



# PARTNERS IN SERVICE

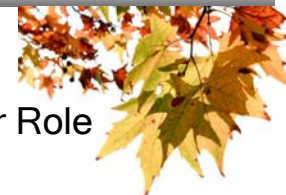


Customer Focus...Every One...Every Day!

October 2009

## Be an Ambassador of Excellence

The Continuation of our Success May Depend on How Well You Fulfill Your Role



**T**he manner in which we as facilities service providers (FSPs) act, behave, speak and perform sends a message to our customers each day. The image of our company and the quality of the service it provides is determined in large part by the manner in which we perform our jobs.

What image are we portraying to the people who come into contact with us? Are we being good ambassadors for our company? Do our customers get an accurate picture of the services our organization can provide through the way we attend to their needs and the examples we set ~ the way we dress, the appearance of our equipment, supplies and our alertness?

Here are some suggestions for ways we can be sure we are reflecting well on our company.

### Set an example for your peers and co-workers.

As you walk down the hallway, do you pass by a piece of trash or ignore a spill on the floor? Recently, I heard someone talking about the level of cleanliness in a bathroom. The customer had no complaints about overall cleanliness, but he did notice a few bits of paper on the floor. The pieces of paper that you pick up (instead of leaving for your staff) could improve the image of your company. **Managers and supervisors should set the example for others to follow.**

### Act responsibly; you never know who is watching.

I remember a story about some housekeepers who worked in a building that did not have elevators, but did have a circular balcony that surrounded a rotunda. They worked at night and assumed that their behavior might not be observed, so they came up with a shortcut. Why carry the trash down four or five flights of stairs when they could drop it off the balcony to several floors below and pick it up there? They did this unobserved for a while until one night, a bag of trash came whizzing down and landed right at the feet of the company president! **Always work as if you are being observed at all times.**

### Use appropriate language and expressions.

The old saying “Sticks and stones may break my bones, but words will never hurt me” is not quite accurate. Some cleaning staffers were performing some work in a building. They assumed that the building was not occupied, so they yelled up and down the hallways, using somewhat blunt or vulgar language. One of the customers overhead the vulgar language and was offended. **Be sure to speak in a manner that is non-offensive to all whenever you are in the workplace.**

**Dress the part.** Would you be comfortable dining in a restaurant in which the chef's uniform was torn and soiled and the waitperson's hands were dirty? Wear neatly pressed and clean clothing at all times. The company is represented by your appearance.

**Keep it clean.** Whenever I have an opportunity to visit a hotel, hospital, airport or building, not only do I look at how clean it appears to be, I peek in the janitorial closets. Too often the buildings look clean, but the closets are a disaster with inadequate supplies, dirty equipment, mop water sitting in buckets, mildewing mop heads, etc. The manner in which we keep equipment, supplies and closets represents the way we may actually be cleaning. **Keep the closets clean because what is in them may soon be seen ~ or worse, smelled!**

**Be alert.** Years ago, I attended a large conference overseas where I had the opportunity to share a communal dining table with a quiet, thoughtful man who seemed quite kindly. He was not obtrusive and rather humble. After he left the table, I found out that he was the director of a worldwide organization with thousands of student workers, volunteers and employees. The man had met with kings and presidents, yet it was he and I who talked over dinner. **Be on the alert at all times because you never know when an opportunity will arise to make a good impression.**

In this current economy, many companies and organizations are struggling. The very survival of your company may depend upon how well you fulfill your roles as ambassadors of excellence for your company.

**am-bass-a-dor:**  
an authorized messenger  
or representative

**PRESIDENT'S MESSAGE**— Taylor M. Bruce, Jr.



## A Reminder of Our Commitment

I want to welcome you to our Fall edition of “Partners in Service”, IH Services and Newbold Services October 2009 Newsletter. As always, much has happened to our companies and the economy since our last newsletter in July, and overall I would say from my perspective it has been a positive trend. Although the economy is still struggling and business conditions are tough as I have ever seen, IH and Newbold continue to hold their own and add new customers.

