

e-Update

The Member Newsletter of the Canadian Sanitation Supply Association

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PROGRESS REPORT



A group from Servantage recently completed the CSSA's Canadian Green Sustainability Program (CGSP) Training Session.

Canadian Green Sustainability Program A Hit Across Canada!

Expectations and anticipation were running high a year ago as the CSSA's new Canadian Green Sustainability Program (CGSP) was ready to be introduced to its Canadian Provincial Chapters. With a year in its development stages, membership



The entire group of 18 completed the CGSP exam and are now certified Building Sustainability Experts.

"It was a pleasure taking this course from Tim Clifford from Wood Wyant. He was a great instructor... he made it fun.

Best regards to Franken LeDrew Consulting."

Bob Durant, President, Every Day All Star Cleaning Services Ltd., British Columbia

training objectives formed and third party certification from Franken LeDrew Consulting firmly in place, the Chapter

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Canadian Sanitation Supply Association

910 Dundas St. W
P.O. Box 10009
Whitby, Ontario L1P 1P7
Tel: (905) 665-8001
Toll Free: 1-866-684-8273
Fax: (905) 430-6418
E-mail: info@cssa.com
Web Site: www.cssa.com



The **Canadian Sanitation Supply Association** is a non-profit corporation, established in 1957 and registered under the Canada Corporation Act, representing member companies engaged in the manufacturing, distribution and selling of sanitary maintenance products and services.

The purpose of the CSSA is to provide a high degree of professionalism, technical knowledge and business ethics within our membership. Representing the leading product / service providers in the industry, the association promotes a greater public awareness and understanding of sanitary maintenance principles, while contributing to improved public health and environmental awareness in Canada.

e-Update is the official member newsletter of the CSSA. It is published four times per year and keeps members informed on news, events and circumstances that affect the industry.

Mike Nosko
Executive Director
mike@cssa.com

Tracy MacDonald
Executive Assistant
tracy@cssa.com

Tanja Nowotny
Art Department
tnowotny@sympatico.ca

Cathie Fedak
Sales Manager
cathie@cssa.com

Richard Bolduc
Quebec Chapter Representative
richard@cssa.com

Canadian Green Sustainability Program A Hit Across Canada!

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(Above) Fresh and Clean Carpet and Upholstery Cleaning was the Canadian Green Sustainability Program's first certified contractor.

(Right) Lee Senter, president of Fresh and Clean (left) with CGSP ESP Trainer Gary Polyoka, Chemspec-Hunnisett Ltd. According to Senter, "this program is Canadian, affordable and we can bring tremendous value to our customers."



introductions began. The CSSA also introduced its CGSP 'Green Team':

- **Kerry Nevatte** - Mathison's Cleaning Supplies, Program Director;



The two newest CGSP certified contractors from Atlantic Canada are Tymon Nesciorek from The Green Side (left) and Pat Arsenault of Sprucegrove Building Cleaners.

"I believe each distributor should challenge their own staff to become certified... it will enhance their own knowledge around sustainability, which will ultimately help the end user."

Rich Donelle, Superior Cleaning Solutions, Cambridge, Ont.

- **Mike Nosko** - CSSA Executive Director;
- **Bruce Rathbun** - Continental Sanitary Products, Atlantic Canada Facilitator;
- **James Barkman** - Ontario Facilitator;
- **Roger Manaignre** - Planet Clean, Manitoba Facilitator;

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Canada Night²⁰¹⁰

THANK-YOU SPONSORS!

The Canadian Sanitation Supply Association (CSSA) would like to thank its sponsors for making Canada Night 2010 a successful event. Held on Wed. Nov. 10 at the Rosen Centre Hotel in Orlando, Fla., Canada Night is the highlight of the CSSA's social calendar. Close to 600 CSSA members and their guests attended.

The CSSA Board of Directors would like to thank the following member companies for their generous support of this event:

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Swish Maintenance
The Anderson Co.
The Malish Corporation
3M Canada Inc.
Toronto Salt & Chemicals Ltd.
United Electric Co. (The)
Waterbury Companies
Wesclean Equipment & Cleaning Supplies

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Canadian Green Sustainability Program



Dallas Willness of Pinnacle Distribution was the first in Saskatchewan to be certified as an Expert Sustainability Professional (ESP) under the CSSA's Canadian Green Sustainability Program.

