

The Clean Prairies



NEWS FROM THE ALBERTA, SASKATCHEWAN & MANITOBA CHAPTER OF CSSA



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Cockroaches: An Old Foe

Hardy pests will buckle under a good sanitation program

By ZIA SIDDIQI, Ph.D., BCE,
Director of Quality Assurance, Orkin Inc.

Cockroaches. Approximately 350 million years old, they're one of Earth's oldest and most common pests. And though cockroaches are active year-round, late winter is the perfect time to begin protecting your facility from these pests, as they will become even more active as the weather turns warmer.

The fact is cockroaches can inhabit any environment that a human can. Not only can the pests be a nuisance, but they are a well-known public health risk due to their ability to carry disease and their connection with the development of asthma. Through frequent contact with contaminated material, cockroaches become vectors for a number of organisms and bacteria that can cause food poisoning, diarrhoea and dysentery. And, cockroach droppings and exoskeletons contain allergens, which have been found to contribute to the development of asthma, especially in children.

Although they are not readily associated with property damage, cockroaches can damage and stain items with their odorous secretions and droppings. In fact, cockroaches have even been found to damage electrical machinery by chewing

through insulation on wires and leaving their droppings and exoskeletons in the equipment.

Before beginning a cockroach prevention program, it is important to understand what you're up against. The most common species in Canada is the German cockroach, which can reach 20 mm in length and can be identified by its light brown, oval-shaped body. German cockroaches reproduce extremely quickly, with a pair of cockroaches producing as many as 400 offspring in six months. This rapid reproduction is another reason to prevent an infestation from occurring in the first place.

Sanitation & Housekeeping - The Best Protection

So how can you best protect your facility from cockroaches? By denying them what they need most: food, water and shelter. Ironically, while cockroaches often signal unsanitary conditions, they will infest even the cleanest environment if it provides access to these three elements. The best cockroach prevention programs remove food, water and shelter through diligent sanitation and attentive housekeeping.

Food and Water

Most cockroaches are scavengers, so "food" for them encompasses al-



The German cockroach, *Blattella germanica*, can grow to approximately an inch in length. The male is light brown and boat-shaped, while the female is darker, broader and rounded.

most everything, including food debris, flakes of dried skin, eyelashes, dust and glue. Due to their indiscriminate eating habits, all floors in the facility should be cleaned frequently if you want to keep them out.

German cockroaches also require daily access to water sources. This means that they often infest areas where they can collect moisture from leaky plumbing and machinery. Work with a maintenance professional to repair equipment as needed. Careful sanitation of floors, as described above, should also eliminate liquid spills as quickly as possible.

Shelter

Cockroaches are primarily noc-

turnal pests, and look for shelter in damp, dark areas. Cracks and crevices need to be carefully cleaned and sealed, if possible. Again, focus special attention on moisture-prone areas, such as kitchens and bathrooms. Eliminate unnecessary clutter, as it too can provide shelter for these pests.

Infestation Survival Guide

Though prevention is key, infestations do happen. In the event of an infestation, it is important to immediately evaluate your sanitation program and make adjustments if necessary. Sanitation and housekeeping are important even during an infestation as the diseases carried by cockroaches and their allergens are

not always associated with the pest itself, but rather with what it leaves behind – droppings, exoskeletons and secretions. Stringent and regular floor cleaning will help eliminate this debris before it threatens health.

The next step is to remove the cockroaches themselves. Work with a pest management professional to identify harbourage areas and use a vacuum to remove any readily accessible cockroaches, droppings, eggs and exoskeletons. A vacuum with a HEPA (High Efficiency Particulate Absorber) filter is recommended, as it will remove any particles with cockroach allergens.

Once these pests have been physically removed, an ongoing

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**CSSA... The Experts
in Green Cleaning.**

CONTRACT CLEANERS CORNER

The Contract Cleaners Association of Alberta

Excerpts from a speech given by **BRIAN KING** to the Edmonton Chapter of BOMA (Spring 2006)

Randy Burke, currently of Daylight Cleaning Services and Brian King, with Omni Facility Services, formed the Contract Cleaners Association of Alberta (CCAA) as a non-profit society in the early 90s. In those days there were many reasons why such an association was needed, but one of the prime motivation factors was to counter the very strin-

gent and well-funded UNION advertising campaign against using CONTRACT custodial services by: province, municipalities, university's, colleges, schools and major commercial industries. CCAA was able to tell the contract cleaners' side of the story through press releases, media interviews and by doing the job. No individual cleaning company could have hoped to fight against the strength of the unions at that time but collectively CCAA was able to make an impact. The association

went into hiatus in the late 90s but currently, Fred Edwards, president of the Calgary Chapter, and Brian King, president of the Edmonton Chapter, have collectively in excess of 60 active members.

