

FALL 2020

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NEWS, VIEWS AND INFORMATION FOR THE FACILITY SERVICE PROVIDER

## PROJECT PROFILE



# Cleaning Within the NHL Bubble

Scandinavian Building Services rises to the challenge of keeping the NHL Western Conference bubble clean, safe and healthy

By TANJA NOWOTNY

**T**he coronavirus pandemic swept into Canada in early 2020 with a ferocity that brought the country to a grinding halt. With many individuals out of work and hope of a return to normalcy quickly diminishing, hockey fans across the country rejoiced with

news that the National Hockey League (NHL) would resume play, and a Stanley Cup Champion would be awarded. And all this on Canadian soil.

Thanks to an effective plan unrolled by the NHL, and the expertise of the team at Scandinavian Building Services to bring this plan to fruition, hockey within the Ed-

monton, AB, bubble was set for success.

"The NHL created a world-class standard and wanted a world-class facility, and that's what they had with Roger's Place," said Scandinavian President and CEO, Russell Hay. "It wasn't just about the look and feel of the centre, but clean-

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# contractor's corner

**CONTRACTOR'S CORNER** is published by ISSA Canada and focuses on the Building Service Contractor and In-House Service Provider sectors. The newsletter provides news and views from the industry, as well as the most current educational offerings from ISSA and ISSA Canada. For more information, please contact:

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## Cleaning Within the NHL Bubble

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liness was obviously one of the major points. We were certainly prepared to rise to the challenge and ensure that world-class standards were not only met, but surpassed.”

The cleaning and sanitization of sports and entertainment complexes wasn't anything new for Scandinavian. In fact, after Hay's father, Terry, purchased the company in 1982, he won the bid to clean Edmonton's Northlands Coliseum, a complex he serviced for 20 years.

“Over the past 30 years we took that 20-year experience from Northlands Coliseum and developed our proprietary quality assurance program,” Hay said. “That's how we were selected by Roger's Place. They knew we were an Edmonton-based company with extensive experience in similar facilities across the country, and they were passionate about re-vitalizing downtown Edmonton. We were behind that re-vitalization 100 per cent, so there was a great synergy there.”

But it wasn't just the Roger's Place Scandinavian was responsible for. In fact, the bubble comprised of not only the arena, but the neighbouring hotels and outside recreational facilities as well.

“The bubble encompassed a three-block radius around Roger's Place, and included three hotels and a large plaza area where players and support staff could lounge and relax on their off-time,” said Scandinavian Northern Alberta Regional

Director, Dino Dinicola. “These three blocks were cordoned off to the public and were patrolled by 24 hour security.”

In addition to the Roger's Place arena and surrounding area, Scandinavian was also responsible for the nearby Terwillegar Community Recreation Centre, which provided a practice facility for the teams housed in the bubble. Although it was 20 minutes away from the downtown venue, the Terwillegar complex was treated as its own separate bubble.

According to Scandinavian Operations Manager, Alex Aguilar, there were four phases of the NHL protocol to successfully unroll the 2020 play-off schedule.

“There were strict rules developed by the NHL, and we had to develop our protocols to be in line with theirs,” Aguilar said.

The first phase was to develop an understanding of the requirements and adapt them to company protocols. The second phase was the introduction of the players, support staff, technicians as well as Scandinavian's cleaning team into the bubble. Phase three was when the players started utilizing the facilities, and consisted of strict protocols which had to be followed. And the final phase occurred when the play-offs actually began.

“Phase four saw games and practices occurring daily,” said Dinicola. “There were a lot of moving parts as far as people moving from space to space, as

well as all the activity that was happening day-to-day.”

With the responsibility of cleaning a world-class facility, Scandinavian was well prepared, and selected a world-class cleaning crew well before the start of phase one. The credentials of each staff member were provided to the NHL, and it was only those team members who were allowed entry once play resumed.

“When we realized the bubble was coming to Edmonton and we were going to be cleaning it, we took the pandemic cleaning protocols we had already established and adapted them to the NHL’s requirements,” Hay explained. “We then trained not only our professional cleaners who were directly involved within the bubble, but the entire Scandinavian team across the country. We have 6000+ staff, and it was all hands on deck.”

Not only was training provided in-person – with participants wearing masks and practicing social distancing, the company also provided extensive online video training and video conference calls to prepare and educate the entire team.

The Scandinavian crew within the main bubble comprised of 20 cleaners during the day and 50 at night. The Terwillegar site was a smaller venue, and comprised of four cleaners during the day, and 10 at night. Although the team of 84 was not mandated to remain on-site at all times, there were strict rules which had to be followed, including not being able to work at any other site outside of the bubble. Additionally, in an effort to protect against potential contamination, all day team members – due to their proximity to the players and support staff – were required to undergo

daily testing, while the night crew were tested on alternate days.

