

FALL 2018



# Clean Canada

CHANGING THE WAY THE WORLD VIEWS CLEANING

**ISSA SHOW** BIG D  
AMERICA

NORTH AMERICA 2018

OCTOBER 29 - NOVEMBER 1, 2018 • DALLAS, TX

## 360 Degrees of GREAT!



**Planning for Budget Contingencies in Your Cleaning Operations**

**ISSA Charities Makes Debut at ISSA Show North America**

**ISSA CANADA**  
Advancing Clean. Driving Innovation.

**Clean Canada** is the marketing vehicle of ISSA Canada and is circulated to all ISSA Canada members. The e-newsletter is intended to provide news and views from the industry, as well as highlight upcoming educational opportunities and networking events being held across Canada. **Clean Canada** is published four times per year – Winter (*December*), Spring (*April*), Summer (*July*) and Fall (*September*).

ISSA Canada is the body formed by the merger of ISSA, the worldwide cleaning industry association, and the Canadian Sanitation Supply Association (CSSA) in May 2017. The purpose of ISSA Canada is to provide the industry and its members with a high degree of professionalism, technical knowledge and business ethics.

ISSA Canada's mission is to reach out to all sectors of the Canadian cleaning industry in order to unify the nation's cleaning community, and increase the appreciation for cleaning as an investment in human health, the environmental and an improved bottom line.



910 Dundas St. W., P.O. Box 10009  
Whitby, ON L1P 1P7  
Tel: (905) 665-8001  
Toll free: (866) 684-8273  
E-mail: [tracy@issa-canada.com](mailto:tracy@issa-canada.com)  
Web site: [www.issa-canada.com](http://www.issa-canada.com)

**ISSA Canada Council**

**Mike Nosko**  
ISSA Canada Executive Director

**Al McCabe**  
Riches & Associates

**Ken Hilder**  
Coldstream Marketing

**Brad Fraser**  
SCA Tissue

**Peter Farrell**  
Citron Hygiene

**ISSA Canada Staff**

**Mike Nosko**  
ISSA Canada Executive Director  
[mike@issa-canada.com](mailto:mike@issa-canada.com)

**Tracy MacDonald**  
Operations Manager  
[tracy@issa-canada.com](mailto:tracy@issa-canada.com)

**Tanja Nowotny**  
Director of Marketing & Communications  
[tanja@issa-canada.com](mailto:tanja@issa-canada.com)

**Adam Wroblewski**  
Web Master & IT Support  
[adam@point-logic.com](mailto:adam@point-logic.com)

# In this issue...

**3 BUSINESS NOTES**

Planning for contingencies in your cleaning operations. don't let unforeseen emergencies get in the way of business.



**5 INDUSTRY EXPOSITION**

ISSA Show North America 2018 is the largest exposition for the professional cleaning industry. From October 29 to November 1, the entire industry will congregate in Dallas, TX, to find the latest solutions to today's toughest cleaning challenges.

**9 CANADA CELEBRATES**

ISSA Canada is extremely excited to be partnering with ARCSI and IEHA to host the brand new Team ISSA Canada Welcome Reception on October 29 at the Dallas Fairmont from 7:30 to 10:30 p.m.

**10 SPECIAL FEATURE**

Cleaning products industry blasts research. U.S. disinfectant manufacturers get defensive over Canadian child health study. The American Cleaning Institute (ACI) suggests a paper examining the links between household disinfectants and childhood obesity makes "sensational claims."

**4 HAND HYGIENE**

Why we can't seem to say 'goodbye' to poor hand hygiene. We know handwashing one of the most effective ways to prevent the spread of infection within healthcare settings. So why is hand hygiene compliance still such an issue?

**6 INTRODUCING**

ISSA Charities - ISSA's charitable arm makes debut at the ISSA Show North American 2018.



**10 ISSA ELECTIONS**

ISSA, the worldwide cleaning industry association, is pleased to announce its 2019 elected board members.



**11 CALENDAR OF EVENTS**

Full listing of educational opportunities and networking events happening near you!

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# Planning for Budget Contingencies in Your Cleaning Operations

Don't let unforeseen emergencies get in the way of business



**I**f you're a small business owner, "your financial life is on the line all the time," says business coach and consultant Larry Galler. There is no way to predict what each day will bring, so a responsible owner, manager or executive must always be prepared for the unexpected.

Contingency planning is one way to make sure you are ready to react when the unimaginable occurs. This advice doesn't just apply to contract cleaning executives, though; it applies to any type of facility service provider, including in-house facility professionals. While small business owners may have to sweat it out over slow- or late-paying clients, both in-house and contract cleaning managers know what it's like to deal with the fallout of transient staffs or supplies that don't show up when needed. There's always a possibility of vital equipment or building systems unexpectedly breaking down, structural damage when acts of nature occur – fire, flood, you name it. The possibilities are endless.