• **Andre Foisy** - Larose et Fils, Quebec Facilitator.

Record numbers of CSSA members have attended the CGSP Chapter meetings. They listened intently to the program and saw the value it brought to Manufacturers, Distributors, Building Service Contractors (BSC), In-house Facility Operations, Facility Owners as well as Building Occupants and Tenants.

Proof of the value the CGSP brought to the CSSA membership was immediately evident, as Expert Sustainability Professional (ESP) training/certification sessions were announced. To date, 68 ESPs have been trained and certified across Canada. These ESPs are certified to conduct training sessions to Building Service Contractors and In-House Cleaning Operators. They are also qualified to perform Facility Audits for Building Owners and Managers who are committed to making environmental

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Can Clean 2011 A New Beginning!



Canada's national trade show targeting users of sanitary supplies, systems and services is scheduled for **Apr. 19 and 20, 2011** at the International Centre in Mississauga, Ont.

A new look... a new location... a host of new possibilities!

It's an event you can't afford to miss.

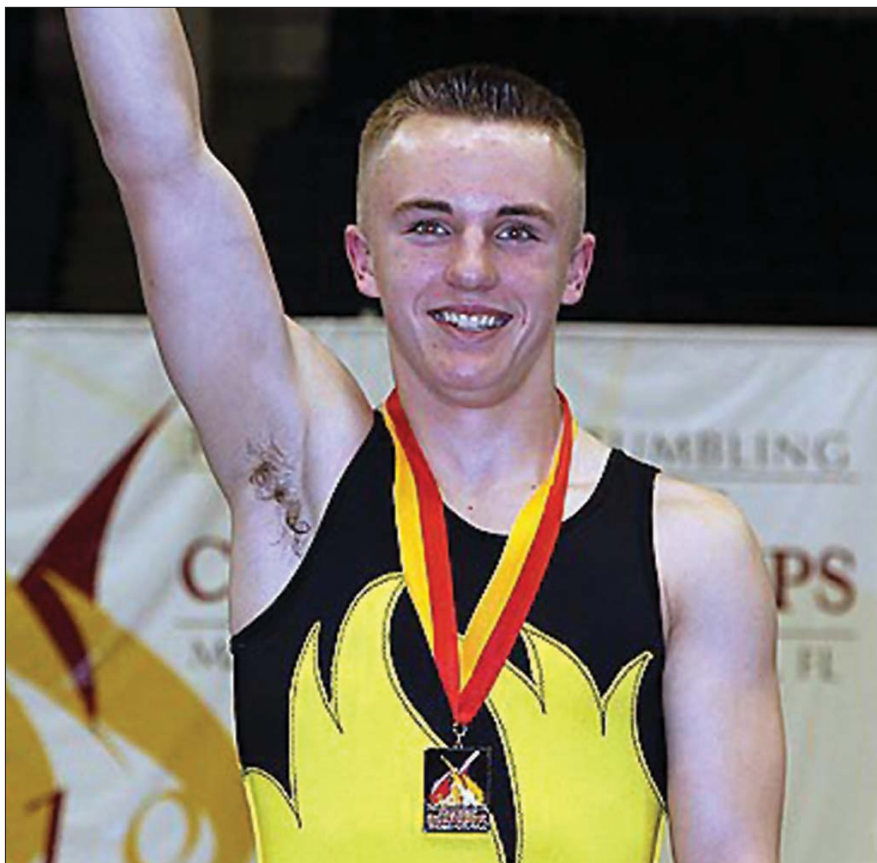
Clean Atlantic 2010 An Outstanding Success!

By **JEFF ZETTLER**, Capital Paper Products, CSSA Atlantic Chapter Chairman

On Sep. 29, 2010, the Atlantic Chapter of the Canadian Sanitation Supply Association (CSSA) hosted its trade show geared towards the cleaning professional in Atlantic Canada – Clean Atlantic 2010. Held at the Coliseum in Moncton, NB, the show brought together manufacturers, suppliers, distributors and end-users of sanitary maintenance products.

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MEMBER RECOGNITION



Teen Engima Bounces His Way To Success

Cristian Sprague is a national level gymnast in the tumbling, trampoline and double mini-trampoline disciplines. He has travelled across North America and has won numerous medals, championships and recognition. Cristian is only 14-years-old.