The goal of CCAA is to increase

the awareness of the professional aspects of the custodial industry. The association was formed for mainly the same reasons as most trade associations – recognition, credibility and, hopefully, respect for the integrity of the members and of the association. All members are required to sign a code of ethics and agree to maintain the standards of the association. The CCAA code of ethics is as follows:

- To conduct all business affairs with honesty, integrity and in accordance with all municipal, provincial and federally legislated statutes;
- To furnish adequate equipment, qualified and trained personnel and also provide products of high quality to achieve and maintain the highest standard of performance;
- To accurately represent services or products to clients and to respond with prompt and courteous handling of requests or complaints;
- To be environmentally conscious;
- To contribute regularly to the improvement of the industry's pub-

lic reputation;

• To participate in the industry's growth, health and safety programs, and through the activities of the association; and

• To do no act that will bring disrepute to any member, the association or the industry.

In the last few years, CCAA has actively supported two main changes in the industry – the emphasis on safety and the environmental impact of the chemicals used in facilities. CCAA has supported having the Alberta Certificate of Recognition ("COR") for safety as a standard to achieve for all custodial firms. The association has run several safety programs in Edmonton and Calgary including: WHMIS train the trainer, designing a health and safety program for a firm, first aid courses, leadership in safety and excellence, to name a few, along with seminars on "Changes to the Alberta OH&S and how it affects the custodial industry." The changes that came into effect in 2005 are enormous, and particularly affects BOMA members as all building owners and their agents – the property managers – have been designated as the "prime contractors" when it comes to any contractor/worker doing work on their sites/facilities. For details contact the government web site – www.whs.gov.ab.ca. CCAA has held several meetings with government as the sponsoring partners in an effort to reduce the costs in obtaining COR. As it stands now, it costs a minimum of \$1000 just to get started in the program, \$500 annually for membership in ACSA and just under \$500 for the four required safety courses. This is a major impediment

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CHAPTER NEWS



Roger Manaique
CSSA President

Keeping You Informed

On behalf of the members of the Canadian Sanitation Supply Association (CSSA) Alberta, Saskatchewan and Manitoba Chapter, I would like to welcome you to our premier edition of Clean The Prairies, a marketing publication geared towards the individuals who maintain high standards of cleanliness in commercial, industrial and institutional facilities.

In conjunction with Perks Publications Inc., we have utilized this format to present to our customers, the end users of sanitary maintenance products, issues and information pertaining to their facilities and their vocation.

Our goal is to inform readers in the Alberta, Saskatchewan and Manitoba regions on the ever-changing world of cleaning technology science as well as presenting the concerns of today and tomorrow. Some of these issues include Green

cleaning, new cleaning methods and technologies, infection control, misconceptions of cleaning, profitability and cost controls, and industry trends and events. We will also provide educational and training opportunities as they arise. Additionally, you will learn about new regulations and standards as we proceed to a new level of cleanliness in the future.

Dealing with a CSSA member provides you with the peace of mind in knowing that the reputable companies listed on Page 10 of this issue don't deal in trial and error, but in solid industry knowledge and expertise. Our member companies are the ones who can provide you with systems that work.

For more information on the CSSA or to let us know what you think of our fantastic, new publication, you can visit our web site at www.cssa.com or e-mail my self at rlmmacim@mts.net.

COCKROACHES: AN OLD FOE

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cockroach control program can help eliminate any remaining pests and new ones that find their way into the facility. A number of control methods are commonly used, including non-volatile baits and glue boards.

Non-Volatile Baits

Non-volatile baits are preferred over spray pesticides because they do not become airborne and can be used in very targeted areas. Gel baits, for example, can be injected into cracks and crevices, where cockroaches are likely to hide but where humans and other organisms are unlikely to come in contact with them.

Glue Boards

Glue Boards have a sticky surface that traps the cockroach. Though they can trap and eliminate cockroaches, glue boards can also be helpful to monitor the pest population over time.

Since these control methods do not attract cockroaches, per se, it is important to work with your pest management professional to place them near the areas most likely to be frequented by cockroaches.

The bottom line is cockroaches are here to stay, but that doesn't mean that they can't be controlled. A strict sanitation and house-keeping program will eliminate sources of food, water and shelter that attract cockroaches in the first place, and a smart control program can help curb the risk of disease if an infestation does occur.

Dr. Zia Siddiqi is Quality Assurance Director for Orkin Inc. A Board Certified Entomologist with more than 30 years in the industry, Dr. Siddiqi is an acknowledged leader in the field of pest management. For more information, e-mail zsiddiqi@rollinscorp.com or visit www.orkincommercial.com.



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Clean The Prairies is edited for the people who maintain high standards of sanitary cleaning in commercial, institutional, residential and industrial facilities (including hospitals, nursing homes and long-term care facilities, schools, food processing plants, hotels, motels, recreational centres, shopping malls, government facilities, restaurants) as well as building owners, maintenance contractors, sanitary maintenance distributors and carpet cleaners.