Whether you are the owner of a contract cleaning organization or the facility manager for a school or health care facility, a whole slew of things can go wrong on any given day that can throw a wrench in your operation, which in turn,

may impact your budget and cash flow. Here are some proactive tips to help you prepare for and navigate those turbulent times.

## APPLY FOR A LINE OF CREDIT

While your organization may prefer to budget for contingencies with available cash flow, remember there is no way to know in advance how much your emergency is going to cost.

"You don't know whether the contingency is going to be 'Oh my God, we ran out of paperclips' or 'Oh my God, the roof is falling in', so you don't have a clue as to how much of a budget you really need to set aside," Galler says. "This is when applying for a line of credit can help you out."

If you haven't already, discuss obtaining a line of credit with your bank, and as long as the conditions are agreeable, secure it. This way, if a situation arises that puts you in dire straits and you need

that money to pay your staff or replace a piece of equipment, you can draw on it to get you over the hump until you have the cash in hand.

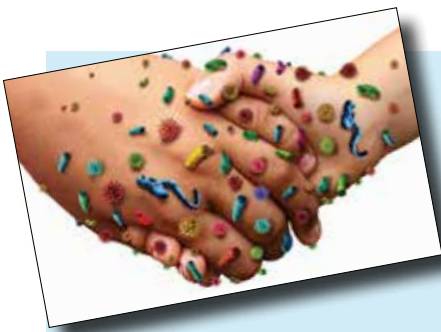
"If you're not prepared and you don't have that [line of credit], then all of a sudden... you're running like crazy to try and find assets that you can turn into cash," Galler says. "To make matters worse, this detracts your focus away from other pressing obligations."

There is a chance you may never need to draw on the loan, Galler says; however, having access to an emergency line of credit that is flexible, has short-term financing options, and is just a phone call away will prevent you from having to take a chunk of liquid cash out of your annual budget. Just be sure your organization would be able to meet the terms of the loan before drawing on it or committing to any terms of agreement.

## INVEST IN PREVENTATIVE MAINTENANCE

When a machine or system breaks down, it can be a costly endeavour for a facility. Depending on the extent of the repair – or if the equipment needs to be replaced altogether – the organization may be looking at a hefty and unexpected

continued on page 4



## Why Can't We Seem to Say Goodbye to Poor Hand Hygiene

**W**e know hand washing is good. We know it's one of the most effective ways to prevent the spread of infection within healthcare settings. So why is hand hygiene compliance still such an issue?

According to a Hospitals & Health Networks video, there are 10 primary causes of poor hand hygiene:

1. Ineffective placement of dispensers or sinks;
2. Hand hygiene compliance data are not collected or reported accurately or frequently enough;
3. Lack of accountability and just-in-time coaching;
4. The safety culture does not stress hand hygiene at all levels;
5. Ineffective or insufficient education;
6. Health providers – such as those carrying supplies – have their hands full;
7. Wearing gloves that interfere with hand hygiene; and,
8. The perception that hand hygiene is not needed if wearing gloves;
9. Healthcare workers forget to perform hand hygiene;
10. Distractions.

In addition, the Centers for Disease Control and Prevention (CDC) report that some healthcare providers clean their hands less than half the times they should. Why? It might have something to do with the number of times a healthcare worker is 'supposed' to wash their hands in a day when following proper infection prevention practices. According to the World

continued on page 11

# Planning for Budget Contingencies in Your Cleaning Operations

continued from page 3

price tag. And sometimes, the cost may end up being more than it initially seems.

"The real expense isn't always the cost of the damaged structure," says Timothy Hull, director of operations for restoration and cleaning consultancy Violand Management Associates, but rather, "the business interruption, loss of use, or loss of income associated with the peril that is the most costly expense."

With Hull's point in mind, consider the following: Will a broken HVAC or furnace prevent patrons from coming back to your facility? Will they then write a negative review about their experience? Will internet and network problems prevent business and income-driven transactions from taking place? Will flooding or leaks created from structural damage prevent people from using the facility at all? At the end of the day, the cost of these types of disruptions can be astronomical.

In a 2017 survey of more than 800 users from research and consulting firm Information Technology Intelligence Consulting, 81 per cent of organizations reported a single hour of downtime with mission-critical systems cost them more than \$30,000 (USD). What if that single hour of downtime could have been prevented in some cases?

Preventative maintenance and routine inspections of major mechanical systems can help to mitigate potential downtime from failing equipment or systems, Hull says. Similar to how one would put matting down in a building entryway to help preserve carpet, preventative maintenance for all types of equipment and systems can help prolong the life of your assets, allowing your organization to get the most bang for its buck and plan for future expenditures accordingly.

