

SPRING 2019

contractor's corner

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Environmental Award**

NEWS, VIEWS AND INFORMATION FOR THE FACILITY SERVICE PROVIDER



June 11 to 13, 2019

**Metro Toronto Convention Centre
(North Hall) Toronto, ON**

TWO SHOWS, ONE LOCATION, ONE COMMON GOAL

ISSA, the worldwide cleaning industry association, is bringing its one show for facility solutions to Canada. ISSA presents its industry-leading trade shows around the world to showcase new technologies and bring the cleaning industry together. ISSA Show Canada promises to be no different.

Being held June 11 to 13, 2019 at the Metro Toronto Convention Centre (North Hall) in downtown Toronto, ISSA

Show Canada is the result of a partnership between ISSA, the International Facility Management Association (IFMA) and MediaEdge's Real Estate Management Industry (REMI) Network.

"We are committed to uniting the industry and offering a platform to ensure facilities are kept clean, healthy, sustainable and operating smoothly by highly-educated and motivated cleaning professionals," said Mike Nosko, execu-

tive director of ISSA Canada. "ISSA Show Canada will elevate the standards of professionalism in the cleaning industry and the robust education program will deliver on that commitment, resulting in more knowledgeable and better trained cleaning staff."

In an effort to unite the industry and raise the bar to achieve healthier and sustainable buildings, this premiere

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Wage Increases Won't Stop BSC Expansions

CMM survey shows staffing is a top issue, but the market looks bright

By KELLY ZIMMERMAN

When Amazon announced it was raising its minimum wage to \$15(US) per hour nationwide starting November 2018, “the air went out of the room,” said Marc Collings, senior vice president of sales and marketing for Varsity Facility Solutions. “We all just gasped.”

In an industry where the labour market is tight, competition isn't just about landing contracts and clients – it's about finding bodies to get the work done, panelists said during ISSA Show North America 2018's building service contractor state of the industry panel discussion. However, this becomes more challenging when competitors raise their own minimum wages to well above the market rate.

“Cleaning is not the issue,” said Mary Miller, CEO of Jancoa Janitorial Services. It's finding people – especially janitorial staff – who aren't going to leave your organization for a better paying job at another.

At the end of the day, Miller says,

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contractor's corner

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TWO SHOWS, ONE LOCATION, ONE COMMON GOAL

exposition promises property and cleaning professionals from across the country a first-hand look at the innovative technologies available in the industry. Additionally, it will provide an outstanding platform for informed insight on best practices, industry certifications and training, and educational programming that touches upon relevant and emerging topics within the Canadian facility and cleaning markets.

“The competitive focus on sustainability and environmental stewardship has made comprehensive asset management mission critical, advancing green technology that is transforming operations into a sophisticated strategic field,” said IFMA COO Don Gilpin. “In such a dynamic environment, FM professionals depend on the best practices and innovations that develop at an event like this. Just as a facility team requires many different players and skills, IFMA is proud to be



working together with industry leaders across the spectrum to push the envelope and advance the profession.”

As part of its commitment to the success of the event, IFMA is helping to recruit keynote speakers and with the development of the educational programming.

For more information on the ISSA Show Canada, please contact Mike Nosko, ISSA Canada Executive Director at mike@issa-canada.com or 905-665-8001.

IEHA & OHHA Partner With ISSA Show Canada

The International Executive Housekeepers Association (IEHA), a Division of ISSA, the worldwide cleaning industry association, and the Ontario Healthcare Housekeeping Association (OHHA) have announced their partnership with ISSA Show Canada, being held June 11-13, 2019, at the Metro Toronto Convention Centre at 255 Front St. W. in downtown Toronto, ON. The trade show will be held in tandem with the REMI Show whose delegates include building owners and managers.

“In our ongoing effort to unite the industry and tap into all of our educational resources, we are so pleased to have IEHA and OHHA collaborate with ISSA Show Canada,” said ISSA Canada Executive Director Mike Nosko. “Both IEHA and OHHA bring industry-leading expertise to assist with ISSA’s mission



of changing the way the world views cleaning. The top-notch educational programming that they will provide is sure to help further professionalize our front-line workers and instill the confidence they need in order to

keep our facilities healthy and sustainable.”

