

# Opening Doors

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## Cleaning For Health Initiative Adopted by Many Schools!

**S**eptember is upon us and with the fall colors and cooler weather comes the anticipation and excitement of youth who are returning to school.

Nowadays, schools are four times more densely occupied than commercial spaces. In addition, they house children who are not known for their cleanliness! Many schools are over-crowded and have adopted split sessions and most have after school programs, sports activities and they provide their students with both breakfast and lunch. In addition, many school buildings have become "community centers" and are used for evening and weekend programs. One can only imagine the dust and debris that is stirred up by this constant activity and foot traffic. Those of you who clean educational institutions have probably been preparing for this onslaught throughout the quieter summer months since you are aware that you will be kept incredibly busy from now until June!

While no one should be exposed to dangerous chemicals, medical research has shown that children's organ systems are still developing and so they can be especially vulnerable. Children proportionally eat, drink and breathe more per pound of body weight than adults while their behavior exposes them to more environmental threats that they are ill equipped to protect themselves against. Many educational facilities are conducting studies that link student and faculty absenteeism, due to

sickness and allergies, to the harsh chemicals found in many cleaning products. These facilities are more often than not adopting a **Green Cleaning – Cleaning for Health** approach.

Educational facilities that are adopting this approach do so for four key reasons:

1. Student Health
2. Staff Health
3. Facility Life-span (increasing the life span of carpets and other equipment)
4. To preserve the environment

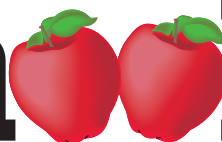
School District Officials recommend that their schools break this process down into five simple steps:

1. Use **Green Cleaning Program** that follows LEED certification guidelines.
2. Use equipment and supplies that reduce the need for harsh chemicals such as micro-fiber cloths and H.E.P.A. filtered vacuums.
3. Adopt **Green Cleaning Procedures** that promote health, such as placing mats at all exterior doors that can prevent tracking of dirt and pollutants into the hallways.
4. Using recyclable paper and plastic products in bathrooms and other areas of the facility.
5. Sharing the responsibility because it really takes all those that occupy the school to make sure that the environment is safe and healthy.

OpenWorks is fully equipped to handle these  
*continued on back cover*



# Back To School



"Printed on Recycled paper."



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**“Labor Day is a glorious holiday because your child will be going back to school the next day. It would have been called Independence Day, but that name was already taken.”**

BILL DODDS  
(1950 – present)

Acclaimed poet and novelist  
from Seattle, WA

**“If there were no schools to take the children away from home part of the time, the insane asylums would be filled with mothers.”**

EDGAR W. HOWE  
(1853 – 1937)

American novelist & newspaper  
and magazine editor

**“Home computers are being called upon to perform many new functions, including the consumption of homework formerly eaten by the dog.”**

DOUG LARSON  
(1902 – 1981)

English race car driver

**“There are three good reasons to be a teacher - June, July, and August.”**

AUTHOR UNKNOWN

OPENWORKS SALUTES OUR

## Franchisee of the Month

### Arizona

**Bobbie Chaney** – Bobbie has been an OpenWorks Franchisee for 2 and a half years. During that time she has taken on many challenging accounts including some of our largest. She is always responsive when called upon and represents OpenWorks in a professional manner. Congratulations Bobbie! Keep up the great work! We look forward to working with you for many years to come.

### California

**Betty Moreno** – Betty has been an OpenWorks franchise owner for 6 years and has many stories she can tell about hard to please clients. Despite the strange tasks or special requests from her customers, Betty has always stepped up to the task at hand and taken care of her customers needs. She has never complained or backed away

from a challenge. Betty has taught her employees to take the same proactive approach and this has saved her from losing accounts for service issue related reasons. That is why Betty is our Franchisee and Business Owner of the Month. Keep up the fabulous work, Betty!!!

### Washington

**Lena Anguelova** – Lena continues to strive for excellence in all of her accounts. Most recently, an existing customer, requested that she take over 3 additional locations since they feel her cleaning standards are exceptional. Lena has now raised the bar for all of the staff cleaning this customer's other facilities. Lena also deserves special recognition as she has been with OpenWorks since 2005 and has maintained each and every customer account she has ever worked. Thank you, Lena, from the Washington team for all of your hard work!



FROM THE  MAIL BAG  
OpenWorks®

We have been in partnership with OpenWorks Janitorial since May of 2002. OpenWorks not only does our daily janitorial but takes care of our carpet shampooing, stripping and waxing our hard floors and window washing inside and out. OpenWorks also orders and stocks all of the toiletry paper supplies and soaps needed throughout our building.

OpenWorks is a very professional company and treats their customers in that manner. We have a monthly inspection in which we have a discussion on how the building is being taken care of and then a walk through.