At the same time, it's important to evaluate the return on investment (ROI) when deciding to move forward with maintenance of a system.

"If preventative maintenance costs exceed the cost of an expected repair, then the maintenance isn't worth the investment," Hull says. "However, if the preventative maintenance costs significantly reduce the risk of a loss occurrence, then the ROI is worth it."

## INVEST IN MITIGATION STRATEGY TACTICS

As of July 9, 2018 severe weather conditions, such as storms and blizzards, across the United States have totaled more than \$7 billion in damages for 2018. These types of events can be catastrophic for organizations, and they aren't necessarily predictable.

While facility service providers can't control the weather, they can control how they prepare for and respond to it – which, in the end, can have a huge impact on an organization's bottom line. Hull recommends securing emergency service contracts and disaster response plans with restoration contractors.

"As response time can be a big advantage to minimizing loss, having this commitment with an emergency contractor gives both parties an advantage in working toward the common goal of getting the building back in business sooner."

Organizations can also control unpredictable damage costs by having the right insurance policies in place. For example, a 2017 CMM article on disaster planning notes while flood insurance won't actually prevent the water from coming into a facility or damaging equipment, "it will lessen your associated financial losses." Insurance plans can also help to protect businesses from messy and unpredictable liability claims that may stem from an on-site accident.

## PAY NOW OR PAY LATER

Following these principles will allow organizations to work contingency planning efforts into their annual budgets by adding line items to cover regular facility maintenance projects and insurance premiums, instead of winging it when a hefty capital project comes up. And, if you need help covering the deductible when the insurance claim is necessary – well, maybe that's when the line of credit can come into play. 🍁

- Kelly Zimmerman is the managing editor of *Cleaning & Maintenance Management (CMM)* magazine. She can be reached at [kelly@issa.com](mailto:kelly@issa.com).

- Reprinted from the CMM Daily News – August 30, 2018



**ISSA SHOW**  
NORTH AMERICA 2018

**OCTOBER 1 –  
NOVEMBER 1, 2018  
DALLAS, TX**

# 360 Degrees of GREAT!

**T**he most important week in the cleaning industry is almost upon us. It's a time when deals are closed, innovation is showcased, thousands of handshakes are made and lasting connections are forged. It's the biggest trade show in the industry – ISSA Show North America 2018 – and this year, it's more attendee-focused than ever.

ISSA, the worldwide cleaning industry association, is thrilled to deliver a spectacular opportunity to meet with the entire cleaning industry supply chain face-to-face during one action-

packed week. So put on a comfortable pair of shoes and get your best pitch ready for the 2018 edition of the ISSA Show North America – October 29 to November 1 – at the Kay Bailey Hutchison Convention Centre in Dallas, TX.

### 360 DEGREES OF IMMERSION

The ISSA Show is the gathering place for more than 750 exhibitors and an estimated 16,000 cleaning industry professionals from all over the world. Immerse yourself in a week of education, innovation and networking. Face-to-face is the best way to do business even – or especially – in this technical age.

### NEW & EXCITING

This year ISSA is taking its cleaning exposition to Dallas, TX. It's been 20 years since the last ISSA Show was there and it

continued on page 6

By TRACY WEBER

## Introducing **ISSA CHARITIES**

### ISSA's new charitable arm debuts in Dallas

To better promote ISSA's humanitarian objectives, ISSA Charities, ISSA's charitable arm, has been re-imagined, revitalized and reinvigorated to do even more good. The exciting new ISSA Charities umbrella organization will officially launch at the ISSA Show North America 2018, October 29 to November 1, in Dallas, TX.

#### **PHILANTHROPY IS FUN**

To spread the word about the re-energized ISSA Charities, the organization is kicking off the ISSA Show week on Monday evening with Party for a Purpose, an event boasting a vibrant, social atmosphere. Then, on Wednesday evening, is the ISSA Backlot Bash – a huge outdoor party featuring food, drinks, entertainment and more – to also benefit the various deserving causes ISSA Charities supports. These can't miss events are just two examples of how the refreshingly novel ISSA Charities is bringing enthusiasm and liveliness to humanitarianism.

#### **PARTY FOR A PURPOSE**

Hosted at Topgolf Dallas, Party for a Purpose is guaranteed to be THE place to be Monday, October 29 from 4 to 7 p.m., for those eager to start their trade show week by having fun while giving back. The Topgolf venue has something for everyone: Golfers of all skill levels, even those with no prior experience, can try hitting golf balls into designated targets to score points in a pressure-free and fun environment. Want to get a few pointers from a pro on your swing? You got it! Experienced

continued on page 7

# 360 Degrees of **GREAT!**

continued from page 5

couldn't be more exciting. So much has changed in the city in the last two decades – from the skyline, to the restaurant and night life scene, to the general ambiance of the city centre. The shining jewel of the Lone Star State has undergone a complete urban renaissance, and locals and visitors alike agree that it shows.