Son of Sani-Marc sales representative, Lorne Sprague and his wife, Jennifer, Cristian began his career in gymnastics at three years of age. And, by the time he turned 11, the speed and intensity of tumbling became a passion for him.

“As a youngster, Cristian acted as if he didn't enjoy gymnastics,” Lorne said. “But as he got older, he began to appreciate the sport.”

In fact, the sport meant so much to Cristian that the family uprooted from their home in Winnipeg to pursue his athletic goals. The Sprague family found themselves establishing new roots in Okotoks, Alta., approximately 30 km south of Calgary.

“My dad wanted to move to a town

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RESEARCH STUDY

The Canadian Hospital Environment Services Study (CHESS)

“Creating new links to help break the chain of transmission”

The Canadian Sanitation Supply Association (CSSA) is pleased to announce that it will participate in the Canadian Hospital Environmental Services Study (CHESS) research project. CHESS was launched at the 2010 Community and Hospital Infection Control Association's (CHICA) national conference in Vancouver, BC, by the Canadian Association of Environmental Management (CAEM), Queens University and the Sani-Marc Group.

The CHESS study will involve the participation of more than 280 acute care hospitals across Canada (all with more than 80 beds). Its objective is to collect and analyse data related to environmental services and infection prevention practices within health care facilities.

The study will assess environmental cleaning, and disinfection resources and practices in Canadian acute care hospitals comparing them to evidence-based guidelines. It will also consider the influence infection prevention and control programs have on environmental services.

These factors and their relationship to hospital-acquired infection (HAI) levels will be examined.

The study will illustrate whether

Environmental Services (ES) has sufficient resources to clean and disinfect to standards, and whether ES standards and disinfection practices are consistent with the guidelines.

Additionally, it will examine the interaction between ES and Infection Prevention and Control (IPC) services, as they work together to create an effective working relationship between the services. The influence of Infection Prevention and Control programs on ES will also be examined on a macro scale to provide insight into the impact cleaning and disinfection has on HAIs.

The study results should provide new strategies for improving the provision of environmental services and reduce the incidence of HAIs in acute care hospitals. Ultimately, this will help to reduce morbidity, mortality and health care costs.

Two separate steering committees have been created to develop specific surveys for environmental services and infection prevention within the health care environment.

The development of the ES surveys will be led by CAEM, while Dr. Dick Zoutman will be responsible for the IPC portion. The surveys will have a

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Teen Enigma Bounces His Way To Success

outside of Calgary and Okotoks was the only one with a tumbling and trampoline club,” Cristian said.

Upon his arrival in Okotoks, Cristian became part of the Airborne Tumbling and Trampoline Club, where he trained and learned the basics of the sport. Today, he is training at a new gym – Altadore Gymnastics Centre – with Tammy Stevenson to prepare for world championships.

Even though Cristian's tumbling routines are over in about five seconds, there are hours and hours of preparation poured into those few seconds, there are hours and hours of preparation poured into those few seconds.

“I find tumbling a lot more competitive and fun than trampoline,” Cristian said. “It takes technique and power. You're supposed to be flexible, and I'm working on that.”

Tumbling is an acrobatic discipline practised on a track 25 metres long. Competitors progress along the track performing eight consecutive elements, without interruption, or change of rhythm. Only feet and hands are allowed to contact the track.

A double mini-trampoline is smaller than a regulation trampoline. It features a sloped end and a flat bed. Competitors run and jump onto the sloped end, before jumping onto the flat bed and dismounting onto a mat. Skills are performed during the jumps and/or dismount.

At present, tumbling and double mini-trampoline are not Olympic

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The Canadian Hospital Environment Services Study (CHESS)

consistent format, however, some questions will specifically apply to the field in which the service is provided.

In developing the survey for environmental services, the committee may look at hospital characteristics, such as hospital size, square footage, number of beds and whether it is new or old.

The surveys may include a human resources component such as number of Infection Control Professionals or ES managers, the number of support staff by units, and the process used to maintain the cleaning and disinfection of the facility. The committee may also consider collecting data on the interactions and influence infection control programs have on environmental services.

Once the committee develops the survey content, it will be available online to simplify the process of facility participation.

