

Trust the science behind the seal.



ST★R Report

Certifying World-Class Learnings with GBAC and iteam CPI

In this issue

Verify and Validate Clean
GBAC Validation and Auditing Technology Resource Guide and Directory

Protecting our Children
RSV: Its Impact on Society

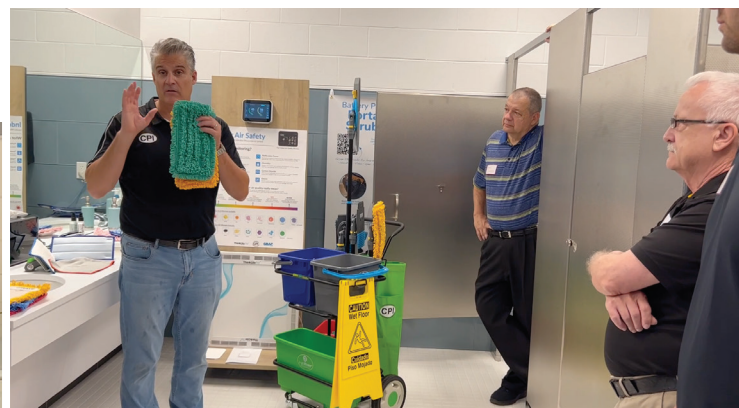
Tripledemic, Flesh-Eating Bacteria
Get the News You Need from GBACtv



Certifying World-Class Learnings with GBAC and iteam CPI

A year ago, GBAC formed an impressive partnership with one of the leading training centers in the world, the United States Innovation Center in Holland, Michigan. Better known as iteam CPI Innovation Center™ — a GBAC STAR® accredited facility — the mission is to not only create innovative products for cleaning teams to use, but this educational powerhouse demonstrates how to use them for the best results. Completion of the rigorous hands-on learning modules at iteam CPI can qualify attending team members for the GBAC STAR Service accreditation.

“Part of the training is using our innovative products, but ultimately getting people in this building and getting them to learn, not only the cleaning process. Most people know these are the steps to clean a bathroom, but they may not know ‘why.’ Why am I cleaning behind the toilet? We explain why it’s the most important part, otherwise, they keep masking what they’re doing in the rest of the room. They’ll save a lot of time by cleaning that one spot that’s not so nice to clean. But it will save them time and labor later,” Dave Maurer, President and CEO, iteam CPI



Innovation Center, said. “There is nothing else like iteam CPI. No other facility replicates all of these different areas.”

These different areas allow the professionals at iteam CPI to offer “immersive learning in a real-world environment” as part of the GBAC STAR Service Accreditation. Thirty-seven classrooms offer challenging, real-world environments for team members to become trained, industry experts in 4D Cleaning™ on multiple surfaces with industry best practices. Teams learn proper cleaning protocols, correct disinfection techniques and cleaning best practices for biohazard situations that create outbreaks, epidemics and pandemics.

“A lot of people, especially manufacturers, have a demo room in a small corner that has a sink and toilet that’s not functional. It’s just showing how you do it. Or they may go into their office bathroom and do training there. But it’s too small to fit people into and you’re shutting down a bathroom that’s being used,” said Maurer. “Many facilities and manufacturers may have a nice training center, but not on the scale that’s fully utilized for training as we do at iteam CPI, and that’s what separates us.”

ROOMS FILLED WITH SCENARIOS

It’s more than a sampling of common surfaces that cleaners may encounter on the job. The iteam CPI Innovation Center features full-scale rooms that reflect the hundreds of materials, surfaces and situations found within commercial buildings, restaurants, hospitals and schools. Students can immerse themselves in training scenarios that feature restrooms, hotel lobbies, commercial kitchens, coffee shops, classrooms, medical exam rooms, locker rooms, conference centers and more. Maurer points to innovations as a key component offered to students at iteam CPI as they work to make their facilities healthier, with a solid understanding of what they’re trying to do and what they’re trying to gain.