The editorial objective of Clean The Prairies is to provide new and views about new cleaning technologies, new sanitary cleaning methods, infection control procedures, contractor issues, technical and legal matters, cleaning regulations and standards, educational opportunities, industry trends and information for people within the industry.

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PHOTO COURTESY OF CDC / JAMES GATHANY

Educating Environmental Services Personnel About Infection Control & Prevention

Derived from a study
by **JENNIFER SCHRAAG**

The Environmental Services department is possibly the most mobile group of staff in the average hospital. They can be seen daily in every patient room (even those under contact precautions), every wash-room, every common area, every lunchroom and cafeteria, every staff lounge, elevator, operating room and laboratory. They are at the bottom of the hierarchical pecking order, and they often work without ongoing infection control education. Herein lies a problem.

An infection control magazine article once proposed that the Environmental Services Department is second in importance only to hand hygiene in the control of hospital acquired infections. In subsequent Letters to the Editor, the author of the article was resoundingly berated. The corporate scientific community argued that there were so many factors at play that Housekeeping couldn't possibly have such a starring role in the hospital infection control performance. For two reasons, the author of the original article is probably correct.

Firstly, Environmental Services workers go EVERYWHERE. If they don't take proper care, they could easily transport a potential hospital-wide outbreak on their shoes, clothing, hands and cleaning tools. Even practices such as vacuuming carpet or buffing floors can

add to the load of infectious organisms in the air and on above-floor surfaces, particularly true of environmental pathogens like *Clostridium difficile*.

Secondly, Environmental Services plays a huge part in infection prevention. The practice of environmental cleaning is critical to the removal or destruction of disease-causing pathogens. Guidelines from Health Canada and the CDC are clear in the fact that all surfaces (some more so than others) need attention from Environmental Services staff. The simple act of wiping a railing with a damp cloth can reduce the microbial load to below infectious levels, forestalling a potential outbreak.

If at least basic infection control theory can be taught, and re-taught, and emphasized over and over during regularly scheduled and mandatory in-services, Environmental Services workers will have an understanding of how important their job is, why certain practices are done, and how to make fundamental decisions. Environmental Services supervisors should also make certain to regularly attend their facility's Infection Control meetings. An Environmental Services department head should be a voting member on their facility's Infection Control committee. An infection control manual should be developed with specific application to the Environmental Services department.

The objectives of the two depart-

ments also need to be aligned with common objectives. This goes beyond individuals, it speaks about the reporting structures and organizational alignment. The key is to ensure that the objectives are clear coming from the top management in order to achieve a balance between the control of risks and the control of costs, and that, at the execution level, bridges are put in place for communication. Those usually translate on a day-to-day basis into the implementation of cross-functional teams.

Time is not on our side.

Hospital cleaning staff members are inadequately trained in infection control practice and theory, cleaning budgets have been steadily cut (as much as 15 to 20 per cent annually), yet hospital buildings and equipment are constantly reshaped and made more complex. The infections increase.

There is no one answer to the nosocomial infection problem – several concurrent battle fronts are necessary. To the extent that, in most cases, all that can be done in the hand hygiene arena is being done, the next place to look is Environmental Services. With thoughtful training and a persistent infection control message, a significant measurable difference can be achieved.

-Material reprinted from the Fall 2005 issue of Virox Technologies' Solutions newsletter.

CSSA... Your Infection Control Specialists.



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If you're still using uprights to clean, it's time you hooked up with a new approach.

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THE CONTRACT CLEANERS ASSOCIATION OF ALBERTA

Continued From Page 2

to smaller firms to say nothing about the large amount of documentation required for these programs. However, there is an upside. The refunds from WCB due to the partnership program usually balance the costs out. It is the initial outlay in time and money that causes the smaller firms to question the justification.

The CCAA has, in conjunction with supplier/associate members, annually run a mini-trade show where supplier members have the opportunity to showcase to not only CCAA members, but others in the trade and those in facility management, all that is new in equipment/products for the industry.

CCAA is an active association with monthly meetings which usually feature a guest speaker. Some of the recent speakers have been G. Weir of Canadian Revenue Agency who gave the group a talk on the difference between employees and subcontractors, and the consequences that could result of not being sure; R. Nocco on Contracts; D. Allen of Sci-Tech on environmental chemicals; and M. McDowell of CFIB on the new Alberta Labour Standards Act. For the last three

years, the association has placed a collective advertisement in the Edmonton Yellow Pages outlining the professionalism of the members.

Basically CCAA feels that all custodial firms, large or small, whether they are in Edmonton, Montreal or Halifax, all have similar problems and that being a member of an association like CCAA gives them a platform that may get listened to. The association supports a \$2 billion industry with many thousands of employees and can be much stronger together than as individuals.