With sustainability being a trending issue among all industry sectors, IEHA is pleased to present a session on Healthcare Sustainability. This in-depth session will focus on the facts about sustainability as a planetary and business imperative, as well as providing practical tools to make sustainability goals achievable.

As healthcare cleaning professionals, front-line staff are mandated to clean and disinfect multiple areas to ensure the environment appears clean. However, appearances may be deceiving. Within

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By PAUL GOLDIN, Vice President of Sales, Professional Cleaning Solutions

Cross Contamination in Commercial Facilities

Cross contamination has always been a key concern for medical facilities and for the food service industry. As a result of the threat of pandemics such as H1N1 or swine flu as well as the increase in incidences of respiratory illnesses and allergies, custodians must now also take cross contamination very seriously.

Impact of a Flu Epidemic

The recent outbreak of H1N1 virus, began in Mexico a few weeks ago. Now, more than 73 people have died from the virus worldwide. The 24/7 news cycle, along with the echo-chamber of the Internet, have dramatically amplified fears.

Widespread illness and fears of a global pandemic will likely also have a financial cost. The World Bank estimated in 2008 that a flu pandemic could cost US\$3-trillion and result in a nearly five per cent drop in world economy deep in financial crisis. According to the Financial Post¹, an outbreak of swine flu dampens

tentative hopes for the global economy, sending markets lower and analysts fear a possible pandemic could force countries further into recession.

Many of us are all too familiar with the human financial cost of an epidemic – the SARS outbreak, which disrupted travel, trade and the workplace in 2003, cost the Asia Pacific region an estimated US\$40-billion. It lasted six months and killed 775 of the 8000 people it infected in 25 countries. It also weighed heavily on the Canadian economy.

How Cross Contamination Occurs & Preventing the Spread of Infectious Diseases

There are many steps that you can take in order to prevent the spread of infectious diseases. Whether a deadly influenza or the common cold, these diseases are easily transmitted from one person to another through sneezing, coughing and hand-to-hand contact. Many viruses survive for several hours on hard surfaces.

Therefore, viruses are passed on by picking up an object, turning a door handle or answering a phone.

It is important to understand that germs hide on every surface. In public buildings, two of the main germ ‘hotspots’ – bathrooms and sinks – usually get a thorough and frequent cleaning. By contrast, phones, desks and computer keyboards are not generally cleaned on a regular basis and therefore may harbor viruses. The floor, desktops and countertops are also major sources of contamination – germs released into the air eventually land on the largest horizontal surface in the room.

The idea that floors house the bulk of a facility’s bacteria flies in the face of common cleaning practices where crews work from the top down, cleaning surfaces above the floor first. Custodians’ feet can pick-up germs and transport them everywhere. Also, preventing custodians from cleaning cluttered desktops

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IEHA & OHHA Partner With ISSA Show Canada

healthcare facilities, there appears to be a disconnect between environmental services and infection control departments. In the Healthcare Infection Control session, that disconnect will be addressed and broken down. From working together to identify high-touch areas that require more frequent cleaning to outlining practices and protocols that will help reduce the risk for healthcare-acquired infections (HAIs), this session will look at proven infection control procedures, as well as the superbugs that may become problematic if teams don't work together to utilize strategies that work.

"IEHA is delighted to take part in and support our Canadian colleagues, ISSA and OHHA, by providing industry leading environmental services healthcare training and other resources during the ISSA Show Canada," said IEHA Executive Director Michael Patterson. "Our frontline professionals are the key to ensuring our hospitals, offices and institutions are clean and healthy. By arming them with tools that work and education that they can use in the field, we instill in these professionals the confidence to take their cleaning strategies to the next level, which is beneficial not only to building owners, but those who use those facilities."

"OHHA is excited to be partnering with ISSA, IEHA, the International Facility Management Association (IFMA), and MediaEdge," said OHHA Executive Director Wendy Boone. "This is going to be an amazing show, uniting all of our industry expert partners and furthering our mission of providing the tools and resources to achieve professional success."

ISSA Show Canada is the result of a partnership between ISSA, IFMA, and MediaEdge's Real Estate Management Industry (REMI) Network. The goal of the show is to provide a platform to connect like-minded industry professionals focused on keeping buildings clean, green, and operating in a sustainable and energy-efficient fashion.