“At iteam CPI, we look at cleaning as four-dimensional. Many people think, ‘I need to clean the floor because the floor looks dirty.’ Most of the dirt does end up there, and we can physically see it. But we may not see that the desk or countertop has fingerprints, and typically they don’t get cleaned because they don’t look dirty,” Maurer said. “At iteam CPI, we clean in four dimensions to assure that everything

around us is being cleaned. Floor surfaces, walls, ceilings — what’s above us and what’s in between us such as desks, furniture, ceiling fans and vents. We need to look in those three dimensions and make sure everything that we’re touching is clean. The fourth dimension is the air, which is the catalyst that moves the dirt and viruses around. If we ignore the air, the space continues to get dirty. We must remove viruses and particulate matter to ensure that it doesn’t transfer somewhere else.”

REAL-WORLD LEARNINGS FOR CLEANING PROS

Hundreds of iteam CPI students have gathered state-of-the-art learnings about cleaning floors, walls, ceilings and air, and completing these tasks better, greener, faster and safer. The GBAC STAR Service Accreditation is one of several certifications that course completion brings to cleaning professionals studying the latest ways to clean, disinfect and prevent infection.

“We opened in 2021, and we’ve always been about training. It’s what we’ve focused on. I don’t see us as a product company but as a system solution company. We have many patented products — I’m an engineer by trade — so we’re about innovation but, most importantly, I want people to understand why they’re using this product. How is it helping my facility? Is it making my job easier? Our training is how we’ve built our company for 20 years,” said Maurer. “I’m all about bringing awareness to the whole industry — why it’s important for training and for having a healthy building.” ★

VERIFY AND VALIDATE CLEAN

The NEW GBAC Validation and Auditing Technology Resource Guide and Directory



Patricia (Patty) Olinger
Executive Director, GBAC

GBAC constantly searches for new and impactful ways to help facilities and service providers achieve higher levels of excellence. Our GBAC STAR™ Family, members of ISSA and more can call upon the newly released *GBAC Validation and Auditing Technology Resource Guide and Directory*. This free digital resource offers a framework to ensure an organization's key performance indicators, standard operating procedures and infection-prevention procedures are operating efficiently and delivering effective results.

The *GBAC Validation and Auditing Technology Resource Guide and Directory* provides education and awareness on current and emerging validation and auditing technologies in the cleaning industry. Because of the pandemic, facilities are paying more attention to improving their cleaning and disinfection programs to clean for health, because we're focused on infection prevention and risk mitigation. Technologies in their environmental hygiene-monitoring programs provide continuous improvement to standard operational procedures, personnel performance and training opportunities. When companies invest in verification technology such as ATP, they must ensure it is being used to its fullest advantage. The *GBAC Validation and Auditing Technology Resource Guide and Directory* provides

guidance on the benefits of these verification technologies and their limitations. It is a tool to reference when using those technologies, or perhaps considering investing in these technologies.

TRACKING METRICS FOR CONSTANT IMPROVEMENTS

A variety of auditing technologies and programs are covered in the *GBAC Validation Resource Guide and Directory* that can assist in an organization's auditing and performance-verification. This free resource guide provides tools that result in trackable metrics to assess gaps and improve the health and safety of the facility.

The *GBAC Validation and Auditing Technology Resource Guide and Directory* is designed for many stakeholders, but key segments would include property managers, facility directors, building operators, facility engineers, infection preventionists, environmental health and safety professionals and service providers.

EMPHASIZING GBAC PARTNERSHIPS

In addition to the guide, a directory will offer listings of approved companies that offer these industry technologies. GBAC STAR Registered Technologies and Programs are highlighted with their own section in the directory. Every listing includes the product name, website and description of the product with an image.

The GBAC STAR Family will find immense value by calling upon the knowledge shared in the *GBAC Validation and Auditing Technology Resource Guide and Directory* by using these tools to their fullest advantage.

