A Message from our IEHA President-Elect
By Zainudeen (Deen) Popoola, MBA, REH

Dated June 5, 2017

Colleagues:
I would like to use this medium to inform and update you on the merger between IEHA and ISSA. After the members and the Board of Directors voted and approved the two Associations merging together, the Board agreed to travel to the ISSA headquarters in Chicago to finalize the merger document and to carry out the mandate of the members vote in support of the merger.

On Friday, June 2, 2017, President Michael Patterson, MREH, President Elect Zainudeen Popoola, REH, Wanda Joyce, REH, Secretary Treasurer, Directors at Large: Arthur Coleman, CEH and Isaac Johnson, REH, and Office Manager Jody Thomas, met with the ISSA leadership team headed by their Executive Director Mr. John Barrett. Additionally, all Board Members that were unable to attend were given the opportunity to be updated via conference call. The following board members were conferenced in: Ada Baldwin, MREH, Thomas Jones, CEH and Madeline Chang, REH.

The following is a summation of what was accomplished:

• The merger document was signed by both Associations and the merger shall be effective July 01, 2017.
• With the merger being completed - IEHA shall be known as: IEHA a Division of ISSA. The IEHA Board shall meet once a year during the month of June with its ISSA counterparts to discuss and set up the strategic plan for the year.
• The IEHA fiscal budget year will change from July 1 through June 30 to December 1 through November 30. This change will be effective December 1, 2018.
• The IEHA Chapters and their Chapters officers shall continue to do its business according to the current policies and procedures until the IEHA by-laws committee can look at the current by-laws to change what is considered to be outdated and realign with ISSA by-laws.
• All Chapter treasuries shall remain within each of the Chapters.
• All current IEHA office staff shall become ISSA staff with all benefits and remuneration effective July 01, 2017.
• ISSA will help IEHA in selling its obligated hotel room nights for the 2017 Convention in September 2017 in Las Vegas where/if IEHA cannot sell all its obligated hotel room nights.
• ISSA and IEHA shall work together on the hotel location for the 2018 Convention scheduled for Dallas, TX.
• ISSA will transition about 170 members from their in-house membership category to IEHA.
• All IEHA accounting methods shall be streamlined for effectiveness and align with ISSA accounting procedures.
• In collaboration with our IEHA website designer, ISSA shall provide support for more exposure in all facets of social media and its marketing strategy to give more exposure to IEHA and its members.
• The digital EHT magazine that is currently emailed to the membership will change and become a printed version as well that will be mailed to every member of IEHA after publication.

Colleagues, this is what we accomplished in one day and more to come soon.

On another note, I would like to inform our members that the Board of Directors has decided to take down all information (pro and con) on the Unify site that deals with the merger. Let us go back to using Unify for what it was created for - sharing technical knowledge among members.

On behalf of your Board of Directors, I would like to thank each of you for trusting us to carry out this important venture for the sustainability of our Association. I understand some members may still have doubts about this merger, I would encourage you to be patient and let us join hands together to uplift our Association and grow together for another 88 years.

Thank you,
Zainudeen I. Popoola, REH
President-Elect
HISTORY IS MADE!
THE IEHA/ISSA MERGER HAS BEEN APPROVED!

MERGE RESULTS ARE IN

WE HAVE JUST MADE HISTORY!
We would like to take this opportunity to thank each of you for your devotion and passion for IEHA. The membership has spoken and your results are below.

OFFICIAL CERTIFICATION LETTER FROM 3RD PARTY INDEPENDENT TABULATION COMPANY
Generated On: May 26, 2017 10:06 EST
Pursuant to the request of the client who designated Votenet Solutions, Inc. to implement its online voting solutions, eBallot4, to authenticate eligible voters and tabulate submissions for the IEHA Merger Vote for the date May 25, 2017 through a secure voting site at eballot4.votenet.com/association.
After completing our audit process, Votenet Solutions, Inc. hereby certifies that during the course of the event that eBallot was performing optimally, experienced no downtime and never experienced a security lapse.
After checking our multiple results databases for tampering by technicians, Votenet Solutions, Inc. further certifies that the results in both databases match and the online vote was conducted fairly and honestly. It is our opinion that online submissions for your event were tabulated in a fair and impartial way and are deemed accurate.
Michael Tuteur
President and Chief Executive Officer Votenet Solutions, Inc.