Over the past few years, CCAA has attempted to form a national contract cleaners association. Mario Levasseur heads up the Quebec chapter which is a very active association, while Robert Crozier leads the Maritime group. However, The association has been unsuccessful in getting Ontario set up as an association and, until this happens, the chance of a national contract cleaners association is not yet viable.

For more information on the association, visit their web site at www.ccaalberta.com or contact Brian King at (780) 428-9508.

In the last years, our association has actively supported two main changes in our industry – the emphasis on safety and the environmental impact of the chemicals we use in our facilities.



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**Contract Cleaners
Association of Alberta**

The Contract Cleaners Association of Alberta (CCAA) is an association of Building Service Contractors and industry vendors in the Edmonton area. The Association is built on trust, teamwork and our code of ethics that will advance in the cleaning industry.

Our members are dedicated to elevating the Janitorial Professional Standard of our industry by complying by the Association Code of Ethics, and by insuring that all employees of the BSC are well trained and properly compensated while providing the best value in the janitorial services for our customers.

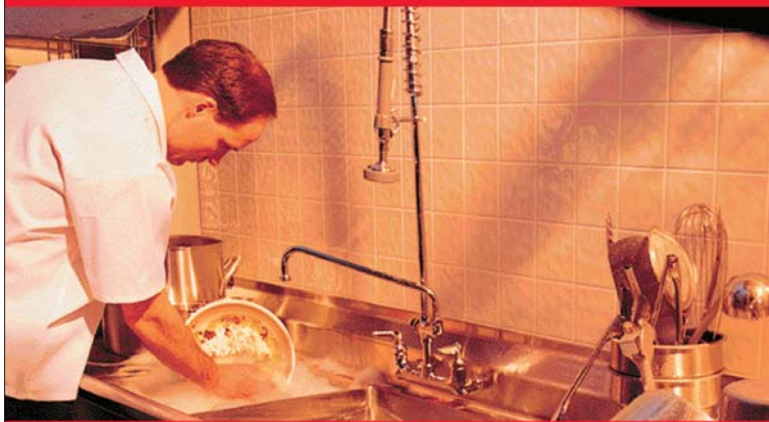
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1. To operate constantly in accordance with the best and fully accepted ethical business practices.
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SPECIAL FEATURE

How To Buy An Upright Vacuum

Think Quality, Durability

By ALLEN RATHEY

Dr. W. Edwards Deming, the statistician and quality control expert who taught the Japanese – namely companies like Toyota – about quality, was once asked the price of his new shoes. His answer? “How could I know? I haven’t finished wearing them yet.”

The true cost of a product depends on its long-term performance – that is, the value provided over time. Vacuum cleaners are no exception.

How do you choose a durable upright vacuum that performs well and is cost-effective over time? Answer these key questions:

(1) How effectively does it clean?

Though an obvious question – since soil removal directly affects a carpet’s longevity, appearance and related long-term costs, and indirectly affects the health of building occupants – it’s a vital one.

Don’t rely on superficial marketing claims. The proof is in third-party testing. The Carpet and Rug Institute (CRI) tests vacuums for soil removal as part of its voluntary Green Label Program, and soon will apply NASA Space Shuttle technology called XRF (X-Ray Fluorescence) to determine even more precisely how much soil remains in cleaned carpet, and thus how well equipment performs.

One motor or two? Two motor uprights generally clean better than single motor uprights because one dedicated motor creates suction, while the other drives the rotating brush. It’s applying the “Team Cleaning” principle to uprights: workloading using “specialist” motors enables applying focused energy to each function for better, faster results.

Under furniture and around edges? Does the vacuum’s foot-



print, edge and airflow design enable it to get deep under furniture and close to walls and corners?

Does the rotating brush beat dust into the air or into the vacuum? While agitation bounces soil into the vacuum’s airflow it can also drive dust airborne instead of removing it when airflow and lift at the floor are inadequate; which also leads to our next question...

(2) How well does the vacuum filter?

Filtration should be measured by overall dust capture from all possible escape points (filters, body seams, vacuum tools, point of contact with cleanable surfaces) rather than just the actual filter media.

Uprights have one unique point of vulnerability: the interface between the beater brush opening and the carpet. When the carpet is “beaten” or agitated, dust can become airborne if the airflow, lift and air speed does not remove it. The wide orifice that accommodates the beater brush can lower air velocity and cleaning ability if the ratio of airflow factors to orifice-width is not optimal.

Does the vacuum have HEPA media? Great. Microfilter media? This can work equally well in non-cleanroom applications. Remember, the entire *system* needs to be considered to determine overall dust capture, not just the type of filters.

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Maxim Chemical International Ltd. has been providing the “Formulas For Your Success” for almost 40 years.

“Quality products and dependable service throughout our 38 year history has always been a significant aspect of Maxim’s success in the chemical business,” a company spokesperson said. “Maxim is the largest manufacturer of industrial, institutional and sanitation products in Saskatchewan.”