The Power of GBAC STAR helps companies align their infection-prevention, cleaning and disinfection programs with science, while ensuring the ability to convene with confidence everywhere in their facilities. It also encourages health and building wellness while constructing trust and resilience. The *GBAC Validation and Auditing Technology Resource Guide and Directory* is one of many tools



GBAC has created to help businesses achieve ESG measurements.

If you are interested in receiving a free digital copy of the *GBAC Validation and Auditing Technology Resource Guide and Directory*, visit <https://gbac.issa.com/validation-and-auditing-technology-guide-and-directory>. A workshop to review this resource is set for summer 2023. More details will be available in the coming weeks. ★

Where Do We Stand

GBAC STAR Facility Reaccreditation

GBAC STAR Family Reaccreditation is an annual process that builds on an initial accreditation, to ensure facilities continue to evolve, improve and advance with the performance-based GBAC STAR program elements. More than 4,000 facilities make up the GBAC STAR Family and many are in the process of reaccreditation, while others are working toward accreditation.

GBAC STAR Family

As of October 20, 2022

89.6% of facilities
committed to reaccreditation

1,418 facilities reaccredited

To learn more about this process, contact GBAC Sales at <https://gbac.issa.com/contact>.



RSV: Another Virus Impacting Society

Dr. Stafan Wagener, SM (NRCM), CBSP, RBP
GBAC Ambassador and Scientific Advisor

It's another virus that causes a lot of problems, especially in very young kids. It's called RSV, or "Respiratory Syncytial Virus." No need to remember the name. RSV will do.

It's the time of the year when all these nasty respiratory viruses make their appearances, especially since we scaled back our own protective measures. Remember the mask, the frequent handwashing, all the cleaning and disinfection and the physical distancing? Yes, those were powerful tools that helped us not to get sick. Just look back over the last two years and the number of infections with RSV, flu, etc. were way down.

Now, we have young children flooding emergency rooms and some are very sick. Unless you are older or have an underlying medical condition, adults normally fare much better, but we also are the ones that can spread RSV. The

symptoms are typical cold symptoms, coughing and sneezing, and we spread the stuff through the air, on surfaces and in people's faces. The youngest ones, those who are older or those who are immuno-compromised suffer because their immune system is still weak.

WHAT CAN YOU DO?

Here is the good news. You don't have to spread it. Everything we did for COVID and, hopefully, we are still doing will take care of RSV. It's simple — the virus is easily deactivated by detergents and all the sanitizers and disinfectants we use for COVID. All have a "fatty" envelope that is easily destroyed (the soap-and-fat idea). Also, RSV doesn't last that long on surfaces, so targeted cleaning and disinfection will take care of it.

Now, remember, protect the little ones. Don't cough and sneeze on

them. If you are sick, keep your nasty "stuff" to yourself. Sneeze into your elbow, wash your hands, wear a mask, keep things clean and don't bring the infection to work.

If you are a professional cleaner, you most likely already have all the cleaning and disinfection tools you need. Remember to read the label. Dust off your sprayer (it is an efficient and effective final disinfection step). Just think of COVID with the same work practices.

THE WAY FORWARD

Let's keep one thing in mind. This will be an ongoing battle; we are at war. We will always fight cold, flu and COVID viruses and others. How bad it's getting is up to us. We relax, they win — and hurt the ones that are most vulnerable. The very young, the very old and the ones with compromised immune systems will suffer the most. Let's show that we care and together we can keep the lid on.

Remember:

- Wash your hands.
- Clean and disinfect surfaces, especially frequently touched surfaces. Remember to read the label.
- Practice social distancing. During outbreaks, flu season, RSV season and pandemics, it's essential to practice social distancing, especially if you don't have a mask on. How many of you have chosen to wait for an elevator because several people were already on it?
- Stay home if you are not feeling well.
- Wear a mask if you are not feeling well and must go out in public, or if you are in the vulnerable population or have family members who are in the vulnerable population. Protect and Don't Spread.
- Get Educated. Take the GBAC Infectious Disease Awareness Training. It's for everyone.
- If you have questions about your health, talk to your doctor.