Certification of Results and Audit Report on Activity and Integrity Report Generated: May 26, 2017 10:06 EST
Prepared by: Votenet Solutions PRIVATE AND CONFIDENTIAL

Balloting Services Division
Total Number of Eligible Voters: 1361
Number of Valid Online Ballots Cast: 385
Overall Participation: 28.29%
Results
Election: IEHA Merger Vote
Results by Question
Should IEHA merge with ISSA?
Total Voters:1361
Choice Votes Percentage
YES 356 93%
NO 28 7%

Congratulations to All of YOU and I am so very proud to be a part of this!
Thank you all!
“I realized there was a great deal I did not know about the business. I presumed that a conference of successful distributors, drawn from various metropolitan cities, would result in an exchange of ideas that would be beneficial to all.”

This was the basic vision of Alfred Richter, who founded the National Sanitary Supply Association in 1923.

Richter understood that the cleaning industry needed to unite as a community—not only for the betterment of its members, but also for the health of the nation. Based on these ideals, the association grew from its few founding members to a worldwide organization, and in 1966, to reflect its growing international membership, the association changed its name to International Sanitary Supply Association. Then, in 2005, the association embraced cleaning service providers, prompting the association to change its name and tagline simply to: ISSA—The Worldwide Cleaning Industry Association.

ISSA’s 93 years of experience can mean success for your future. ISSA has alliances with more than 75 local, regional, and national associations as well as industry, government, and other leading corporate and community entities around the world. These are in addition to its own offices in Northbrook, IL; Amsterdam, Netherlands; Leicester, United Kingdom; Monterrey, Mexico; and Shanghai, China.

Enrich your company and educate your employees by connecting with more than 6,400 distributor, wholesaler, manufacturer, manufacturer representative, building service contractor, in-house service provider, publisher, and associate members from around the world.

ISSA is committed to advancing the vision of its founder—making you the ultimate success.
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IEHA’s 51st Annual Conference and Convention

Since 1930, IEHA has been the premiere Association for professionals in the cleaning industry, providing the leading education and networking opportunities to keep our members and attendees to our conference at the top of their game. This year, the IEHA team is headed to Bally’s in Las Vegas to celebrate 51 years of meeting excellence!

All-Inclusive Packages
for IEHA’s 51st Educational Conference

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<th>Night</th>
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<th>Regular (non-member)</th>
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<th>6 Nights (member)</th>
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ALL INCLUSIVE PACKAGES INCLUDE: Hotel lodging at Bally’s in Las Vegas, Nevada, unlimited local phone calls, discounted parking, complementary WiFi in all meeting and guest rooms, all IEHA and ISSA educational sessions, entry to the ISSA/INTERCLEAN® tradeshow, keynote addresses, IEHA Welcome Party, food functions and transportation to and from the convention center (on tradeshow days), commemorative registration bag and gifts.

PECP Boot Camp
at IEHA’s 51st Educational Conference

$1,850 (member)
$2,000 (non-member)

BOOT CAMP REGISTRATION INCLUDES: 2-Day Boot Camp held at Bally’s Las Vegas, Sept. 10-11, 2017. Includes full PECP Online and study guide online, training, testing, breakfasts and lunches. This does not include any Conference package. * Individuals who have already purchased the PECP materials can attend for a registration fee of $895.

Registration Only
for IEHA’s 51st Educational Conference

Regular Registrant

$599 (member)
$799 (non-member)

REGISTRATION ONLY PACKAGES INCLUDE: IEHA and ISSA educational sessions, entry to the ISSA/INTERCLEAN® tradeshow, key note address, IEHA Welcome Party, food functions and transportation to and from the convention center (on tradeshow days), commemorative registration bag and gifts.

What you can expect to experience at IEHA’s 51st Conference and Convention held in conjunction with ISSA/INTERCLEAN®: More than 12 hours of education from leading authorities to help you become a better manager and run a more efficient operation * Opportunities to network and consult with other industry professionals throughout a variety of industries * Access to the latest products and technologies in the industry at ISSA/INTERCLEAN®. For additional details or questions, please contact the IEHA HQ at (800) 200-6342 or by email at excel@ieha.org. You can also register online at https://www.ieha.org/showreg.php?id=23&memstatus=nonmem
IEHA’S CONFERENCE & CONVENTION  
In Conjunction with ISSA/INTERCLEAN®

People, Purpose, Passion - Your Pathway to Success

SEPTEMBER 10-16TH, 2017 | BALLY’S LAS VEGAS

SUNDAY, SEPTEMBER 10

7:30 a.m. - 8:00 a.m.  IEHA Boot Camp Registration  Bally’s | Palace 4/5
8:00 a.m. - 5:00 p.m.  IEHA Boot Camp  Bally’s | Palace 4/5