Visitors can experience refreshingly contemporary dining in the vibrant restaurant scene, explore diverse neighbourhoods, and take in the modernized culture of this cosmopolitan metropolis. But the location isn't the only change for the ISSA Show. Since the association is constantly working hard to enhance its participants' experiences, this year's convention features a slew of new additions.

#### **NETWORKING**

A new attendee experience is this year's Party for a Purpose – THE place to be on Monday, October 29 from 4 to 7 p.m. While Topgolf Dallas is the venue, no previous golf skills or experience are necessary. Topgolf is a fun, social gathering place where you can hit balls into targets or just mingle, eat and drink with your peers. In addition to having a great time, you will also be helping a great cause as all the proceeds go towards supporting the ISSA Charities.

And the party doesn't stop there.

This year, ISSA and its divisions have teamed up to create a combined welcome event – the Team ISSA Welcome Reception hosted by ARCSI, IEHA and ISSA Canada. Being held Monday, October 29 from 7:30 to 10:30 p.m., attendees can meet, or get re-acquainted with, colleagues from all over the world while enjoying complimentary snacks and beverages during this friendly networking extravaganza. Not only is the event open to all ISSA Canada members and their guests, members from the Association of Residential Cleaning Services International (ARCSI) and the International Executive Housekeepers Association (IEHA) will also be in attendance, resulting in an outstanding opportunity to meet

some major industry players. Sign up to attend at [www.issa.com/show-attractions](http://www.issa.com/show-attractions).

On Wednesday, October 31, from 5:30 to 7:30 p.m., the city will close off the street right outside the restaurants of the Omni Hotel for a lively ISSA Backlot Bash block party. Guests will enjoy food and drink, live music and even a visit from the Dallas Cowboys cheerleaders – all while soaking in the warmth of a fall evening in Texas.

#### **EDUCATION**

ISSA has arranged dozens of seminars, workshops and certification courses starting Monday and running through the entire week. This year, ISSA has scheduled nearly 100 sessions including several new topics and formats. This is approximately 20 per cent more than last year's educational offering.

The Lunch and Learn: State of the Industry Panel, sponsored by Essendant, on Monday, October 29 – 11:45 a.m. to 1 p.m. – will feature a spirited discussion spanning all segments of the industry.

For the first time, the International Facility Management Association (IFMA) is sponsoring three-sessions in the ISSA Education Theatre track that in-house service providers and building service contractors won't want to miss.

Also making a debut is the National Organization of Remediators and Mold Inspectors (NORMI), which is hosting a mold workshop. And, you will want to stay through ThurSTAY for the Cleaning Industry Management Standard (CIMS) and Cleaning Management Institute (CMI) awards ceremony. Join us as we honour companies and individuals who have demonstrated their commitment to growing professionalism and maintaining high standards of operational efficiency. The line-up also includes the educational offerings of our new ISSA divisions, ARCSI and IEHA, as well as our co-location partner the Building Service Contractors Association International (BSCAI).

Visit [www.issa.com/show](http://www.issa.com/show) for a full listing of all the educational programs available.

## SHOW FLOOR

To those who say there is nothing new in the industry, ISSA says, “Don’t be ridiculous!” This year’s trade show floor is the place to see over 750 exhibitors showcasing the latest and most innovative products and services.

Also this year, in addition to the popular Residential Pavilion, International Pavilion and the First-Time Exhibitors Pavilion – which features more than 75 manufacturers – ISSA has added a Pressure-Washing Pavilion for this niche market as well as a Start-up Pavilion for those with new and stimulating ideas. With so much to see and do, don’t forget to take a break and enjoy a cold beverage at the ISSA Sports Bar, sponsored by Spartan



Chemical Co. – Booth 6231.

## THE GOLDEN TICKET

ISSA has refined the All-Access Pass to include nearly every experience on the schedule, from the ISSA Team Welcome Reception to the full education and networking events package to the ISSA Backlot Bash. This is not only the best value, but it is the only way to experience ISSA Show North America 2018 in its fully glory.

Register for the All-Access Pass today at [www.issa.com/show](http://www.issa.com/show).

## COWBOYS’ STADIUM

How would you like a VIP tour of AT&T Stadium, home of the NFL’s Dallas Cowboys? A shuttle will bring you to the stadium for this special tour, where you can see behind the scenes of America’s team. The tour includes the field, luxury suites, press box, locker room, post-game

interview room and more! This is just one more reason to stay through ThurSTAY!

## TRIED & TRUE

Even though there is a lot that’s new, some concepts are too useful and popular to change. ISSA has announced a few “back-by-popular-demand” features that will be returning to this year’s show.