**What can you do to maintain or improve your situation and the situation of our companies? Read, understand and follow our Mission Statement:**

**We are committed to creating the ultimate customer experience and driving profitable growth by:**

**Our Mission**

- Making **Safety** Our first **priority**
- Listening to, Focusing on and Responding to our customers' needs**
- Providing **Proactive, Innovative and Flexible Solutions**
- Actively Seeking **New Opportunities**

This edition of our newsletter covers a variety of issues, editorials, site-specific information and spotlights on our associates. Pay close attention to the articles on “Ambassador of Excellence”, “Change”, “The Green Connection”, and “8 Ways to Stay Healthy at Work”. I believe you will find these articles entertaining, educational and helpful to your everyday activities at work and at home.

We are approaching the holiday season and I want to wish everyone the best for holidays, to offer a safety reminder to be careful driving at this busy time of the year, and express the hope that our Team will continue serving our customers and growing our business.

Remember:



## PARTNERS IN SERVICE

### CORPORATE TEAM

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tbruce@ihservices.com

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### CONTACT NEWSLETTER EDITOR

Dawn Weber at Office

Corporate Location

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**OPERATIONS NEWS** - Paul Jameson,  
Executive VP of Operations



## Delivering Desired Results Makes Our Business Fun

**H**ello from Operations. I hope that everyone is enjoying this cooler weather. From the various weather reports from around the country, we better enjoy it quickly because winter seems to be coming early.

The theme of this newsletter “Ambassadors for our Company” could not be more timely. I say this because of the e mails that I have been receiving from customers commending many of our associates for the work they are doing. You may have seen some of these commendations in past newsletters. This representation is also being reflected in the Customer Surveys that I have received recently grading our service quality. This is a great indication that we are doing things right and conducting ourselves in a way that reflects very positively on our company. As the lead article states, this aspect of our business is key to our success.

As you all know, there are many things that we use to develop, run, and control our business. Everything we do at some point ends up in one or more of our hands for implementation or some type of action.

A great amount of time is spent in the development of our proposals and business plans. Scopes of work, labor requirements, cleaning methods, equipment needs, supplies usage, safety, and wage rates, to name a few, are analyzed thoroughly to insure that we have what is needed to run an account. We have business models, transition plans and schedules to insure that we properly plan the work that we have contracted.

I could go on and on about the various things we do. The real test comes in how it is carried out by our associates or representatives. None of this matters if it is not delivered and perceived as intended. All the preparation in the world does not mean much if it is not used properly. When it is used properly, great things can and will happen.

**Our associates are properly trained, our attitudes are positive, our customers see value in our service and customer loyalty is developed. Representing our company as Ambassadors becomes easy and exciting and we deliver the results that we all desire. This is when it is fun.**

Thanks to all of you for what you do for our company. It is not always easy as we all know. But if we use the tools and information we are given and keep a positive attitude, we will always represent ourselves and our company positively. Until next time, keep up the good work and I hope to see you soon.

## Welcome New Customers!

**DAA Draexlmaier Automotive**  
Duncan, SC

**GHS Pediatric RAP**  
Greenville, SC

**Appalachian Regional Healthcare**  
Boone, NC

**Leclerc Foods USA**  
Kingsport, TN

**Easley Orthopaedic**  
Easley, SC

**Pharr Yarns**  
McAdenville, NC

**Lockheed Martin**  
Courtland, AL | Huntsville, AL

**Kmart Distribution Center**  
Olive Branch, MS | Memphis, TN |  
Middletown, PA

**IMA Greenville Proaxis Therapy**  
Greenville, SC

**Greenville Ob/Gyn**  
Greenville, SC

**SC Dept of Motor Vehicles**  
Belton, SC

**Ross Distribution Center**  
Carlisle, PA | Fort Mill, SC

**Baldor**  
Clarksville, AR

## Lucas Glover Wins PGA Grand Slam in Bermuda





# CHANGE !

## and Why Employees Resist It

In recent years, changes in the economy and the business environment have forced some organizations to change the way they do business. Whether we like it or not, managers and supervisors are the ones who have to implement the changes. In addition to other, more traditional skills possessed by supervisors, it is critical that supervisors understand their roles as leaders, or change agents, in these rapidly changing times.

