



Newsletter

October 2018

Membership

Welcome to new member **Bill Meggs** of **Hillary's Dry Cleaners** in Kingston, Ontario. As well, welcome to **Greg Morris** of **Big Guy Linen Supply** in London as a new member of CFA.

News Release

Ontario Laundry Systems is proud to announce that Ron Weller has joined their team as Sales Representative.

Congratulations to Windsor dry cleaner **Master Cleaners** for being winner of Best Dry Cleaner in Windsor by the Windsor Star. As well, I visited TSC Wetcleaning and observed their operation. Below is a picture of owner Konstantine (Dino) Kantzavelos, brother Petro, Counter representative Natalie, and Executive Director Sid Chelsky. Notice the Wall of Fame in background. Pictures of all his famous customers he has done wetcleaning for.



The following article appeared in the local newspaper about our dear Gino who was a former president of DCLI (Ont). We wish him continued success and long life.



Riding strong at 85 years young

Ask Gino Marchionda where he hopes to be in 10 years and there's a good chance the 85-year-old will say on his bike.

More specifically, he'll be riding in the Big Move Cancer Ride, like he's done every year since the first ride in 2009.

"Looking to the future, I intend to do at least 10 more rides," Marchionda said. "After all, I'll only be 95 years old."

For now, though, the St. Catharines man is focusing on this year's Big Move, which happens Sunday, Sept. 9. Marchionda will pedal 50 kilometres in the non-competitive ride that features 25- and 100 kilometre routes and has raised \$3.4 million for cancer treatment in Niagara. He'll do it as a member of the Niagara Clean and Healthy Team, and with his daughters, Gina and Annette, by his side.

Admittedly, he rejoices when he crosses the finish line. He also feels something else.

"A million-dollar feeling would come over me knowing I was fighting cancer while contributing to my own health," he said.

Longevity is clearly in Marchionda's genes, helped along by the 20,000 steps he clocks each day and the three times a week he gets on his bike despite knee pain.

Sadly, though, two people closest to him couldn't achieve the same milestones. His second wife, Leona, died of cancer in 2009, the same year the Big Move started. Three years later, his first wife, Joanne, also succumbed to the disease.

Marchionda hadn't been on a bicycle in years when he decided to see if the old adage about riding was true.

It was. Sort of. He forgot to lower his gears during his first Big Move Cancer Ride and fell at least six times. Each time, though, he was determined to keep riding to honour Leona.

Marchionda didn't stop there in his efforts to help bring advanced cancer care to Niagara. The founder of Manor Cleaners launched coupon books, selling advertisements with his former business partner Andy Potello, and getting help from son-in-law Blair Burgess with layout and design.

He donated the net proceeds from the effort to Niagara Health's Walker Family Cancer Centre. Money raised also went to the Lakeshore Rotary Club's pediatric colonoscopy project for the hospital.

Marchionda hangs signs at his business promoting his involvement with the Big Move every year and he talks about the event with customers whenever he can. One year, a customer so moved by his pitch donated \$1,000 to the cause. Any donations Marchionda receives are matched in free dry cleaning by Manor Cleaners.

While his efforts are helping to keep others alive, Gino is certain all credit for his vim and vigour goes to two wheels.

"It's keeping me alive, riding my bike," Marchionda said. "As long as I'm healthy, I'll keep doing it. I won't be able to walk, but I'll be able to ride my bike."

Which brings him to where he may be 15 years from now — forget 10.

"Maybe I'll even make it to the Big Move Cancer Ride when I'm 100."

Gino Marchionda is a Big Move Rider who is 10 years inspired. Are you inspired?

President's Dinner

Please mark your calendars with Saturday, November 17th for the annual President's Dinner. This was the best date available and we look forward to having all of you present at this enjoyable function. This is a great time to celebrate the upcoming holiday season.

The dinner will be held at the Toronto Golf Club on Dixie Road in Mississauga. This is a beautiful location for our annual event. Everyone who attended last year had nothing but praise for the event and the location enjoying the comradery, great food, as well as the great entertainment.

Let us honour our President Rob McConnell and the board for all the great work they have done leading this great association for the past three years. Make your reservations early.

CFA Annual Conference

Remember to bring with you a quantity of your business cards. There will be a number of allied trades who will be having draws for prizes and you need to deposit your business card to be eligible. As well, this is a great time to meet and greet new and old friends and associates. It always helps to have your business card with you.

Thank you to all our sponsors and allied trades for your continued support of our association.

I am pleased to announce that **Wiesner Insurance** will have a Table Top presentation at our conference. Thank you to **Jason Wiesner** and his great crew for their support of our association. We have great participation by our allied trades and have allocated all the space that was available to accommodate their presentations.

Do not forget to visit each table and introduce yourself. Leave your business card with their representative to call on you at a later date. Allied trades persons are a good resource for information and ideas to improve your plant operation.