## MY SHOW PLANNER

ISSA understands that with so many exciting and informative exhibits and activities, the show can be a bit overwhelming. So the association has brought back “My Show Planner” to ensure attendees get as much value from the convention as possible. It’s easier than ever to plan your show experience prior to arriving in Dallas. Visit [www.issa.com/myshow-planner](http://www.issa.com/myshow-planner) for more information.

## MOBILE APP

Also returning this year is the ISSA Show Mobile App, sponsored by R3 Reliable Redistribution Resource. Once you’ve created your schedule in My Show Planner, you can access it from your smart device. Simply download the ISSA Show Mobile App – now available at the Google Play Store or Apple App Store – and you can carry your schedule with you at all times. The app also includes the ISSA Show Official Exhibit Directory digital edition, all of which can be accessed directly from the trade show floor.

## INNOVATION AWARDS

The ISSA Innovation Award program – which showcases the latest and potentially business-altering new products, services and technology – will also be part of this year’s activities. Following the success of last year’s program, bringing this aspect back was a must.

Check out the innovations in the spotlight and vote on-line at [www.issa.com/show](http://www.issa.com/show). Winners will be announced at the ISSA Team Welcome Reception.

## SHOW FLOOR TOURS

Previous first-time attendees have reported that the show floor tours were

continued on page 9

# ISSA CHARITIES

continued from page 6

golfers can challenge themselves by playing one of the more difficult game modes, while those looking for a little serious competition can enter a tournament to compete for bragging rights and prizes.

Not fond of golf? Prefer to sip on a cocktail, take a load off your feet and enjoy some delicious hors d’oeuvres? No problem. Come for the party and mingle with your fellow industry professionals in a casual environment that’s conducive to building and cementing lasting relationships. All this – food, drink, golf and camaraderie – for a \$125(USD) donation that benefits the ISSA Charities’ services. (The tournament requires an additional \$100 contribution). To reserve your ticket, be sure to add Party for a Purpose to your ISSA Show registration form at [www.issa.com/register](http://www.issa.com/register).

## ISSA BACKLOT BASH

The ISSA Backlot Bash is sure to be the hottest, most rockin’ party in Dallas, Wednesday, October 31. Taking place 5:30 to 7:30 p.m., right outside the Omni Dallas Hotel, which is attached to the convention centre, the event is extremely convenient for attendees to drop by. The all-industry inclusive bash will feature live entertainment, food, drinks and special celebrity appearances. (Rumour has it the Dallas Cowboy cheerleaders are even planning to crash the party). The ISSA Backlot Bash is included in the All-Access Pass or can also be added a-la-carte for \$99 when registering to attend the ISSA Show at [www.issa.com/register](http://www.issa.com/register). Proceeds from this event will benefit the worthy causes supported through ISSA Charities.

## ISSA HYGIEIA NETWORK EVENTS

The ISSA Hygieia Network (IHN), one of the ISSA Charities’

continued on page 8

programs, will also be hosting events at this year's show. IHN was formed a few years ago to provide ongoing education, networking, professional development and personal recognition to women working in, or associated with, the cleaning industry. This network of leading women will hold its annual reception/awards ceremony, Tuesday, October 30, 5 to 7:30 p.m., in the Trinity ballroom at the Omni Hotel. The event will also reveal the future vision of the organization and details about its new mentoring program.

Additionally, in keeping with its vision of empowering and advancing women in the industry, IHN will host an educational session, led by Neen James, Monday, October 29. This session will be dedicated to coaching women on finding strategies for prioritizing what gets your attention in the work environment, making deliberate choices, and creating an organization framework for success. For more information on IHN and its events, contact Hannah Kennedy at [hannah@issa.com](mailto:hannah@issa.com) or (847) 982-0800.

## CLEANING FOR A REASON

In the past decade, thanks to Cleaning for a Reason, more than 1200 residential cleaning companies have provided free home cleaning to more than 30,000 patients undergoing cancer treatments at a commercial value exceeding \$10 million (USD). Last year, Cleaning for a Reason officially joined the ISSA Charities family and, as such, will have a strong presence at this year's show. Information on the organization's work will be available in the ISSA Charities Booth located next to the registration area. Additionally, in the ISSA Residential Pavilion, Booth 1353, famed promoter and CEO of Dallas-based Real News PR, Jeff Crilley, will be encouraging Cleaning for a Reason participants and show attendees to be interviewed in a *Today Show*-like format to further promote the work of this amazing ISSA Charities program.

## ON A MISSION

The mission statement of the ISSA Charities – Cleaning as Charity – is a key pillar to ISSA's overarching goal to change the way the world views cleaning. Given

this re-imagined charitable vision, now is a great time for you and your organization to join the association's efforts to improve and change lives. By doing so, not only will you make a beneficial and charitable contribution to society, but your participation will also have a strong, positive influence on your business, your association and the cleaning industry at large.