MONDAY, SEPTEMBER 11

7:30 a.m. - 4:30 p.m.  IEHA Boot Camp  Bally’s | Palace 4/5
7:30 a.m. - 4:00 p.m.  IEHA Registration  LV Convention Center | Grand Lobby
8:00 a.m. - 5:00 p.m.  ISSA Education  LV Convention Center | Grand Lobby
11:45 a.m. - 12:45 p.m.  ISSA Lunch & Learn  LV Convention Center
5:00 p.m. - 11:00 p.m.  IEHA Registration  Bally’s | Palace 3
7:00 p.m. - 11:00 p.m.  IEHA Welcome Party  Bally’s | Skyview 3
TBD  LV Convention Center
TBD  LV Convention Center
TBD  LV Convention Center
TBD  LV Convention Center

TUESDAY, SEPTEMBER 12

8:00 a.m. - 4:00 p.m.  IEHA Registration  LV Convention Center
10:00 a.m. - 5:30 p.m.  ISSA/INTERCLEAN® Exhibits  LV Convention Center
10:00 a.m. - 5:30 p.m.  ISSA Education  ISSA Education Theatre

THIS SCHEDULE IS TENTATIVE AND SUBJECT TO CHANGE
WEDNESDAY, SEPTEMBER 13
8:00 a.m. - 4:00 p.m.  IEHA Registration  LV Convention Center
9:00 a.m. - 5:00 p.m.  ISSA Tradeshow and Education  LV Convention Center
10:00 a.m. - 5:00 p.m.  IEHA Director-at-Large Meetings  LV Convention Center
(Schedule TBD)  Location TBD

THURSDAY, SEPTEMBER 14
8:00 a.m. - 11:00 a.m.  IEHA Registration  LV Convention Center
9:00 a.m. - 1:00 p.m.  ISSA Tradeshow and Education  LV Convention Center
6:15 p.m. - 8:00 p.m.  First Time Attendee & New Member Cocktail Mixer (Invitation Only)  Bally’s | Skyview 1

FRIDAY, SEPTEMBER 15
7:30 a.m. - 3:00 p.m.  IEHA Registration  Bally’s | Palace 3
7:30 a.m. - 8:00 a.m.  IEHA Breakfast  Bally’s | Skyview 5/6
8:15 a.m. - 11:30 a.m.  IEHA Vendor Educational Event  Bally’s | Skyview 5/6
12:00 p.m. - 4:00 a.m.  Working Lunch/IEHA Afternoon Educational Sessions  Bally’s | Skyview 5/6
6:30 p.m. - 10:00 p.m.  IEHA Business and Awards Session  Bally’s | Skyview 5

SATURDAY, SEPTEMBER 16
7:30 a.m. - 3:00 p.m.  IEHA Registration  Bally’s | Palace 3
7:30 a.m. - 8:00 a.m.  IEHA Breakfast  Bally’s | Skyview 5/6
8:15 a.m. - 11:30 a.m.  IEHA Educational Events  Bally’s | Skyview 5/6
12:00 p.m. - 1:00 p.m.  IEHA Open Panel Luncheon  Bally’s | Skyview 5/6
1:15 p.m. - 4:00 p.m.  IEHA Educational Events  Bally’s | Skyview 5/6
7:00 p.m. - 10:00 p.m.  IEHA Farewell and President’s Reception  Bally’s | Skyview 5/6

FOR THE LATEST SCHEDULE, PLEASE GO TO WWW.IEHA.ORG/CONVENTION
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Tide Professional is the only professional laundry system clinically tested to be gentle on sensitive skin.

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* According to a survey on employee satisfaction of over 1000 P&G Professional current on premise laundries and conducted in April, 2013.
* US. Leading Alkaline Laundry System.
Q: What motivated you to transition to housekeeping from the front office? What other hotel departments have you worked in previously?
A: I wanted to learn the heart of the business and because housekeeping is the biggest department with the biggest budget I felt this was a step I clearly wanted to take for the challenge and the growth of knowledge. I’ve worked in front office in various positions and then as an Operations Administrator.

Q: How many years of front office experience do you have and what was your title?
A: I have 11 years front office experience and 5 years administrator experience. In front office I held titles such as Bell Clerk, PBX Operator, Room Blocker, Guest Service Agent, Night Auditor, Guest Services Manager and Front Office Manager.

Q: How many years have you been in housekeeping management?
A: Six months.