I have worked for Icom for 19 years and OpenWorks is far and away the best janitorial company I have employed to do our work. I would highly recommend their services as a cleaning partner to your company.

*Bruce Grote*  
Icom America Inc.

# Helping Our Franchisees

## CLEANING TIP

# How to Clean Whiteboards



**W**hite boards are prevalent in most schools and offices nowadays. You have probably been told to either clean the whiteboards or to stay away from them. If it is your responsibility to clean whiteboards you want to make sure you're doing it correctly or you could cause problems for your customers.

It is a good idea to encourage your customers to clean the boards at least once a week. When ink is left on a white board for an extended period of time, there is a faint shadow of the ink left on the board. When this happens, no amount of "dry" cleaning or erasing will remove all the ink. This is when you need to "wet" clean the board.

### General "wet" cleaning instructions for whiteboards

- Use a damp, non-abrasive cloth or sponge.
- Wash the board with a cleaner made especially for whiteboards, which can be purchased at any office supply store. If this is not available, use a 50/50 water/alcohol mix.
- After cleaning, rinse the whiteboard with clean water. Use a squeegee to remove excess water and then wipe with a clean, dry, non-abrasive cloth.

### Cautions

- Do not use dry erasers on wet ink. Make sure ink is completely dry first.
- Do not use chalkboard erasers on whiteboards, only use erasers specifically designed for white boards.
- Do not use abrasives on white boards, they can damage the surface.
- Do not use Magic Erasers they will scratch the surface.
- Do not use acetone or mineral spirits to clean white boards.

## CALENDAR OF ADVANCED TRAINING CLASSES

### \* Arizona OpenWorks

4742 N. 24th Street, Ste. 300  
Phoenix, AZ 85016

#### MONTHLY FRANCHISEE BUSINESS MEETING

Date Friday, September 26th  
Time 12:00pm – 1:30pm  
Location Saguro Conference Room  
*Lunch will be served*  
Topic Modern Cleaning Technologies

### \* Washington OpenWorks

1750 112th Avenue N.E., Ste. D151  
Bellevue, WA 98004

#### MONTHLY FRANCHISEE BUSINESS MEETING

Date Thursday, September 25th  
Time 1:00pm-2:00pm  
Location Conference Room  
Topic TBD

FirstWorks™

TRAINING GRADUATES

# Congratulations!

to the following graduates for successfully completing the intense 10 day FirstWorks training program:

### Washington

Cindy Franco  
Sandagdorj Tsogtbayar  
Manushka Uuganbayar

### Texas

Ida Moncada

# Achieve Their Dreams . . .



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## Franchise Referral Program

The program is very simple – just call the franchise licensing manager in your region and give him/her your name and the name and phone number of the person whom you are referring. If the referral decides to purchase an OpenWorks franchise, then you make...

**First Referral = \$ 750.00**  
**Second Referral = \$1,000.00**  
**Third Referral = \$1,250.00**

*\* referrals that result in a sale \**

### — Regional Contacts —

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*Please forward your comments, newsletter contributions, or suggestions to:*

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www.openworksfranchise.com



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## BETTER BUSINESS PRACTICE



### As a reminder...

OpenWorks has a uniform program that requires all franchisees and their employees, while on customer premises (either during the day or after hours) to wear at least one of the following approved OpenWorks article of clothing:

- Screen-printed or embroidered T-shirt
- Embroidered polo shirt
- Screen-printed or embroidered apron

OpenWorks is in partnership with Intramedia Solutions to provide everything from screen-printed T-shirts to aprons, caps, polos, and more – all bearing our official company logo. Please note that this is the ONLY vendor approved to apply the OpenWorks logo to any apparel.

#### INTRAMEDIA SOLUTIONS

Client Service Representative: Sharon Glenn  
Call: **888-563-6767 x15**  
Fax: 602-287-0870

*from the cover*

needs if the school that you clean requests it. Waxie provides us with a full selection of products that are **Green Seal** certified, including but not limited to: degreasers, neutral cleaners, mild-acid bath and grout cleaner and glass and surface cleaners. Waxie can also provide a dilution control system that assures that the appropriate amount of chemical concentrate is used. In addition, you should let your cus-

tomers know that if they purchase their supplies from OpenWorks we can provide them with **Green** recyclable paper and plastic products. In addition, we have LEED accredited professionals on staff and if necessary we can visit your customer and assess their needs and provide them (and you) with an appropriate action plan. Please contact Rob Moore (robm@openworkswb.com) to schedule such an assessment. **ROLL ON JUNE!!!**

We Need Your Help!

**Who better to provide us with newsletter topic ideas than our franchisees who are out in the world dealing with the daily challenges of running a commercial cleaning business. Please submit future article ideas to Susan Abbott at [susana@openworkswb.com](mailto:susana@openworkswb.com) or call her at 800-777-6736 ext. 141.**