



# The Cleaning Gazette

The Official Publication of the Cleaning Industry Trainers Guild

## (OS1) Training Saves the Day

By Bobby Moddrell

During the week of September 13th through 20th The University of Texas-Pickle Research Center (PRC) provided housing for 200 elderly individuals that had been displaced because of Hurricane Ike. The State Health Department was concerned with the care of these individuals as many of them were more susceptible than the normal population to contracting disease. The University's Environment Health and Safety (EHS) Department was contacted by The Health Dept. to ensure that our temporary visitors would reside in the most disease free conditions as possible.

The EHS employee charged with this contacted us in the main campus Custodial Di-

vision to see how we suggested they provide the "special" cleaning. I responded that we would be happy to provide training to the staff at PRC on how we clean and disinfect on a normal basis at the main campus using the (OS1) process.

I had just returned from (OS1) Certified Coach and so I was fortunate to have some new teaching materials that I wanted to try. I taught our normal disinfectant process and used the Chain of Infection training tool that we received at Certified Coach to illustrate how cross-contamination occurs.



Chain of Infection (OS1) Training Chart from the (OS1) Certified Coach class 2008.

The employees learned the process easily and the EHS staff was very impressed with our presentation. I think that they had expected to have to correct or add to our process and were surprised that they actually learned a little from us.

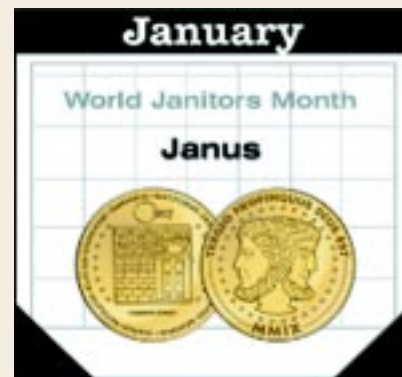
My take away from this was that our normal process also serves us well in emergency situations. I also found that the training that we receive as Certified (OS1) Trainers provides us with the information that we need in order to illustrate our competency to outside professional organizations such as The State Health Dept. and our EHS Dept.

### About Bobby Moddrell



Bobby is President of the Cleaning Industry Trainers Guild. He is the Training Manager at the University of Texas at Austin. The University of Texas training organization won top honors as "Best Cleaning Industry Training Program" at the (OS1) Users Symposium Awards Banquet in Durango, Colorado in 2008. Bobby specializes in (OS1) Boot Camp Training programs and delivering the Janitor University Philosophy of Cleaning class. Bobby assisted in the development of the (OS1) Training Center at the University of Texas at Austin.

### Reminder: Baker's Dozen Inservice Lessons for 2008



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## Record Number of (OS1) Boot Camps

November to December 2008 was a time of a record number of organizations having their first (OS1) Boot Camps and start-ups.

### Mt. San Antonio College

The largest community college in the U.S. is Mt. San Antonio College in Walnut, California. With 60,000 commuter students it goes without saying that the campus is a busy, thriving beehive of activity. Early in 2008 Ken McAlpin and Gary

Nellesen graduated from Janitor University and decided to transition the college to (OS1).

Following his stint as Drill Instructor at the first Mt SAC (OS1) Boot Camp, Charles Hollis wrote "I just want to take time to weigh in on an outstanding (OS1) Boot Camp at Mt. SAC. I would like to officially thank Ken McAlpin, Joe Garcia, and the rest of the Mt. SAC Pilot Team. Everyone was very gracious. Also, a great thanks to Tim Poskin for the awesome job in transforming the pilot facilities into a Visually Instructive (OS1) workplace and for his in the field first night guidance and Boot Camp support. (Thanks Tim). I thoroughly enjoyed the interaction with the team...even though the graveyard shift took some getting used to (smile). Ken your Pilot Team really showed commitment to the (OS1) Process of Cleaning Professionals." Ken McAlpin wrote "Much was accomplished and much hard work to do going forward but we are looking forward to every moment of it!! Great work last week by both Charles Hollis and Tim Poskin getting us off to a fine start. We look to close the gap on all outstanding issues as quickly as possible. We will also be working on acquiring John's Tool Box [to supplement our in house teaching abilities]." We intend on following the (OS1) script as closely as possible like good rookies should. The moment we check every item



The Mt. SAC (OS1) Pilot Team at Boot Camp graduation.

off the updated list we'll focus on refinement and precision and eye the next potential conversion project. Our goal is to collect some (OS1) hardware and position ourselves right along side the (OS1) veterans of the world. We look forward to much success and achievement in the weeks and months ahead!! Happy Thanksgiving Week to the entire ManageMen Family!"