Today, social concerns are at the forefront of our lives and culture. These issues are so important, especially with younger generations, they can make or break the success and profitability of companies across all industries. Businesses that involve themselves in the improvement of society also attract better employees.

Yet aside from all the positive effects on any business that stems from a commitment to humanitarian action, the most important reason to engage in this work is that society has a need. The thing that humanizes us above all else is our desire and willingness to help others, and never has charitable work been both so necessary, and possible. ISSA Charities offers an easy and diversified way to make a difference and engage in life's most fulfilling work – helping others – while lifting the profile of the cleaning industry overall.

## LOOKING BACK & FORWARD

For more than 25 years, ISSA has provided scholarship support to bright, capable individuals pursuing a formal education degree. During this time, thanks to the support of ISSA member companies, nearly \$4 million in scholarships have been granted to more than 1000 recipients. ISSA is extremely proud of its member companies for their generosity. Additional historic ISSA-lead philanthropic work includes the popular Exhibitor Product Donation program, back again this year, and critical disaster relief support.

ISSA's vision of the future includes evaluating the impact of these programs and so much more. We have only just begun our Cleaning as Charity mission. In the

future, as individuals, organizations and an association, we will make our mark on society by building impressive, meaningful and impactful works of charity centred on – and directly connected to – the cleaning industry that has given many of us so much: More students need our support, through both merit-based and needs-based scholarships, and our internship program is growing and attracting talented youth into our industry and our organizations.

Providing additional support to women in the cleaning industry through the IHN involves even more education, professional development and networking. Organizations with middle and senior management teams that are gender-bal-



anced consistently enjoy better bottom-line results. This means that IHN is not only working to improve the industry for women at all levels, but also to improve the industry overall.

As we expand and build upon the success of the Cleaning for a Reason program, ISSA Charities is aiming to serve more than 500,000 households annually in the United States alone. These households need our support during cancer treatment, one of the most difficult times a person, spouse or family can experience.

At the ISSA Charities, past success inspires a hope-filled future. Thank you to all the organizations that support ISSA Charities, and we look forward to continuing our collective growth during this year's show and beyond.

Contact ISSA Foundation Manager Tracy Weber at [tracy@issa.com](mailto:tracy@issa.com) or (847) 982-0800. 🍁



October 29, 2018  
Dallas Fairmont

TEAM ISSA  
**WELCOME RECEPTION**  
HOSTED BY ARCSI, IEHA & ISSA CANADA

ISSA Canada is extremely excited to be partnering with the Association of Residential Cleaning Services International (ARCSI) and the International Executive Housekeepers Association (IEHA) to host the brand new Team ISSA Welcome Reception on October 29 at the Dallas Fairmont from 7:30 to 10:30 p.m.



Meet, or get acquainted with, colleagues from all over the world while you enjoy complimentary snacks and beverages during this friendly networking extravaganza. Not only is the event open to all ISSA Canada members, ARCSI and IEHA members will also

be in attendance, resulting in an outstanding networking opportunity and a chance to meet some major industry players.

ISSA Canada would like to “Thank” the following members for their generous sponsorships:

**SPECIALTY SEAFOOD STATION**

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Sprayway Inc.  
STAPLES Business Advantage  
Swish Maintenance  
Tennant Co.  
The Malish Corporation

continued from page 7

360 Degrees of  
**GREAT!**

helpful, so these are also returning this year. Tuesday, October 30, ISSA invites new attendees to a personal orientation – available in English or Spanish – along with guided tours before the show floor opens. In the evening, first-time-attendees can participate in a lively roundtable discussion with colleagues about the latest industry issues and developments.

**KEYNOTES**

In addition to our informative workshop speakers and trainers, ISSA has scheduled one spotlight and two mesmerizing keynote speakers. Kick-off your week on the morning of Monday, October 29, with the inspirational David Goggins, a retired U.S. Navy SEAL and Guinness World Record holder.

On Wednesday, October 31 at 9 a.m., best-selling author and former publisher of *SUCCESS* magazine, Darren Hardy, joins attendees on the show floor with “*Igniting the Compound Effect: How to Jump-Start Your Income, Your Life and Your Success.*”

And, of course, you won’t want to miss the pièce de résistance: former U.S. President George W. Bush engaging in an insightful fireside chat with ISSA Executive Director John Barrett. Book your travel for Friday, or you’ll miss this once-in-a-lifetime opportunity. See the full line-up of keynote addresses at [www.issa.com/show](http://www.issa.com/show).

With over 9200 members spanning all sectors of the industry, the ISSA is committed to changing the way the world views cleaning by providing its members with the business tools they need to promote cleaning as an investment in human health, the environment and an improved bottom line. You can’t afford to miss the trade exposition of the year. For more information, or to register and book travel/hotel accommodations, visit [www.issa.com/show](http://www.issa.com/show).