Cross Contamination in Commercial Facilities

allow a large germ reservoir to remain untouched. Without a thorough cleaning of these key surfaces, it is impossible to shut down a microbial spread. When risk exists, building occupants should be advised to clear their desks to allow custodians to clean. Experts recommend that this practice continue until the threat of an outbreak is gone. Cleaning should remove many of the germs living on these surfaces, but the ones left behind will soon begin to grow and to re-accumulate. Therefore, to be safe, also use a disinfectant product to kill the bacteria and viruses that are present. In order to remove all disease causing organisms, including spores, an additional sterilization process would be required. Proper disinfection requires dwell time on an already cleaned surface. One must follow the use directions on the label of the disinfectant to understand the appropriate dwell time. Surfaces must first be cleaned properly and then disinfected if we want to achieve our goal of killing bacteria and viruses from these critical touch points.

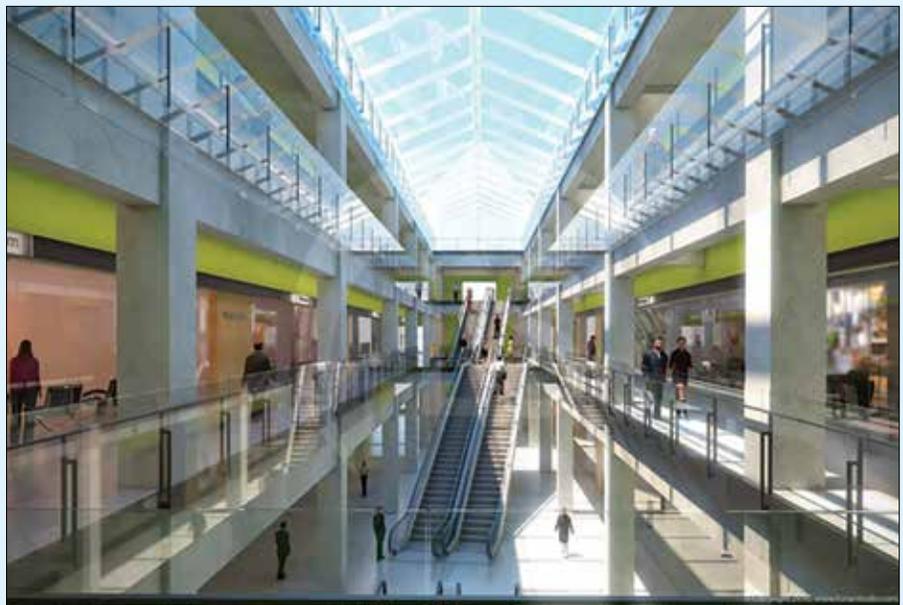
Another common mistake is to clean multiple areas with the same supplies and/or equipment, and to store restroom cleaning supplies together with items used in other areas. Therefore, it is best to store like items together and separate them from items used for other purposes. Keep all cleaning tools and equipment

clean and sanitized. Cloths, sponges and mops are sources of concentrated bacteria that can cross-contaminate anything with which they come into contact. Changing of mops, cleaning solutions, and cleaning cloths frequently and especially after cleaning each restroom is important. Switching to microfibre mops and cleaning cloths which are more absorbent than string mops or terry-cloth towels will also help.

Properly training and educating your cleaning staff on how to effectively clean, and encouraging them to wear gloves and goggles, which are changed regularly, will show that you care about their health and safety.

Also important, use tools and processes that are colour-coded according to the cleaning job. This way, workers can see, at a glance, which products should be used for floors versus countertops so that such areas are protected from cross-contamination. Illustrations such as pictograms and wall charts can also be very effective. Encourage the use of a "no-touch/hands-free" system where possible, such as a soap dispenser, toilet flush, hand dryer and automatic door opener. A hands-free system offers additional benefits because it minimizes direct contact and further reduces the spread of germs.

Added services can be provided by





implementing a training and communication program. Communicate to building employees that you have implemented a healthy cleaning plan for their protection. Ask that they also follow procedures to help prevent cross-contamination. For example, you can post visual signage about proper hand washing. Antibacterial hand sanitizer dispensers stationed in key traffic areas in the building provide another reminder for people to clean their hands. Take into account the many things people do and touch with their hands in a day. **People tend to forget that proper hand washing is the single most important measure for preventing the spread of germs, viruses and infection.** Physical removal of contaminants by washing with soap and water is a very effective means of infection control. Failure to wash your hands thoroughly and the proper length of time is one of the major problems of infection control. Hand sanitizers are useful alternatives if soap and water are not available (for example, when traveling in the car or taxi on the way to a business meeting, or before eating an in-flight meal or snack).