When it came to the physical cleaning of the facilities, the Scandinavian team was prepared to tackle the monumental task at hand. According to Dinicola, at one point, there were 12 NHL teams (and approximately 700 people) within the bubble, as well as five active practice rinks in operation, so time management became a critical priority.

According to Aguilar, once a team vacated a dressing room, the day crew were given 20 minutes to go in and manually clean the dressing rooms, offices, and bathrooms before the next team was scheduled to arrive. Day cleaning consisted of manually sanitizing all areas and high-touch points, while the deep cleaning and disinfection processes were conducted during the night.

When it came to products and equipment, Scandinavian opted for Oxivir TB for manual disinfection procedures, and Oxivir Plus for electrostatic fogging using Victory backpack sprayers. Additionally, the company also utilized the Clorox 360 system of chemicals and sprayers. All of the systems utilized had to be in-line with NHL protocols.

“The equipment and chemicals we utilized weren’t used everyday, and trying to get Oxivir TB during COVID was no easy feat. Clorox 360 products were also difficult to procure,” Hay said. “Fortunately, we were very pro-active from the start, and ordered electrostatic sprayers for use across the country, not to mention a stockpile of 50-gallon drums of Oxivir. We were able to work with our suppliers and manufacturers, and obtain

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## Cleaning Management Institute (CMI) Train the Trainer Virtual Workshop

**T**he Cleaning Management Institute (CMI) will host its virtual Train the Trainer workshop starting on January 7, 2021. The course will be held once a week – January 7 to 28 – from 12 to 2 p.m. EST.

Train the Trainer prepares supervisors and managers to successfully implement a quality training program for their cleaning organizations. It outlines frontline procedures and proper teaching methods to improve team efficiency. This certification is ideal for individuals who will train their team in industry best practices that solidify quality results.

Now more than ever, it is crucial for cleaning professionals to elevate the standards of cleaning excellence and efficiencies in all areas of their facilities. The virtual Train the Trainer workshop utilizes the CMI Custodial Technician Basic and Advanced level certification courses as a foundation for the technical skills being implemented. Each phase of Train the Trainer will include in-depth discussions, presentations, and homework assignments.

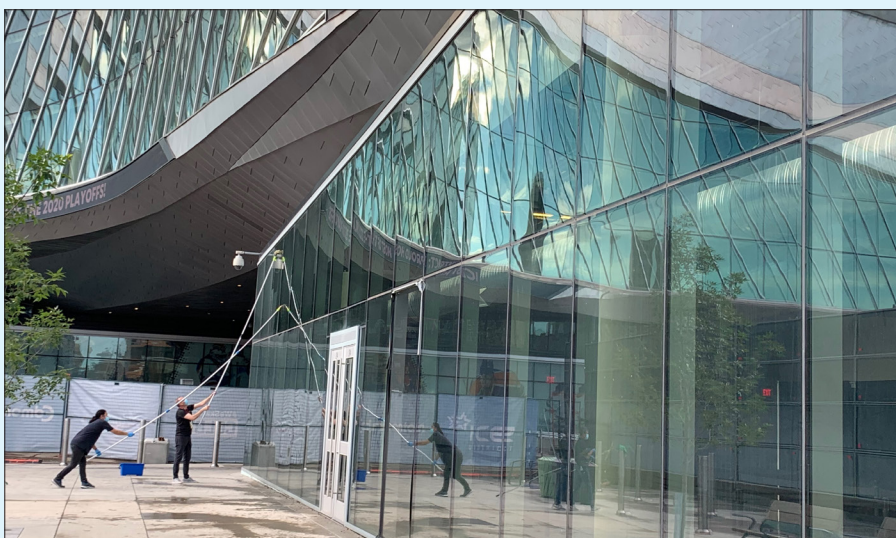
Topics covered include the following:

- Cleaning, sanitizing, and disinfection
- Reduction of operating costs
- Increase of employee efficiency
- Decrease of employee turnover
- Standardization of your processes
- Implementation of career pathing

Why attend? Upon successful completion of all course requirements, participants will become a Certified Professional Trainer (C.P.T.) and can begin implementing the Certified Custodial Technician program at their organization.

Participants will be shipped course handbooks and further information upon registration. Please note participants must attend all four sessions in order to receive credit.

For more information, [click here](#).







## CMM BSC Benchmarking Survey Report

See how BSCs have weathered the pandemic and more

By AMY W. RICHARDSON

**T**he annual CMM Building Service Contractor / Contract Cleaning Benchmarking Survey Report sponsored by SoftBank Robotics, is here to help you gauge your business performance in a year that will go down in history books as the year the cleaning industry took centre stage during the COVID-19 pandemic.