Best Practices Awards

I am pleased to announce that I have been asked to join the jury panel as a judge to select the best presentations for the Best Practices Awards. CINET has invited me to come to Milan, Italy and is paying for my airfare and accommodations.

I will attend the Expo and advance the cause of our association and meet and greet those other Canadians who are attending this trade show.

From: CINET [<mailto:cinet@cinet-online.com>]
Sent: Tuesday, September 18, 2018 3:08 AM
To: Sidney Chelsky
Subject: GBPAP18 - Personal Invitation Country Captain

Dear Sidney,

In order to profile participation of nominees from some 40 countries, we would like to invite you to introduce the nominees of your country during the event as Country Captain for Canada. The Global Best Practices Awards Program 2018 is getting more detailed every day. We very much would like you to take part in the event in this role on the following occasions;

1. During the **Meet & Greet on October 18th** (17.00-20.00h Venue: Unione Confcommercio Palazzo Castiglioni, corso Venezia, 47, Milano) where a brief introduction is given of your country and nominated finalists.
2. Carrying your country's flag during the **Flag Ceremony which is part of the Official Ceremony on October 19th** (17.30-21.00h Centro Congressi, Fiera Milano). Further details on this will be given.

Comment from Rob McConnell, President CFA

Peter N.M. Wennekes
President/CEO
CINET
Molenstraat 29
4061 AB Ophemert – The Netherlands

Hello Peter,

A note to say thank you for your continued interest in the Canadian Fabricare Association and for inviting Sidney to participate in the Global Best Practices Awards Program. He's doing outstanding work for the CFA and all board members are proud and thrilled that he's going to be representing Canada as a judge and carry the Canadian flag at the Flag Ceremony. Best wishes for what I'm sure will be an outstanding program.

Regards,
Rob McConnell
President, Canadian Fabricare Association

Comment from Dino Kantzavelos, 2nd Vice-President, CFA

What a great opportunity for the CFA, all the Canadian nominees and of course you Sid!!! We will all be getting global recognition. That is just amazing!

Sincerely,

Konstadin Dino Kantzavelos
TSC WETCLEAN
CLEANER CLOTHES / CLEANER PLANET

The following members made submissions for the Best Practices Award for CFA. I forwarded all these submissions to CINET to enter them in the International Best Practices Award. Most, if not all have received letters of commendation for their achievements, and it appears that some are in the final running for these prestigious awards.

Browns Cleaners – Ottawa, Ontario
Crouse's Cleaners – Grand Prairie, Alberta
Dove Cleaners – Toronto, Ontario
Fabricare Cleaning Center – Huntsville, Ontario
Gibson's Cleaners – Toronto, Ontario
Parkers Cleaners (Central) Inc. – Toronto, Ontario
Premier Cleaners – Ottawa, Ontario
TSC Wet Cleaning – Mississauga, Ontario

Congratulations to all of our members who participated in the Best Practices program.

Editorial by Sid Chelsky

I have had the privilege of reading all the submissions for recognition of the Best Practices employed by our members. One thing that is clear is that in order to be successful as a business, it is important to recognize the contribution of your employees and how important they are to the success of your business.

They are the front line and your representative to your customers. What they say and do reflects on the image of the company that employs them. It is important that you continuously interact with your employees and get feedback from them of what your customers expect and if there are concerns, that they should inform you immediately.

If you want to keep the best of these representatives, then you must compensate them for their value to your business. They have the ability to grow your sales by talking up the good work that your staff performs and encouraging your customers to bring in additional articles to be cleaned.

CFA will be distributing pin on buttons at the conference and later sending out these buttons to our members at no cost. These buttons show that you are a member in CFA and should encourage your customers to ask what it is all about. This is your opportunity to have your representatives espouse the professional side of your company and its' employees.

We will be sending out these buttons with your 2019 renewal certificates and decals. Please send me an email as to the number of buttons you require for your counter staff or salespersons. Be proud of belonging to an association that sets high standards in providing expert cleaning services and protecting the environment.

Among the things we should be telling our customers are included in our **Mission Statement**

- To promote and encourage professionalism and ethical conduct in order to increase the prestige of the industry.
- To provide a forum where all members of the Canadian cleaning industry can discuss and review mutual concerns and issues.
- To provide education and training for members and develop appropriate training and certification programs.
- To work with government, consumer organizations and related associations to encourage good working relationships.
- To promote and encourage, through liaison with government and other agencies and associations the establishment of sound policies and practices.



Website Reconstruction

I am pleased to report that our reconstruction of our website is nearly complete. It will be an ongoing process as we will be using a new method called "Word Press" which will allow myself and Becca to make changes to the website more easily and quickly. We will be showing some of the new website at the conference and hopefully will be fully operational by the end of this year.