The company opened its doors for business in 1968 under the name Saskem. Four years later, it was purchased by Don Punga who took the company to the next level. With a small facility in Regina, Sask., the company’s main product focus included boiler treatment products, bowl clean and drain opener.

“Our president and CEO, Don Punga, has been involved, firstly as an employee, and presently in an owner/manager capacity since the



In photo above is General Manager, Brent Punga (left) along with his dad, Don Punga, president and CEO of Maxim Chemical.

company’s beginning,” said Brent Punga, general manager of the Regina facility and son of Don.

Today, Maxim Chemical International operates out of a 20,000 sq. foot facility in Regina, Sask. Serving as the company’s head office, the

Regina facility consists of a manufacturing plant and warehouse, quality control and water analysis laboratory, marketing and customer service, and administration offices. Additionally, the company also operates

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CSSA... Will Keep You Informed!



When your cost to clean goes down, your profitability goes up.

When more than 90% of your cleaning costs are labour, you can't afford to waste time. The key to profitable contract cleaning is to select equipment that makes your workers as productive as possible. That means you need the most innovative, efficient and easy-to-use cleaning equipment in the industry.

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HOW TO BUY AN UPRIGHT VACUUM

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Similarly, are airflow and suction balanced to enable the filters to trap the dust without blowing it through the media?

How are the body integrity and seals? Is the machine engineered using close tolerances and good seals to prevent dust from escaping where it shouldn't?

Testing is important. Has the manufacturer used a credible third-party testing lab to measure dust capture efficiency at the vacuum's airflow rate? Has the vacuum also been tested in a chamber to determine overall emissions from the entire machine, not just the filters?

(3) How durable is it?

Upright vacuums take a pounding. They need to be well-built, but the material used in the parts is equally critical.

Have you heard of engineered thermoplastic elastomers (TPEs)? Likely not, but high-quality, high-use vacuum parts are now fashioned from this remarkable substance, sometimes known by the trade name Santoprene™ TPE.

Santoprene TPE is a modern thermoplastic rubber engineered and manufactured by Exxon Mobil Chemical that is ideal for vacuum cleaner wheels (a.k.a., where the "rubber meets

the floor"), since it can withstand extreme cold, impact, abrasion and chemicals while still staying flexible and fully-functional. Wheels made of Santoprene TPE are virtually indestructible in normal use.

Handle design and construction are also crucial to durability and ergonomics. Newer, high-strength synthetic materials enable moulded, one-piece vacuum handles that are strong, flexible and light weight.

How about belts? Are they the "rubber band" type that stretch and wear out quickly, lowering performance and needing frequent replacement? Or are the belts designed like automotive timing belts, geared and sprocketed with woven fibres running their length to provide strength in the same way steel re-bar does in modern skyscrapers?

Conclusion

There are, of course, other performance factors to consider in selecting a quality upright vacuum, but armed with this primary information, you can make a wise choice in a high performance, durable machine. Then, when someone asks the price of your vacuum cleaner, you can smile and reply like Deming, "I do not know. I have not finished using it yet."

MAXIM CHEMICALS INTERNATIONAL LTD.

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locations in Saskatoon, Sask., and Winnipeg, Man.

Employing a staff of 23 throughout the company in manufacturing, distribution, technical services and administration components, Maxim provides products and services such as janitorial, industrial, water treatment, institutional dish and laundry, food processing plant, car and truck wash, waste water and specialty products.

In Regina and Saskatoon, Maxim has a partnership with Magic White Janitor's Warehouse. Through Doug and Jock Anderson, and Phil Robinson along with the staff, the company is able to provide a full line of janitorial options, experience and high quality products to the province of Saskatchewan.

Over the years, Maxim has seen steady growth and success, with the Winnipeg location expanding to the point where it is currently in need

of larger facilities in order accommodate customer demands.

"Service is our number one priority and the customer comes first, period," said Roger Manaigre, manager of the Winnipeg operation and partner in the Maxim operation. "We do what we have to do to ensure customer satisfaction. And, this is often achieved with the strong support we receive from Don and Brent Punga, and Chris Ingebert, who believe the same philosophy."

In addition to a vast line of quality products, Maxim and Magic White Janitor's Warehouse also offers its customers complete training programs including WHMIS and other specific programs such as floor care or restroom maintenance. The company prides itself in its ability to provide individual cleaning programs to assist customer's in educating their staff, as well as always being available to answer questions and

provide assistance.

"It's a competitive market but no different than others in the fact that customers want products that work, sensible pricing, customer support and constant product improvement," Manaigre said. "Customers really appreciate the fact that they will be extremely well taken care of."