While you can still use the report to see how your operation stacks up to others, discover equipment and technology trends, or find out if your projected revenue growth is on par, you are probably most interested in how your business competitors have dealt with the new challenges of cleaning for the novel coronavirus. We were too. We asked BSCs how they have been impacted by the pandemic, how their staffing has changed, and if they are performing specific coronavirus cleaning tasks and charging extra for those services.

Nearly as many BSCs who reported their company suffered from the pandemic (40.69 per cent) reported their company saw an increase in business (41.38 per cent) as a result of it. Fortunately, those who said their company was hurt, also said it would recover. Very few reported their business was in jeopardy (three per cent) or on the verge of financial ruin (two

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# Cleaning Within the NHL Bubble

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enough stock to last the entire length of the bubble.”

Manufactured by Diversey, Oxivir TB was the disinfectant of choice because of its exceptional one-minute dwell / kill time, which is currently the industry’s top standard. In conjunction with a microfibre system, this Oxivir TB was used to disinfect all high-touch areas and surfaces. The Clorox 360 electrostatic sprayers provided further deep cleaning and disinfection to all surfaces.

“When you only have 20 minutes to clean, you’ve got to get in and out very quickly,” Hay said. “You can electrostatic spray everything, but you also have to make sure you’re cleaning all the toilets and sinks. The beauty of the electrostatic spray is it doesn’t leave a residue so everything in the dressing room could be sprayed. Obviously, when we sprayed the mirrors, we would have to go back and ensure they were spot-free. Together, these two processes allowed us to effectively ensure that everything was clean and disinfected for the next team coming in.”

When it came to challenges during the bubble experience, Hay said “there were many.”

“I didn’t understand the definition of pivot but now I do, and I can really appreciate the word itself,” he said. “It wasn’t just with Roger’s Place, but things were changing so rapidly everyday. In addition to keeping up with the protocols, there was the matter of optics. People wanted to see high-touch points being

disinfected and surfaces being sprayed with the electro-static system.”

According to Dinicola, “with the NHL really taking their time to properly plan the entire process, what we witnessed as a cleaning company – and being responsible for the actual cleaning of these facilities – was that the NHL protocols along with the procedures Scandinavian had previously developed, really helped keep the COVID out of that bubble.”

“Things were changing by the minute at Roger’s Place, and we had to adapt very quickly,” he said. “Everyone collaborating, and coming together and following protocol to a tee, ensured that everyone within that bubble remained safe.”

And, safe the bubble was. In fact, at no time during the entire NHL play-off series was there a confirmed case of COVID-19. That, in itself, speaks volumes but it also brightens the spotlight placed on the professional cleaning industry as a whole.

“The janitorial industry has never really been recognized,” Hay said. “In the past, it’s always been a no news is good news type of business. But, through this entire COVID experience, I know it meant so much to the industry and all of our front-line workers when the Prime Minister thanked them on national television. That’s probably the first time custodial staff have been recognized and applauded by a country leader, and it meant so much. There is a lot of hard work that goes into cleaning

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# Protecting the Health of Building Occupants with Clean Indoor Air

By ROBERT KRAVITZ

**O**n March 27, 2020, the *Ottawa Citizen* newspaper printed a list of closures and cancellations occurring around the country because of COVID-19. Just about every organization imaginable was listed.

Among them were government offices, churches, sports venues, retailers, schools, museums – even the Ottawa Humane Society closed its doors, and only accepted intakes if the animal was “in distress.”

By May, things appeared to be getting better, and through the summer, better still. With many of these facilities now reopening their doors, all these organizations shared one goal and that was to find ways to stay open.

They soon realized that the best way to accomplish this was to implement several new procedures that would keep building users healthy and prevent the spread of infection.

As we learned more about the virus, we found that although it can be spread by touching contaminated surfaces, it is

primarily spread by inhalation. Building users are encouraged to do their part in protecting their health indoors by wearing masks and maintaining appropriate social distance. However, one key step building owners and managers can take is to ensure the air circulating within the building is as fresh and clean as possible.

With this in mind, many building managers have taken two simple actions to improve indoor air quality (IAQ):

- Open more doors and windows. Let the fresh air in; and,
- Adjust HVAC systems so that more fresh air is circulated in the building.

Although these steps can help air quality, very quickly, building owners and managers learned these strategies had downsides.

Some facilities are near major roadways or industrial sites. Opening doors and windows allows polluted outdoor air inside, marring IAQ and in some cases – and under certain conditions such as low humidity levels – increases the chance that the virus that causes COVID may drift into the facility.

Further, when more fresh air is cir-

culated in HVAC systems, it costs more to cool and heat the air, depending on the season. In several cases, energy costs jumped significantly. In Canada, with winter on the way, these added costs must be a consideration.