The end result will be a place where consumers can go to find their nearest Certified Environmental Cleaner and get helpful hints that will protect their garments from any further damage as a result of the use of inaccurate home care products.

It will also be a place where members can go to and get answers immediately or access the DLI website for technical information, etc.

On your renewals, you will find that we listened to our members complaints about the current decal which may have caused problems in removing older decals from the glass windows. The new decals will be placed on the inside of the glass and be visible from both sides.

Canada: "Communications And Conduct" Of Employer's Lawyer Regarding Sexual Harassment Investigation Were Not Privileged, Could Be Referred To In Claim, Court Decides

Last Updated: September 9 2018, Article by [Adrian Miedema](#), Dentons

Over the objections of a company's employment lawyer, an Ontario court has permitted an employee to refer, in her Statement of Claim for constructive dismissal and bad faith, to the "communications and conduct" of the company's lawyer in respect of a sexual harassment investigation.

The employee made sexual harassment and bullying allegations against a coworker. The employer investigated and concluded, without speaking with the employee, that the allegations were not substantiated. During this period, the employee was placed on a Performance Improvement Plan.

The employee eventually retained counsel who requested a severance package. The employer then also retained counsel. For a few months, the lawyers communicated by phone and correspondence. They discussed the investigation. The employee's counsel urged the company to conduct a new or more thorough investigation, which the employer did. The employee then started her constructive dismissal lawsuit and included, in some paragraphs of her Statement of Claim, reference to some of counsel's discussions and conduct.

The company moved to strike those paragraphs from the Statement of Claim on the basis that the discussions between counsel were "without prejudice" settlement discussions. The Master refused to strike the paragraphs. She held that the discussions and conduct of the company's lawyer with respect to the harassment investigation did not relate to a "litigious dispute" but rather to the company's statutory obligation under the *Occupational Health and Safety Act* to investigate the sexual harassment allegations. The sexual harassment investigation report itself was not privileged. Counsel's conduct during the sexual harassment investigation was "highly relevant and both counsel must have understood its relevance should litigation ensue". Finally, although the outcome of negotiations between counsel may have led to a severance settlement, and the employer's lawyer told the employee's lawyer that she wished to engage in without prejudice settlement discussions prior to sharing any information with him, the communications in relation to the investigation and the PIP were directly relevant to the employee's claim for constructive dismissal and bad faith.

In the result, the communications between counsel regarding the sexual harassment investigation and the PIP were not "settlement privileged" and were not struck from the employee's Statement of Claim.

One Sunday, in counting the money in the weekly offering, the Pastor of a small church found a pink envelope containing \$1,000. It happened again the next week!

The following Sunday, he watched as the offering was collected. And saw an elderly woman put the distinctive pink envelope on the plate. This went on for weeks until the pastor, overcome by curiosity, approached her.

"Ma'am, I couldn't help but notice that you put \$1,000 a week in the collection plate," he stated.

"Why yes," she replied, "every week my son sends me money. And I give some of it to the church."

The pastor replied, "That's wonderful. But \$1000 is a lot, are you sure you can afford this? How much does he send you?"

The elderly woman answered, "\$10,000 a week."

The pastor was amazed. "Your son is very successful; what does he do for a living?"

"He is a veterinarian," she answered..

"That's an honorable profession, but I had no idea they made that much money," the pastor said. "Where does he practice?"

The woman answered proudly, "In Nevada..... He has two cat houses, one in Las Vegas, and one in Reno."

Jesus was wandering around Jerusalem when he decided that he really needed a new robe.

After looking around for a while, he saw a sign for Finkelstein, the Tailor. So, he went in and made the necessary arrangements to have Finkelstein prepare a new robe for him. A few days later, when the robe was finished, Jesus tried it on -- and it was a perfect fit! He asked how much he owed.

Finkelstein brushed him off: "No, no, no, for the Son of God there's no charge! However, may I ask for a small favor. Whenever you give a sermon, perhaps you could just mention that your nice new robe was made by Finkelstein, the Tailor?"

Jesus readily agreed and as promised, extolled the virtues of his Finkelstein robe whenever he spoke to the masses.

A few months later, while Jesus was again walking through Jerusalem he happened to walk past Finkelstein's shop and noted a huge line of people waiting for Finkelstein's robes.

He pushed his way through the crowd to speak to him and as soon as Finkelstein spotted him he said: "Jesus, Jesus, look what you've done for my business!"

"Would you consider a partnership?" "Certainly," replied Jesus.

"Jesus & Finkelstein it is." "Oh, no, no," said Finkelstein.

"Finkelstein & Jesus.. After all, I am the craftsman."

The two of them debated this for some time. Their discussion was long and spirited, but ultimately fruitful -- and they finally came up with a mutually acceptable compromise.

A few days later, the new sign went up over Finkelstein's shop:

