATER ONLY. THE PRODUCT CAN BE USED WITH A WIDE ARRAY OF CLEANING SOLUTIONS.
sterdam RAI board of directors. RAI Exhibitions is the division of Amsterdam RAI responsible for all trade and consumer shows organized by Amsterdam RAI. Despite these additional responsibilities, he has remained in close contact with ISSA, and frequently shares thoughts and ideas concerning ISSA/INTERCLEAN as well as future developments with the association.

Manufacturer Representatives’ Distinguished Service Award

The Manufacturer Representatives’ Distinguished Service Award recognizes a person within the industry who has had a positive impact on the industry and the association, and who has been supportive of manufacturer representatives. This award is presented on behalf of all independent manufacturer representatives. This year’s award recipient is John Stroud.

Stroud is president of the O’Dell Corp., Ware Shoals, SC, which has been an ISSA member since 1999. He began working in the jan-san industry in 1977. He joined O’Dell in 1989, and under his leadership O’Dell has become a leading manufacturer in the wet mop, dust mop, microfibre and broom categories. He attributes O’Dell’s success to his manufacturer representatives, who have been instrumental in the company’s growth. Outside of the industry Stroud is an active member of the First Presbyterian Church of Greenwood, SC, where he serves as a deacon, an elder and a trustee. He currently serves on the board of trustees for his alma mater, Presbyterian College, Clinton, SC, and is actively involved in conservation efforts throughout South Carolina through Looped E Farm. He has also served on the board of the South Carolina Waterfowl Association for 17 years, and currently serves on the board of directors at Countybank and JCB Holdings.

YES Industry Special Achievement Award

The YES Industry Special Achievement Award honors an individual or company from the industry who has made substantial contributions to the advancement of the cleaning industry and ISSA, and who has demonstrated strong support of the Young Executive Society (YES). This year’s award recipient is James Ammons.

Ammons started in the jan-san industry in 1994, working for Scott Paper where he stayed for two years. When Scott Paper was sold, he moved to Baywest Paper, serving as an area manager.

In 1996, he was hired by Angel Cotton, where he worked for 18 years (1996 to 2013). This year, wanting to relocate to Texas, he sold his part of Angel Cotton to his partner, and started work as the general sales manager at Peerless Marketing.

An active supporter of ISSA, Ammons served six years on the YES Coordinators Committee (2004-10), including as 2006 chair. On two occasions, Ammons served as a panelist for ISSA’s Career Coach (2007, 2009), including one year as its panel moderator, as well as serving two years on ISSA’s Manufacturer Representatives’ Council (2009-10). Outside of ISSA, Ammons has participated on the Southern California Sanitary Supply Association board for eight years (1999-2006), including as president (2006). And in 2014, he received the Vendor of the Year Award from Matera Papers.

ISSA Introduces Board of Directors

ISSA has introduced its 2015 board of directors. The elections for open positions on the board closed Aug. 7, 2014. The following individuals were elected to the new board, which will be led by incoming ISSA President Alan Tomblin of Procter & Gamble Professional:

- **Vice President/President Elect:**
  - David Sikes, Sikes Paper Co.

- **Executive Officer:** Ken Bodie, Kelsan, Inc.

- **Manufacturer Director:** Mark Jackmore, Rubbermaid Commercial Products, Inc.

- **Distributor Director West:**
  - Nick Spallone, Tahoe Supply Co. LLC

- **BSC Director:**
  - Taylor Bruce, IH Services, Inc.

In addition to Tomblin, returning from the 2014 board to serve in
My esteemed blogging colleagues have written much on the subject of the most recent and deadly Ebola outbreak(s). That’s right, we now have the outbreak of two Ebola strains to be concerned about—one in Zaire and the other in the DR Congo. Certainly unprecedented in modern times if not for its scope but for the shear, terrifying manner in which the virus does its dirty deed, researchers say that the Zaire outbreak started when a fruit bat bit a two-year-old child. Within one week both the toddler and the mother were dead.

Fruit bats live in colonies around the world—sometimes thousands or even millions strong. This reminds me of the ‘super herds’ represented by our large cities. In this case the butterfly effect so often spoken and written about has turned into a bat wing.

This disease leaves me almost speechless. New projections are that the virus may infect another 20,000 people before the outbreak is under control.

With current mortality rates of around 60 per cent, the numbers are truly disturbing. And now it seems we even have a second strain in what is the fifth African country—the DR Congo. With the west African strain named Zaire, are we about to see two deadly strains fight it out for dominance over the huge and under-developed continent? For infection control practitioners, this is the stuff of our worst night-
We should be deeply indebted to Médecins Sans Frontieres (Doctors without Borders) for the work they do to both assist the sick, and help prevent further transmission.

Clearly the developed world’s neglect of the African public health infrastructure plays into the outbreak as it unfolds. If we continue to ignore the plight of Africa’s health system, it is at our own peril. With all the brave and selfless healthcare experts sent out or volunteering to provide assistance to relieve the suffering and save as many lives as they can, as they come back to our communities for treatment it might be good to review what we know in terms of hand hygiene and its ability to stop an outbreak, as CDC assures us we can. And, is there anything to worry about with them coming home or are there bigger issues looking just beyond the horizon?

They say you can know a person by the company they keep, well so too for Ebola. Significant is the fact that Ebola virus is in Baltimore Virus Group V (named after Nobel laureate David Baltimore). Viruses in Group V are characterized by being enveloped, helical in capsid symmetry with single-stranded RNA genomes. The latter means they hit the ground running, something like the “bat-out-of-hell” we are seeing unfold before our eyes. The deadly Ebola and Marburg viruses (Filovirus virus family) are well known members of this group, along with influenza, where we have a good hand hygiene test history. Also included in Group V are the viruses from other virus families: measles, mumps and rabies. Some of these, while easy to kill, are known for their epidemic potential, and with rabies, we come back to the ‘bat’.

A recent science article tells us that the Ebola virus has mutated 300 times since that first case. Unfortunately, as we are finding out, Ebola is somewhat stable to freeze and thaw, and poorly inactivated by UV. But then there is not much UV light back in the caves where these bats reside.

However, on the bright side, Ebola is a virus surrounded by an ‘envelope’. Enveloped viruses are known to be very easily killed by alcohols, cationic surfactants and anti-microbials.

Usually we spend our time talking about anti-septic or sanitizer effectiveness (or lack thereof) in virus groups that are much harder to kill, including viruses from groups IV, the naked non-enveloped viruses that include Adenoviruses, Caliciviruses (think Norovirus) and Picornaviridae represented by Poliovirus. These are, by far, the most difficult to kill with their tightly packed geometrical icosahedral protein coats. By comparison, Ebola should be a walk in the park (to kill) if it weren’t for the fact that profuse bleeding from every bodily orifice accompanies every symptomatic case, spreading the virus far and wide. Perhaps this virus has the ability to get our attention to create a sustainable public health infrastructure for Africa, but only time will tell.