In addition to Manaigre, who is currently president of the Canadian Sanitation Supply Association (CSSA), the Winnipeg location also credits some of its success to key players such as Tom Yuill who ensures the warehouse operations run smoothly. In rural areas and some select branch accounts, Peter Chernichan has been a great addition in sales. With over 45 years of industry experience, there aren't many situations that Chernichan encounters that he doesn't have a solution or product for.

"Chernichan strives to offer customers the service and product availability that no one else will or can offer," Manaigre said. "He is truly amazing in his dedication and love of the industry."

According to Manaigre, it's an old cliché that customers often become friends over time, but if a strong trust and respect is developed, it only becomes natural that a company is quickly considered and accepted as part of the family.

It is this mindset and total customer commitment which runs deep in the heart of Maxim allowing the company to claim it can provide the "Formulas For Your Success."

For more information, contact Maxim Chemical International Ltd., 1305 Halifax St., Regina, Sask. S4R 1T9. Tel: (306) 347-0444 or Fax: (306) 522-5227, or visit the company's web site at www.maximchemical.com; or Magic White Janitors' Warehouse, 1325 Halifax St., Regina, Sask. S4R 1T9. Tel: (306) 522-5821, Fax: (306) 522-5825.





Getting Acquainted With The Environmental Choice Program

Many people do not realize that there are actually two non-profit, independent, third-party entities in North America involved in Green certification. One is Green Seal. The other is the Environmental Choice Program (ECP), Ottawa, Ont., which is stewarded by TerraChoice Environmental Marketing.

ECP is older than Green Seal and major janitorial chemical manufacturers are turning to ECP for Green certification. Without question, ECP is playing a much larger role in Green certification, especially for the professional cleaning industry.

ECP was started in 1988 to provide a market incentive for manufacturers and suppliers to promote environmentally preferable products and services. It was also established to help the consumer identify products and services that are safer to use and protective of the environment.

Today, ECP certifies an entire gamut of products and services from automatic dishwashers and washing machines to cleaning chemicals and waste water treatment centres.

Once certified, the product or service may use the ECP official symbol of certification, the interna-



tionally-recognized EcoLogo. When a cleaning chemical is honoured with the EcoLogo symbol, it means the product is made or offered in a way that:

- Reduces its impact on people and the environment.
- Has ingredients that are readily biodegradable and non-toxic.
- Performs as well as, if not better than, conventional cleaning products used for the same or similar purposes.
- Is comparable in cost to conventional cleaning products.
- Does not include ingredients such as endocrine disruptors (which can harm glands and hormones that regulate many of the body's functions) or carcinogens.
- Does not contain hazardous by-products.
- Is packaged in recyclable ma-

terials.

- Meets all applicable safety standards for product use.

In addition, certified products or services should meet or exceed any applicable industry-specific safety and performance standards.

Similar to Green Seal, the certification procedure starts when a manufacturer applies to have a product ECP-certified. The manufacturer must first tell ECP why the product should be considered environmentally preferable and what category – or categories – best describe the item.

The manufacturer then selects an approved and accredited testing laboratory to verify the chemical ingredients in the product and determine whether it meets specific ISO (International Organization for Standardization) quality control standards and ECP's compliance standards and criteria for that particular product.

The lab's results are then submitted to ECP for review, along with material safety data sheets (MSDS) and any other related materials. If successful, a site audit is conducted to confirm the laboratory's results.

Because ECP has been certifying products and services longer than any other organization in North

Continued On Page 9

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INDUSTRY LOSS



JIM DARLING

July 21, 1954 - July 7, 2006

My friend Jim,

The sudden death of Jim Darling, president of Hunnisett Chemicals Ltd. has caught everyone by surprise and leaves a very large empty space, but the spirit and the way Jim conducted his personal and business affairs will remain with us.

Jim was a devoted and caring parent and friend. He loved, cared and made sure that everyone within range was O.K. One did not work "for" Jim but rather worked "with" Jim, as he left a lot of space to make sure that everyone was comfortable in developing a personal way of doing what had to be done. Personally, for more than 25 years, I was in daily contact – except when travelling or during holidays – chatting, joking and discussing business over the telephone or the Internet. Jim loved to laugh and joking was always the best way to bring the pressure down. I never considered Jim as a boss, but rather as a friend from the start.

Jim is well known in the clean-

ing industry and he made the name Chemspec the most respected brand name throughout Canada with the help of distributors and partners that never questioned his fairness and his wish to help out any way he could. From east to west, Jim almost lived in his luggage, but the time he spent close to his family was precious and well spent. Jim always spoke very highly of his spouse Célyne and their children, Jessica, David and Geneviève. Jim was a proud man. He regarded his parents Barbara and Ken, and his brother David, with utmost respect. Jim was a good son, a good husband and father, and a dear friend to many of us.

Let's ask Jim to keep the lights on so he may guide the rest of us through that final path which he has just taken. Let's ask Jim to remain with his family and friends through the good memories that will live on.