All data collected will be held in confidence and analysed by post-doctoral students through Queens University under the direction and support of Dr. Dick Zoutman. The results will be reported using descriptive statistics.

The project is expected to take three years to complete and final reports will be published in various journals and shared with CAEM and CSSA members, and health care facilities throughout Canada.

The desired outcome is that the

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INDUSTRY SURVEY

Were H1N1 Concerns Overstated?

Survey Looks at Industry's Reaction to H1N1

A recent survey polled 131 janitor distributors and their customers regarding their thoughts on last year's H1N1 scare and its impact on the professional cleaning industry.

The survey was commissioned by Enviro-Solutions, a leading manufacturer of environmentally preferable cleaning products. The respondents were all distributors for Enviro-Solutions along with some of their customers.

Because the H1N1 virus made international headlines for several months but since then has drifted out of view, respondents were asked if they thought concerns about it were exaggerated or unfounded from the start. Slightly more than 50 per cent said no; 30 per cent responded yes while the rest were unsure.

Asked who might be considered responsible for sensationalizing the problem if the H1N1 scare was indeed overstated or unfounded, 60 per cent answered, "Nobody, we simply did not know how serious the epidemic would be."

Most of the rest blamed any sensationalism associated with the scare on "the media."

The respondents were then asked a series of questions specifically regarding the way in which the professional cleaning industry handled the H1N1 scare. A vast majority of the respondents – more than 77 per cent – said the industry was



"cautious but correct" in how it dealt with

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BRITISH COLUMBIA CHAPTER ELECTS NEW CHAPTER CHAIRPERSON

The Canadian Sanitation Supply Association (CSSA) would like to welcome Rod Peacock of REV Sales & Marketing to the position of BC Chapter chairman. Peacock is looking forward to bringing new educational and social programs to member companies in British Columbia.

The CSSA would also like to extend a big "Thank you" to Mike Macumber for all his hard work over this past year.

IN THE NEWS

CIRI Announces Launch of 'Manufacturers' Corner' Research Information

The Cleaning Industry Research Institute (CIRI) International is pleased to announce the launch of the 'Manufacturers' Corner' section of its web site. The new feature will allow CIRI to expand its technical output, share new research ideas and promote interactive discussions based on the work emanating from industry sources and manufacturers.

"This corner classroom will permit manufacturers, formulators and distributors who are bona fide CIRI members to post new or possibly unpublished and scientifically founded information in the form of notes, papers of any length, summary findings or unpublished research," explained Jim Harris Sr., CIRI chairman. "To help us launch this new

component, we are challenging all manufacturers to 'show us their science' by being one of the first to submit an informative and educational post."

All Manufacturers' Corner items will be critiqued and reviewed for content by CIRI executives and its Science Advisory Council under the leadership of Dr. Steven Spivak. CIRI reserves the right to accept, modify or reject any new or existing posting at its sole discretion.

CIRI is a 501.c.3 not-for-profit scientific, educational and research institute. Its intent is to preserve all manner of independent and unbiased thought while making the best use of business and the industry's resources and scientific study.

For more information visit www.ciriscience.org.

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Were H1N1 Concerns Overstated?

the scare, meaning they did not over or under react.

However, the second highest number, slightly more than 12 per cent, did say they believed the industry both overhyped the scare and overreacted to any real possible dangers.

Still, most of the distributors believe the industry reacted "coolly" to the situation, and nearly 74 per cent said the professional cleaning industry actually "minimized the impact of H1N1" by promoting more effective cleaning products, procedures and frequencies."

"This was accomplished because our industry educated end-customers on how they can keep their facilities cleaner and healthier," said Mark Warner, director of Training and Product manager – Disinfectants and Sanitizers, for Enviro-Solutions. "This education may be necessary once again. According to the survey, nearly 100 per cent of the distributors say North America 'will face other serious contagious disease threats in coming years'."

* *Survey methodology:* The survey was conducted by AlturaSolutions Communications in August 2010. More than 800 e-mail survey invitations were sent to jansan distributors, their salespeople and some of their customers in Canada and the United States. As of Aug. 20, 2010, 131 invitees had responded to the survey, which as a "confidence rating" of 95 per cent. This means that even if more people took the survey, it can be assumed that the results would be relatively the same (within five percentage points).