In respect to hand hygiene, with influenza viruses as an example, it is known that simple surfactant action is able to breakdown the virus envelope glycoprotein that binds with target cells. It is the glycoprotein type that determines virus infectivity. Fortunate for now, Ebola Zaire is not as hot as it can get, but then attenuation is the rule with extended human contact. With some strains mortality rates are at 90 per cent.

In one of the few published reports on efficacy of sanitizing agents, there can be found a description of a “surfactant nanoemulsion” that is effective against Ebola in testing at one- and 10 per cent concentrations¹, showing that chemistry and theory on effectiveness holds true. This was made from simple surfactants and oils dispersed in a very fine emulsion making the mixture wet-out soils and eat holes in the virus envelope.

Common ingredients in antimicrobial soaps and hand sanitizers would be significantly active at disrupting virus envelopes as well. Heating the serum at 60 degrees Celsius for one hour renders viruses inactivated while dilution of blood in three per cent acetic acid has also been found quite effective.

With any virus, it is not just the kill of the virus in vitro, but also the confounding effects of the soils in which it is found. So while we know a lot about the virus’s relatives, we don’t know as much about where it comes from and the effects of those confounding soils.
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ISSA/INTERCLEAN®
North America
November 4 – 7, 2014
Orange County Convention Centre, Orlando, FL

ISSA/INTERCLEAN® North America will be held Nov. 4 to 7, 2014 at the Orange County Convention Centre in Orlando, FL. ISSA/INTERCLEAN® is the only global exhibition bringing together the world’s business leaders and pioneer thinkers in commercial cleaning and facility solutions, hosted by ISSA and its partner Amsterdam RAI.

The North American event is part of a family of exhibitions held around the globe in Amsterdam, Istanbul, Mexico City and Warsaw. The North American trade show has run for nine consecutive decades, and continues to innovate and evolve to stay ahead of the trends that attendees face. The show has been named one of North America’s Top 100 trade shows for four years and was recently recognized as one of the fastest 50 growing trade shows in the United States.

More than 16,000 cleaning-industry leaders come together annually with one goal in mind: advancing cleaning and driving innovation. As the event continues to expand, it welcomes five industry conventions during the week. Among these events is ISSA’s annual convention, which offers more than 45 educational and networking sessions.
At ISSA/INTERCLEAN, attendees will find more than 700 leading global suppliers, consultants, association and certification bodies – all in one place.

WHO ATTENDS

Distributor executives, purchasing personnel and sales teams visit ISSA/INTERCLEAN looking for janitorial products, as well as industrial and industrial packaging, safety, food service, health care, laundry and warewash, hospitality, office supplies and hardware.

ISSA/INTERCLEAN attendees also include building service contractors and in-house service providers, as well as facility decision-makers representing commercial, health care, education, government, retail, hospitality, food service, industrial and other public facilities.

FOUR DAYS OF EDUCATION IN ORLANDO

The ISSA convention seminar program kicks-off on Tues. Nov. 4 and continues to Fri. Nov. 7. Additional sessions will be hosted on the trade show floor.

The cost of the education seminars are $99 per person for ISSA members and $299 for non-members. The registration fee includes access to all convention seminars hosted during ISSA/INTERCLEAN. Education sessions hosted on the trade show floor are free to attend with an ISSA/INTERCLEAN trade show badge.

The full listing of the educational opportunities can be viewed at www.issa.com/show.

KEYNOTE SPEAKERS

The 2014 ISSA convention will provide more keynote speakers than ever before. These will be hosted right on the trade show floor at the Keynote Stage, Hall A1, to centralize the attendee experience. The keynote addresses include the following:

Conquering the Seven Summits of Peak Performance

Wed. Nov. 5 – 8:15 to 9:30 a.m.

Leading teams can feel like an uphill battle. Now imagine leading a successful business team while simultaneously working to climb the seven highest mountains around the globe. Susan Ershler is one of less than 300 people who have conquered the Seven Summits of mountain climbing lore. At the same time, she excelled at building and leading teams that achieved exceptional, sometimes life-changing results.

Drawing on her knowledge and experience, Ershler shows why the best leaders are much more than top performers themselves. They enable every member of their team to overcome their perceived limitations by learning to commit to a shared vision of success. Attendees will walk away with the leadership skills needed to help business teams win the recognition and rewards that accrue to top performers.

Through-out her 23-year corporate career at Qwest, United Technologies, FedExKinko’s and Verizon, Ershler has ascended the ranks to become a vice president of sales, earned 11 President’s Club sales awards and shattered sales quotas. Outside of the business world, Ershler has scaled the Seven Summits – the highest peaks on each of the world’s seven continents – and written a book, Together on Top of the World, documenting the climbs. Ershler’s new book, Conquering the Seven Summits of Sales; From Everest to Every Business, Achieving Peak Performance, will be published later this year by Harper Collins.

Find Your Edge

Thurs. Nov. 6 – 8:15 to 9:30 a.m.

Successful companies are made of successful teams – and these teams need leaders that understand the individual team members’ strengths. Yet, when companies try to reproduce what their best performers do differently, the result is another life-less policy that ends up constraining people instead of freeing them to do their best work.

Join best-selling author and consultant Marcus Buckingham as he shares how to put innovative ideas into practice without stifling the personal strengths that give you and your team the edge. He’ll offer a simple, easy-to-remember scheme to identify each person’s unique combination of strengths, plus tips and techniques on how to put

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is the work he did over two decades as a senior researcher for Gallup, the international analytics and consulting firm, as well as in his own business consultancy. He has spent his career focused on collecting information about what makes a successful manager, then honing strategies for how to best turn talents into performance. The Cambridge graduate has worked with the world’s most prestigious companies, including Facebook, Toyota, Coca-Cola, Wells Fargo, Microsoft and Disney.

**The One Day Contract**

Fri. Nov. 7 – 9 to 10 a.m.

In 28 seasons as a collegiate head coach, Rick Pitino has compiled a .735 winning percentage that ranks him 11th among active coaches. Pitino is the 14th college basketball coach to win multiple championships and the first to win multiple at more than one school.

He will share with ISSA/INTERCLEAN attendees the lessons that have lead him to such success in different environments, how to get the most out of teams of any kind, and how to inspire amazing work ethic.

Based on Pitino’s success in the NCAA, the NBA and national championships, he’ll reveal how day-to-day achievements are the key to exceptional victories.