Below are some helpful hints:

When to wash hands:

- After sneezing, coughing and blowing your nose;
- After using the restroom;
- Before and after staff meetings if food is served;
- After scanning newspapers or magazines in the break room;
- Before and after eating;

- After using someone else’s keyboard or tools;
- Before and after a meet and greet activity;
- When using shared office equipment such as faxes, phones, photocopiers, etc.

How to wash your hands:

- Wet hands with warm, running water prior to reaching for soap – either in bar or liquid form.
- Rub hands together to make a lather. Do this away from running water, so the lather isn’t washed away.
- Wash the front and back of hands, between fingers and under nails. Continue washing for 15 seconds or more.
- Rinse hands well under warm running water.
- Dry hands thoroughly with a clean towel or air dryer.

These simple actions will go a long way in protecting the health and safety of your employees and customers.

Educating your building occupants about the importance of hand washing and having a proper cleaning program can make a tremendous impact. Most tend to focus on the appearance of a clean building, as well as the time and cost involved for cleaning services rather than explaining the prevention and public health aspect of a good cleaning program. Clients will appreciate your extra care and concern, which will go a long way in establishing your reputation and solidifying a long-term relationship. In addition to the many benefits provided

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Wage Increases Won't Stop BSC Expansions

workers will make a move for extra money, which is why finding loyal team members has “been more of a challenge than ever” in the evolving marketplace, a top concern that was also expressed by building service contractors (BSCs) who took CMM’s 2018 BSC/Contract Cleaning Benchmarking survey.

TOP CHALLENGES AND THE COMPETITIVE MARKETPLACE

In a transient labour market like the commercial cleaning industry, staff recruitment/retention is the number one issue for building service contractors, according to CMM’s 2018 BSC/Contract Cleaning Benchmarking Survey. About 84 per cent of the 278 BSCs who completed the survey said recruiting and retaining staff was a challenge for their organizations to a moderate or large extent.

According to Michael Diamond, president of facility services provider AffinEco LLC, finding loyal employees is becoming even more challenging as additional pressure to increase wages continues to close in from outside labour markets.

“If someone wants to go get a job, and they get (a minimum of \$12.75 per hour) working at McDonalds, why would they come (to the cleaning industry)?” he said. In this case, Diamond is referring to the state of New York, where the minimum wage for fast food workers is higher than it is for janitorial services – up to \$1.25 more per hour in some areas.

Whether it’s Amazon or the fast food industry giving contract cleaning providers a run for their money, one thing is certain – the wage market is becoming more complex.

“You used to just worry about state and federal wages,” Collings said. “Now you have municipalities announcing their own.”

CLIENTS AND BSCS DON'T ALIGN

Although staffing and retention are

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CMI AAP Certification Training in Toronto

ISSA Canada will be hosting a Cleaning Management Institute (CMI) Accredited Auditing Professional (AAP) certification training session on June 11, 2019 at the Metro Toronto Convention Centre in Toronto, ON. The session will be held in conjunction with the ISSA Show Canada trade event.

CMI's AAP certification seminar is designed for any industry professional looking to enhance their knowledge and skills around quality assurance and building audits.

Each attendee of this seminar will receive a free 30-day trial from CMI's exclusive Associate Member for QA Software, Smart Inspect (valid for new users only). It is recommended that each attendee bring their smart device as attendees will be utilizing this technology for a LIVE building audit.

The one-day seminar will cover the following topics:

- ISSA Value of Clean
- Defining Quality Assurance
- Defining Different QA Tools
- How to Utilize QA Software
- LIVE Building Audit
- Understanding Your QA Reports
- What Do You Do With the Data
- Steps to Scheduling Your Building Audits

Upon completion of the workshop, each attendee must pass an exam with

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Cross Contamination in Commercial Facilities

by a responsible cleaning program, green cleaning offers added advantages in terms of protecting public health.

Indoor Air Quality (IAQ) explained

Indoor Air Quality (IAQ) has become an important occupational health and safety issue. Recent studies show that the air inside homes and commercial buildings can be two to 10 times more polluted than outside air². Considering the amount of time that employees and occupants spend in your buildings, it is important to assess IAQ and determine ways in which it can be improved.