Thanks Jim and may God bless you.

- Marc Thèberge



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2006 CSSA Calendar of Events



September 11 - Saskatchewan Chapter Operation Clean Sweep.

September 17 - BC Chapter Operation Clean Sweep.

September 21 - Atlantic Chapter Golf Tournament - Moncton.

September 21 - Ontario Chapter Luncheon Meeting.

October 5 - CANADA NIGHT at the ISSA/INTERCLEAN USA® show, Chicago, IL.

October 5 to 7 - ISSA/INTERCLEAN USA® show, McCormick Place, Chicago, IL.

October 20 - Atlantic Chapter Operation Clean Sweep.

November 2 - Alberta Chapter General Meeting - Calgary.

November 3 - Saskatchewan Chapter Bowling Night.

November 7 - Quebec Chapter Social Event.

November 8 & 9 - Salon de l'Écosalubrité, Palais des congrès, Montréal, Que.

November 20 - Atlantic Chapter Meeting - Halifax.

December 7 - Ontario Chapter Christmas Luncheon Meeting.

December 13 - BC Chapter Christmas Meeting.

IN THE FIELD

Spring Tune-up?

Your operation can also benefit from a regular check-up

By **COLLIN BUTTERFIELD**,
President, Group B Services Ltd.

I recently overheard a person talking about his philosophy regarding his vehicle. He said, "I just drive it 'till the wheels fall off, then get another." My first thought was, 'at least it's only a truck', but then it occurred to me that, as a consultant, I've met cleaning managers that ran their operations that way. As long as nothing unexpected happened, their life was just fine. Unfortunately the unexpected does happen, usually when it's most inconvenient. That's when "leaving well alone" and "if it isn't broke, don't fix it" attitudes can cause a cleaning operation to become unmanageable.

Running a cleaning service, either in house or a contract operation is a challenging job. There are so many different situations that can and do occur, usually when it's most inconvenient. On days when everything is running smoothly, managers think, 'it should be like this all the time'. Maybe it can't be like that all the time, but if the operation is maintained in the same way as a new vehicle, it will probably run a lot smoother. For example, a consultant will look at the cleaning operation in the same way a me-

chanic will check your vehicle.

THE EIGHT POINT INSPECTION (FOR CLEANING OPERATIONS)

Engine: (Cleaning Equipment). Is it in good order? Maybe some items need to be replaced. Cleaning equipment is usually built to last. With proper maintenance performed regularly, most equipment will last for years, sometimes even until it becomes obsolete and should be replaced. Poorly maintained equipment including extension cords, hoses

supervisors) These individuals should be the spark plugs that keep the system running. Is this happening? Managers and supervisors need to be up-to-date on the cleaning industry, knowledgeable about their facility and be able to motivate and direct cleaning staff. To do this requires that they **Look, Listen and Learn**.

- **Look** for opportunities to do the work more efficiently and effectively.

- **Listen** to the staff so that good ideas and good information isn't ignored.

- **Learn** by attending industry seminars, talking with knowledgeable representatives or having an external review of the operation conducted by a consulting service.

Transmission: (The staff) Has there been regular maintenance? Are there documented work routines so that one or more employees don't go in a different direction? Is everyone properly trained for the

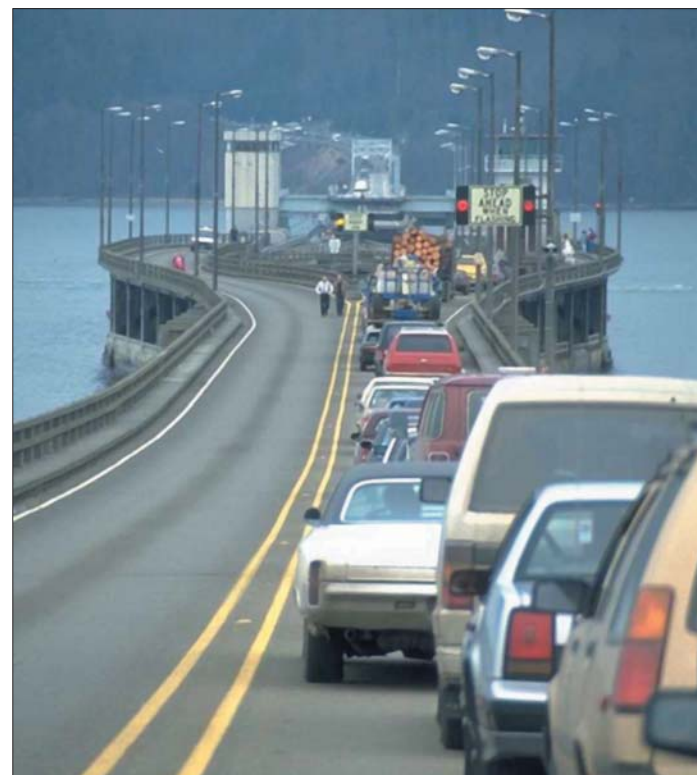
job? Untrained or poorly trained employees are a hazard to themselves and to the operation. Don't assume that seniority denotes a well-trained employee; some of the least trained may well be the longest serving. A training record, just like a vehicle service record is an important tool to make sure people aren't overlooked when scheduling or planning training

and connectors will fail at critical times, cause damage to floor surfaces, work poorly and may even injure workers. Obsolete equipment wastes time by not allowing the worker to take advantage of newer, more efficient machines. An annual inspection of all equipment is always a good practice, as is keeping a record of repairs and problems.