Unfortunately, employees do not respond to change with the attitude, "Fantastic...another organization change, and I'm excited to be a part of it!" Given that change is here to stay, why do some people seem to dig in their heels and resist it at all costs? The following reasons best describe why some people have a tough time changing the mindsets and behavior:

### 1. Fear of Failure

Resistance to change may be rooted in fear. During periods of change, some employees may feel the need to cling to the past because it was a more secure, predictable time. If what they did in the past worked well for them, they may resist changing their behavior out of fear that they will not achieve as much in the future.

### 2. Creatures of Habit

Doing things in the same routine, predictable manner is comfortable. Asking people to change the way they operate or think is asking them to move outside their comfort zone. "We've always done it this way, so why do we need to change?" becomes the rallying cry for people who have difficulty changing their routines. In some cases, employees may ignore or deny the change simply because it requires them to experience something beyond their normal method of operation.

### 3. No Obvious Need

Some employees may see a change only from the perspective of the impact it has on them and their particular jobs. Not seeing the big picture, they may fail to recognize the positive impact of the change on the organization as a whole. Thus they may find the change disruptive and totally unnecessary. Their attitude may be, "If things have been working well all this time, why do we

need to change" or, in other words, "If it ain't broke, why fix it?"

### 4. Loss of Control

Familiar routines help employees develop a sense of control over their work environment. They feel they know what works and what doesn't, and this makes them confident about their contribution to the organization. Being asked to change the way they operate may make employees feel powerless and confused.

### 5. Concern About Support System

Employees operating within predictable routines know their support system will back them up during challenging times. Changing the organizational structures may shake their confidence in their support system. They may worry about working for a new supervisor, with new employees or on unfamiliar projects because they fear that if they try and fail, there will be no one there to support them.

### 6. Closed Mind

Some employees seem to have the attitude, "Please don't confuse me with any facts or supporting documentation about this change — I've already made up my mind!" Employees with this attitude approach the change process with their minds firmly made up, muttering, "No way!" during discussions and explanations of the future.

### 7. Unwillingness to Learn

Some employees, hesitant to try new routines, express an unwillingness to learn anything new. They may say, "I already know all that I need to know." Like resistant employees who have already made up their minds that the change won't be productive, employees reluctant to learn something new impede the organizations growth and adaptation to change. They also hinder their own personal growth and development.

### 8. Fear that the New Way May Not Be Better

If things have been going well, some employees may resist change because they fear that the change will not result in

*(Continued on page 11)*



## SALES & ENGINEERING

Parker Moore—Vice President—Sales & Engineering

### Doing Your Part for New Sales

Since our last newsletter, we have added 17 new accounts. Included in these new accounts are facilities in Distribution, Defense, Food, Healthcare and Commercial Offices. Congratulations to our sales team and a thank you to all IH Services associates for your part in giving us good references.

Included with each proposal we deliver is a list of three to six references of our current customers. Generally they are accounts in the same area as the proposed facility or in the same type of industry. In each reference we include the facility location, the work we perform, a contact name, their title, phone number and how long we have serviced the account. This gives the decision maker at the proposed facility an opportunity to call one of our current customers to find out what type of service provider we are. This is a critical part of our proposal process and in many cases can make the difference between us being awarded the new business or not.

We are very fortunate to have a long list of references to choose from when presenting a new proposal and the reason we have such a long list is because of the good job our associates perform on a daily basis. Most of you do not realize that you are playing a part in our sales process.

When a potential customer calls a reference, the main focus is on whether we are performing and meeting the requirements of the contract, what type of service do you receive from management, are they responsive to your needs or how do they stack up against other vendors you have had. Often times they ask about our employees and the type of customer service our employees provide. Customer service is more than doing a good job but how we interact with the customer. Part of our Customer Service Training is how to communicate with the customer.