### Garten Services

A few days later Charles Hollis and Tim Poskin were at it again. This time at Garten Services in Salem, Oregon. "What a wonderful two days here at Garten Services." Wrote Charles Hollis "We have concluded an exciting (OS1) Boot Camp at Salem. Stacie was well prepared and we lacked nothing. The plan is for the team to begin to clean the Pilot Building on Monday December 15, 2008.

### Los Angeles Habilitation House

Almost four years to the date of when Guido Piccarolo and Nancy Albin discussed the possibility of building an organization, whose mission is to employ adults with disabilities by offering janitorial services to the commercial sector, they are achieving their mission.

Guido Piccarolo of the Los Angeles Habilitation House was delighted to finally launch (OS1) after a (continued on next page)



(OS1) Drill Instructor, Charles Hollis, Stacie Harp and the first Garten Services (OS1) Team during the (OS1) Boot Camp graduation service.



From left: Stephen, Paul, Nancy, Guido, and Brandon

summer and fall of planning and organization for the event. Guido wrote to John Walker of ManageMen "I am very happy to inform you that today we have started our first (OS1) Boot Camp. We are full of gratitude for the help that we have received from you and your team. We look forward to implementing (OS1). On January 8th we will begin to clean a VA facility in

Long Beach. This Christmas we are blessed to be able to employ Stephen, Brandon, and Paul. We express a debt of gratitude to the many friends who journey with us and together made this possible. We take seriously our responsibility to contributors, to those counting on our help, and to God, to be wise stewards of funds entrusted to us."



New Map Available

A new map identifying the locations of participating (OS1) Trainer Centers is now available for display. The map was designed for Certified (OS1) Coach programs. It illustrates the growing network of professional cleaning industry training centers. Organizations on the map have provided professional education for their trainers in the Expert Trainer course and Certified Coaching classes conducted by Janitor University and sponsored by the Simon Institute. In addition to the annual inservice training the listed organizations have also established an (OS1) training center to promote professional cleaning standards To order the (OS1) Training Center map for display in your organization go to www.managemen.com.



Professional Trainer's Business Cards

Want to enhance your professional status as a Certified (OS1) Coach and promote your organization's training program? Simon's Design Workshop is now providing customized business cards with the Certified (OS1) Coach logo next to your organization's logo. To order your own set contact Lisa Harris lisa@managemen.com.

Upcoming Events in 2009

It's All About the Money

Frank Necela  
Contact Jill Melton for details  
(jill@managemen.com)  
February Locations and Dates-TBA

Custodial University Sponsored by NISH

John Walker-Site to be announced  
Seattle, WA  
February 24-26, 2009

Janitor University

John Walker and Janitor University faculty  
Little America Hotel & Conference Center,  
Salt Lake City, UT  
March 2-6, 2009

Expert Trainer Course

Contemporary Hotel & Conference Center  
Walt Disney World, Orlando, FL  
April 30-May 1, 2009

Janitor University

John Walker and Janitor University faculty  
Little America Hotel & Conference Center,  
Salt Lake City, UT  
June 1-5, 2009

Custodial University Sponsored by NISH

John Walker-Site to be announced  
Raleigh, NC  
June 22-24, 2009

(OS1) Users Symposium

Hilton Savannah DeSoto Hotel & Convention Center  
Savannah, GA  
July 19-21

Janitor University

John Walker and Janitor University faculty  
Little America Hotel & Conference Center,  
Salt Lake City, UT  
August 24-28, 2009

Cleaning Industry Certified Coaching Course

Disney's Grand Californian® Hotel &  
Conference Center, Anaheim, CA  
September 10-11

Frank Necela Joins Janitor University Faculty-Full Time

Frank Necela, the cleaning industry legend, has joined the Janitor University faculty full-time. To do this Frank severed all other manufacturing business relationships so that he can focus his attention as Professor of Floorcareology on exclusively promoting (OS1) Floor Care in new educational offerings.



Frank will be introducing a revolutionary new workshop titled It's All About the Money. This day event will demonstrate to attendees how floor care costs are out of line with cleaning budgets and are too complex and expensive. The workshop will guide participants as they establish baseline data of their current floor care program and then provide a formula for improving their processes dramatically.