The World Health Organization estimates that as many as one out of every three workers may become sick from his/her workplace. For example, work-related asthma is a common respiratory disease caused by dust, mould, fumes and chemicals. Asthma can develop slowly, over many months or years, or even in a matter of a few days. People who already have asthma can find that being at work makes their symptoms worse. Overall, doctors estimate that 25 per cent of working adults have asthma symptoms that are caused or worsened at work. Furthermore, between 10 to 15 per cent of new asthma cases in adults are thought to be work-related.

Conventional cleaning products are a common contributor to respiratory illnesses. It is therefore necessary to choose products which are formulated to reduce exposure to harmful gases and toxic solvents. In addition to reducing potential asthma attacks, reducing janitorial complaints and staff absenteeism, this decision will generally help to significantly better IAQ in your buildings.

Help your clients improve their bottom line

In 2007, full-time working Canadians took an average of 9.9 sick days, a full day more than just four years earlier,³ resulting in more than 169 million missed days of work. Infectious diseases, such as colds and the flu, are the leading cause of employee absenteeism due to illness. Lost productivity in the workplace from the

flu alone costs employers an estimated \$15 billion. The impact of this increasingly absent workforce could take a heavy toll on the already weakened economy with billions of dollars at stake due to decreased productivity.

Your clients may think that the only way that you can save them money is to offer your services for less money. In fact, an effective green cleaning program which reduces the potential for cross contamination will boost these companies' productivity in dollars and also reduces potential liabilities. A cleaner work space equals higher morale and lower absentee rates, not to mention a healthier working environment for your employees, building occupants and visitors.

Implement a safe and effective green cleaning program

Amid growing health and safety concerns, as well as awareness about long-term damage to the environment, it is important to understand the innumerable advantages that green cleaning provides. By carefully choosing environmentally sound cleaning chemicals, cleaning methods and cleaning equipment, businesses can realize significant productivity gains and increase IAQ. **An effective green cleaning program should safeguard the health and productivity of employees by providing the highest international and domestic standards for health and safety, and reducing the risk of cross contamination.** Look for a company willing to provide the necessary training and education to ensure the highest level of product usage safety for you and your customers.

Footnotes

(1) <http://www.financialpost.com/story.html?id=1538050>.

(2) Examining the Relationship between Conventional Cleaning Chemicals and Human Health (and Environmental) Risks – A technical white paper – TerraChoice Environmental Marketing for Avmor Ltd. Copyright 2008.

(3) http://finance.alphatrade.com/story/2009-02-10/CNW/200902101046CANADANWCANADAPR_C7137.html.



By BRAD HOARE

Vacuuming:

A Key to Clean Indoor Air Quality

Clean air in schools, offices and healthcare facilities is crucial, and often starts at the surface. According to the U.S. Environmental Protection Agency (EPA), Americans spend about 90 per cent of their time indoors, where they can be exposed to tiny pollutants. In fact, a 2018 study published by Science, a publication of the American Association for the Advancement of Science, has shown that indoor air can be up to seven times more polluted than the air outside.

These pollutants – including asthma and allergy triggers – often rise from floors and carpets into the air and are easily inhaled. For example, a Minnesota Department of Health study concluded floors at local schools contained the highest concentrations of allergens in the building – and that carpets are even more susceptible than smooth floors – which

is especially concerning as serious health issues are associated with indoor air pollutants. Along with aggravating asthma and allergy symptoms, the EPA says, poor indoor air quality has been shown to cause other physical problems such as fatigue, shortness of breath and headaches.

According to the Asthma and Allergy Foundation of America (AAFA) more than 60 million Americans are suffering from asthma and allergies. Allergy Standards Limited (ASL) recommends that facility managers implement a number of interventions – including a focus on vacuuming – to help contain and reduce exposure to asthma and allergy triggers.

Following these vacuuming and floor cleaning best practices can help achieve exceptional air quality in commercial facilities, which can improve quality of life, attendance and perfor-

mance of building occupants:

Step One: Build a Cleaning Foundation

It's important to develop a floor plan that shows the areas receiving the heaviest daily foot traffic, so they can be prioritized for cleaning. Carpets should be deep cleaned at least twice per year, using carpet dryers or fans after the job is complete to prevent any remaining moisture from producing mould. In addition, carpets should be replaced as specified by the manufacturer's recommendations and cleaning equipment properly maintained to ensure the best results.