“Your success in life isn't based on your ability to simply change. It is based on your ability to change faster than your competition, customers and business.”

~ Mark Sanborn

Leadership  
Lessons



### Positive Non-Verbal Communication

**Smiling** – there is nothing like a smile and pleasant face to greet a customer

**Eye Contact** – always look into the customer's eyes

**How You Look** – personal grooming has a big impact on your customers

**Shaking Hands** – when shaking hands with a customer, a firm and professional handshake is expected

**Be Attentive** – when listening to a customer, nod your head ever so slightly to indicate you are listening

**Tone of Voice** – always convey friendliness

**Hand Gestures** – use hand movements to emphasize what you say and to emphasize your feelings

**Personal Space** – leave adequate space between you and the customer so that he/she feels comfortable

**Posture** – your pose or posture should express attention, friendliness and openness; lean forward, face the customer and nod to let them know you are interested

The way we communicate with the customer plays a big part in how they feel about IH Services as a company. If the customer feels good about us, our job performance and our people then we will have created a “raving fan” that will not only give us a good reference but will go out of their way to help sell for us.

The sales team wants to thank all of our associates because thanks to you we have a number of “raving fans”.



## Client Appreciation

### Mount Vernon Mills

James,  
Just wanted to let you know that when I walked through the mill Monday I was impressed with how clean it was. I appreciate your, Thomas and all your people's efforts and extra cleaning while the mill was shutdown. Good Job!!

~ Gary Branton

### Club Car, Inc.

Ronnie,  
The floor in the ATC looks wonderful. Thanks for the effort. It looks wonderful every time it's waxed.

~ Judy Beltz, HR Manager | Club Car

### JCI Little Rock

I just wanted to let you know how much I appreciate the job you guys are doing with regard to the upkeep of the plant. It's so nice to come to a workplace where the floors, bathrooms, break room and work areas are kept clean. I know that sometimes our members don't pick up after themselves but I appreciate the job you guys do. Thanks!

~ Laura Brody, HR | Unilever

### Yokohama Tire

**Mark Grubb** is a great support manager for this company. He also has a core group of individuals that produce good results.

~ Adam Bruce, Mfg Director | Yokohama Tire

### Nestle

Thank you very much for directing our contract cleaners to spruce up the PDVA kitchen. The place looked great. Our VIPs had a very positive experience in the tasting session. The cleanliness of the kitchen contributed towards their positive experience. Thank you very much for your assistance. Please pass on our thanks and gratitude to your team.

~ Kaysandra Smith | Manager Product Development

### Southern Nuclear Company | Plant Vogtle

I just wanted to let you know that **Tara Egan** has been doing a very professional job for us all here in the Field Support Building. All areas that I have been associated with have been well maintained and stocked. Trash cans are emptied regularly and all areas very well maintained. I do not know if she was rotated here for the outage or what her future position will be. There is no doubt that where ever you use her she will definitely be an asset. I am hoping that she has a desire to stay working where she does (FSB) and is able to remain down here even after the outage because she is a joy to be around and to work with. I am sure that many here feel the same way. Thanks again.

~ Paul L. Blankenship | Plant Vogtle Design Modifications /EFIN Group

### Club Car, Inc.

Ronnie,  
I just wanted to say thanks for the way you and your team have managed the very challenging schedule for the Tech Training room this week. We've had a lot going on in there, but it's always been set up appropriately for each session. I appreciate the focus on getting it right for our customers!

~ Judy Belts, HR Manager | Club Car

### Southern Nuclear Company | Plant Vogtle

**Customer:** Susan, the carpet looks GREAT! Thanks!

~ Bonita Black | Health Physics Sr. Secretary

**Response:** Renea and I have been cleaning a lot of carpet lately. Our new machine has really made a difference.

~Susan Dunmire | IH Account Manager

### Lockheed Martin

I wanted to let you know that **Carlos** has been doing a tremendous job keeping OCC clean. I can't remember the last time that our floors looked this good on a regular basis. Thank you from 2nd shift.