Q: What operational similarities have you found in front office and housekeeping?
A: They both are very important to the resort operation. Both departments have the same goal: to provide a great experience for our guests.

Q: What was the best piece of training or advice you received regarding entering the housekeeping profession?
A: I can’t really say that I received a piece of training or advice except it was really encouraging to always hear that I would learn a lot and it’s a great move.

Q: How is handling guest complaints or concerns similar in housekeeping versus front office?
A: Guests just want to be heard and know that you understand what the concern is. They also appreciate it when you take responsibility for the error. I handle guest complaints entirely the same, never giving excuses, just solutions.

Q: How does it differ?
A: Most times the housekeeping complaints are tangible things and can be fixed but Front Office is mostly intangible, which is based on an expectation, experience or feel and we can’t fix that; we can only apologize.

Q: What is your biggest challenge in your housekeeping management duties?
A: Not having enough staff and still trying to keep them motivated and to feel appreciated.

Q: How did you initially interact/engage with your housekeeping employees to encourage them that although you are “new” to housekeeping you still have hotel experience and that change can be a good thing?
A: I was at this property 5 years ago as an administrator so I built a relationship with most of the team and for them I think it was comforting to have a familiar face. I did have a meeting and I made it clear that I would put in the time to learn the department from scratch because I don’t have any experience in Housekeeping and that I also needed them to be patient with me while I learned the day-to-day responsibilities. I also told them that I would rely on their experiences and knowledge to educate me which made them feel needed. I did share with them that because of my background I’d be able to understand the needs of Front Office and Housekeeping to makes things simpler and more effective at the resort and that my goal was to work with the other departments rather than against them.

Q: What other areas of the hotel would you be interested in managing besides housekeeping and front office?
A: Human Resources would be a department of interest because I have the operations background which allows me to relate to the employees and/or the needs of the management team.
LAS VEGAS, NV

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SEPT. 10 & 11, 2017

Bally’s Las Vegas
3645 Las Vegas Blvd.
Las Vegas, NV 89109

WHO SHOULD ATTEND:
Individuals responsible for managing and directing cleaning and facility management activities in a commercial setting, including hotels, hospitals, schools, government and retail establishments.

WHAT IT IS:
The IEHA Boot Camp is a comprehensive, accelerated review of IEHA’s Professional Education Credentialing Program (PECP), the top credentialing and certification program for professional cleaners. Participants will be guided through the 16 individual modules included in the PECP during a two-day period. Upon completion, participants will have the opportunity to test for their Certified or Registered Executive Housekeeper designation.

Individuals who participate in the PECP Boot Camp will be able to immediately apply newly learned skills, ask questions, reference real-world examples and institute proven best-practices. This has a positive outcome for the individual, their peers and the facilities they represent. IEHA has a proven record of providing top-notch education and member support programs.

PRICING:
Single attendee:
$1,850 - IEHA member rate
$1,950 - IEHA non-member rate
(includes one year of membership)

Five (5) or more from your organization:
$1,550-attendee - IEHA member rate
$1650-attendee - non-member rate
(includes one year of membership)

This includes: Access to the PECP online, study guide, video, two-days of instruction, a final exam and award ceremony. This session will be facilitated by Michael Patterson, MNA, MREH, IEHA President. *No refunds will be issued up to 90 days before class and no transfers.

ACCOMMODATIONS:
Please contact the Association Office to make your hotel reservations so you can receive the special rate dedicated to the IEHA Room Block.

REGISTER:
Contact Jody Thomas at IEHA’s Administrative Offices by phone at (800) 200-6342 or by email at jthomas@ieha.org.
Alsco offers:
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- food • wine/ juice/ coffee • hair dye • blood • etc.

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- cigar/ cigarette/ ash burns • iron burns/ large burns

“Permanent” Discolorations Removed
Original Color/ Pattern Restored

Burn/ Melted Fiber Removed
Original Color/ Pattern Restored

Old, “Permanent” Bleach Stains;
Color/ Pattern Loss:
- Bleach/ Cleaning Products • Medications
- Sunfade • etc.

Sun Damage

Bleach Stains

Original Color/ Pattern Restored
Bleach Stains Removed
Original Color/ Pattern Restored

Actual Photos: Anaheim, CA
Actual Photos: Bay Area, CA
Actual Photos: Santa Monica, CA
Actual Photos: Guam

Bob & Mary Check-In to their $200+ room...
Meanwhile, you worry... “PLEASE NO bad TripAdvisor Reviews...”
but... we REALLY don’t want to go Replacement NOW (!)