Step Two: Use Correct Vacuuming Techniques

Vacuum both carpeted and hard

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CIMS ISSA Certification Expert Workshop

ISSA Canada is hosting a CIMS ISSA Certification Expert (I.C.E.) Workshop on Friday, June 14 at the Metro Toronto Convention Centre in Toronto, ON.

Training to become an ISSA Certification Expert positions an individual as an indispensable resource. As company's face budget cuts, professionals need real-life solutions to help them deal with the new challenges. The CIMS I.C.E. program can help.

Becoming an I.C.E.-certified professional arms you with information about critical factors that you can use to help your customers or your own organization meet demands from the highest management levels. In fact, past attendees have saved customers or their own companies more than six figures annually by helping them comply with CIMS and achieve certification to the standard.

For more information and to register, please visit www.issa.com.



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CMI AAP Certification Training in Toronto

an 80 per cent or higher in order to receive their CMI AAP certification.

This seminar is ideal for custodial supervisors, custodial lead hands, custodial managers, distributor sales reps and industry consultants.

For more information and to register, please visit www.issa.com.



Wage Increases Won't Stop BSC Expansions

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major pain points for BSCs, results from the 2018 BSC/Contract Cleaning Benchmarking Survey show these top stressors may conflict with the top challenges and needs that directly impact their clients. For example, 88 per cent of surveyed BSCs said facility image is an issue impacting their customers; 83 per cent said reducing cleaning costs is an issue. This raises an interesting question: How can BSCs address their own challenges by remaining competitive in the labour market, while continuing to address their clients' needs of higher quality for lower prices? Collings said being this adaptable takes a lot of work, cooperation, communication, and also creativity. In other words, finding new ways to "offset those costs."

FINDING OTHER WAYS TO COMPETE

The biggest change Collings has seen across the commercial cleaning landscape during the past decade has been the expectation of the customer.

"We have to be more sophisticated as an industry to compete," he said.

New Business – In the next year, BSCs will target the following building types / facilities for revenue growth:

- Commercial – 42 per cent
- Health Care – 16 per cent
- Industrial – 13 per cent
- Education – 11 per cent
- Government – nine per cent

This year's survey results suggest that some companies are trying to do as Collings suggests and adapt. Some are choosing to diversify services (12 per cent increased revenues last year doing

so); some are exploring new technologies, such as inter-connected devices (49 per cent) and anti-microbial surfaces (43 per cent); and some are exploring new vertical markets to lock in new business.

Differentiation – Factors (by per cent that influence new contracts:

- Price – 37 per cent
- One-Stop Shop – 41 per cent
- Industry-Recognized Certifications – 42 per cent
- Value-Added Services – 63 per cent
- Experience / Reputation – 88 per cent

Plans for Technology Adoption –

- Artificial Intelligence – 22 per cent
- Electrostatic Technology – 28 per cent
- Robotic Cleaning – 36 per cent
- Antimicrobial Surfaces – 43 per cent
- Internet of Things – 49 per cent

AN OPTIMISTIC OUTLOOK

Despite their challenges, 83 per cent of surveyed BSCs are expecting revenue growth in 2018. Commercial facilities will be a primary target for new revenue, with 42 per cent focusing on buildings that house offices and businesses. However, even with an optimistic outlook, it's impossible to know for certain what the upcoming year will bring.

2018 REVENUE PROJECTIONS

- Project overall gross revenue increases – 83 per cent
 - Project more than a 10 per cent growth – 10 per cent
 - Project no change – 10 per cent
- CMM BSC Contract Cleaning Benchmarking Survey



By RICHARD BODO

Did Your Training Program Hit the Mark?

When trainers want to evaluate the effectiveness of their courses, they usually give participants a reaction form asking for their thoughts on the program. If you have ever used a form like this, you may wonder how helpful it is, especially when most come back with a positive rating but give you no clue on whether or not the training was effective.

There are four basic levels you can use to evaluate training:

- Level 1 – Learner Reaction to Training
- Level 2 – Knowledge and Skill Mastery
- Level 3 – Behaviour and Job Performance Change
- Level 4 – Business Results/Needs Met

LEVEL 1 - LEARNER REACTION TO TRAINING

A level 1 evaluation is normally conducted with the reaction form. Many

times, these forms come back filled with check boxes and notes that simply tell you the class was wonderful and the participants had a good time. Personally, I wonder if these forms serve a purpose; without critical feedback, how am I supposed to know what I can improve upon?