~ Rolando Manso, Mfg. Support Team Member



**Front Row:** Lucretia Roberts, Ron Judge (District Manager)  
**Back Row:** Max Hord (Smurfit Stone), Alicia Russell, Sandra Thompson, Ruth Garland, Ed deMaille (Smurfit Stone), Diania Brown, Luke Thomas (Account Manager), Geraldine Gibbs

**Smurfit Stone–Fernandina Beach**

As a reward for a job well done, our service team was treated to an appreciation lunch! In addition to the lunch, Max and Ed presented \$50 Wal-Mart gift certificates to all of our associates.

**TSA Charleston**

I am very pleased with **Mike Barrett** the manager, and the two workers that clean my area. **Jennifer and Chris** are attentive to small details and that is important to me.

~ John O'Reilly | Asst. Federal Security Director

**Georgia Power - Vogtle**

From everything I've seen so far, **Brenda (Gomez)** is doing excellent work in the Control Bldg. It's like a breath of fresh air down here; or maybe it's the Lysol.

~ Tyron Morris | Facilities Foreman

**Lockheed - Underhill Road Location**

I'm pleased at the service IH Services provides especially in keeping this facility "Tour Ready". **Carol Back** does an excellent job and goes above and beyond at times to insure our cleanliness. IH at all levels has been very helpful and responsive in meeting our needs especially with our recent additions.

~ Bill Perkins

**Southern Nuclear Company | Plant Vogtle**

"The carpet looks GREAT! Thanks!"

~ Bonitta Black, Health Physics Sr. Secretary

"Floors look GREAT...Job well done Ladies!"

~ Donald Deisley

**Sealed Air | Simpsonville**

**Martha Markham** with IH Services turned in a wallet. Such decency and honesty touch my heart. This type of thing really makes it feel like a friendly place... I would really like to thank her. She is a credit to the IH organization.

~ Dan Simpson

**Club Car**

The great work you guys have done in the recycling kaizens is going to be emulated by one of the large Trane sites in Colorado. The process you used is likely to become a standard method in Ingersoll Rand. Please extend my gratitude to the team members of those projects. You are making a difference for the company and the environment.

~ John Forrester | Safety & Env. Manager

**In Recognition of Service and Support**

Jim Sheehy	20	Farrell Patterson	5
Randy Vieau	20	Judy Calloway	5
Darla Wood	10	James Gowan	5
Wes Lollis	10	Curtis Grindstaff	5
Charles Simpson	10	Phyllis Yates	5
Ruby Baggett	10	Gertrude Sizemore	5
Regina Walker	10	Frank Cunningham	5
Marion Hicks	5	William Pope	5
Willie Herring	5	Mario Byers	5
Johnny Russell	5	Larry Stubbs	5
Stephanie Craig	5	Kristina Hall	5
Tina Teems	5		



Five (5)-Year Increments | Anniversary dates through October 31, 2009

# Spotlight On You



Congratulations,  
**Odessa Williams**  
on your promotion from  
District Manager to  
Operations Manager.

Congratulations  
**Niki Breazeale**  
on your promotion from  
Account Manager to  
District Manager.

## JCI Little Rock “Nook & Cranny Find the Dirt” Open Invitational



Bill Altman (Acct Manager), Patricia Wilkins and Toby Gray (JCI Contact)



## Acquiring Leadership Qualities



Steve Morris (Left) and Coach Gary Poole, (Right)

**Steve Morris** was selected as the first candidate to participate in the IH Services “**Operational Leadership Development Program**” and was recently awarded his Graduation Certificate by his coach Gary Poole.

Over the course of 12 weeks, Steve sought to further improve his skills in leadership, communication, decision making, problem solving, team building, goal setting and time management.