## ISSA Elects New 2019 Board Members

ISSA, the worldwide cleaning industry association, is pleased to announce the following individuals have been elected to serve on the 2019 Board of Directors, which will be led by incoming President, **Paul Goldin** of Avmor Ltd.:

- *Vice President / President Elect* – **Ken Bodie**, Kelsan Inc.

- *Executive Officer* – **Roman Chmiel**, Scrub Inc.

- *Manufacturer Director* – **Andy Clement**, Kimberly-Clark Professional.

- *Distributor Director* – **Nick Morris**, Western Paper Distributors Inc.

- *Manufacturer Representatives' Director* – **John Beers**, Wind Associates.

The elections for open positions on the 2019 Board of Directors closed on July 26, 2018. In addition to returning 2018 board members, the following individuals will comprise the 2019 board:

- *Past President/International Director* – **Ted Stark III**, Dalco Enterprises Inc.

- *Secretary* – **Jim Chittom Jr.**, Roman Chemical Corp.

- *Treasurer* – **Mark Bevington**, NSS Enterprises Inc.

- *Latin America Council Chair* – **Mauricio Chico Cañedo**, Distribuidora Lava Tap, S.A. de C.V.

- *Europe Council Chair* – **Michel de Bruin**, Greenspeed BV.

- *Distributor Director* – **Paul Barrett**, North American Corp.

- *Wholesaler Director* – **Harry Dochelli III**, Essendant.

- *Manufacturer Directors* –

- **Tom Friedl**, Hospeco

- **Terry Neal**, Impact Products

- *Director Canada* – **Peter Farrell**, Cannon Hygiene ltd.

- *BSC Director* – **Matt Vonachen**, Vonachen Services Inc.

ISSA members are invited to personally greet the new board members when they officially take office at the ISSA General Meeting on Tuesday, October 30 at 8:45 a.m. in Dallas, TX. 🍁



## Cleaning products industry blasts research

U.S. disinfectant manufacturers  
get defensive over  
Canadian child health study

By BARBARA CARSS

Recent research conducted as part of the Canadian Healthy Infant Longitudinal Development (CHILD) study has prompted a rebuke from the cleaning products industry. The American Cleaning Institute (ACI) suggests a paper examining the links between exposure to household disinfectants and childhood obesity, published in the peer-reviewed Canadian Medical Association Journal earlier this month, makes “sensational claims.”

Richard Sedlak, ACI’s executive vice president, technical and international affairs, chastises the slate of 15 authors affiliated with health sciences faculties of six Canadian universities — the Universities of Alberta, British Columbia, Manitoba and Toronto; and McMaster and Simon Fraser Universities — for overlooking the role disinfectants play in infection control and public health.

“These products are trusted by families to effectively clean, sanitize and disinfect areas of their homes, reducing opportunities for these young ages to suffer significant illnesses,” asserts Sedlak, who holds a Master of Science in Engineering degree. “Coming off a deadly flu season in 2017-18, it is a crucial reminder that proper use of EPA-registered disinfectants play an important role in helping prevent the spread of flu.”

However, CHILD study research is focused on the genetic and environmental determinants of hypersensitive allergic reactions that underlie diseases such as asthma, eczema and a range of allergies. It is following a cohort of approximately

3500 children born in Vancouver, Edmonton, Winnipeg and Toronto between 2009 and 2012, capturing information as they grow. Researchers from more than 20 interrelated scientific disciplines are involved, building biological, psychological, genetic and environmental profiles of participating children and their parents.

“These profiles enable researchers to track the onset of asthma, allergies, obesity, diabetes and other chronic diseases across a large group of individuals,” an explanatory synopsis on the CHILD study website states. “CHILD is the largest multidisciplinary, longitudinal, population-based birth cohort study in Canada and is designed to be one of the most informative studies of its kind in the world.”

The scrutiny of disinfectants’ impact on gut microbial ecosystems was meant to fill in one of the many pieces of that comprehensive picture. It is also in line with a range of accredited research underpinning what’s known as the hygiene hypothesis of allergic and autoimmune diseases. This has shown that exposure to environmental microbes contributes to resistance to allergic and metabolic disease.

In this case, the CHILD study researchers tracked the relationship between the balance of microbes in infants’ guts and propensity to obesity, and then made connections to the environmental influences on those microbes. They explored data from 757 children, and compared exposures to three product categories — disinfectants, detergents

and eco-friendly formulations — to draw their conclusions.

“We found that infants living in households where disinfectants were used a least weekly were twice as likely to have higher levels of the bacteria called Lachnospiraceae at three to four months of age. At three years of age, those same children had a higher body mass index than children who were not exposed to frequent home use of disinfectants as infants,” reports Anita Kozyrskyj, the study’s principal investigator and a pediatrics professor at the University of Alberta.

