



NEWSLETTER – May 2017

New Membership

We are pleased to welcome Malcolm Rettie of Newton's Cleaners in Parry Sound, Ontario and Jasen Kisber of Crescent Commercial Corp. of Montreal as our newest members.

Board of Directors

Brian Hatt, our second vice president has resigned from the board as he has taken on a new position with a North American company. We thank him for his valuable contribution to the board of OFA and to its members over the past years and wish him good luck in his future endeavours. We are accepting nominations from our membership to fill the vacancy as a board member.

Membership

I will be attending the Clean Show in Las Vegas in June. For those of you, who are visiting the show, please stop by the Fabricare Canada Magazine Booth to meet me. I would be interested in any of your concerns and what OFA can do for you and your company to enhance your membership experience. As well, I would appreciate if you would take the time to write me a letter or email indicating the importance and value of your membership in OFA and what it has meant to you. I would also appreciate for those members who have attended our conferences, a note indicating the value that you and your company have derived by attending these events.

I will be preparing a pamphlet or brochure to hand out to other Canadians who will be attending the Clean Show and would like to include your names and some of your comments on the importance and value of membership in our association. I thank you in advance for your assistance on this matter.

OFA would like to invite depot operations to become members of OFA. To this end, they would have to be using an OFA member plant to process their garments. If so, they would receive decals indicating membership and enjoy the benefits of OFA membership. As for access to DLI, they could ask you to access information on their behalf when required. It is important to grow our membership in order to be a relevant force when dealing with government and industry issues. Please provide me with a list of these depots including name, address, phone, email, etc. All information provided to me will be held in strict confidence and will not be shared with any other members or companies. I will contact these depots and invite them to join OFA.

The benefit to our member plants is that while we are promoting the use of OFA member dry cleaners to the public, this should increase the volume of garments received by these depots and therefore your own plant.

News of our Members

Robert Burns of Rideau Cleaners would like to know if any other dry cleaners are having any issues when pressing pants that have the permanent press glue that men's stores such as Tip Top Tailors and Moores are now offering their customers. If so please email me and I will share the information with our membership.

Editorial

Thanks to my wife Brenda who taped the program on People's court, I had occasion to view an episode of a dry cleaner being sued by a customer who brought in a \$7,000 Vera Wang wedding dress for cleaning. The dress lost its whiteness and lace attachment came apart after dry cleaning. The dry cleaner was very professional in his defense of what he had told the customer and how he processed the cleaning of the dress. He explained the loss of colour to the loss of fluorescent dye in the fabric and had previously explained the structure of the torn lace and offered to repair it at no cost. During interrogation of the plaintiff, the judge found out that she was told that Vera Wang took no responsibility for the dress once she purchased it and left the salon. The judge believed that the dry cleaner had done everything possible to clean the dress professionally. The one thing missing from the dry cleaner's defense was a DLI report that would have explained everything in a more professional and believable format. It would have been worth the small cost to get an analysis report of the garment and cleaning process and made it even easier for the judge to understand the cause and where the fault lay. I encourage our membership to consider these analysis reports to prove your professionalism to both your customers and if necessary to the legal system.

Kudos to our Members

I am very proud to be the Executive Director of this great association. To be a part of the most knowledgeable professionals in the dry and wet cleaning industry should give us all a sense of pride. In discussions with the membership, I am in awe of the intelligence shown by each and every one I have come into contact with. Your knowledge and expertise has allowed you to rise to the top of the industry.

This does not mean that you rest on your laurels. You must continue to improve your technical knowledge and your social skills in dealing with the public. Your customers must have the confidence and respect of you as a dry or wet cleaning specialist. It is important that you provide them with proper explanations on how you are going to handle their garments and the pristine condition that you will return the garments to them. Do not forget to use all the tools available to you, including having attended the Environmental courses at Seneca College and being recognized as a Certified Environmental Dry or Wet Cleaner. You should also have documentation to illustrate problem garments, and proudly portraying your membership certificates in both the Ontario Fabricare Association (OFA) and the Dry Cleaners & Launderers Institute (DLI). Both associations provide this information to their membership.