“Taking IH Services to our next great level requires that we invest in developing our people to their next great level as well”, stated Taylor Bruce, President. “It is vital if we hope to achieve the continued growth and profitability that will sustain us well into the future.” “I am very proud of Steve’s accomplishment in completing the program as it attests to his commitment to himself and the company.”

*To learn more about Gary Poole’s Coaching and Leadership program, “The Past Made Perfect”, visit his website at [www.thepmp.org](http://www.thepmp.org)*



- John Lodge** | Citi Group #009 (New Associate)
- Charles Adams** | Leclerc Foods #362 (New Associate)
- Michelle Fordham** | Target #413 (New Associate)
- Jamie Stark** | Target #250 (Promoted Associate)
- Greg Pinkerton** | Northrup Grumman #91 (New Associate)
- Caron Martinez** | Target Port Wentworth #419 (Promoted)
- Shari Davis** | Academy Sports #478 (Promoted Associate)
- Roy Clark** | Honda SC #626 (New Associate)
- Frank Thompson** | Mars Petcare (New Associate)
- Dianna Venable** | Citi Group #35 (New Associate)
- Reggie Williams** | Open Arms Hospice #311 (New Associate)
- Janet Elmore** | Various Greenville Accounts (New Associate)
- Dianna Venable** | Citi Group #35 (New Associate)
- Tim Burgett** | Big Lots #473 (New Associate)

# Associate Exclusive

## Life is About Giving Back

When **Patty Lazarus** isn't supporting her account manager in managing multi service operations of the two million square foot Lockheed Martin facility in Orlando Florida, she stays busy helping others. Patty volunteers with the Paralyzed Veterans of America helping to organize and run bass tournaments for disabled anglers.

Patty has volunteered with the organization for the past 4 years running events all over the Southeast United States and serves on the organizing committee for the Central Florida Paralyzed Veteran's bass tournament. Patty volunteers approximately 500 hours annually spending most of her vacation time as well as personal time giving back to our community.



Photos borrowed from the Paralyzed Veterans of America Website



Patty relies on her strong managerial skills to organize the food service, registrations and volunteers for these events. These tournaments are very labor intensive due to the nature but she does an excellent job as stated by National PVA Associate Sports Director, Alan Earl "Whenever Patty and her husband show up for one of our events from Maryland to Florida I rest a lot easier because of her strong "Can Do" attitude I know everything will be taken care of with a smile."

PARALYZED VETERANS OF AMERICA



For more information on these events or to volunteer, drop her a line at [pattylazarus@earthlink.net](mailto:pattylazarus@earthlink.net) or check out the PVA website at [www.pva.org](http://www.pva.org)

## An Associate's Innovation Leads to a Customer's Cost Savings

My name is Renee Dill and I am the quality engineer for the tire assembly department for Cooper Tire & Rubber Company.



I have had the privilege of working with **George Wilson** on one of our task force teams.

One of the projects for the task force team has been to keep the tire assembly area cleaner. I discussed with George an idea that I had for shop vacuums. I needed a way to use the shop vacuums around the machines but not have the safety hazard of the electric cords.

George thought up a design of having the shop vacuums be

powered by generators. He used a generator that had quiet operations and was easy to start. I am attaching a picture. The shop vacuums powered by generators have allowed us to have a cleaner work area & have allowed the IH employees to be more productive. We have also created a two week cleaning schedule for the IH employees in the tire assembly area for use of the shop vacuums at different building machines.

George and the IH employees have worked very hard in the Tire Assembly area to make it a clearer work area.

I am very grateful to have George on my team and value all his hard work. We are already seeing cost savings due to the shop vacuums and generators.

Sincerely

Renee Dill | Cooper Tire & Rubber Company, Task Force Team

## Meet the IH Services Corporate Emergency First Response Team

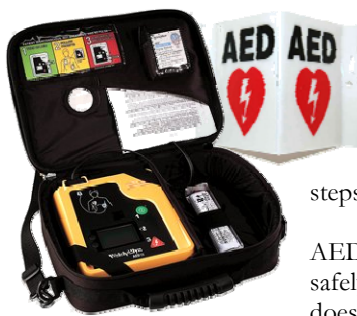
This week, our Corporate Emergency First Response Team earned their Primary Care (CPR) certification for the third time in six years (a certification is valid for a 2-year period).