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- 100% Green
- Rooms Can be Occupied (!)
- Clear Quotes & No Surprises

“... whenever you come, we always get our problem stains removed by you and you are right we are getting fewer stains when we keep up...” (AR, Director of Services, Marriott Resort and Spa, Hawaii)

“... thanks for your help we really appreciate your burn and stain removals... this has saved us over $20K in restoration costs...” (DG, Executive Housekeeper, LC Resort & Spa, California)

“Bula Paul, you saved us over $3,000 FJD per Villa you fixed for us. Vinaka vakalevu and thank you...” (Mr. Sudhir, Managing Director, VHR, Fiji)
† In Memoriam: Jin Lee †
Executive Housekeeper, Hilton Waikiki Beach Hotel

Calendar of Events

“Celebrating a Lifetime of Friends”
Aug. 16, 2017 • 5:30 to 9 p.m.
Free of charge for all CURRENT IEHA members
Hawaii Convention Center • Room #311

International Housekeepers Week Sept. 10-16, 2017

IEHA 51st Annual Convention Sept. 11-16, 2017
Bally’s Las Vegas • Las Vegas, NV

IEHA-Hawaii Chapter PRESENTS

Celebrating a Lifetime of Friends
Hawaii Convention Center
1801 Kalakaua Avenue // Parking $10
Ono Pupus // No Host Cocktails

16 AUG 2017
5:30PM – 9PM

Featuring
Henry Kapono

Current Members
& 1 Guest FREE
Additional Guests
$35

Limited Seating // RSVP by 4 AUG 2017 Firm to:
t.calabrese60@gmail.com or 808-294-2242
Welcome New Members!

Norma Abreu • Tripler Army Medical Center
Jennifer Agdeppa • Hokulani Waikiki by Hilton Grand Vacations
Paul Bruesehoff • The Carpet Magician
Michelle de Peralta • Sysco Guest Supply
John Doi • Ecolab
Lita Domingo • Lotus Honolulu at Diamond Head
Tiffany Hasegawa • Ganir & Company
Shay Lam • Outrigger Hotels & Resorts
Lenie McKay • Ramada Plaza Waikiki
Madelyn Sales • Imperial Hawaii Resort
Windy Seguancia • Wyndham at Waikiki Beach Walk
Ofelia Valdez • Embassy Suites by Hilton Waikiki Beach Walk
Baron Yamamoto • Ecolab

Hawaiian Proverb
‘E noho iho i ke opu weuweu, mai hoʻokiʻekiʻe.

Remain among the clumps of grass and do not elevate yourself.

• IEHA - Maui Chapter Elects New Officers •
By IEHA Digest Staff

The IEHA - Maui Chapter held its first meeting of 2017 on April 19 at Aston Kaanapali Shores.

A new slate of officers was elected during the meeting, as well as an educational program that featured pest control solutions from Terminix and how to detect bed bugs using a highly-trained service animal from Kilohana K9.

Several members from the Hawaii Chapter, including President Hao Dang-Tanacsos and Director-at-Large Madeline Chang, flew in from the Big Island and Oahu just for the day to support our sister chapter.

Their next chapter meeting will be held on Weds., July 26 at Maui Linen, where Manny Go will provide a close-up tour of the facility.

During the Weds., Oct. 18 meeting they will conduct demonstrations on floor care, carpet care, as well as stain and odor removal.

Congratulations to the newly elected officers. The Hawaii Chapter is excited to be a part of the many great things ahead! Let us know how we can help!

L to R: Secretary Filomena Faletoi, Treasurer Manny Go, Board of Director Todd Kawasaki, President Stephanie Parilla, Vice President Trixy Nuesca.

IEHA - Maui Chapter Executive Officers and Board
President: Stephanie Parilla • Maui El Dorado by Outrigger
Vice President: Trixy Nuesca-Ganer • Aston Kaanapali Shores
Secretary: Filomena Faletoi • Hyatt Residences
Treasurer: Manny Go • Maui Linen Supply
Board of Director: Todd Kawasaki • Maui Chemical
Board of Director: Linda Mrasek • Sysco Guest Supply
Make a great first impression.

Whether it’s your lobby or your landscaping, every detail of your hotel property has an impact on guest perception. Let Cintas help keep you Ready™ with a suite of customized solutions including custom designed aloha wear, outerwear, branded floor mats, first aid and compliance training, AEDs and more.

For more information, call 808.834.2662 or visit cintashawaii.com

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