Rick Pitino got his start as a head coach at Boston University (BU) when he was only 25 years old. By the time he left, he was the most successful coach in BU history. After a few short years, he was invited to join the NBA’s New York Knicks as an assistant coach. In 1985, Pitino left the Knicks for the Providence College Friars, where he guided the team to an improbable run to the 1987 Final Four.

In eight seasons with the University of Kentucky, Pitino amassed a 219-50 record and led the Wildcats to three Final Four appearances. He won his first NCAA Championship with Kentucky in 1996. Pitino then served as president and head coach of the storied Boston Celtics until accepting his current position as head coach of the University of Louisville Cardinals. With the Cardinals, Pitino reached the Final Four three times before winning the NCAA Championship in 2013. In addition to his team wins, 26 of his assistant coaches or players have gone on to become successful collegiate coaches themselves.

**THE POWER TO WIN**

Fri. Nov. 7 – 1 to 2 p.m.

Whether achieving greatness as an athlete or in the business arena, the same qualities that drive success apply: discipline, focus, determination, preparation, the right attitude and setting fear of the unknown aside. Famed boxer Sugar Ray Leonard will make a powerful case for using his principles of success to help you win the workplace as he headlines the ISSA Excellence Awards Luncheon.

An enormously charismatic figure, Leonard will paint a vivid picture of what it took to reach his dream of Olympic gold. Learn what strengths he drew on to get to the top in his professional career — and stay there. Plus, hear about the lessons he learned when transitioning from life as an athlete to that of an entrepreneur.

Making dreams come true, successfully, orchestrating change and staying at the top are all attainable, and Leonard will explain how. Attendees will come away with a renewed enthusiasm and commitment to being the best.

Leonard is one of the legendary sports icons of the 20th Century whose very name epitomizes boxing and conjures the image of a champion. In 40 professional boxing appearances, Leonard lost only three times. He is a champion boxer in five weight divisions, the Olympic gold medalist and the 1980s Boxer of the Decade. Outside of the ring, Leonard published an autobiography, *THE BIG FIGHT: My Life In and Out of the Ring*, in 2011; launched an athletic clothing line in 2013; and maintains an active role in the Sugar Ray Leonard Foundation, which is instrumental in the fight against obesity and diabetes.

For more information or to register, visit the ISSA web site at www.issa.com/show.

### ISSA Introduces Board of Directors

the following positions on the 2015 board are:

- **Past President/International Director:** Fritz Gast, PB Gast & Sons/Alied Eagle Supply
- **Treasurer:** John Barrett, Eurest Services
- **Secretary:** John Swigart, Spartan Chemical Co., Inc.
- **Director Canada:** Paul Goldin, Avmoir Ltd.
- **Manufacturer Representatives’ Director:** Craig Miller, Apex
- **Distributor Director North – Mark Warner, Americhem International, Inc.
- **Distributor Director South – Mercer Stanfield, Brame Specialty Co., Inc.
- **Manufacturer Director – Matt Wood, ProTeam, Inc.
- **Manufacturer Director – Steve Lewis, Golden Star Inc.
- **Latin America Council Chair:** Mauricio Chico Cañedo, Distribuidora Lava Tap, S.A. de C.V.

- **Europe Council Chair:** Andrew Dunning, Numatic International Ltd.

The following individuals complete their service on the board in 2013:

- **Lydia Work,** American Paper Converting
- **Ted Stark,** Dalco Enterprises, Inc.
- **Jeffrey Packee,** Marsden Holding LLC.
- **Chris Martini,** Central Sanitary Supply Co.
- **Brendan Cherry,** Bobrick Washroom Equipment, Inc.

ISSA members are invited to personally greet the new board members when they officially take office at the ISSA general meeting on Fri. Nov. 7 at 8 a.m., during ISSA/INTERCLEAN® North America 2014, Nov. 4 to 7 at the Orange County Convention Centre, Orlando, FL.
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The door to the meeting room opens and it’s the person who called the meeting, running 10 minutes late because their previous meeting ended late, and then he had to stop by his office and pick up some notes to remind him of what this meeting was about. The folks already in the room are discussing last night’s game and wondering how long the meeting is going to last.

Only one person remembers getting the notes from the last meeting. And, he’s the only one that has a copy of the report they’re supposed to discuss.

Does this sound or feel familiar? You’re not alone. One topic that everyone can agree on is this: meetings are often a waste of time and money.

Scary meeting statistics abound. Software company Atlassian’s infographic states that businesses in the United States alone waste $37 billion a year. Some of that meeting time may have been wasted in your organization.

What is strange is why this situation isn’t on the top of anyone’s list to get fixed. If we are wasting billions, why don’t corporations make the effort to fix the problem? Perhaps it boils down to a lack of accountability. But this is something that is entirely within our control. Here are some symptoms of bad meetings and what you can do to fix them:

1. Your meetings ramble on without a clear purpose. If there’s an agenda, no one follows it.

Good meeting practice says that a specific agenda will almost always reduce the time wasted in a meeting. A poll of 471 management leaders noted that 90 per cent...
of those polled attributed the failure of most meetings to a lack of advanced planning and organization. So be sure to send out an agenda before the meeting. Review the agenda at the beginning of the meeting and gain agreement to follow it. It’s also important to empower people to point out when the meeting veers off the agenda. That way everyone can share the responsibility to keep things on track.

(2) **People are doing their own thing during the meeting – texting, talking on the phone, responding to email, carrying on unrelated conversations.**

One way to avoid this is to establish ground rules that everyone agrees on before the meeting begins. These rules include removing temptation by setting limits on texting, email and phone conversations, and requiring people to listen without interrupting. Even if people have agreed in advance to these rules, they may need to be reminded of the ground rules at the beginning of the meeting or during the meeting itself if the rule-breaking is particularly egregious. Such reminding may be done by fellow members or by the meeting leader if there is one.

(3) **People show up who are not prepared. They haven’t read the report, document or spreadsheet regarding what the meeting was about or they have not done the research they promised to do.**

A well-run organization holds staff members accountable for doing their jobs and keeping their promises. But real life often falls short of how we know we should operate. Holding people accountable should be part of any set of ground rules for meetings. When you distribute the agenda in advance, clearly state the preparation that is expected of each member who will participate. Even when you reiterate expectations, there may still be people who don’t think they are the people who are supposed to be prepared. In a separate setting, the meeting leader or their manager needs to state the obvious:

Meetings are places where people report on their work, share information, etc. When members fail to do what they promised, they are being disrespectful of other people’s time — those who came to the meeting in order to participate and learn what progress had been made. Not only are they being rude to coworkers — they are also creating actual economic waste of organizational resources.

(4) **There is no closure for decision-making. Decisions are discussed, but not decided. There is no agreement to support collective decisions once they are made, and people continue to fight them, disavow them or bad-mouth them afterwards.**

A good business process gets essential activities done with a minimum of waste. A good meeting process requires decisions or a decision that the topic be continued to the next meeting. Create the expectation that a decision will be made during the meeting and drive for consensus. If a decision still can’t be made, the decision may need to be moved upstairs or assigned to a sub-group. Then, after everyone has their say and decisions are made, the decision needs to be supported by the entire group, even if some disagree. Otherwise the disagreements move underground and undermine the workings of all. There is one special exception: if the decision is illegal, immoral or dangerous. In such cases, dissent may be healthier for the organization in the long run than cooperating in the short run with bad decisions.

(5) **Meetings are dominated by a few talkers (not necessarily the leader) or there are knowledgeable people who never volunteer to speak up.**

Facilitation can improve both the process and the outcome of meetings. According to an article in the Fall 2006 issue of *The Facilitator*, using a skilled meeting facilitator increases the productivity of a project by 25 per cent. Of course the magazine may have a bias, but having someone with training in meeting facilitation has the potential to improve most things. If that’s not an option, help the meeting leader develop some basic meeting facilitation skills that will help even out participation.

(6) **Meetings start and end late. Some people come late or leave before the end.**

Timeliness is a matter of integrity. Here we are using the word “integrity” in the sense of being unimpaired or sound. Consider the integrity of the steel beams in a building. If one or more was missing or askew, wouldn’t the building sag or fall down? Similarly, the integrity of your work group or team is undermined when key people are missing during updates or decision-making times; it doesn’t matter why or how. They will inevitably miss important communications, updates, reframing of the issues under discussion, and waste everyone else’s time when they have to be specially brought up to date. Because they missed the original sequence of events, they may also leave the meeting with an erroneous impression of what was discussed or agreed upon. Set the expectation for timeliness in advance, and then start and end the meeting on time. If you respect people’s schedules, they will be more likely to...
Markham Stouffville Hospital (MSH), a progressive, two-site, community hospital with leading clinical programs in acute care medicine and surgery, addictions and mental health, and maternal and child health, has been a mainstay for the city of Markham, ON, and the surrounding towns of Stouffville and Uxbridge, for almost 25 years.

This newly-expanded and renovated 710,000 sq. ft. teaching facility, with over 220 patient beds, enhances the patient experience while remaining true to its mandate of providing optimal patient care in a manner that promotes environmental sustainability.

The quality of the patient experience remains the constant for MSH in an evolving health-care landscape. With growing emphasis on greening and utilizing forms of renewable energy, care that proves itself environmentally-, socially- and economically-viable unquestionably emerges as a prerequisite for all aspects of responsible healthcare. As such, healthcare organizations have had to rethink conventional methods of cleaning that are increasingly being scrutinized due the growing need to prevent serious hospital acquired infections (HAI’s) and arrest the effects of multi-drug resistant organisms (MDRO’s) with methods that facilitate the healing process rather than hinder it. Long gone are the days of hospitals cleaning primarily for the purpose of aesthetics and ushered in, instead, are a host of environmental services cleaning practices that have gradually become regarded as a specialized skill set.

To meet the challenges of the industry, Environmental Services (ES) professionals at MSH are extensively-trained to clean in a manner that mitigates risk. Their training, divided into a series of modules, impresses upon the worker crucial skills, while making learning straightforward and manageable, which allows staff to quickly utilize what they have learned.

Frequent staff meetings, refreshers and in-services encourage patient safety and sustainability as they focus on various areas such as Workplace Hazardous Materials Information Systems (WHMIS) and...
the ‘four-fold’ method of cleaning that decreases chemical and energy use. Training also includes ensuring mobile equipment is taken out of service for cleaning, and recognizing and focusing on high-touch surfaces, a known hotbed for microbes and other pathogens.

Members of the ES team also lend their input to multi-disciplinary team and unit meetings, and contribute to the Infection Prevention and Control (IPAC) team’s reviews of cleaning processes as well as the implementation of other select systems. Their methodical and collaborative approach to cleaning facilitates their working in conjunction with patient flow teams to assist in structuring requests for service and care, thereby optimizing patient flow through the system daily.

MSH’s methodology for maintaining facility cleanliness while remaining ‘green’ emerged from a number of driving forces. Setting the stage for environmental awareness and changes within the organization was the strong sense of social responsibility of the leadership team and the philosophy that satisfying the needs of the current generation should in no way deprive future generations of the ability to satisfy theirs.

In addition, the paradigm shift within the healthcare industry in the direction of wellness and preventive measures, rather than strictly curative ones, coupled with the widely-accepted Leadership in Energy and Environmental Design (LEED) certification programs, added impetus to the greening movement already underway at the hospital.

MSH’s newly-constructed facility participated in LEED’s voluntary program, which considers among other factors, an organization’s green cleaning strategy in order to determine eligibility. The hospital recently successfully completed the silver certification process.

“As we implement programs that ensure our patients are safe and properly cared for in a clean facility, we are determined to be guided by principles of sustainability,”
said MSH’s Facilities and Support Services Director and Greening Committee Chair, Maria Pavone. “We set objectives and targets and routinely examine and evaluate our performance relative to our expectations. As we do so, it demonstrates that MSH takes seriously its responsibility of environmental stewardship and recognizes that success at our mandate requires not only awareness but also action.”

**CREATING AWARENESS**

Environmental Services is a vital service in healthcare, and MSH works hard to recognize their contribution throughout the year and also during Environmental Services Week. The ES team’s work that takes place behind the scenes was highlighted as the hospital recognized the accomplishments of MSH’s 88 dedicated cleaning professionals who, apart from routine cleaning, on daily basis tackle a number of focused cleans such as:

- Isolation cleans;
- C-Section room terminal cleans;
- Isolette cleans;
- Birthing bed cleans;
- After hours post operation cleans;
- Terminal cleans.

However, ES week at MSH is not just about celebration but also one of education. During ES week staff engagement was heightened by the hospital community being encouraged to participate in daily ES sustainability trivia challenges. By completing these challenges the staff was reminded of the ES processes, and were also able to win prizes for themselves and the ES attendant assigned to their clinical unit or department.

Another notable highlight of ES week was senior management, IPAC, the clinical teams, and other hospital staff and volunteers being invited to the ES week open house to see how MSH continues to ‘grow green’ through its environmental services cleaning and recycling programs. The event was attended by over 400 hospital staff members, and they were able to learn more about the following:

- The systematic change to certified, ecologically-friendly, low odor cleaning products which are in compliance with the hospital scent-reduced policy.
- The Harmoni rubber flooring that was strategically incorporated into the design of the new and renovated facility. These floors are entirely free of PVC, chlorine, plasticizers and heavy metals, and its look and integrity is maintained by using the ES team’s green floor care system.
- The expanded recycling program in the hospital allows that staff to co-mingle recyclable waste. Items such as paper coffee cups, styrofoam and pill cups, cardboard, as well as all empty containers with the recycle logo can now be placed in blue bins with paper, and is sorted by MSH’s waste provider. This decreases landfill waste and increases the efficiencies of the ES staff.