The key to making these forms effective is in how you word the questions and the options you provide for answers. Remember, the goal of training is to create change in how learners perform. Craft questions that ask about:

- Usefulness of the information to the participants' jobs
- Whether they can incorporate the information into their daily practices
- How supportive their work environment is of new information

The answers to questions like these can give you good insight into what you are teaching and how to follow-up. After

creating the questions, use a scale with five or seven gradients (for example from “Not Likely” to “Highly Likely”) to make the question easy to answer. Questions like these can be assigned point values (on a seven-gradient scale give one point for “Not Likely” and seven points for “Highly Likely”) and then tallied and tracked to see if certain areas score higher or lower than others.

LEVEL 2 - KNOWLEDGE AND SKILL MASTERY

A level 2 evaluation should verify whether the learner has acquired the skills they need from the training. There are multiple ways to accomplish this verification including tests, presentations, oral exams and demonstrations of the skills taught.

Conduct a level 2 evaluation very

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Vacuuming:

A Key to Clean Indoor Air Quality

surface floors frequently, with slow and repeated passes. Heavy traffic areas should receive a minimum of two vacuum passes per day. Clean floors faster by removing dry dirt with a vacuum instead of a dry mop before wet-mopping; brooms and mops push dirt and allergens across the floor and into the air, while vacuuming removes them. Don't forget to pay special attention to walk-off mats, which should be vacuumed at least once a day and professionally cleaned every few days.

Step Three: Choose the Right Tools and Features

Utilize hard-surface tools to clean hard-to-reach spots and cover a wider range of allergen-producing areas. Use high-quality HEPA-filter vacuums to thoroughly clean and reduce allergens on multiple surfaces, including tile. As explained by AAFA, some vacuums add particles and allergens back into the air, so make sure to use a vacuum that traps allergens as it removes them. Look for products with certifications to provide peace of mind.

Asthma and allergies in buildings are serious issues, affecting millions who spend large amounts of time indoors, and it's important to recognize that asthma and allergy triggers often come from floors and carpets. By taking strategic initial steps, using proper techniques, and utilizing the correct products, facility managers can breathe easy knowing they are providing clean air quality through vacuuming and floor cleaning.

- Reprinted from CMM Online



REMI ISSA SHOW
SHOW '19 CANADA 2019

Designed for Building Owners, Managers & Cleaning Professionals

June 11 to 13, 2019
The Metro Toronto Convention Centre
North Hall, 255 Front St. W.
Toronto, ON, Canada

LEARN MORE



ISSA Canada Executive Director Mike Nosko (left) presents the 2018 Environmental Stewardship Award to John Castelhana, AVP Strategic Sourcing, North America at BGIS, and Gord Hicks, CEO of BGIS.

ISSA Canada Presents 2018 Environmental Stewardship Award

Brookfield Global Integrated Systems Recognized

ISSA Canada, a Division of ISSA, the worldwide cleaning industry association, is pleased to present Brookfield Global Integrated Solutions (BGIS) with the 2018 ISSA Canada Environmental Stewardship Award. The award was presented at the BGIS Leadership Kick-Off Meeting on February 6, 2019.

The ISSA Canada Environmental Stewardship Award recognizes and honours organizations committed to environmental management and dedication to the value of clean.

“BGIS is truly a pioneer in the environmental movement,” said ISSA Canada Executive Director, Mike Nosko, during the award presentation. “The company’s continued focus has been to drive efficiency improvement for its customers through the provision of sustainable and innovative real estate solutions.”

BGIS is one of the largest facility management companies in Canada, managing over 220 million sq. feet in Canada alone. Currently operating in three global regions – Canada, the United States and Asia Pacific – BGIS has operations in 15 countries with over 40 offices globally.

“Accepting this recognition on behalf of BGIS is a major accomplishment for

our group in 2018,” said John Castelhana, AVP, Strategic Sourcing and Procurement NA, with BGIS. “We will continue to align with the ISSA and collaborate to drive improved sustainability results and value to our clients in the cleaning industry going forward.”

