

2019 ISSA Conference Sessions

Session Title	Date and Time	Location	Speaker(s)
IEHA, a Division of ISSA, Welcome Reception	11/17/2019 6:00 - 08:00	Bally's - Skyview 5 & 6	
Deming Principles Leadership Clinic sponsored by Kaivac, Inc.	11/18/2019 7:30 - 11:30	N234	Kevin Cahill
CIMS ISSA Certification Expert (I.C.E.) Workshop Part 1 of 2	11/18/2019 8:00 - 11:30	N238	Dave Frank
Ingredient Communications Workshop	11/18/2019 8:00 - 04:45	N114	
Welcome to the Green Clean Schools Movement	11/18/2019 8:30 - 09:15	S231	Mervin Brewer, Rochelle Davis
ISSA Spotlight Speaker - Opportunity Rocks: Rock Star Performance Equals Rock Star Results sponsored by Tork, an Essity brand	11/18/2019 9:30 - 10:30	ISSA Bistro	Marvelous Mark Kamp
Epidemiology and Environmental Services	11/18/2019 10:45 - 11:30	S219	Katie Pisciotta
Distributor Insight: Marketing in the Digital Age	11/18/2019 10:45 - 11:30	S220	Tracy Robertson, Allison Fitch-Markham, Bryan Smith, Cali Sartor
Floor Care Sustainability on a Budget sponsored by Charlotte Products Ltd.	11/18/2019 10:45 - 11:30	S224	Jim Flieler
Coming Clean About Being Green sponsored by Contec, Inc.	11/18/2019 10:45 - 11:30	S226	Mark Wiencek
Building a Self-Motivated Workforce for Residential Cleaners	11/18/2019 10:45 - 11:30	S228	Martha Woodward
Managing Four Generations in the Workplace	11/18/2019 10:45 - 11:30	S229	Jeffrey Butler
Green Cleaning 101: Jump-Start Your School's Green Cleaning Program	11/18/2019 10:45 - 11:30	S231	Kimberly Thomas, Mark Bishop, Tony Almeida

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Hiring The Productive and Legal Way	10:45 - 11:30	S233	Wendy Christie
ISSA Lunch and Learn: Culture Eats Strategy for Breakfast sponsored by Essendant	11/18/2019 11:45 - 01:00	ISSA Bistro	Kristen Hadeed
Deming Principles Leadership Clinic sponsored by Kaivac, Inc.	11/18/2019 1:00 - 05:00	N234	Kelly Allan
More Than Cleaning: How EVS Impacts the Patient's Experience	11/18/2019 1:15 - 02:00	S219	Stephanie Atwood
Selling Strategies for Today's Disruptive Distributor Reality	11/18/2019 1:15 - 02:00	S220	Jim Pancero
Elevating Cleaning Practices: A Cutting-Edge Approach sponsored by Veritiv	11/18/2019 1:15 - 02:00	S224	Michael Parks
It's a Big World Out There: The Impact of Global Cleaning Trends on the US sponsored by Nilfisk	11/18/2019 1:15 - 02:00	S226	Annika Jeppesen, Mike Ryan
Maximize Sales Results Through Proper Management	11/18/2019 1:15 - 02:00	S229	Tim Miller
How Your Cleaning Program Affects Your School's IAQ	11/18/2019 1:15 - 02:00	S231	Mervin Brewer, Shawna Cragun, Tracy Enger
The Digital Consumer: How Residential Cleaners Can Reach Them Part 1	11/18/2019 1:15 - 02:00	S233	Marcus Sheridan
CIMS ISSA Certification Expert (I.C.E.) Workshop Part 2 of 2	11/18/2019 1:15 - 05:00	N238	Dave Frank
Positive Effects of a Safety Approach to EVS	11/18/2019 2:15 - 03:00	S219	Steven Johnson
E-Commerce Trends for Tomorrow's Distributors	11/18/2019 2:15 - 03:00	S220	Brett Haney, Dan Dillon, Ailene Grego
Innovation and Insights: How to Take Your Internet of Things (IoT) Initiative to the Next Level sponsored by Hydro Systems Co.	11/18/2019 2:15 - 03:00	S224	Serge Joris
Customer Experience: Invest Today for a Profitable Tomorrow sponsored by Kimberly-Clark Professional*	11/18/2019 2:15 - 03:00	S226	Tracy Robertson
Million Dollar Leadership	11/18/2019 2:15 - 03:00	S229	Mike Champion
Green Cleaning as Part of a Sustainability Plan in Education	11/18/2019 2:15 - 03:00	S231	Aaron Uresti, Christopher Raines, Mike Jones, Deon Glaser
The Digital Consumer: How Residential Cleaners Can Reach Them Part 2	11/18/2019 2:15 - 03:00	S233	Marcus Sheridan
From Worst to First: Hospital + IEHA Certified Perioperative Training = Success	11/18/2019 3:15 - 04:00	S219	Jack McGurk, Jeff Posnick