**INSPIRED TO ACTION**

As the commitment to sustainable healthcare is spearheaded by MSH’s senior management and its Board of Directors and further propelled by the efforts of the greening committee, new initiatives are sought to create an even cleaner, greener

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**Is Ebola the “Bat-out-of-Hell”**

With Ebola, dried blood and other secretions will be of the utmost importance. Therefore, it is really difficult to make any blanket statement about an antimicrobial agent’s effectiveness, as these soils tend to totally protect the viability of viruses until the soil can be broken down – allowing the disinfectant or surfactant a chance to degrade the virus envelope. In many cases the envelopes are destroyed by the simple act of drying out. But here, the soil is the issue and the characteristics of blood is so prized, its ability to clot works against us. The search is now on for substances that can kill or effectively inhibit this virus at low cost and is readily available in the remote locations that are on fire with infections.

Is there more we should be worried about? A 2000 study of the 1996 Gabon outbreak, caused by a closely-related Zaire strain, tracked contacts and took blood samples. These samples uncovered a very high rate of asymptomatic Ebola cases. These appear to commonly occur (~50 per cent) among the surviving population of caregivers that manage not to become openly infected. This means, of course, that the biggest risk is not from the healthcare worker who returns home extremely sick and in need of treatment, but for all those that travel, and are asymptomatic and harbouring the potential for risk of further spread.

Is there anything we should learn from this outbreak? When humankind walked out of Africa some 90 thousand years ago to establish the developed world, we unfortunately seldom looked back to our ancestral home. Exploration of Africa in the 1800s foretold infectious hazards. Even the famous Dr. Livingston did not make it out alive. Everything is indeed connected to everything else, and perhaps this is our Kilimanjaro moment. We have the tools to conquer this but with climate change, the snows are melting and bats are on the wing. There are a lot of lessons here. We are all in this together and need to accelerate prevention efforts. With NIH and CDC taking an active role in vaccine development, perhaps these outbreaks can be rolled back sooner rather than later. Public health infrastructure is worth its weight in gold and if there is anything we can depend on, it is change itself.

**ABOUT THE AUTHOR**

Barry Michaels has over 50 years of experience in the field of infectious disease investigation, control and prevention. His research work has involved a wide variety of viral, bacterial and fungal pathogens focused on antimicrobial intervention strategies. Previously having worked as staff microbiologist for Georgia-Pacific Corp. for over 14 years, he is now founder and director of B. Michaels Group Inc., a consultant group active in areas of product safety, product development, regulatory affairs and microbiology related to personal hygiene, surface sanitation, and appropriate use in food, healthcare and various other occupational fields.

One measure of successful green cleaning is how well it limits the use of toxic and harmful chemicals while not compromising infection prevention standards. The state-of-the-art hospital-grade steamer used by the MSH ES team uses steam that reaches temperatures of about 300 degrees Fahrenheit. The sterilizing power of steam exemplifies benign cleaning strategies and has been used successfully in the ES cleaning arsenal as some viruses and pathogens have become resistant or even immune to orthodox forms of cleaning and commonly used chemicals.

MSH greening initiatives and programs continue to grow. The facility is gaining recognition and collecting accolades including being named an Ontario Hospital Association’s Green Hospital of the Year finalist for the second consecutive year.

Constant re-evaluation of established ES techniques, technologies and processes, and their integration with a host of new manual and automated technologies aptly positions MSH to continue successfully meeting any challenges that lie on the healthcare horizon.

By investing in its people on the front lines with timely and enriched training and education, MSH aims to be counted as part of the solution, ensuring its organization remains innovative and a leader in patient safety and environmental sustainability.

(MSIs. Recent significant initiatives include the following:

- The microfibre cleaning system which was introduced greatly reduces the amount of water and chemicals it previously took to keep the facility clean. This system is an effective method of cleaning as the positive charge from the microfibres attracts negatively charged dust and prevents its redistribution during cleaning. Single-use microfibre mop heads help in the fight against cross contamination as they are not used in more than one room, unlike their loop mop head counterparts which require the cleaning solution to be changed after two to three rooms to prevent cross contamination. The microfibre cloths and mops take less space in washers and dryers, lowering water and energy usage by the hospital. This system is a welcomed alternative as it has the added ergonomic benefit to the staff as there is less need for the heavy traditional mop and water bucket.

- Utilizing more fully the cleansing and disinfecting power of steam. One measure of successful green cleaning is how well it limits the use of toxic and harmful chemicals while not compromising infection prevention standards. The state-of-the-art hospital-grade steamer used by the MSH ES team uses steam that reaches temperatures of about 300 degrees Fahrenheit. The sterilizing power of steam exemplifies benign cleaning strategies and has been used successfully in the ES cleaning arsenal as some viruses and pathogens have become resistant or even immune to orthodox forms of cleaning and commonly used chemicals.

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KAIVAC INTRODUCES THE SMARTTOWEL™ SYSTEM

Kaivac’s unique SmartTowel™ system is now patented.

Made of high-quality microfibre, the SmartTowels can be folded into sections—four on one side, four to eight on the other—resulting in users working with a fresh portion of towel, and keeping people and places healthy.

The microfibre towels come in various colours suitable for colour-coding systems, which help users know which towel is used for a given task.

PROPER FLOOR FINISH APPLICATION – THE STEP-BY-STEP PROCESS TO ENSURE FINISH IS PROPERLY APPLIED

Successfully refinishing a hard surface floor depends a great deal on how the finish is actually applied.

“There is a step-by-step process that must be followed when applying floor finish,” said Rob Dodson, product manager for Betco Corporation’s floor care division. “This helps ensure the finish is properly applied and all areas of the floor are coated.

According to Dodson, the process of applying finish starts at the room’s entrance. Here, the technician begins by walking around all four walls of the room, applying finish along the baseboards.

“This is often called ‘cutting’ the floor,” he said.

Once this step is complete, the technician makes a 180-degree turn, moves over to the edge of the third wall (furthest from the entrance) and starts applying finish in a back-and-forth figure-eight pattern, walking backward.

With this area complete, the technician then turns around and continues applying finish in a back-and-forth pattern, again walking backward, until the next section of the floor is finished. Eventually, the process ends when it started—at the first wall and entrance to the room.

“With the back-and-forth pattern, there is invariably an overlap,” Dodson said. “This helps ensure that finish is applied to all areas of the floor.

If performed properly, this step-by-step process helps provide complete floor finish coverage and guarantees that the technician never has to walk over an area of the floor where the floor finish might not be thoroughly dry.