This important course taught our team how to respond to life-threatening emergencies and focuses on primary care through a combination of knowledge development, skill development and realistic scenario practice to make sure they have the confidence in their ability to provide care when emergency situations arise. Skills taught in this course included:

- Scene Safety Assessment Universal Precautions
- Communicable Disease Protection, including barrier use CPR
- Conscious and Unconscious Obstructed Airway Management (aka Heimlich Maneuver)
- Jaw Thrust CPR on Possible Spinal Injury Patients
- As well as the use of an Automated External Defibrillator (AED) that we have available in our corporate office



Michael Putnam, Matt Nesbett, Ryan Hendley, James Van Hook,  
Donna Butler-Hall, Dawn Weber  
(Not Pictured: Taylor Bruce and Gail Grant)



### What is an AED?

The automated external defibrillator (AED) is a computerized medical device. An AED can check a person's heart rhythm. It can recognize a rhythm that requires a shock. And it can advise the rescuer when a shock is needed. The AED uses voice prompts, lights and text messages to tell the rescuer the steps to take.

AEDs are very accurate and easy to use. With a few hours of training, anyone can learn to operate an AED safely. There are many different brands of AEDs, but the same basic steps apply to all of them. The AHA does not recommend a specific model.

### Why should people who are responsible for operating an AED receive CPR training?

Early CPR is an integral part of providing lifesaving aid to people suffering sudden cardiac arrest. CPR helps to circulate oxygen-rich blood to the brain. After the AED is attached and delivers a shock, the typical AED will prompt the operator to continue CPR while the device continues to analyze the victim.

### If AEDs are so easy to use, why do people need formal training in how to use them?

An AED operator must know how to recognize the signs of a sudden cardiac arrest, when to activate the EMS system, and how to do CPR. It's also important for operators to receive formal training on the AED model they will use so that they become familiar with the device and are able to successfully operate it in an emergency. Training also teaches the operator how to avoid potentially hazardous situations.

## Heart Attack!



American Heart  
Association   
*Learn and Live.*

### Know the Signs

- Uncomfortable pressure, squeezing, fullness or pain in the center of the chest that lasts more than a few minutes or that goes away and comes back
- Discomfort in other areas of the upper body
- Shortness of breath with or without chest discomfort
- Other signs can include cold sweat, nausea or light-headedness

### Know What to Do

- Recognize the signs and act at once
- Have the victim sit or lie down
- If the pain lasts more than a few minutes, phone 911 (or other emergency response number) and get the AED (if available) or send someone to phone 911 and get the AED.
- Give CPR if necessary



By Jim Sheehy

**S**tarting in this issue and becoming a regular column in the newsletter will be “The Green Connection”. The mission will be to inform and educate all our associates on the concepts of Green Cleaning and its execution.

At the 2009 ISSA/InterClean Trade Show, one of the main themes was on Green Cleaning, with almost every equipment manufacturer and chemical supplier having a specific slant on how their products were not only Green, but would help make YOU Green.

The CIMS Certification that our company was awarded a few years ago now has a separate “Green Certification” for companies that meet the CIMS-GB Requirements. In order to qualify for this new certification, the concept of being Green, or “environmentally preferred”, now has been added to our management “Best Practices”.



The meaning of “Green” does not have a legal or regulatory definition. It has been defined as “environmentally preferable”, and this has been adopted by the cleaning industry. When we talk about Green, we are talking about products or procedures that have less impact on the environment than competing products or procedures.

One of the best definitions of Green Cleaning is “cleaning to protect health without harming the environment”. This is also known as Stewardship.

When we are given the responsibility of cleaning buildings, our goal is to use products that have the least impact on the people and the environment that we are servicing. This is considered being good stewards.