Getting Inside Your Client's Mind	11/18/2019 3:15 - 04:00	S220	Stu Schlackman
TBD - Thought Leadership Sponsored	11/18/2019 3:15 - 04:00	S224	
IoT and Smart Buildings: Investing in Your Facility sponsored by Kimberly-Clark Professional*	11/18/2019 3:15 - 04:00	S226	David Mowbray
Best Practices for Progressive Discipline and Termination	11/18/2019 3:15 - 04:00	S228	Wendy Christie
A Leadership Guide to Navigating Change	11/18/2019 3:15 - 04:00	S229	Jenean Perelstein
Emerging Cleaning Challenges on School Campuses	11/18/2019 3:15 - 04:00	S231	Tracy Enger, Keith Webb, Jodi Krause, Gene Woodard
Build a Cleaning Business that Runs Itself	11/18/2019 3:15 - 04:00	S233	Debbie Sardone
ISSA Member Special Session: New Health Insurance and Employee Benefits	11/18/2019 4:15 - 05:00	S233	TJ Bullock
ISSA Welcome Reception	11/18/2019 7:00 - 09:00	Bally's - Skyview 5 & 6	
ISSA CMI Carpet Care Certification: Key Elements to Superior Carpet Care	11/19/2019 8:00 - 10:00	S220	Jeff Cross
Hotel Housekeeping Challenges and Solutions	11/19/2019 8:30 - 09:15	S224	Dina Zemke, Amanda Belarmino
ISSA Attendee Orientation and Show Floor Tours	11/19/2019 8:30 - 10:00	ISSA Bistro	
Residential Cleaner House Cleaning Technician Program - Part 1 of 3	11/19/2019 8:30 - 12:30	S227	Bruce Vance
ISSA General Business Meeting	11/19/2019 8:45 - 09:45	N246	
EVS Health Care Professional: Work Well With Others	11/19/2019 9:30 - 10:15	S219	Steven Johnson
ISSA Show Floor Guided Tours	11/19/2019 9:30 - 10:15	S221	
X, Y, and Z: The ABCs of the New Generations	11/19/2019 9:30 - 10:15	S224	Ashli Johnson
Recruiting, Hiring, and Retaining Top Talent	11/19/2019 9:30 - 10:15	S228	Katie Pearse
Don't Gamble Your Future Away: Bet on Supply Chain Talent	11/19/2019 9:30 - 10:15	S229	Marko Bastl, Mark Barratt
Revolutionize Your Business with a Virtual Assistant	11/19/2019	S233	Maria Dorian, Paul Fried

9:30 - 10:15

The Complete No-Touch Restroom sponsored by HOSPECO	11/19/2019 10:15 - 10:45	Innovation Center, Booth 401	Bill Hemann
Servicio al Cliente	11/19/2019 10:30 - 11:00	Solve for X, Booth 2601	Eduardo Labarthe
Hard Floor Care: How to Clean and Maintain the Latest Floor Coverings	11/19/2019 10:30 - 11:00	Specialty Cleaning Theater, Booth 3300	William Griffin
Million Dollar Owner Panel: Ask Them Anything	11/19/2019 10:30 - 11:30	S233	Elena Ledoux, Paul Fried, Yusuf Mehmetoglu, RJ Patel, Carrie Knight, Karina Neff
FoamiQ: Brilliantly Simple sponsored by Spartan Chemical Co., Inc.	11/19/2019 11:00 - 11:30	Innovation Center, Booth 401	Bryan Mangum
ISSA CMI Basic Restroom Care Certification	11/19/2019 11:00 - 01:00	S220	Joel Craddock
How Digital Innovation Changes the Game in the Cleaning Industry sponsored by Tork, an Essity brand	11/19/2019 11:15 - 11:45	Solve for X, Booth 2601	Anna Konigson Koopmans
How to Motivate Your Hotel Housekeeping Team	11/19/2019 11:15 - 11:45	Specialty Cleaning Theater, Booth 3300	Margaret Walker-Shaw
Implementing a Software Solution for Cleaning Management Success sponsored by Janitorial Manager	11/19/2019 11:45 - 12:15	Innovation Center, Booth 401	Jill Kegler
Rethink Your Cleaning Process from RFP to Confirmed Clean: A Conversation sponsored by SoftBank America Robotics	11/19/2019 12:00 - 12:30	Solve for X, Booth 2601	
Water Damage Restoration: Commercial Drying & Opportunities for Contractors	11/19/2019 12:00 - 12:30	Specialty Cleaning Theater, Booth 3300	Larry Cooper
GP PRO, New Pacific Blue Ultra High Capacity Coreless Toilet Paper Dispenser System sponsored by GP PRO	11/19/2019 12:30 - 01:00	Innovation Center, Booth 401	Marida Martin
You Are Not Alone: Isolated Workers and Sexual Harassment	11/19/2019 12:45 - 01:15	Solve for X, Booth 2601	John Nothdurft
Building Your Leadership Team Part 1	11/19/2019 12:45 -	Specialty Cleaning	Liz Trotter