The workshop will also introduce them to the new Advanced (OS1) Certification Program for Utility Level III-Resilient Floor Care Specialists. This new (OS1) Floor Care program will provide an inservice Education Program and a Follow-up and Control Program to track and audit the new program benefits. The (OS1) Floor Care Certification Program will add a new level in the (OS1) Certification process. A new Specialist Certificate, Examination and Pin Recognition will be added to the current program. Floor care team members, (OS1) trainers and current (OS1) Utility Specialists will be invited to take part in the (OS1) Education and Follow-up Control Programs.

It's All About the Money workshops will be offered throughout 2009 in all geographical areas of the U.S. Attendance at the workshop will be free of charge. Attendees at the It's All About the Money workshop will be business owners, entrepreneurs, and custodial managers.

Frank started in the Floor Care industry in 1958. In his long career in the cleaning industry he has successfully owned and operated floor care specialty businesses, a chemical manufacturing business, a consulting business and a

dust control business. Frank has devoted his entire life to the development of floor care systems, studying human behavior and creating an education program for training floor care specialists. He is known internationally for his floor care knowledge and his motivational speaking abilities. Frank's floor care experience comes from traveling and working throughout the U.S, Canada, Europe (he developed the floor care program used in St. Peter's Basilica and the Vatican for the past decade), Asia, South and Central America.

In 2006 Frank was appointed Professor of Floorcareology at Janitor University. He introduced the (OS1) Floor Care Program at the 2006 (OS1) Users Symposium at the Homestead in conjunction with the (OS1) testing reported by Paul Condie, Chairman, (OS1) Users Group and Jim Motyka and Owen Graves of the University of Massachusetts at Amherst.



Janitor University's resident Floorcareologist Frank Necela



Ask Maria

Question

Should (OS1) Cleaning Team members be frequently using antibacterial soap, sanitizers and other products during our shift?

Answer

Whether it's the common cold we're hoping to stave off, or deadly E. coli contamination, our society has become a culture obsessed with what the non (OS1) world calls "germs." Maybe that's why so many people want to buy all kinds of products—buckets, wringers, mops, sponges, sprays, toothbrushes and even toys—stamped with the word "anti-bacterial."

Last year, about 200 new "germ-fighting" products were introduced. Americans snatched up \$540 million worth of antibacterial hand cleaners, dishwashing detergents and soaps alone, according to the research firm A.C. Nielsen.

Although there's ample laboratory research demonstrating how well such products are able to kill pathogens, there's minimal evidence that this actually causes less disease in the world we inhabit. A recent Tufts University study by Helena Harvilicz even suggests that overuse of products containing the ingredient triclosan could potentially create new, possibly dangerous strains of bacteria.

The Good Housekeeping Institute reviewed antibacterial products with a critical eye. How did they measure up? Its conclusion was that although the federal government regulates these products, the word "antibacterial" doesn't necessarily mean what you think it means. Pathogen-killing sponges will kill pathogens, but only on the sponges themselves. Anti bacterial cleaning liquids may make your surfaces shine, but their extra pathogen-fighting ingredient works only on your hands. Clearly, more research is needed before (OS1) chases after the herd.

BREAKDOWN OF ANTIBACTERIAL PRODUCTS

Hand sanitizers: Antibacterial products such as Purell and Dial contain ethyl alcohol. These cleaners, which are meant to be used only when soap and water are not available, will protect you—but only until you touch something else (like a doorknob of other fomite) that has pathogens on it.

Anti-bacterial soap & dishwashing liquid: The anti bacterial products like Ultra-Palmolive, Ultra Joy and Ultra Sun light contain the ingredient triclosan. Here, the anti bacterial action applies only to your hands (as the label indicates). Your dishes get no added protection.

Germ-killing sponges and scrubbers: Although there are antibacterial versions of Brillo, Scotch Brite and O-Cello, these products won't destroy germs on counters, sinks or any other surfaces the sponge touches.

Microban-embedded products: You can now buy antibacterial buckets, wringers, toys, mops, cutting boards, carpets, tooth brushes and athletic shoes with triclosan- they typically have the word "Microban" on the label. Although triclosan inhibits the growth of bacteria in the products, there's no evidence that it protects the person using the item.

The best way for a person to avoid pathogenic transmission, according to the Centers for Disease Control and Prevention in Atlanta, is simply to wash your hands frequently with soap and warm water for between 15 and 30 seconds.