According to Dodson, this application process must be repeated at least four times, because it typically takes about four- to six-coats of finish to adequately protect flooring and produce a shine.

“This is actually one of the most time-consuming parts of the job,” he said. “Fortunately, at least one floor finish is available that dries in 10 to 15 minutes, significantly reducing the time to complete this part of the job.”

For more information, visit www.kaisvac.com, or call 513-887-4600.

Colour-coding helps minimize training time, overcome language barriers, and eliminate cross contamination.

NEW GOFREE® FLEX PRO CORDLESS BACKPACK VACUUM FROM PROTEAM®

ProTeam®, a company internationally-recognized for innovative vacuum technology, has introduced an upgrade in cordless efficiency – the lighter-weight GoFree® Flex Pro backpack vacuum with longer battery-life.

“In the coming years, the cleaning industry will continue to turn to cordless equipment to improve efficiency,” said ProTeam President and CEO Matt Wood. “We plan to be on the forefront, using the latest battery-powered technology to help our users save time and money.”

In field tests, the last cordless backpack, the GoFree Pro, saved one-to-one-and-a-half hours off a four-hour vacuuming shift. These efficiency gains were due to the freedom of being unrestricted by a cord and the elimination of cord management tasks. Offering the same cordless freedom, the GoFree Flex Pro is said to be 14 per cent lighter than its predecessor, resulting in improved user comfort. Due to a more efficient motor, its run-time is increased to approximately one hour.

“We want to make sure our GoFree Pro users benefit from the longer run-time and lighter-weight of the GoFree Flex Pro, so we are also offering a motor upgrade,” said ProTeam Director of Marketing Jacalyn High.

“With the more efficient motor, GoFree Pro users can improve their existing units.”

The FlexFit articulating harness is said to create a secure, body-friendly fit, increasing range of motion and reducing fatigue. Four Level® Filtration w/HEPA captures 99.97 per cent of particulates 0.3 microns or larger, including fine carbon dust from the motor, for improved Indoor Air Quality (IAQ).

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

ATRIX INTERNATIONAL ANNOUNCES NEW SAFETY FEATURE FOR HIGH CAPACITY SERIES FINE FILTRATION VACUUM LINE

When cleaning minute or dangerous particles it is very important to change out the filters when they become too full. Atrix has added a red LED indicator light on the motor head that will illuminate once the filter is reaching full capacity to aid with this. The operator can then change the filter to avoid any over flow.

As the Atrix Series filter continues to fill, the red LED indicator light will begin to blink. When the light shows continuous red, it is time to replace the filter.

This new feature is said to meet the stringent British standard No. 8520, which is required on all Fine Filtered HEPA and ULPA vacuums that are used to remove asbestos, lead paint dust or other similar dangerous materials.

The new high capacity abatement system is now available with this feature. For more information, visit www.atrixinternational.com.

AVMOR LAUNCHES NEW CORPORATE WEBSITE

For over six decades, Avmor has prided itself for its ability to provide exceptional innovative solutions that promise optimal performance accompanied by the ultimate quality of customer service. The solutions’ consistency in exceeding performance expectations is due to Avmor’s ability to evolve and create innovative solutions to meet the specific performance, health and environmental standards for various business needs.

The company web site is said to be no exception. As of Sep. 23, 2014, Avmor launched its new web site – www.avmor.com – to correspond with the company’s commitment to customer service and quality solutions.
THE SIGNATURE SERIES FROM CINTAS CANADA

The new Signature Series of designer restroom accessories from Cintas Canada Ltd. is said to offer businesses a stylish alternative to the traditional, industrial look of the standard commercial restroom. The collection includes everything from soap and toilet paper dispensers to air fresheners and trash cans – all in a sleek, functional and customizable design.

Featuring a special “soft coat” finish, the accessory line is said to be resistant to fingerprints, easy-to-clean and features a bacteria static surface to help reduce germs and cross-contamination. Available in nine colours under the groupings of Timeless, Bold, Earth and Steel, the collection is said to require no upfront inventory investment. On a weekly basis, Cintas’ re-stocking service will monitor inventory levels, deliver fresh, clean products and ensure that all dispensers are full and functioning.

For more information, contact Cintas at www.cintas.ca/signatureseries.

POWR-FLITE FOGGER PF04 INTRODUCED

The compact Powr-Flite Fogger PF04 is said to be “the best choice for open-area and surface deodorizing.” The system is designed to use water-based disinfectants that are EPA approved for fogging and deodorizing.

The unit’s ultra-low-volume (ULV) feature means that extremely small particle sizes can be achieved for highly-effective application of an odor-control product.

R3 RELIABLE REDISTRIBUTION RESOURCE ROLS OUT NEW MOBILE APPLICATION

R3 Reliable Redistribution Resource has announced the debut of a new mobile application that makes it easier for customers to track their Go for the Gold progress. The annual Go for the Gold trip incentive program is exclusive to R3, a leading North American re-distributor of disposable operating products and related services for distributors in foodservice and other industries.

The free application uses bar charts to illustrate a customer’s Go for the Gold program purchases in total dollars, points accumulated and year-over-year growth. Additionally, the app projects trip qualification based on current purchases.

“We developed the app to put Go for the Gold purchase data at participants’ fingertips wherever they are,” said Bunzl North America Marketing Manager Cory Sexson. “It will make it simpler for our customers to gauge their progress and track their growth in the program.”

The free Go for the Gold application for the iPhone is available for download from the iTunes App store. The company plans to release an Android version of the app in October.

Future versions of the app will include a searchable product catalogue segmented by category and point value, as well as promotions and new product announcements.

For more information on the R3 Go for the Gold program, visit http://r3redistribution.com/2014/09/18/go-for-the-gold-xviii/ or call (1-866-987-R3R3 (7373).

DEB CANADA LAUNCHES MANAGER’S GUIDE OF SKIN PROTECTION FOR INDUSTRIAL WORKERS

Deb Canada, a part of Deb Group, a global away-from-home skin care company and the inventor of foam soap dispensing systems, has launched a guide on skin protection for industrial workers and occupational dermatitis.

A whopping 10 to 15 per cent of occupational illness is caused by skin disease with a financial burden of $1 billion annually (The National Institute for Occupational Safety and Health [NIOSH] 2013).

The guide is published by the Deb Group in the interest of occupational health. It is designed to help managers and those responsible for health and safety in the workplace, to keep the skin of employees healthy and undamaged by the workplace environment, focusing on minimizing the risk of occupational dermatitis – the most prevalent type of skin disease reported in the workplace.

For more information, contact Deb Canada at (519) 443-8697 or e-mail: zuzana.bleha@debcanada.com.
**CASCADeS ANNOUNCES STRATEGIC OPTIMIZATION AND EXPANSION OF U.S. TISSUE ACTIVITIES**

Cascades Inc., a North American leader in the recovery, manufacture and conversion of green packaging and tissue paper products, has announced the installation of a new tissue converting facility in Wagram, NC. This investment will reorganize and expand the company’s converting activities in the southeastern United States – a targeted area of growth for the corporation.

“Cascades is expanding its presence in the southeast, one of the fastest growing markets in the United States,” said Suzanne Blanchet, Cascades Tissue Group’s current president and CEO. “This investment will allow us to optimize our converting platform by relocating equipment presently used elsewhere, by adding new manufacturing equipment and installing robotized warehouse management. In doing so, we are moving closer to many key markets, and improving our productivity and logistics while enhancing customer service.”

The total annual capacity for the new converting plant is approximately 10 million cases on six converting lines, with the capacity to produce various tissue products including bathroom tissue, kitchen towels, paper napkins and hand towels for both the Away-from-Home and Consumer Products markets.

“Cascades has made clear its intention to prioritize investments in the tissue paper and packaging products sectors,” said President and CEO of Cascades Inc. Mario Plourde. “This new investment in Wagram will allow us to further improve our tissue manufacturing and customer service through the addition of an ultra-modern converting plant that will be ideally situated to serve the growing needs of our customers.”

**DIVERSEy CARE RENEWS MULTI-MILLION DOLLAR CONTRACT**

Sealed Air’s Diversey Care division has renewed its 2009 contract with Accor Group. With more than 3600 hotels and 470,000 rooms, Accor welcomes business and leisure travelers in 92 countries across all hotel segments: luxury-upscale with Sofitel, Pullman, MGallery and Grand Mercure, midscale with Novotel, Suite Novotel, Mercure and Adagio and economy with ibis, ibis Styles, ibis budget and hotelF1. As part of the multi-year, multi-million dollar contract, Diversey Care will provide solutions and services that support Accor’s sustainable development program.

“This ongoing partnership supports the commitment both organizations have made to the environment and guest satisfaction,” said Dr. Ilham Kadri, president of Diversey Care. “By offering training, product innovations and food safety expertise, we will be able to help Accor reach new heights in its sustainability journey.”

The company will help the hotel operator reduce costs by implementing product solutions that reduce waste, including super concentrates and dosage equipment. As a result of the past contract, the amount of plastic waste per litre of solution was reduced by 97 per cent, from 141 grams in 2010 to 0.15 grams in 2013. Diversey Care will also ensure Accor staff are trained and cleaning processes are in place in order to maintain the highest hygiene requirements.

The company’s eco-label products support Accor’s PLANET 21 program, which consists of 21 sustainable commitments that Accor Group has agreed to achieve for 2015. As a result of the partnership, Accor grew the ratio of eco-label products in its hotels by 31 per cent from 2009 to 2013. Eco-designed products are beneficial to the planet, especially since they also have an impact on water pollution thanks to enhanced biodegradability.

“We’re focused on continual improvement across our hotels,” said Sebastien Brunel, senior vice president of group procurement at Accor. “Working with Diversey Care allows us to set and surpass goals that benefit the bottom line, guest ratings and employee satisfaction. We’re looking forward to the challenge and future success of the company.”

**STEPHANIE KULP PROMOTED TO BUSINESS DEVELOPMENT MANAGER AT AZTEC**

Aztec Products Inc. has welcomed Stephanie Kulp as its new business development manager. In the four years of being with the company, Kulp has been successful in each of her roles including parts department manager, purchasing, inventory management and accounting back-up.

“I am very excited to be part of the Aztec sales development team, and am confident that with my knowledge and understanding of our products and customers, I will be able to help Aztec grow to be even more successful than it already is,” Kulp said.

According to Aztec President Whit Beverly, Kulp’s combination of intelligence and dedication has resulted in many promotions over the last four years at Aztec.

“With (Kulp)’s dynamic personality, we expect great success for her in sales development,” he said.

Kulp is confident that she will succeed in her new position.

“I have already developed customer relationships by working in the parts department and customer service, and I feel this will make for a positive rapport moving forward in sales development,” she said. “I am a hard worker and always put forth 100 per cent in everything I do. I look forward to the challenge and future success of the company.”

Aztec Products Inc. is a family-owned business based in Montgomeryville, PA. Aztec is proud to manufacture all of its products in the United States.
CRI UPDATES GUIDELINES FOR SOA SERVICE PROVIDERS

The Carpet and Rug Institute (CRI) recently updated its guidelines for Seal of Approval Service Providers.

In addition to its recommendation that companies seeking service provider status be certified by the Institute of Inspection, Cleaning and Restoration (IICRC), the CRI now suggests membership in the non-profit support and training group, the International Cleaning and Restoration Association (ICRA).

The CRI Seal of Approval Service Provider agreement now reads:

The SOA Service Provider Plus Program strongly recommends that participants (companies) become IICRC certified firms and/or become a member of the International Cleaning and Restoration Association (ICRA).

According to CRI, the ICRA offers enhanced, hands-on training through their Performance Assessment training program for carpet cleaning, that compliments the existing IICRC training program.

PROCESS CLEANING FOR HEALTHY SCHOOLS (PC4HS) PROVIDES GUIDANCE ON HANDLING POTENTIAL PCB-CONTAINING DUST

The 501c3 Process Cleaning for Healthy Schools® (PC4HS) group is providing guidance on handling potential PCB-containing dust from substances, such as old caulking in schools.

According to the United States EPA, “Caulk containing potentially-harmful polychlorinated biphenyls

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TROJAN BATTERY APPOINTS OLIS MASTER DISTRIBUTOR FOR ICELAND

Trojan Battery Co. LLC, a leading manufacturer of deep-cycle batteries, has named Olís as a master distributor of Trojan batteries in Iceland.

Olís is the country’s major battery distributor and will supply products to both the business and consumer marketplaces. Olís supports a variety of applications and industries in Iceland, such as plant maintenance, floor cleaning, warehouse management, marine, trucking, recreation vehicles as well as consumer fuel service stations.

“There are many opportunities in Iceland for the installation of Trojan deep-cycle batteries,” said Mat Segal, senior vice president of international sales for Trojan Battery. “With the diverse markets which Olís supports in the country, we are looking forward to supporting all of their customers’ application needs.”

Established in 1927, Olís has been a leading supplier of a variety of products to business and consumers in Iceland for more than 85 years. As a key contributor to building the Icelandic economy, Olís is focused on providing customers with quality merchandise at competitive prices through an extensive sales and service network of more than 60 locations nationwide.