	01:15	Theater, Booth 3300	
Certificación de Limpieza Básica de Superficies Elevadas y Limpieza Básica de Sanitarios Parte I	11/19/2019 1:00 - 05:00	S226	Lourdes Sousa
How Digital Cleaning Makes Staff More Efficient and Customers Happier sponsored by Tork, an Essity brand	11/19/2019 1:15 - 01:45	Innovation Center, Booth 401	Anna Konigson Koopmans
Addressing Staffing Challenges	11/19/2019 1:30 - 02:00	S224	Kimberly Thomas, Mike Jones, Jodi Krause, Gene Woodard, Deon Glaser
Hard Floor Care: Trends, Challenges and Opportunities in 2020 and Beyond	11/19/2019 1:30 - 02:00	Specialty Cleaning Theater, Booth 3300	William Griffin
Don't Get Slimed: Science vs. Biofilms	11/19/2019 2:00 - 02:30	Innovation Center, Booth 401	Greg Whiteley
ISSA CMI Hard Floor Care Certification	11/19/2019 2:00 - 05:00	S220	Mark Warner
Ooh, That Smell: Resolving Foul Odors in the Restroom sponsored by Spartan Chemical Co., Inc.	11/19/2019 2:15 - 02:45	Solve for X, Booth 2601	John Schauff
What is Clean? Is it Clean?	11/19/2019 2:15 - 02:45	Specialty Cleaning Theater, Booth 3300	Lynn Webster
Gaining Share in a Changing Federal Market sponsored by Essendant	11/19/2019 2:45 - 03:15	Innovation Center, Booth 401	Deb Dugas
Recognizing the "Ideal" Salesperson	11/19/2019 3:00 - 03:30	Solve for X, Booth 2601	E Jeff Gardner
Water Damage Restoration: Water Damage Inspections and Implementing Modern Technology	11/19/2019 3:00 - 03:30	Specialty Cleaning Theater, Booth 3300	Larry Cooper
Scott Pro Electronic Hard Roll Towel System sponsored by Kimberly-Clark Professional*	11/19/2019 3:30 - 04:00	Innovation Center, Booth 401	Matt Trute
Discuss Biological Preparedness and Response with GBAC	11/19/2019 3:45 - 04:15	Solve for X, Booth 2601	Patty Olinger
Advanced Interviewing: Ask the RIGHT Questions	11/19/2019 3:45 - 04:15	Specialty Cleaning Theater, Booth 3300	Pam Washington
Augmenting Your Commercial Floor Care with Whiz sponsored by SoftBank Robotics America	11/19/2019 4:15 - 04:45	Innovation Center, Booth 401	Andrew Benitez
Commercial and Residential Carpet Cleaning: Avoid and Resolve Issues	11/19/2019 4:30 - 05:00	Solve for X, Booth 2601	Mark Exner
When an Inspector Calls	11/19/2019 4:30 - 05:00	Specialty Cleaning Theater, Booth 3300	Liz Smith-Mills
ISSA Hygieia Network Awards Reception	11/19/2019 5:30 - 07:00	Bellagio Monet Ballroom	Kathy Walters
ISSA Canada Night	11/19/2019 5:30 - 07:30	Bally's Jubilee Ballroom	