Clean Atlantic 2010 An Outstanding Success!

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With over 60 booths, all attendees had an opportunity to view leading edge technology available to the cleaning industry. Delegates were also able to attend two educational sessions presented by Carl Duivenvoorden, a speaker and consultant on climate change and "going Green." According to session attendees, Duivenvoorden provided a real eye-opening presentation on climate change, the effects on future generations and how every-



one can help save the earth by using their "green filter."

Overall the show was a huge success and the Chapter looks forward to seeing everyone in Halifax, NS, in 2012.

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Canadian Green Sustainability Program

sustainability an important part of their facility operations.

A directory of Certified ESPs can be viewed on the CSSA web site, under the Green Cleaning tab.

Many ESPs are now communicating the benefits of the CGSP to their clients and numerous BSC training sessions have been conducted or are in the planning stages.

Additional ESP training and certification sessions are scheduled in response to the CSSA membership's expressed desire to participate and achieve ESP certification for their selected employees.

The following are comments taken from the ESP training session attendee evaluations:

- "This was a very insightful day."
- "I am excited about being able to offer this to my customers."
- "Thank you and I am excited to begin introducing the CGSP program."
- "The program is very well designed, and the pace and delivery of the program is excellent."
- "The training group diversity and industry expertise was very good. Everyone participated and contributed to the event."

The Canadian Green Sustainability Program enjoyed a very successful first year, with the expectations of an even brighter future, as CSSA's membership validate the need for a program that is designed by Canadian for Canadians.

For more information on the Canadian Green Sustainability Program or to view the current directory of Certified Members, visit the CSSA web site at www.cssa.com or call 1-866-684-8273.

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Teen Engima Bounces His Way To Success

sports.

Over the past two years Cristian has trained hard and competed harder, and has a host of championships to show for it. But, in November 2009, Cristian suffered an injury that could have been potentially devastating to his career.

While sitting at home, Jennifer Sprague received a phone call from Matt Wheele, Cristian's tumbling and trampoline coach. He told Jennifer to meet them at the Urgent Care in Calgary. Cristian had sliced open his shin on the edge of a trampoline during one of his routines and required 17 stitches to close the wound.

"A lot of coaches haven't seen an injury so severe to the leg like that, but Cristian is tough, he's strong and he fought his way back," Jennifer said.

In January of this year, Cristian showed the crowd in attendance at an invitational meet that he was fully recovered from his injury. He placed third in both the double mini-trampoline and tumbling events, and fourth in trampoline.

"Cristian is one of those kids who fits into that category where he's really talented and takes to things quite easily, ridiculously powerful," Wheele said.

For all his talent, Cristian is a teenage enigma, he added. All at once Cristian was one of Airborne's best athletes while still learning the basics of his chosen sport.

"The gym has been a blessing for Cristian's life and it's taken us to so many different places," Lorne said. "It's taken

him so far to Europe and he'll go around the world with it."

In March of this year, Cristian competed at the Elite Canada competition in Airdrie, Alta., followed by the National Trials in Edmonton, and the Pan/Am games in Daytona Beach, Fla., where he won a gold medal in the double mini-trampoline and a silver in tumbling.

Cristian recently received confirmation that he has made the World Age Group's (WAG) team and will be off to Metz, France, in November to compete for Team Canada.

Cristian said he isn't sure what he'd like to accomplish in the future, but he is thinking about the possibility of attaining a gymnastics scholarship in the United States.

The Canadian Sanitation Supply Association would like to get behind Cristian in his bid to compete in the 2011 Pan Am Games in Guadalajara, Mexico, by asking member companies for their support. Sponsorship in any denomination will go toward the huge expense of travel and training. Companies participating will receive a signed photograph along with National recognition for being a sponsor. Cheques can be sent in care of the "Cristian Sprague Athletic Fund" to: 91 Cimarron Trail, Okotoks, Alta., T1S 2E5.

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The Canadian Hospital Environment Services Study (CHES)

study demonstrate that housekeeping services continue to be an essential part of infection prevention and control in our health care facilities and beyond.

For more information, contact CAEM at (519) 824-1010 ext. 2380 or e-mail: sophkeitt@homedwood.org, or CSSA at (905) 665-8001, e-mail: mike@cssa.com.