To address these issues, ASHRAE (the American Society of Heating, Refrigerating and Air-Conditioning Engineers) recommends the following:

- Use minimum (not more) amounts of outside air in HVAC systems.
- Do not open windows or doors.
- Maintain relative indoor humidity at 40 to 60 per cent.
- Install portable air cleaners throughout the facility.
- Upgrade air filtration to MERV-13 filters.

As you can see, their recommendation is to do what has been recommended in the past to keep energy costs down and still maintain good IAQ. Their one additional suggestion was to take filtration to a new high and install more effective filters.

MERV stands for “minimum efficiency reporting value.” The filters in most

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## CMM BSC Benchmarking Survey Report

per cent).

It is no surprise that nearly 90 per cent of BSCs reported they have performed COVID-19 cleaning services. However, only 63 per cent reported they have or will add a surcharge for providing such services. Another 17 per cent have not implemented a surcharge for coronavirus services but are considering it.

When it comes to staffing in this unprecedented year of facility closings and re-openings, most BSCs (45 per cent) reported their staffing levels remained the same. Less than a fourth (21 per cent) of companies laid off or furloughed staff during the pandemic, while nearly 30 per cent actually hired more staff to meet the demand.

The pandemic has also pushed BSCs to look to new and emerging technologies to meet higher levels of cleaning. Electrostatic technology shot to the top of the list with almost 66 per cent of BSCs planning to adopt this type of equipment in the next 12 months. Nearly 41 per cent will implement UV disinfection technology, and more than 30 per cent will opt for robotic/autonomous cleaning machines.

A footnote for the history books, this survey sheds light on how BSCs have weathered 2020. We hope it helps you evaluate your current operation and gives you ideas to grow your business to the next level or get it back up and running – especially after a year of momentous change.

SOURCE: CMM Online

## Protecting the Health of Building Occupants with Clean Indoor Air

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commercial facilities have a MERV rating of eight to 10. The higher the rating, the more effective the filter is at trapping airborne particulates. With MERV 13 or even higher, MERV 15 filters, there is a much greater possibility of trapping the airborne particulates that cause COVID.

This tells us the steps building owners and managers can take to help improve indoor air quality. But what can cleaning and maintenance professionals do to help protect indoor air quality, and by doing so, building users' health? As it turns out, quite a bit.

### IMPROVING IAQ WITH CLEANING

"One of the best things – if you can say there are any good things – to come out of COVID, is innovation and the introduction of new cleaning technologies," says Drew Bunn, director of sales for Kaivac, developers of cleaning systems designed to stop the spread of infection. "However, most of these technologies are heavily reliant on disinfectants, and when it comes to IAQ, this can be a drawback."

For instance, as these disinfectant-dependent technologies were starting to be used, a June 2020 article on *Bloomberg.com* titled "*Rush to Disinfect Offices Has Some Environmental Health Experts Worried*" pointed out some concerns. Among them: the use of all these disinfectants, some of which have not been proven safe for humans, can have several negative ramifications for cleaning workers, building users, and we must add, the environment. The critical issues were related to IAQ.

These are "hugely toxic chemicals," says Claudia Miller, an immunologist, allergist, and coauthor of the book *Chemical Exposures: Low Levels and High Stakes*. "We're creating another problem for a whole group of people, and I'm not sure we're actually controlling infections."<sup>1</sup>

In Canada, this might seem to be less of a problem because Canadian cleaning professionals can select green-certified disinfectants, unlike in the U.S. However, Bunn says this might not be the "saving grace" we may be hoping for.

"This is because we are using so much more disinfectant today than just a few months ago. Instead of surfaces being

cleaned and disinfected once per day, [cleaning] frequencies may be four times or more per day," Bunn says. This means as much as four times the amount of disinfectants may be used each day compared to earlier in the year. To address this, many cleaning professionals are turning to what ISSA calls "spray-and-vac" cleanings, more commonly called "no-touch" cleaning systems.

These machines apply a cleaning solution to surfaces and then pressure rinse the same areas, removing soils from surfaces, which are then vacuumed up by the device. At least one manufacturer also installs HEPA filters on their machines, further helping to protect IAQ in the cleaning process.

As to reducing the use of disinfectants, some of these machines have been tested and found they are effective at removing germs and bacteria from surfaces *even without* disinfectants. However, this is not recommended. Instead, an N-List disinfectant should be used with these machines.<sup>2</sup>

Two other options are also proving to be effective at cleaning surfaces with minimal impact on IAQ:

#### Biotechnology cleaning products.

More commonly known as enzymatic cleaning solutions, these products digest microbes on surfaces, helping to eliminate them for prolonged periods. IAQ is not impacted.

**Electrolyzed water.** This technology uses a mild saltwater solution and electrical current to produce two electrolyzed water streams – one negative for cleaning, and the other positive for sanitizing and disinfecting. Again, no impact on IAQ.