CMI Train the Trainer - Hone Your Training Skills and Empower Your Team - Part 1 of 2	11/20/2019 7:30 - 03:00	S220	Marion Ivey
Residential Cleaner House Cleaning Technician Program - Part 2 of 3	11/20/2019 8:30 - 12:30	S227	Bruce Vance
M&A in the Jansan Sector	11/20/2019 9:00 - 10:00	S221	Mark Herbick, Tim Shea
Rethinking What's Smart: Applying Actionable Automation in the Cleaning Industry Today sponsored by SoftBank Robotics America	11/20/2019 9:00 - 10:00	S222	Brady Watkins
Certificación de Limpieza Básica de Superficies Elevadas y Limpieza Básica de Sanitarios Parte II	11/20/2019 9:00 - 01:00	S226	Lourdes Sousa
Renovate Don't Replace: The Future of Resilient Flooring sponsored by Bona US	11/20/2019 10:15 - 10:45	Innovation Center, Booth 401	Dave Posey
Common Diseases in Health Care Facilities: How Environmental Services Can Reduce Frequency	11/20/2019 10:15 - 11:00	S219	Katie Pisciotta
Growing My Business: What Is the Best Decision for Me	11/20/2019 10:15 - 11:00	S228	Ryan Morgan, Warren Uzialko
Turn \$1k Into a Million-Dollar Business in Three Years	11/20/2019 10:15 - 11:00	S233	Elena Ledoux
On-Site Generation Demystified: What It Is and Isn't	11/20/2019 10:30 - 11:00	Solve for X, Booth 2601	Heidi Wilcox
Hard Floor Care: How to Clean and Maintain the Latest Floor Coverings	11/20/2019 10:30 - 11:00	Specialty Cleaning Theater, Booth 3300	William Griffin
Clean and Green Deicing Practices sponsored by Secure Winter Products	11/20/2019 11:00 - 11:30	Innovation Center, Booth 401	Nate Clemmer
Online Reviews: Character vs. Reputation	11/20/2019 11:15 - 11:45	Solve for X, Booth 2601	Griffin Smith
Water Damage Restoration: Commercial Drying & Opportunities for Contractors	11/20/2019 11:15 - 11:45	Specialty Cleaning Theater, Booth 3300	Larry Cooper
Moving Sustainability Forward: Some Useful Tools	11/20/2019 11:15 - 12:00	S219	Jack McGurk
	11/20/2019		

Elevating Floor Care to Floor Safety	11:15 - 12:00	S224	Russell Kendzior
Automate Your Marketing with a 12-Month Calendar	11/20/2019 11:15 - 12:00	S228	Pam Washington
Fearless: Become an Unstoppable Force	11/20/2019 11:15 - 12:00	S233	Alonzo Adams
The Worlds First Triple Action Urinal Screen with Dual Fragrance sponsored by Vectair Systems, Inc.	11/20/2019 11:45 - 12:15	Innovation Center, Booth 401	Chad Davis
Supporting the Cleaning Needs of Facility Operations	11/20/2019 12:00 - 12:30	Solve for X, Booth 2601	Patrick Okamura
Building Your Leadership Team Part 2	11/20/2019 12:00 - 12:30	Specialty Cleaning Theater, Booth 3300	Liz Trotter
Where to Start When Creating a Smart Building Ecosystem	11/20/2019 12:30 - 01:00	Innovation Center, Booth 401	Greg Scott
How Digital Innovation Changes the Game in the Cleaning Industry sponsored by Tork, an Essity brand	11/20/2019 12:45 - 01:15	Solve for X, Booth 2601	Anna Konigson Koopmans
Service Demystified	11/20/2019 12:45 - 01:15	Specialty Cleaning Theater, Booth 3300	Ashli Johnson
Stretch Your Time, Money and Resources with Kaivac Innovation sponsored by Kaivac, Inc.	11/20/2019 1:15 - 01:45	Innovation Center, Booth 401	Mike Perazzo
Recognize. Respond. Survive. Is Your Organization Prepared?	11/20/2019 1:30 - 02:00	Solve for X, Booth 2601	Andy Sexton, Chad Ayers
Hard Floor Care: Trends, Challenges and Opportunities in 2020 and Beyond	11/20/2019 1:30 - 02:00	Specialty Cleaning Theater, Booth 3300	William Griffin
Bringing Cleaning Equipment into the 21st Century sponsored by Intelligent Cleaning Equipment, USA	11/20/2019 2:00 - 02:30	Innovation Center, Booth 401	Kris Dhrkop
State of Labor	11/20/2019 2:15 - 02:45	Solve for X, Booth 2601	John Nothdurft
Partnerships Between Industry and Academia Can Be Fruitful	11/20/2019 2:15 - 02:45	Specialty Cleaning Theater, Booth 3300	Dina Zemke
New All-Purpose Super Cleaner Dries in Seconds sponsored by Kleenz-Dri	11/20/2019 2:45 - 03:15	Innovation Center, Booth 401	Ryan Doerr
Powering Facility Equipment in the Future sponsored by Cummins	11/20/2019	Solve for X, Booth	