LPS, ITW PROFESSIONAL BRANDS AND ATLANTIC MILLS COMBINE PRODUCT PORTFOLIOS TO BECOME ‘ITW PRO BRANDS’ BRAND

LPS, ITW Professional Brands (formerly ITW Dymon) and Atlantic Mills have combined product portfolios and will now operate as ITW Pro Brands. With the brand alignment, ITW Pro Brands is now said to offer greater resources and support to help distributors differentiate themselves and grow their business, along with a larger field sales organization to better serve end users.

The company’s brand portfolio includes LPS®, SCRUBS®, DYKEM®, RustickT, Accu-lube®, Dymon®, Spray Nine®, Atlantic Mills® and SertunT. This scale-up of previously independent ITW (Illinois Tool Works) business units is the result of in-depth market research with key channel partners.

“We listened to our distributors and took decisive action by combining three of our strongest business units into one organization,” said ITW Pro Brands Vice President and General Manager Paul Taylor. “The new structure makes doing business with us easier and more efficient. It also allows us to invest greater resources into our brands, driving end user demand and deepening our commitment to new product innovation.”

As part of the scale-up, ITW Pro Brands has created a new service model with a simplified structure and operations. ITW Pro Brands now offers distributors one point of contact for all of its industry-leading brands and common technology and distribution points for all of its products.

“By aligning resources and focusing on supply chain excellence, ITW Pro Brands customers will enjoy greater product availability and improved customer support,” Taylor said.

While the customer-facing business teams have already been reorganized, ITW Pro Brands is still developing systems and processes to support the newly-formed organization with plans to have everything in place for 2015. This will result in unified order entry and billing, along with harmonized marketing programs.

“We are going to be in a substantially better position to truly partner with our distribution channel. Our distributors will benefit from a substantially larger field sales organization, which is positioned to generate more end-user demand for all of our products. Additionally, industry surveys tell us we have strong brands, and we are investing to further develop and nurture these important assets. Finally, we have a substantially stronger research and development team that is more focused than

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PROCESS CLEANING FOR HEALTHY SCHOOLS (PC4HS) PROVIDES GUIDANCE ON HANDLING POTENTIAL PCB-CONTAINING DUST

(PCBs) was used in many buildings, including schools, in the 1950s through the 1970s.”

“Most schools and buildings built after 1979 do not contain PCBs in caulk,” said a spokesperson for EPA. “On Sep. 25, 2009, EPA announced new guidance for school administrators and building managers with important information about managing PCBs in caulk and tools to help minimize possible exposure. Through EPA PCB Regional Coordinators, the Agency will also assist communities in identifying potential problems and, if necessary, developing plans for PCB testing and removal.”

PC4HS recommends that schools take two initial steps when caulk or other materials are suspected of containing PCBs:

1. Test first (a non-custodial role).
2. Ventilation.

Per EPA: “If testing reveals PCB levels above the levels EPA has determined to be safe, schools should attempt to identify any potential sources of PCBs that may be present in the building, including testing samples of caulk and looking for other potential sources (e.g., old transformers, capacitors or fluorescent light ballasts that may still be present at the school).

If elevated PCB content is found, proceed with EPA Guidance – See http://www.epa.gov/epawaste/hazard/tsd/pcbs/index.htm and http://www.epa.gov/pcbsincaulk/

General PC4HS IAQ Guidance

Dust – potentially containing PCBs and other unwanted matter – should always be considered a “hazardous” substance, and be safely contained and removed from buildings rather than stirred into the air. PC4HS recommends high-efficiency containment and removal methods including:

• Well-filtered vacuums certified for Indoor Air Quality (IAQ) by Carpet and Rug Institute (CRI) testing, and/or other independent labs.

• Emptying and cleaning/inspecting vacuum filters regularly to avoid overloading and torn or compromised media; and to help ensure optimal safety and performance.

• Emptying vacuum liners or bags outdoors and into a plastic trash liner to avoid spreading particles.

• Damp cloth or microfibre dusters that capture and remove particulates. These materials should be laundered separately from other textiles.

• Frequent dusting (e.g., in classrooms) utilizing cleaning specialists in a mapped and inspected process, or plan that enables regular and thorough removal of soils (including dust).

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• Frequent dusting (e.g., in classrooms) utilizing cleaning specialists in a mapped and inspected process, or plan that enables regular and thorough removal of soils (including dust).

• Good ventilation to minimize airborne particles that may be harmful or allergic.

The definition and identification of dust that is “potentially hazardous” has become broader as health science has advanced, since pollutants in even tiny amounts (parts per billion) are known to affect human hormonal systems; these are known as “endocrine disrupters.” Therefore, PC4HS follows the “precautionary principle” of avoidance and adheres to EPA information that advises a three-stage strategy to protect IAQ:

1. Source removal or capture.
2. Ventilation.
3. Air cleaning (in partnership with HVAC departments).

The number one way, source removal or capture, is standard procedure for PC4HS crews. In addition, PC4HS is looking at ways to monitor and track airborne levels of dust.

Process Cleaning for Healthy Schools (PC4HS) is a national non-profit organization of facility professionals dedicated to helping produce healthy, high performance schools while protecting jobs in budget constrained environments. PC4HS optimizes efficiency, cleanliness, ease of deployment, and health factors through a carefully-designed and documented systems tailored for K-12 school districts.
Manufactured by Canadians for Canadians

New Ver. 4 2014 Catalogue Now Available!
7 Symptoms of Bad Meetings

Respect the integrity of the meeting and its objectives.

(7) People leave meetings tired, frustrated, angry or depressed.

Your current meeting style might not be healthy for you. If your meetings include donuts, coffee, soft drinks and bagels, they may spike your blood sugar and then cause it to crash. Are your meetings longer than necessary or are they run without breaks? Or perhaps you are holding the wrong type of meeting for the particular time of day. Consider the logistics of the meeting to see if your meetings actually help or hinder the work of the organization.

About the Author

With more than 30 years of management experience in the maintenance and engineering fields, Joel D. Levitt is a leading trainer of manufacturing, operational and maintenance professionals—having trained more than 15,000 maintenance leaders from 3,000 organizations in 25 countries. Since 1980, Levitt has been the president of Springfield Resources, a management consulting firm servicing clients of all sizes on a wide range of maintenance issues, and is currently the director of International Projects at Life Cycle Engineering. Levitt is the author of 10 popular books and over 150 articles on maintenance management, as well as a frequent speaker at related industry conferences. Learn more at www.meetingdefender.com.
It all comes down to quality.

“After extensive testing over the years, Buckeye floor finishes have proven to be the best. The shine and durability stand out and they do not turn yellow! The labor savings we realize because of these features are the icing on the cake.”

~ Lake Washington Institute of Technology
Kirkland, WA

Casey Huebner
Facilities Manager

Andy Bang
Head Custodian

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