In keeping with reputable scientific research, the authors were transparent about three limitations in their work: reliance on parental reporting which could be subject to “recall bias”; the generic division of products into the three categories of disinfectant, detergent and eco-friendly rather than a specific breakdown by brand name and ingredients; and reliance on infant gut microbiota profiled at a single time point.

While referring to these as “notable limitations,” Sedlak also critiques the study’s failure to look at “all interventions in the children’s lives between three months and three years of age” or the timing of when various foods were introduced into children’s diets.

“We are disappointed at the sensational claims made by the researchers in this study,” Sedlak reiterates, but does not comment on researchers’ findings related to eco-friendly formulations.

“We found Lachnospiraceae to be enriched in infant gut microbiota with frequent postnatal use of domestic disinfectants, but not eco-friendly products,” the study’s conclusion states. “Further study is required on the mechanisms through which household cleaning products alter gut microbial composition and the subsequent role this might have on metabolic disease.”

— Barbara Carss is editor-in-chief of *Canadian Property Management*

—Reprinted from the RemiNetwork.

continued from page 4

## Why Can't We Seem to Say Goodbye to Poor Hand Hygiene

Health Organization is (WHO) “5 Moments for Hand Hygiene,” healthcare workers must wash their hands in a variety of situations. It seems like a lot of handwashing, but when you take into account the number of patients a healthcare worker in a high acuity unit interacts with during a 12-hour shift, that number can climb quickly. Not to mention the time constraints if a healthcare worker were to ‘effectively’ wash their hands with soap and water only in a manner consistent with handwashing protocols.

Fortunately there are products and systems on the market today that help make this task as easy as possible for healthcare professionals. First is the acceptance of alcohol-based sanitizers as an effective means of handwashing over the past few years. In fact, according to the CDC, alcohol-based sanitizers are now the preferred method for hand cleaning within healthcare facilities (except in cases of *C. difficile*) because they:

- Are more effective at killing potentially deadly germs on hands than soap;
- Require less time;
- Are more accessible than handwashing sinks;
- Produce reduced bacterial counts

on hands; and,

- Improve skin condition with less irritation and dryness than soap and water.

Second, is the addition of electronic hand hygiene compliance monitoring systems to help remind healthcare workers when to wash their hands. These systems also provide accurate and reliable data to help them effectively measure and improve hand hygiene performance, leading to lower instances of infection.

While the standards and opportunities for hand hygiene remain the same in healthcare, the availability of more efficient product and technologies have made it an easier task for staff to comply with. Proper hand hygiene and sustained compliance are a necessary thing when working in healthcare to ensure the health and safety of the staff and patients. It is well-known that hand hygiene makes an enormous impact on patient safety and the performance of the hospital, so making sure that staff are aware of, and able to follow, the “5-Moments” is the first step in finding success with overcoming poor hand hygiene practices.

— Reprinted from the Deb Canada Hand Hygiene Blog.

# CALENDAR OF EVENTS

**OCTOBER 29: Party for a Purpose**, Topgolf Dallas, Dallas, TX. For more information, visit [www.issa.com](http://www.issa.com).

**OCTOBER 29: Team ISSA Welcome Reception**, hosted by ARCSI, IEHA and ISSA Canada, Dallas Fairmont, Dallas, TX. For more information, contact ISSA Canada.

**OCTOBER 29 - NOVEMBER 1: ISSA Show North America 2018**, Kay Bailey Hutchinson Convention Centre, Dallas, TX. For more information, visit [www.issa.com](http://www.issa.com).

**OCTOBER 29: CIMS I.C.E. Certification Training**, Dallas, TX. For more information, contact ISSA Canada.

**NOVEMBER 1: CMI Train-the-Trainer Workshop**, Dallas, TX. For more information, contact ISSA Canada.

**DECEMBER 5: Webinar: Hygiene Empowerment**, “Attention Pays: How to Drive Profitability, Productivity and Accountability.” For more information and to register, visit [www.issa.com](http://www.issa.com).

## MEMBER NEWS

### Swish Maintenance Acquires Kemsol Products Ltd.

Swish Maintenance Ltd. — a leading distributor of sanitation products, equipment and services — is pleased to announce the acquisition of Kemsol Products Ltd., a Saskatchewan-based, fourth generation, family-owned and operated company serving the maintenance and sanitation needs of the province for 84 years. Kemsol has locations in Regina and Saskatoon.

The acquisition closed on September 28, 2018. Swish-Kemsol, as it will be known in Saskatchewan, will retain all existing Kemsol employees and management. This acquisition is leveraging a 50-year shared business relationship and a customer service first vision.



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