The goal of Green Cleaning is to clean to protect the health of the people without harming the environment. This is the win-win situation that companies are always looking for.

The best way to look at Green Cleaning is to think of it as a journey. Everything we do is better for the environment and we are continually improving what and how we do it. Green Cleaning is not a product and it has no end. It is a concept that focuses on creating the healthiest, highest performing indoor environment that meets the needs of the occupants and reduces the impact on the environment.

IH Services has been using Green products for years and will continue to focus on the best products and procedures for the jobs we do.

Future issues will contain guidelines on how we can continue the Green journey and the information on the products and procedures to get us there.

*(Continued from page 4)* **Why Employees Resist Change**

improvement. Focusing only on their part of the operation, they fail to realize that change is needed in order for the organization to stay competitive. They may resist forward movement because they are satisfied with the way things are going. Their current status is quite sufficient, and they wish to maintain business as usual.

### 9. Fear of the Unknown

Employees may resist change simply because it is something unfamiliar. Not knowing much about the specifics of the change, they may imagine a worst case scenario, which can be scary. They let fear of the unknown become their rationale for not giving the change a chance. These employees may acknowledge that a problem exists and agree that a change might improve it. However, they worry that the proposed change might actually make things worse! Their fear causes them to place roadblocks in the movement toward change.

### 10. Fear of Personal Impact

Viewing change from a personal standpoint, some employees may respond by asking how the change will benefit them directly. Will it make their job easier? Will they have to work harder? Will the change put their job security in jeopardy? Will the change force them to work with different people or learn a new job?

These are all initial responses you may experience when you announce an organizational change to employees. Once you understand why some employees resist change and realize that their reactions are perfectly normal, you will be better able to change their attitudes and turn their resistance into cooperation.

~Peter Barron Stark & Associates  
www.pbsconsulting.com

# 8 Ways You Can Stay Healthy at Work

- ◆ **Maintain a healthy lifestyle** through rest, diet, exercise, and relaxation.
- ◆ **Wash your hands frequently** with soap and water for 20 seconds or use an alcohol-based hand cleaner if soap and water are not available. Be sure to wash your hands after coughing, sneezing, or blowing your nose.
- ◆ **Avoid touching your nose, mouth, and eyes.** Germs spread this way.
- ◆ **Cover your coughs and sneezes with a tissue,** or cough and sneeze into your elbow. Dispose of tissues in no-touch trash receptacles.
- ◆ **Keep frequently touched common surfaces clean,** such as telephones, computer keyboards, doorknobs, etc.
- ◆ **Do not use other workers' phones, desks, offices, or other work tools and equipment.** If you need to use a co-worker's phone, desk, or other equipment, clean it first
- ◆ **Don't spread the flu! If you are sick with flu-like illness, stay home.** Symptoms of flu include fever (100 degrees Fahrenheit or 38 degrees Celsius) or chills *and* cough or sore throat. In addition, symptoms of flu can include runny nose, body aches, headache, tiredness, diarrhea, or vomiting. CDC recommends that sick workers stay home if they are sick with flu-like illness until at least 24 hours after they are free of fever without the use of fever-reducing medicines.
- ◆ **Get vaccinated against seasonal flu,** when vaccine is available in your area. If you are at higher risk for 2009 H1N1 flu complications you should receive the 2009 H1N1 flu vaccine when it becomes available. People at higher risk for 2009 H1N1 flu complications include pregnant women and people with chronic medical conditions (such as asthma, heart disease, or diabetes). For more information about priority groups for vaccination, visit [www.cdc.gov/h1n1flu/vaccination/acip.htm](http://www.cdc.gov/h1n1flu/vaccination/acip.htm).

## For more information:

- **Visit:** [www.flu.gov](http://www.flu.gov)
- Contact CDC 24 Hours/Every Day
- 1-800-CDC-INFO (232-4636)
- TTY: (888) 232-6348
- [cdcinfo@cdc.gov](mailto:cdcinfo@cdc.gov)