BGIS is committed to driving the shift within the property management industry from one that goes beyond talking about sustainable solutions to one that actually implements them. In 2017, BGIS participated on a panel by Clean Energy Canada and provided input into the “Power of Procurement: Cutting the Federal Government’s Carbon Emissions” report. Additionally, the company recently adopted ISSA’s Cleaning Industry Management Standard (CIMS) – Green Building (GB) as part of its cleaning subcontractor pre-qualification requirements for RFP’s.

Sustainability is at the heart of BGIS’ business. Buildings are a leading cause of green house gas (GHG) emissions globally, and BGIS is in a unique position to demonstrate leadership and educate the industry on the meaningful impact of environmental stewardship. The company continues to use its span of influence

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Did Your Training Program Hit the Mark?

shortly after the training; everything should be fresh and in the forefront of the learners' minds. An evaluation at this level tells you not only if the learners are receiving the information they need, but also if you communicated the information effectively. If learner results are consistently poor at this level, it is more than likely due to the design of the course or shortcomings of the teacher.



LEVEL 3 - BEHAVIOUR AND PERFORMANCE CHANGE

This level truly represents the aim of our training: to drive change in on-the-job performance. It evaluates how learners incorporate new skills in their daily tasks.

Allow some time between the class and this evaluation – typically 60 to 90 days – depending on the training and evaluation needs. Some of the methods to conduct this evaluation include offering the same test the learner took in level 2 and observing them as they perform the newly-learned skills.

One of the best ways to evaluate at this level is to observe the learners in their work environment to determine if they are using their new skills. Create a checklist of skills and learners should be demonstrating before you conduct the observation.

LEVEL 4 - BUSINESS RESULTS / NEEDS MET

At this level you are evaluating whether the training program impacted the overall results of the business. The best way to do this is to compare key performance indicators taken before the training to those taken after the training at specific intervals. While improved job performance and positive change are the aims of training, meeting business needs should really be the heart of what you do.

If you are looking at those four levels

of evaluation and feeling a little overwhelmed by the thought of conducting all of them, you should know that your business needs will determine what evaluation level is appropriate for your training program. Remember that every training program may require a different level of evaluation. Level 1 evaluations are easy to conduct, while level 4 evaluations are more challenging as they require detailed analysis. Choose the level that will give you the data you need to evaluate your training effectively.

In conclusion, remember the four steps to create effective training for adults:

- Analyse and clearly define the training needed. (See CMM's October 2017 Tips from the Trainers department).
- Create specific and measurable learning objectives that will drive the program forward. (See CMM's January/February 2018 Tips from the Trainers department).
- Engage adult learners by reducing presentation time and increasing activity and interaction. (See CMM's March 2018 Tips from the Trainers department).
- Evaluate your results at a level that makes sense for your organization and learning needs.

- Richard "Bo" Bodo, director of training for Kärcher North America, is an industry veteran with more than 18 years of experience. He is an IICRC-certified instructor, IICRC master textile cleaners, chair of the ANSI/IICRC S400 Standard for Cleaning, Maintenance and Restoration of the Commercial Build Environment, and vice-chair of the IICRC S100 Carpet Care Standard.

CALENDAR OF EVENTS

MARCH 25: CMI Accredited Auditing Professional (AAP), Baltimore, MD. For more information, visit www.issa.com.

MARCH 26 - 27: Clean Buildings Expo, Baltimore, MD. For more information, visit www.issa.com.

MARCH 28: CIMS "ISSA Certification Expert" (I.C.E.) Workshop, Baltimore, MD. For more information, visit www.issa.com.

MAY 14: Quebec Region Golf Tournament, Club de golf le Blainvillier, Blainville, QC. For more information, contact ISSA Canada.

JUNE 11: CMI Accredited Auditing Professional (AAP), Metro Toronto Convention Centre, Toronto, ON. For more information, contact ISSA Canada.

JUNE 11 - 13: ISSA Show Canada, Metro Toronto Convention Centre, Toronto, ON. For more information, contact ISSA Canada.

JUNE 14: CIMS "ISSA Certification Expert" (I.C.E.) Workshop, Metro Toronto Convention Centre, Toronto, ON. For more information, contact ISSA Canada.

NOVEMBER 18 - 21: ISSA Show North America, Las Vegas Convention Center, Las Vegas, NV. For more information and to register, visit www.issa.com.

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