Additional resources:

- <https://www.cdc.gov/rsv/index.html>
- www.flu.com
- <https://www.cdc.gov/flu/prevent/prevention.htm>
- <https://www.healthychildren.org/English/health-issues/conditions/chest-lungs/Pages/RSV-When-Its-More-Than-Just-a-Cold.aspx> ★

GBAC[®]tv



'Tripledemic' of Flu, R.S.V. and COVID Are They On a Collision Course?

With events, traveling and perhaps a lack of natural immunity impacting parts of the population, a "tripledeemic" is making headlines. Flu, R.S.V. and COVID cases are converging and taxing the health-care system and those who are impacted by these viruses. In this episode of BioTalk, a GBACtv production, you'll learn about the segments that affect you personally and workplace behaviors for those in the cleaning industry. Jeff Cross, the media director for ISSA, along with co-host Patricia Olinger, Executive Director, GBAC, welcome to this episode John Cordier, CEO and co-founder of Epistemix; and Dr. Donald Burke, president and co-founder of Epistemix to discuss the outlook for this tripledeemic. Visit: <https://www.youtube.com/watch?v=aWkqlAHKuv4>

Flesh Eating Bacteria and Flood Cleanup Precautions

The Florida Department of Health is reporting that parts of the state hit hardest by Hurricane Ian are seeing nearly double the normal number of infections from a flesh-eating bacteria found in brackish floodwaters. The state has recorded more than 65 cases of *Vibrio vulnificus* infections and nearly a dozen deaths from the bacterium in 2022. This compares with 34 cases and 10 deaths reported during all of 2021. But in Lee County, where Ian made landfall, the health department

notes 29 cases and four deaths this year. In this latest edition of GBACtv, Dr. Gavin Macgregor-Skinner, Senior Director, GBAC, shares his concerns about this recent outbreak of the flesh eating bacteria and what cleaning and restoration professionals can do to protect themselves and those they serve at <https://youtu.be/rHT2Ch9xkuk>.

Testimonials from ISSA Show North America 2022

John Ezzo, New Image Building Services, described to Dr. Macgregor-Skinner the GBAC solutions that helped him with specific challenges his company faced during the pandemic and beyond. New Image Building Services provides customized cleaning solutions that are trusted and do more than just get the job done. Listen to his testimonial at <https://youtu.be/b440pJNhHt4>

Mark Baker, Motivated Maids, runs a Canadian cleaning company. During the pandemic, GBAC came to his rescue by helping him convince government authorities his company was an "essential business." He credits GBAC for reopening his company and securing the jobs he provides. Listen to his story at <https://youtu.be/7tzjCLSfHJ8>

A Cleaning Product Has Been Recalled: What You Need to Know

The research and development team at Pine-Sol detected bacteria during a "routine product review." *Pseudomonas aeruginosa*, bacteria broadly found in soil and water, had been identified in "certain recalled products." There have been no reports of illness or injury from the recalled products. The recall has been issued "in an abundance of caution." ISSA and GBAC explain what you need to know at <https://www.youtube.com/watch?v=kg5aZJAMuus>. Additional information about the voluntary recall can be found at <https://www.pinesolrecall.com>. ★

Looking Ahead

GBAC STAR Accreditation Workshop Coming Soon

If you are working on your documentation for accreditation or reaccreditation, attending the free GBAC STAR Accreditation Workshop is a great investment.

This virtual workshop is open to the first 100 registrants, so you're encouraged to sign up early. This two-day digital briefing reviews the accreditation process and takes a deep dive into the 20 program elements required for accreditation. It is interactive with GBAC staff at the ready to answer your questions. The goal is to prepare you for the task of gathering documents for accreditation. Come with your materials and ready to work through the elements.

To learn more about or register for this free GBAC STAR Accreditation Workshop, visit <https://gbac.issa.com/gbac-star-service-accreditation/>. ★



GBAC STAR

gbac.issa.com
gbacstar@issa.com
 1-800-225-4772 (North America)
 1-847-982-0800