- **Ignition:** (The manager and



Collin Butterfield



Continued On Page 9

SPRING TUNE-UP?

Continued From Page 8

programs. Using the wrong equipment for the job because of poor training can also slow down the work, so make sure that employees know which equipment or tool is the most effective and have them demonstrate their ability to use it.

Alignment: (is everyone in your organization going in the same direction?) Having all the latest tools and equipment isn't enough. There should be a consistent focus on what to do and how to do the work that is understood and followed by management and employees alike. A clear set of policies and procedures is essential. Many cleaning services are also expected to provide other non-cleaning services. That's not unusual in itself, but is the tail wagging the dog? Is cleaning being neglected while non-cleaning work is done? Making sure that the policy is that cleaning tasks have first priority before doing other chores is always the best method.

Brakes: (is there something slowing your operation's effectiveness?) Absenteeism is one of the biggest drags on a cleaning department. Trying to get the job done without a full crew wears on the other members and can create morale problems such as the "me too" absence syndrome where a worker who had to do an absent workers routine as well as his own decides to "punish" the absent worker by taking a day off too. Unchecked, this can literally grind the service to a half. Absenteeism should be managed. It can never be completely eliminated and work plans should be based on the actual average daily attendance not the theoretical staff service.

Fuel system: (Cleaning products) are you using the right prod-



ucts for the work? Using the best products for the job is good practice. Supplies rarely cost more than five per cent of the total budget so buying "cheap" products is a false economy. New "green" cleaning products are effective, safe and healthier for the environment and the building occupants. Your staff will also appreciate that their health is being considered when choosing safer products.

Rotate the tires: Uneven or unbalanced work routines will eventually cause wear and tear, or sometimes boredom in any employee. Look for an opportunity to rotate assignments or add some variety to the routine. Don't do this too frequently – perhaps once every year or two. Rotation often "winkles out" the easy routines that may have become too comfortable for one lucky employee while others, not so lucky, felt

some unfairness.

Pollution controls: (WCB, Union contracts, government regulations). While it can be tempting to by-pass these controls, it is never in the managers best interest to do so. Time that should have been used to manage the operation is wasted when violations come to light and a manager's reputation can suffer permanently. Worse still, safety violations may result in employee injury or death.

Unlike a vehicle it's not practical to "trade in" for a new department, however replacing the management or contracting out isn't unheard of. To avoid this, managers need to keep their operations running smoothly. Following the eight point inspection process or hiring an outside specialist to review the operation will identify areas that need attention before a breakdown.

GETTING ACQUAINTED WITH THE ENVIRONMENTAL CHOICE PROGRAM

Continued From Page 7

America, it has been able to streamline the verification process. In most cases, it takes only two weeks to a month for a product to be certified. Costs for this service vary and there is a relatively inexpensive licensing fee. Also, a product must be re-evaluated annually to make sure it is still compliant.

Principals at ECP are:

• **Scott McDougall**, president and CEO. McDougall is a biologist by education and has devoted his career to management and marketing in the environmental field. His recent appointments include:

- Member of the Advisory Board to Earthcycle Packaging Inc.;

- Director of the Association of Consulting Engineers of Canada;

- Director of Bytown Brigantine Inc.;

- Member of the Advisory Board of the University of Ottawa Professional Training Services;

- Member of the Environment Committee of the Canadian Chamber of Commerce;

- Member of the Ad Hoc Committee on Urban Land Trusts in Ottawa;

- Member of the National Issue Table on Climate Change International Flexibility Mechanisms;

- Co-chair, National Working Group on International Emissions Trading.

• **John Polak**, chairman, a professional engineer with more than 30 years of experience in the environ-

mental sector and at the senior management level.

• **Kevin Gallagher**, vice president. Gallagher is responsible for the management and application of sales, customer relations and business development activities related to marketing and delivery of the Environmental Choice Program. He is a member of the following:

- Public Relations Advisory Committee for Algonquin College;

- Plastic Film Manufacturers Association Recycling Committee;

- Automotive Industries Association of Canada.

For more information about ECP, contact TerraChoice Environmental Marketing at (800) 478-0399 or Fax: (613) 247-2228.

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