Facility Services & Facility Genius	3:00 - 03:30	2601	Jill Frey, John Katsoudas
Water Damage Restoration: Water Damage Inspections and Implementing Modern Technology	11/20/2019 3:00 - 03:30	Specialty Cleaning Theater, Booth 3300	Larry Cooper
Maximize Hours and Minimize Cost with the new Hoover Commercial MPWR 40V Cordless System sponsored by Hoover Commercial	11/20/2019 3:30 - 04:00	Innovation Center, Booth 401	Rachel Lego
How IAQ Issues Impact Cleaning Protocols	11/20/2019 3:45 - 04:15	Solve for X, Booth 2601	D. Douglas Hoffman, Steve Hergott, Louis Adams, Alvaro Zuluaga, Lance Eisen
Clean any Size Hotel and Meet Customer Expectations Consistently	11/20/2019 3:45 - 04:15	Specialty Cleaning Theater, Booth 3300	Margaret Walker-Shaw
Seguridad en el lugar de trabajo	11/20/2019 4:15 - 04:45	Innovation Center, Booth 401	Arnaldo Rodriguez
The Green Sports Movement and Greener Cleaning in Sports Facilities	11/20/2019 4:30 - 05:00	Solve for X, Booth 2601	Steve Ashkin
ARCSI Professional Image Awards Ceremony	11/20/2019 4:30 - 05:00	Specialty Cleaning Theater, Booth 3300	Alonzo Adams
Evening Roundtables	11/20/2019 7:30 - 10:30	Bally's Silver Room - Grand Salon	
IFMA's Essentials of Facility Management Series	11/21/2019 8:00 - 03:00	S226	Patrick Okamura
CMI Train the Trainer - Hone Your Training Skills and Empower Your Team - Part 2 of 2	11/21/2019 8:00 - 05:00	S220	Marion Ivey
Green Sports Alliance presents its Playbook on Greener Cleaning in Sport Facilities	11/21/2019 8:30 - 11:30	S224	Steve Ashkin
GBAC Bio-Response Fundamentals Training	11/21/2019 8:30 - 05:00	S225	Patty Olinger
Residential Cleaner House Cleaning Technician Program - Part 3 of 3	11/21/2019 8:30 - 05:00	S227	Bruce Vance
Technology for Tomorrow	11/21/2019 9:00 - 10:00	S222	Jon Hill, Phil Duffy, Greg Scott, Matt Willis
Social Media for Business Success	11/21/2019 10:15 - 10:45	Innovation Center, Booth 401	Jeff Cross
The Four T's of Easy Estimating	11/21/2019 10:30 - 11:00	Solve for X, Booth 2601	Tim Poskin, Sean Fox-Elster
Infection Control: Breaking Down Barriers and Building Bridges	11/21/2019 10:30 - 11:00	Specialty Cleaning Theater, Booth 3300	Stephanie Atwood
Built to Last: Get Ready for the Long-Haul Part 1 sponsored by	11/21/2019		

Cleaning Business Today	10:30 - 12:00	S233	Liz Trotter
Your Building's Mission Control Center: The M1 Hardware Portal sponsored by Service Robotics & Technologies	11/21/2019 11:00 - 11:30	Innovation Center, Booth 401	Greg Scott
State of the Industry Building Service Contractors Panel	11/21/2019 11:15 - 11:45	Solve for X, Booth 2601	
Water Damage Restoration: Water Damage Inspections and Implementing Modern Technology	11/21/2019 11:15 - 11:45	Specialty Cleaning Theater, Booth 3300	Larry Cooper
Ramping Up Sales From Walkthrough To Win sponsored by Route	11/21/2019 11:45 - 12:15	Innovation Center, Booth 401	Ricky Regalado
Standardize and Benefit with Cleaning Change Solutions	11/21/2019 12:00 - 12:30	Solve for X, Booth 2601	Tim Poskin, Jenean Perelstein, Sean Fox-Elster
The Dark Side of Pest Control	11/21/2019 12:00 - 12:30	Specialty Cleaning Theater, Booth 3300	Don Ramsey
The Impact of Automation and Technology on BSCs	11/21/2019 12:30 - 01:00	Innovation Center, Booth 401	Jon Hill
Built to Last: Get Ready for the Long-Haul Part 2 sponsored by Cleaning Business Today	11/21/2019 12:45 - 01:15	Specialty Cleaning Theater, Booth 3300	Liz Trotter
ISSA Innovation Award Program Ceremony	11/21/2019 1:00 - 01:30	ISSA Innovation Showcase, Booth 101	
IEHA, a Division of ISSA, Membership Meeting and Awards Dinner	11/21/2019 6:00 - 08:00	Bally's - Skyview 5 & 6	