We finally have recognition by all divisions of government that our association represents the best in the industry and that we are committed to protect the environment and provide a safe and healthy workplace. I receive numerous calls from the public referred to OFA from the Ministry of Consumer Affairs of Ontario, the Better Business Bureau, and the Toronto Star to name a few asking for our assistance in a dispute with their dry cleaner. Almost all of the inquiries are about cleaners who are nonmembers of OFA. When possible, I try to mediate the dispute, even if the cleaner is not a member. In almost every case, these consumers now become customers of OFA members and are referred to our website to find the closest one in their region.

This message is directed to all dry cleaning plants that do wholesale cleaning for independent depots.

OFA would like to invite these depot operations to become members of OFA. To this end, they would have to be using an OFA member plant to process their garments. If so, they would receive decals indicating membership and enjoy the benefits of OFA membership. As for access to DLI, they could ask you to access information on their behalf when required. It is important to grow our membership in order to be a relevant force when dealing with government and industry issues. Please provide me with a list of these depots including name, address, phone, email, etc. All information provided to me will be held in strict confidence and will not be shared with any other members or companies. I will contact these depots and invite them to join OFA.

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Environmental Concerns

The next Environmental Certification and Renewal courses will take place at Seneca College (Finch Avenue Campus) on Saturday, June 17th and Sunday, June 18th from 8:00 a.m. till 5:00 p.m. It is important that you get Certification in order to show the professionalism of your trade, as well as it is mandatory according to the Ministry of Environment Ontario.

Symposium & Conference 2017

Please diarize the dates of Saturday, October 14th and Sunday, October 15th for our upcoming Conference and Symposium. We have prepared a very important and informative program for both events. The Conference will begin on Friday evening on October 13th with a get together cocktail party followed by a full day of speakers on Saturday, October 14th and culminating with a gala dinner at the Holiday Inn Yorkdale Hotel. . I have acquired a group starting room rate of \$139.95 Canadian per night and you can reserve your room by calling 1-866-568-0046 and stating that you want the OFA.

The Symposium will take place on the Seneca College Campus at Finch Avenue and Don Mills Road and will be podcast across Canada. For those members of OFA who have registered for the conference, registration for this event will be included with your Conference Registration. The theme for these events is Alternative Solvents and the Future of the Industry.



Please visit our website at www.fabricare.org for further information about these events.

Report on Meeting with ChemTRAC

I am pleased to report that our President, Rob McConnell, our past President, Brad Maxwell and I met with the principals of ChemTRAC, a committee set up by the City of Toronto Public Health to discuss their recent inquiry for input to the Discussion Document for their upcoming report form on the use of chemicals and other compounds. ChemTRAC personnel were very hospitable to us and welcomed our concerns and recommendations. For those dry cleaners operating in the City of Toronto, these new reports are required by the city to determine the volume of VOC's emitted into the atmosphere, monitor the use of solvents in the dry cleaning industry, track trends over time, create an incentive to reduce the use of chemicals, respond to petitions by various environmental concerns as to what solvents are being used, and measure and improve the air quality in the city.

ChemTRAC representatives have shown a willingness to explain to all dry cleaners in Toronto how to fill out the forms and what the results mean. If you only operate a depot, you are not affected by the requirement to report the information. I will endeavor to arrange a seminar on how to determine the information required and how to fill out the forms. To this end, ChemTRAC will make themselves available to our members to assist in explaining the process.

As well, we discussed the proposed colour coded signage that was recommended to them by TEA, which would require each dry cleaner to post on their door the type of solvent used to clean their garments and using the colours of green amber, and red to indicate the severity of risk of the aforementioned solvent. We put our arguments forward as to why this should not happen and they agreed to reconsider the use of this signage. Other recommendations were put forward to deal with our concerns and they thanked us for our input.

Although this is mainly a City of Toronto issue, it would only be a matter of time before it would be copied by other towns and cities in Canada. On behalf of the Board of Directors and membership of OFA, I would like to thank both Rob and Brad for taking a whole afternoon out of their busy schedule to work on behalf of the members of OFA. Their presence and comments were well noted by ChemTRAC personnel.

O F A Conference

Opportunity for Sponsorship

....Friday night Cocktail Party.....	\$350.00
....Saturday morning Breakfast.....	\$500.00
....Saturday morning Coffee Break.....	\$250.00
.X...Luncheon Clark McDaniel-Fabric Care Centers	\$1,000.00
...Coffee Break afternoon.....	\$250.00
... Saturday night Cocktail Hour.....	\$500.00
....Saturday night Wine at Dinner.....	\$500.00

Make cheques payable to Ontario Fabricare Association

If you prefer to pay by credit card:

Credit Card #.....Exp.DateSecurity.....

*For further information on sponsorship opportunities, please contact Sid Chelsky

The next page contains a letter previously emailed to the membership.

Dear Mr. Chelsky:

On behalf of the Honourable Patty Hajdu, Minister of Employment, Workforce Development and Labour, I am responding to your email of October 11, 2016, addressed to her predecessor, the Honourable MaryAnn Mihychuk. You wrote to obtain information on federal skills training programming for positions available within your industry. I regret the delay in replying.

We truly value hearing from employer associations such as yours that represent companies eager to be involved in skills and employment training initiatives. Your insights help us gain an even better understanding of employer training needs as well as labour market challenges.

The Government of Canada is committed to helping people prepare for jobs and return to work as well as developing a skilled labour force that meets the current and emerging needs of the labour market. This commitment is met through federal government labour market transfer agreements that provide funding to provinces and territories. Through these agreements, provinces and territories deliver job training and employment programs designed to support unemployed and underemployed Canadians to develop their skills and pursue opportunities for a better future. Of particular interest to your association may be the programming provided under the Canada-Ontario Job Fund Agreement.

Each year, the Government of Canada transfers \$192 million to the province of Ontario to support programming under the Agreement. The funding provided under this agreement helps Ontario to deliver employer-sponsored training initiatives, including the Canada-Ontario Job Grant (COJG). The COJG is an employer-driven initiative that aims to encourage employers to invest in training their workforce to help Canadians develop the skills they need to fill available jobs. Businesses and employer organizations can apply to their respective province or territory for grants of up to \$10,000 in government contributions, cost-shared with employers, to support the direct costs of training, including tuition and training materials.

Employers are required to contribute, on average, one third towards the training costs and must have a job available at the end of training. Small businesses with 50 or fewer employees can benefit from flexible arrangements by counting wages as half of the employer's contribution or by contributing a minimum of 15 percent of the costs of training. This ensures that all businesses, regardless of size, can fully participate in the COJG.

In this grant program, employers choose the individuals they would like to have trained and determine the training that meets their workforce development needs. They can use the COJG to train current employees who require skills improvement for either their current job or for another position in the organization or to train individuals who are currently unemployed, but who might be a good fit for the organization with a few additional skills.

The Government of Ontario works with Employment Ontario service delivery centres across the province to coordinate and deliver labour market programs under the Canada-Ontario Job Fund Agreement. Employer applications can be found on Ontario's Ministry of Advanced Education and Skills Training website at www.tcu.gov.on.ca/eng/eopg/cojg/. For further information on other supports for employers in Ontario, please visit www.ontario.ca/page/hiring-incentives-employers. Should any of your members located in other jurisdictions be interested in participating in the program, please visit www.canada.ca/en/employment-social-development.html for further information.

Thank you for taking the time to write. I hope that this information is helpful, and I encourage you to contact Employment Ontario to help you determine whether your association is eligible to participate in the COJG.

Yours sincerely,

Monika Bertrand
Director General
Employment Program Policy and Design Directorate
Skills and Employment Branch
Employment and Social Development Canada



Attention: Dry Cleaners, Wet Cleaners, Allied Trades, re. Major Symposium on Best Environmental Practices at Seneca College on 15 October 2017

The Ontario Fabricare Association is proud to partner with Seneca College in supporting their agreement with Environment Canada for developing and placing on-line three videos demonstrating best environmental practices for dry cleaning, specifically PERC, wet cleaning, and other solvents.

A major symposium is scheduled for Sunday 15 October 2017 at the Great Hall of Seneca College at 1750 Finch Ave East in Toronto for the release of these videos, for in-person presentations by some of North America's leading practitioners and for the broadcast of proceedings in a webinar format for those unable to attend in person. It will be available in English and French throughout Canada.

At the time of this letter, symposium speakers include GreenEarth Cleaning, Seitz, Dry Cleaners & Launderers Institute (DLI), TSC Wet Cleaning, a representative of the Halogenated Solvents Industry Alliance, Willms & Shier Environmental Lawyers, and government officials. We are still awaiting confirmation from other solvent manufacturers.

This event is open to everyone in the industry (regardless of affiliation) until such time as the maximum seating capacity for Seneca's Great Hall is met, and the only fee will be for lunch. Registration details will be forthcoming.

As a partner in the upcoming symposium at Seneca College supported by Environment Canada, I encourage you to participate in this important gathering either in person or in the webinar format. It will be an opportunity to ask questions from the panel of knowledgeable speakers about your future decisions to maintain or replace your existing solvents and systems.

As well, during that weekend, on Saturday 14 October 2017, our association holds its annual conference at the Holiday Inn Yorkdale in Toronto. Information about the event can be found on our website at www.fabricare.org. I cannot impress upon you how important it is to you and the success of your company to learn as much as you can about the safety and good practices required by you to meet the various municipal, provincial, and government standards.

We (Ontario Fabricare Association) are committed to partnering with Seneca College not only in hosting the 15 October symposium, but in Seneca's continuing provision of training and accreditation for Ontario's dry cleaning industry. For more information about any of these, please visit our website at www.fabricare.org, or contact me, Sid Chelsky, the Executive Director at chelsky@sympatico.ca.

Yours sincerely,

A handwritten signature in blue ink that reads "Sidney Chelsky".

Sidney Chelsky
Executive Director,
Ontario Fabricare Association.
chelsky@sympatico.ca
www.fabricare.org

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Ten Reasons You Should Belong to an Industry Association

Some business owners might say their schedule is too demanding at the moment, and the thought of adding one more thing to their busy calendar is unbearable. So why should they try to cram another activity into their already-hectic schedules to join an industry association?

Because membership in an industry association offers numerous benefits and will keep business owners on top of ever-changing issues, trends and legislation that is important to them. Many professionals, however, believe the greatest benefit of being a member in an association is the camaraderie that goes on among members.

Benefits of association membership include: opportunities to preside in leadership roles within the association; subscriptions to newsletters and magazines; access to seminars, conferences and association events; and access to members-only offers. Benefits can vary depending on your particular membership level in the association.

Here are 10 reasons why you should belong to an Association:

- 1. A unified voice.** Join an association with a mission and values that are similar to yours and you're sure to find others who will stand up to the issues that are important to your business.
- 2. Enhanced benefits programs.** OFA/DLI associations offer members access to benefits and other perks as a reward for your investment.
- 3. Access to membership directories.** This can help you increase your exposure to potential vendors and connect with other owners, managers and entrepreneurs. OFA lets you connect with other members on the member's only section of website.
- 4. Competitive advantage.** Taking advantage of association resources can help you earn and maintain an edge over non-member competitors, thanks to access to inside information and advanced training opportunities.
- 5. Access to certification and educational programs.** DLI offers member certification and education. This offers you an excellent opportunity to diversify and expand your skill set, qualifications and marketability.
- 6. Privileged access to industry events and conferences.** As a member you qualify for discounts or special access at conferences, trade shows and events.
- 7. Member only discounts and services.** Associations grant members access to special rates on products and services, saving them money and allowing them to price their goods more competitively and increase profit margins.
- 8. Inside access to innovations and new developments.** Associations keep you informed on new products, services and innovations within your industry, helping you maintain a competitive and informational edge.
- 9. Credibility.** Members of an association are viewed as leaders in their field and more knowledgeable. If a company shows that it's a member of a professional association, consumers are 12 percent more likely to think that its products stack up better against its competition.
- 10. Opportunities to connect.** Perhaps the most important benefit of associations is that they provide you with an excellent opportunity to connect with other professionals and entrepreneurs in your field. Volunteer your time to committees, attend as many events as possible and engage with others via the association's online community.



Do your BEST – To be The BEST – and you will become The BEST

Our Latest Benefit for OFA Members

If you are purchasing or leasing a car or truck



PREFERRED PRICING OFFERS



NEW VEHICLES

For preferred pricing, please contact ofapricing@policaro.ca.

*Responses can take up to 48 hours. No telephone inquiries please.



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policaro.ca

Prepare a list of the vehicle you are purchasing and what you want included in the vehicle and they will send you the price. This preferred price is extended to members' families and employees.

Tap into the Power of Customer Testimonials

March 23, 2017 SalesSegal LLP



"You have a great product. It was delivered quickly and in perfect shape. I'll be sure to tell my friends."

Statements like this can boost your company's sales as much as 250 per cent. Even better, when you get a testimonial from a consumer, that person is likely to become a more loyal customer and help spread the word about your company's products.

If your company is a small or medium sized enterprise, it probably doesn't have the built-in credibility of a national brand. But even on a tight advertising budget, you can build credibility with the help of satisfied customers.

Testimonials increase the comfort zones of potential buyers and help them overcome their concerns about trying new products. So consider a campaign to snag customer testimonials. Among the benefits:

Feedback - Customer testimonials provide valuable insight into what your company is doing right.

Increased loyalty - People who are willing to attach their names to your product are likely to become repeat buyers. These devoted customers also tend to develop a vested interest in your company and believe they have a hand in helping it grow.

Free advertising - Satisfied customers who put their names and reputations at stake for your company's products or services become a source of free, viral advertising.

The first step in gathering testimonials, of course, is to provide top-notch products or services and to support them with consistently high customer service. Then, start the testimonial collection process by taking these steps:

File away positive customer comments that come in. These comments might come from casual conversations with your employees on the phone or in person. Ask employees to write down complimentary comments they hear from customers and submit them to someone in the company who is assigned to manage the file. And ask customers to write down their opinions in a letter or e-mail after you hear a flattering comment.

Actively solicit testimonials by sending out postcards or e-mail messages. Ask buyers what they like the most about your products or services.

Act fast. The best comments come shortly after a purchase when customers are satisfied. That is when they are the most likely to take the time and write something positive.

Once you receive complimentary comments, get permission to use them. Ask the customers if you can use their names, titles, and locations. A positive testimonial from a respected customer in your field goes a long way toward boosting your company's credibility. Depending on your company's marketing strategy, you may even want to get a picture with customers using your product or service.

What about surveys? Avoid asking for testimonials in the course of conducting them. Surveys are generally meant to be anonymous and customers need to feel free to make negative comments that can help your company improve.

Customer testimonials are among the best promotional copy around. In the end, let the customers speak for themselves so that the comments reflect their excitement and satisfaction. Edit them only when they need a little polish and get permission for the final version.

Fire Extinguisher ABC's (*Every company must comply with Provincial and Municipal guidelines)

Are you training your employees as frequently as required? Have you designated employees who are expected to stay behind? Have you trained them to know when they should not attempt to fight a fire because it is too large?

Fire departments emphasize that employees should not fight a fire that is larger than a desk in size, one that is producing black smoke, or when its flames are reaching the ceiling. Also, they should never use a fire extinguisher before the local fire department has been called via 911 and they know that the building is being evacuated.

When fire extinguishers are provided for employee's use, the employer should educate them on the general principles of extinguisher use and the hazards involved in fighting an incipient stage fire—a fire that is limited to the original material ignited, is contained (such as in a wastebasket), and has not spread to other materials. The extinguisher training must be provided when employees are first hired and then annually thereafter. Employers who have been designated to use firefighting equipment in the emergency action plan are to be trained when first given that assignment and then annually after that.

If an employer has a written fire safety policy that requires immediate, total evacuation of employees from the workplace when a fire alarm sounds, the policy includes an emergency action plan and a fire prevention plan; and fire extinguishers are not on the premises, that employer is exempt from the requirements. If portable fire extinguishers are present, however, the employer must ensure they are located so they are readily accessible to employees and ensure those extinguishers are maintained, fully charged, and operate properly.

Every employer with extinguishers on site should know that they must maintain and test those extinguishers regularly. They should visually inspect them monthly and also perform an annual maintenance check and record those annual checks' data. Hydrostatic testing should be performed by trained individuals with "suitable testing equipment or facilities" or by qualified third parties.

Employers that do have fire extinguishers on their premises should select them based on the types of anticipated fires there, and they should place extinguishers for Class A fires so that the travel distance for employees to any extinguisher is 75 feet or less, according to the regulation. For Class B extinguishers, however, the employees' travel distance that employers should consider is 50 feet or less. The travel distance for Class D extinguishers is 75 feet or less.

What do the extinguisher classes mean, and how many classes exist? In the United States, there are five classes of fire extinguishers:

Class A: for wood, paper, cloth, trash, and plastics.

Class B: for flammable liquids, including gasoline, oil, grease, and acetone.

Class C: for electrical fires and energized equipment fires.

Class D: for metal fires, including magnesium, titanium, and sodium.

Class K: for kitchen fires that involve vegetable oils, animal fats, or fats used in commercial cooking appliances.

Fire Extinguisher ABC's and other key points about workplace fires for employees to understand:

- Close doors when exiting. This helps limit the spread of smoke and fire throughout the building.
- Use stairwells: never use elevators during a fire emergency. Elevators may fail, trapping occupants, and also may fill with smoke.
- An employee meeting place should be established so everyone can be accounted for after the evacuation. The meeting place must be away from the building because the area of the fire should be clear for fire department personnel, and also so employees are clear of glass or debris that may fall from the building.

Tank Maintenance

Did you know that Union recommends you clean the tanks on the cleaning machine every 4 months? I'll bet most cleaners haven't cleaned their tanks in 4 years, let alone every 4 months.

To clean out the tanks you start by removing the lower front panel.

Transfer the solvent from the first tank to the drum (use instructions in your machine manual for trans-ferring solvent). Remove the glass from the tank 1 sight glass, remove the reflective plate and use the still cleanout scraper to clean out the tank. Make sure you are wearing a respirator and the proper safety gear before cleaning out the tank. Then, replace the

glass and return the solvent you transferred into the wheel back to the first tank. Repeat the steps above for the remaining tanks. Then replace the lower front panel.

Below is a list of our Allied Trades & Associate Members

Please support them by purchasing their products and services, as they support OFA

Cleaner's Supply Inc	Markham	(800) 531-2943	kkelleher@cleanersupply.com	Kathy Kelleher, Ext 364
Crescent Commercial Corp.	Montreal	(514) 739-3355	nlarosa@c3.com	Jasen Kisber
Dalex Canada Inc.	Concord	(905) 738-2070	amccconvey@dalex.ca	Ashlynn McConvey
Extox Industries Inc.	Mississauga	(905) 670-7738	artur@extox.com	Arthur Keys
EZ Products	Wauchula	(877) 906-1818	diane@ezproductsinc.com	Diane Rue / David Brown
Fabritec International	Stoney Creek	(905) 807-3579	iregan@fabritec.com	John Regan
Green Dolphins Systems Corp.	Mississauga	(905) 673-0707	amieh@greendolphin.net	Amie Hingston, Nick Plessa
Green Earth Cleaning Canada Inc	Thorndale	(519) 636-9282	rkuenzlen@aol.com	Robert Kuenzlen
Harcos Co Ltd	Mississauga	(905) 890-1220	rjackson@harcoco.com	Rob Jackson
Marsh Canada Ltd	Toronto	(416) 349-4649	Annakay.John@marsh.com	AnnaKay John
MacDonald, Sager, Manis LLP	Toronto	(416) 364-1553	jcohen@msmlaw.ca	Jordan Cohen
Milestone Insurance Agency	Markham	(416) 410-4155	stephen@milestoneins.com	Stephen Flomen
Ontario Laundry Systems	Mississauga	(905) 673-1308	igibson@ontariolaundry.com	Ian Gibson
Sparkle Solutions	Vaughan	(905) 660-2282	brucem@sparklesolutions.ca	Bruce Miller, Ext 251
Techstar Plastics Inc.	Port Perry	(905) 985-8479	bill@techstarplastics.com	Bill Barnes
Wiesner Insurance	Brampton	(905) 451-4205	iwiesner@wiesnerinsurance.com	Jason Wiesner (ext 26)
Willms & Shier Environmental Lawyers	Toronto	(416) 862-4828	istevens@willmsshier.com	Jacquelyn Stevens

Just for Laughs

How to Maintain a Healthy Level of Insanity in RETIREMENT...

At lunch time, sit in your parked car with sunglasses on, point a hair dryer at passing cars and watch them slow down!
On all your check stubs, write, "For Sexual Favors"

Skip down the street rather than walk, and see how many looks you get.

With a serious face, order a Diet Water whenever you go out to eat.

Sing along at The Opera.

When the money comes out of the ATM, scream 'I Won! I Won!'

When leaving the Zoo, start running towards the car park, yelling, 'Run For Your Lives! They're Loose!'

Tell your children over dinner, 'Due to the economy, we are going to have to let one of you go....'

Pick up a box of condoms at the pharmacy, go to the counter and ask where the fitting room is.

And The Final Way To Keep A Healthy Level Of Insanity: My Favorite...

Go to a large Department store's fitting room, drop your drawers to your ankles and yell out, "There's no paper in here!"
It's called 'therapy'!

THE HAIRCUT

Blessed are those who can give without remembering, and take without forgetting. One day a florist went to a barber for a haircut. After the cut, he asked about his bill, and the barber replied, 'I cannot accept money from you; I'm doing community service this week.' The florist was pleased and left the shop. When the barber went to open his shop the next morning, there was a 'thank you' card and a dozen roses waiting for him at his door.

Later, a cop comes in for a haircut, and when he tries to pay his bill, the barber again replied, 'I cannot accept money from you; I'm doing community service this week.' The cop was happy and left the shop. The next morning when the barber went to open up, there was a 'thank you' card and a dozen donuts waiting for him at his door.

Then a Congressman came in for a haircut, and when he went to pay his bill, the barber again replied, 'I cannot accept money from you. I'm doing community service this week.' The Congressman was very happy and left the shop. The next morning, when the barber went to open up, there were a dozen Congressmen lined up waiting for a free haircut. And that, my friends, illustrates the fundamental difference between the citizens of our country and the politicians who run it.

As Ronald Reagan said: BOTH POLITICIANS AND DIAPERS NEED TO BE CHANGED OFTEN AND FOR THE SAME REASON!