### MAINTENANCE ISSUES

We cannot conclude a discussion on IAQ issues and COVID without mentioning a problem surfacing as buildings begin reopening. Of late, some building maintenance professionals have reported "mysterious odors" as they re-open their facilities. However, according to Klaus Reichardt, CEO and founder of Waterless Co. Inc., manufacturers of no-water urinals and other restroom products and liquids, "there really is no mystery to them."

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# Cleaning VS. Disinfecting: Seeing the Bigger Picture



**C**leaning and disinfecting have become critical priorities for building and facility stakeholders. And, with little room for error, the pressure is on cleaning professionals to ensure environments not only appear clean, but uphold the highest standards of hygiene. Here to discuss this evolving role and how healthcare industry leaders are rising to the challenge is Melissa Balinsky with A.M.G. Medical Inc.

## How have you seen the role of cleaning staff evolve throughout the pandemic?

I don't think the role has changed, per se. If anything, the pandemic has heightened awareness of how important environmental services professionals are and how critical it is to protect them. Whether they're in schools, hospitals, office or retail environments, people are more conscious of the fact that their health and wellbeing literally rests in their hands. Cleaning and disinfection are so top of mind that you can't help but look at the staff charged with conducting those tasks with more respect and admiration.

You often speak to your clients about

## the difference between cleaning and disinfecting. Can you explain what separates these two activities?

People tend to lump cleaning and disinfection together, but they aren't the same thing. The main difference is if you're cleaning something, you can use a lot of sensory cues to guide you in identifying and addressing sources of dirt, dust, stains, and other noticeable items that require cleaning. You can touch the dust, you can see stains, and you can sometimes smell the debris and other elements. So, with cleaning, you really are using your senses to tell when the job is done.

Disinfection, on the other hand, is the exercise of killing and eliminating something that you can't necessarily see or smell or hear. These can be harmful bacteria and viruses that, if missed or not fully disinfected, can remain on a surface for days, weeks, or even months. Unfortunately, you don't really know they're even there until people start getting sick, food starts to spoil, and bacterial odors begin to appear.

We have to remember that facility maintenance teams already have a lot on their plate. And, when they're tasked with both cleaning and disinfecting a space,

they are actually being tasked with very different and time-consuming exercises on top of their day-to-day responsibilities. So it's helpful to understand the distinction between both of these activities in order to get the job done thoroughly and efficiently the first time out.

## What is "contact time" and why is it important to the disinfection conversation?

Contact time refers to the amount of time a disinfecting agent needs to be acting on a pathogen like bacteria or a virus to kill it. Anything that is supposed to disinfect something has a contact time, whether it's chemicals or UV light.

Think about a room with a single table, for example. A cleaning professional can't just take out a wipe, rub the surface, and call it a day. Even if they are using a disinfectant with a contact time of five minutes, that means that every single spot on that table has to remain wet with the active ingredient for five minutes.

Moreover, if they miss just one spot, they aren't achieving total disinfection. Only places that come in contact with or are exposed to the disinfecting product or agent

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# Tackle Messes With the **Right** **Insurance**

## For Your Cleaning Business



If you own or operate a cleaning business, you're used to picking up after others. Whether you may work in the commercial space offering janitorial services for a corporate office, or in consumer services as a window or carpet cleaner, your business is essential in keeping things moving, workplaces open, and maintaining proper health and safety.

During the COVID-19 pandemic, you play a critical role in slowing the spread of the virus in workplace environments. To do your job effectively and keep your employees safe as you disinfect equipment, make sure to follow industry best practices, such as those outlined in this [infographic](#).

All these factors present a unique set of risks for your cleaning business. This could include anything from stolen or damaged equipment, to a customer slipping on a wet floor injuring him/herself, and holding your business accountable. The right insurance for your cleaning business will help ensure business continuity, a good reputation, and long-term growth. Whether you are reviewing your business plan or just starting out as a new company, here are some of the coverages you should consider investing in:

### Commercial General Liability

Liability refers to those situations

where your business is responsible for damages suffered by a third party in the eyes of the law. Commercial general liability (CGL) is designed to respond to situations where your business is found to be legally liable for bodily injury or property damage to a third party. For example, if a person slips and falls on the floor after you finished mopping it, this coverage can help mitigate the loss incurred should a lawsuit ensue.

### Commercial Property

Commercial property insurance covers your physical property in the event of loss or damage that results from an insured peril. Not only can this coverage protect the building you operate in should you own it, it can also include equipment, inventory, furniture, and the technology you use. For example, if your commercial space is damaged due to vandalism, this coverage will help get the necessary repairs done quickly while keeping costs down. It can be a useful safety net when unexpected losses result from a fire, storm, or as a result of a theft.

### Mobile Equipment Insurance

Do you rely on the use of different cleaning tools or equipment? Your tools may be stolen on your jobsite or become

damaged as you move locations. This coverage can help compensate for this loss.

### Business Interruption Insurance

If you're forced to close your business because of an insured loss, your net income would most certainly be affected while repairs are taking place.

For most small cleaning businesses, an extended loss of net income can be devastating. Business interruption insurance coverage can help protect your loss of net income, allowing you to continue paying normal operating expenses such as payroll and rent. It could help you get back on your feet sooner without taking a huge dip in long-term profits.

Invest in coverage that will tackle the tough messes.

Your job involves cleaning up tough messes, and your insurance should help do the same for your business. At TruShield, we'll work with you to design a policy that recognizes the risks your cleaning business faces with a flexible payment plan. On top of that, we offer services to help you make informed decisions and stay competitive in your industry, such as access to our team of Risk Services specialists. Browse our cleaning business insurance page and [get a free quote today](#).

SOURCE: TruShield Insurance



# Streamlining Cleaning Chemistries in the New Normal

Consolidation can lead to improved health, safety and compliance

**H**istorically, professional cleaners have used diverse protocols to clean, sanitize, and disinfect each aspect of a facility. Add mould remediation, odor control, and other tasks to the list and the prospect of success was even more daunting. Implementing separate procedures for every need usually leads to employing a range of specialized chemicals, making it easy for facility managers to lose control of the numerous products cluttering housekeeping closets. Now that we've entered the new normal, there are even more considerations for addressing COVID-19, creating further chemical confusion.



## CHEMISTRY MIXES CREATE CHALLENGES

Cleaning a facility often involves numerous chemicals, including neutral floor cleaner, general hard-surface disinfectant, sporicidal, bleach, food-safe sanitizer, mould remover, odor eliminator, and more. Managing labels, safety data sheets, usage guidelines, and expiration records for all these products requires countless hours, and requires even more with the addition of coronavirus.

To complicate matters, each chemical is applied differently and often requires dilution. Some facilities use dilution stations for full-concentrate chemicals. This approach raises various concerns, mainly human or equipment error. Sometimes leftover chemical in the lines, material wear on components, and changes in water pressure can lead to wide variations in the concentration of the chemicals dispensed from these units. At times, these variations can render the disinfectant ineffective for its intended purpose.

Some of the most widely used chemicals can be toxic to humans and/or the environment at different concen-

trations. Other disinfectants may lose their effectiveness if mixed at the wrong concentration.

Facility managers already had complex jobs, compounded by time limitations, labour issues, worker safety, and budget restrictions but now pandemic concerns are added to the mix. If managers don't find ways to simplify current cleaning processes, their facilities may face increased health, safety, and compliance issues.

## STREAMLINE CLEANING CHEMISTRIES

You may be wondering how it's possible to replace the multitude of specialized chemicals used to clean and disinfect a typical facility. In recent years, a chemistry composed of sodium dichloroisocyanurate (NaDCC) has shown promise as a streamlined solution. NaDCC is available in tablet concentrate form and, when mixed with normal tap water, creates hypochlorous acid (HOCl) solutions.

NaDCC is a non-caustic, organic chlorine donor. It is environmentally safe for people, equipment, and floors, and as

a flexible, broad-spectrum disinfectant can be used throughout the cleaning process. When diluted at different strengths, NaDCC can act as sanitizer, hospital-grade disinfectant, sporicidal, or tuberculocidal. This multi-purpose solution allows facilities to use one chemical from the beginning to the end of the cleaning process, and everything in between.

Eliminating a half-dozen chemicals from individual cleaning protocols would simplify processes and improve workflows. In addition to higher efficiencies, chemical simplification would result in various other benefits.

## REALIZE HIGHER SAFETY LEVELS AND SAVINGS

Standardizing processes around one broad-spectrum chemistry can increase safety for all stakeholders, as well as protect equipment and the environment, in the following ways:

- It can eliminate potential failure points caused by human error. Instead of multiple safety practices, chemical usage

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## Cleaning vs. Disinfecting

are accounted for.

Now, take a step back and think about how complex and time-consuming it can be to apply that level of effort to everything else in that room – every centimetre of every chair, door, fixture, or piece of furniture in the space. It becomes very daunting and stressful for maintenance teams that are already busy as it is, and also likely anxious about spending that amount of time in a potentially risky environment.

### How have cleaning products and services evolved to capture that “bigger picture”?

There are several ways the industry is stepping up. There are people like myself working with facilities and cleaning professionals to understand the current risks, navigate the regulatory environment, and work through all the myths and misconceptions. We’re also adapting the way we share information by having our representatives consult with clients virtually instead of face-to-face meetings.

We’re also helping bring awareness to how our products can be used not just in high-risk environments like hospitals, but in schools, malls, stores, government facilities, and other public areas.

Our Nocospray Disinfection System, for example, is an automated room disinfection system that can disinfect an entire space on its own and with zero human interaction. Staff still need to conduct that initial clean, but this allows them to activate the system, leave the room, and focus on other tasks with confidence that the environment is being disinfected thoroughly. The system will address the hard-to-reach, often-forgotten areas – all the hard surfaces in the space. The idea is to reduce the amount of time individuals are being exposed to potentially contaminated environments while saving costs and ensuring more complete disinfection.

Again, both cleaning and disinfecting are critical, but when it comes to the disinfecting element, we need

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## Streamlining Cleaning Chemistries in the New Normal

guides, and dwell times, one chemistry with one set of directions for every stage of the cleaning process would take the guesswork out of cleaning and disinfection.

- The quick-dissolving tablet concentrate ensures an accurate dilution and helps prevent the risk of mixing mistakes.
- HOCl produced by NaDCC is rated 0,0,0 by the National Fire Protection Association (NFPA), which presents a less hazardous alternative to some of the more corrosive sporicidal grade chemicals used today.
- With a pH of 6.5 – 7.0, NaDCC exhibits good surface compatibility and won’t damage equipment or dull floor finishes.

Some of the ways facilities may benefit by consolidating their chemical cleaning products to one solution include:

- Savings on shipping and storage costs by switching to a tablet concentrate from liquid concentrate
- Savings on product costs as HOCl solutions are effective at low concentrations, requiring less frequent purchasing.
- Decrease in chemical waste due to dilution stability and up to 60 per cent less chemical usage per square foot with electrostatic sprayers
- Lower labour expenses due to higher productivity and performance
- Less costs from infectious outbreak losses.

### BE MORE EFFECTIVE IN LESS TIME

At sporicidal strength, NaDCC is proven to kill *C. difficile* in four minutes, is on the U.S. Environmental Protection Agency (EPA) List K of recommended products by the U.S. Centers for Disease Control and Prevention (CDC) for *C. auris*, etc., and on List N of antimicrobials with emerging viral pathogen claims that are approved for use against SARS-CoV-2, the virus that causes COVID-19. The chemical equilibrium of a NaDCC-derived hypochlorous acid solution is approximately 50/50 free chlorine/bound chlorine. When the solution is in the presence of microbes or organic material, the free chlorine is used up, triggering the release of more free chlorine to restore equilibrium. Therefore, a reservoir of

chlorine is available for biocidal action, or reserve killing power, that continues for up to three days after mixing.

Switching to NaDCC tablet form also allows facilities to leverage new electrostatic technologies. Electrostatic sprayers are capable of up to 10-times faster application times and virtually 100 per cent wrap-around disinfection, which has been a game changer for every sector of the cleaning business.

This efficient application process can make it tempting to use more chemicals. However, when used responsibly, these new technologies will reduce the amount of chemicals needed to clean and disinfect while achieving improved outcomes.

### SIMPLIFY COMPLIANCE MANAGEMENT

Standardization of cleaning and disinfection processes can also solve many compliance concerns. Levels of compliance are directly proportional to cleaning success. Best practices include consolidating around a universal disinfectant that achieves maximum safety and efficacy, and eliminates persistent industry risks, like chemical binding. Less chemical variation also leads to better tracking and monitoring, as well as simpler training programs that can be easily replicated and scaled, which is crucial in an industry where multilingual staff and high turnover are prevalent. The end goal is to improve outcomes and raise levels of compliance.

The cleaning industry embraces reinvention. Revamping for improvement involves streamlining processes, starting with the chemicals we use. Ultimately, these streamlined processes can result in more efficient and effective sanitation, increased compliance, and proactive prevention of contagious outbreaks like COVID-19.

*Jeremiah Gray is the co-founder and Chief Operating Officer at EarthSafe Chemical Alternatives. Under Gray's leadership and guidance, EarthSafe developed the EvaClean Infection Prevention System, which has since become a leading authority on healthy disinfection methods. For more information, visit [www.evaclean.com](http://www.evaclean.com) and [www.earthsafeca.com](http://www.earthsafeca.com).*

SOURCE: CMM Online



# Protecting the Health of Building Occupants with Clean Indoor Air

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To explain, he refers to a school district that closed its doors earlier in the year. The district schools did not reopen until August, and that was to get them ready for the upcoming school year. “One [school] after another reported these ‘mysterious odors’ coming from restrooms, kitchen areas, and especially laboratory sinks,” says Reichardt.

What they found is that in the five months the schools were closed, the water in many of the P-traps located under floor and sink drains had evaporated. This allowed sewer odors to be released into the schools. These sewer odors may even be dangerous. We know now that the SARS epidemic in Hong Kong spread so rapidly because the P-traps in drains had dried out.

In some cases, a short-term fix was implemented in the schools, pouring water down the drains. However, the district has since been concerned this might be an ongoing problem, because the schools may be forced to close again. Adding to the water, the district started pouring liquid primers or “ever prime” down the drains. These help prevent P-

trap evaporation, thereby preventing the “mysterious odors.”

## LEAVE NO STONE UNTURNED

In the mid-1500s, a Greek general was looking for lost treasure. He instructed his troops to “leave no stone unturned,” in their quest to find that treasure.

When it comes to stopping the spread of infection, once again, we must leave no stone unturned. Whether it is ventilation systems, cleaning, or drain odors, everything must be analysed, investigated, and if necessary, rectified to make sure we get on top of this frightening villain.

*Robert Kravitz is a frequent writer for the professional cleaning industry. He can be reached at robert.kravitz@outlook.com.*

(1) Arianne Cohen. “Rush to Disinfect Offices Has Some Environmental Health Experts Worried.” Bloomberg.com, June 15, 2020.

(2) The N-List is a list of disinfectants tested and approved by the U.S. Environmental Protection Agency for use in eliminating or deactivating the pathogens that cause COVID-19.

## Low Humidity and COVID

The airborne transmission of the coronavirus via aerosol particles in the indoor environment seems to be strongly influenced by relative humidity, concludes the analysis of 10 most relevant international studies on the subject. Therefore, they recommend a relative humidity of 40 to 60 per cent could reduce the spread of the viruses and their absorption through the nasal mucous membrane. [Source: Leibniz Institute for Tropospheric Research (TROPOS), published August 20, 2020]

## Cleaning vs. Disinfecting

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more awareness and tools like Nocospray to keep cleaning professionals and building stakeholders safe.

### How do you see attitudes towards cleaning evolving beyond the pandemic?

Ultimately, the pandemic has caused a seismic shift in awareness. The level of panic will eventually subside, but the awareness of the value of attention to effective, accessible, and cost-effective

disinfection won't go anywhere. We have seen other events have a big-bang effect on infection control products and concepts before. We don't return to the baseline; we hold on to the change.

A.M.G. Medical is a Canadian-owned company focusing on the health of customers, both consumers and institutions. Learn more about products like the Nocospray Disinfection System on their [website](#) or by calling 1-800-361-2210.

SOURCE: REMI Network

# CALENDAR OF EVENTS

**NOVEMBER 11: Restoration Strategies Workshop** (Noon to 3 p.m. EST) designed to help contractors land restoration jobs from insurance agents, claims adjusters, and property owners or managers. For more information and to register, visit [www.issa.com](http://www.issa.com).

**NOVEMBER 12: Livestream: Identifying and Solving IAQ Issues** – Noon to 2 p.m. (EST). For more information and to register, visit [www.issa.com](http://www.issa.com).

**NOVEMBER 16-19: ISSA Show North America Virtual Experience.** For more information and to register, visit [www.issashow.com](http://www.issashow.com).

**JANUARY 7: CMI Train the Trainer** – January 7 to 28, 2021, Noon to 2 p.m. (EST). For more information and to register, visit [www.issa.com](http://www.issa.com).

**FEBRUARY 4: CMI Certified Workloading Specialist (CWS) Workshop** – February 4 to 25, 2021, 1 p.m. to 3 p.m. (EST). For more information and to register, visit [www.issa.com](http://www.issa.com).

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## Cleaning Within the NHL Bubble

day in and day out, seven days a week, so it was so nice to see that hard work finally being appreciated.”

When it came to ensuring the safety of the players and staff within the Edmonton bubble, the Scandinavian team was confident in its ability to tackle this memorable task.

“We are an incredibly blessed company with our incredible cleaners,” Hay said. “They are our everything, and they keep our company going. Everyone of them was so proud in their efforts to protect Canadians. We provided them with the tools and education to be safe, and they confidently went to work each and everyday, and put those skills to action.”

When the Tampa Bay Lightning won the NHL Finals on September 28 and were awarded the 2020 Stanley Cup, not only did the Canadian public celebrate the return of sport, but the team at Scandinavian also celebrated their outstanding success.

“Throughout this entire process, it was always service with a smile,” Hay said. “I know all of our valued cleaning staff will remember this experience for the rest of their lives.”

# Secure the new hygiene standard



It's time to go back. And move forward. Create a new normal. Together. This will include a new hygiene standard. It might feel overwhelming, but we are by your side. With extensive global experience in professional hygiene, Tork is here to support you with the knowledge and expertise you need.

Together we will help you create safe environments and secure the new hygiene standard.

**Download your Tork Back to Business toolkit**

Reopen safely and responsibly with hygiene signage, checklists and more

[Tork.ca/SafeAtWork](https://tork.ca/SafeAtWork)

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**Think ahead.**