



August 2018

Membership

My apologies to our new member Wanda Ackert of Krazee Klean Industrial Drycleaning & Commercial Laundry Inc. in Fort Kent, Alberta. I mistakenly printed that she was from Fort Henry, Alberta (which does not exist).

I would like to invite all our members to email me a short history of their company and how it grew to become the company that it is today. I will share the stories with our other members in future newsletters. I feel confident that many of the stories will be similar and also provide inspiration to others

CFA Conference

We are expecting a high turnout for our upcoming conference at the Holiday Inn Yorkdale in Toronto. Do not forget to make your reservations now for this event. I am confident that you will be glad that you did not miss this important conference and that the information you gain will benefit you and your company.

Attention: CFA Members

In an ongoing responsibility to provide the tools for our members to maintain successful businesses, I have reached out to Diana Vollmer of Methods for Management to create and oversee a Peer / Management Cost Group of CFA members. Participation will be limited to one company in a geographic area, so register as soon as possible. The criteria and information related to this cost group are as follows:

The group meets 4 times a year and rotates to the location of each participant. The participant is responsible for organizing the local hotel and restaurant arrangements and each person is responsible for their own travel arrangements and costs. The group meets the night before and attends a casual dinner. At 7:00 a.m. the group meets for breakfast and discusses any important issues of the time. They then travel to the host plant and conduct a tour and critique of the facilities. At times, they may visit a local manufacturer or company that may provide relevant information to help each member in their own business or listen to a guest speaker.

After the visit, they will have lunch or begin a full critique of the plant visit (this is very important in order to assist the host in improving his flow of work and increase his or her bottom line. This will be followed by financial and operating cost comparisons and comparisons to averages and bench marks.

All the evidence shows that **Peer Management / Cost Groups** increase their bottom line by at least 10% (i.e. if you showed a 10% profit, it would now be 20%). The group is limited to 8 to a maximum of 12 companies and the cost is \$595.00 per month.

Methods for Management provides a website 24 hours a day which gives participants access to their library of dry cleaning and laundry, provides material of job descriptions, training material and employee handbooks. As well, they will answer your phone calls and deal with any questions you might have.

I cannot recommend enough the value of belonging to and participating in a cost group. When I ran my own company, I participated in a cost group and reaped the benefits from it, which helped me grow my business profitably. For those of you who have previously submitted wage and price survey information, this is your next logical step for growth.

Here are some of the comments that CFA members have made about these cost groups:

- Great idea Sid. I've had the opportunity of attending a cost group meeting with Diana and I can tell you that it was one of the best experiences. Methods for Management are a great organization.

Sincerely, Konstadin Dino Kantzavelos, TSC WETCLEAN

I have belonged to suede and leather cost group for over 20 years and I believe it is a major factor to my success. I believe everybody should belong to a cost group as long as they don't compete with each other. You must share all aspects of your business so competitors cannot be in the same group. The amount of good information you receive at each meeting and even in between meetings is well worth the costs. Good Luck,

Brad Maxwell, SuedeMaster

- Cost groups can be extremely beneficial. From the CFA perspective, I think it would be beneficial if you shared the information with members of the CFA letting them know we continue to work on establishing strategic relationships that will benefit membership. I've heard good things about MFM and am comfortable recommending them to our membership.

Rob McConnell, President, Gibson's Cleaners

The following companies are sponsoring the conference on Friday as well as the Friday night cocktail party. There will be additional sponsors announced shortly.

Kemco Systems; G.A. Braun; Gurtler Industries Inc.; American Laundry Systems;



One of our speakers and Table Top Presentations will be from **Check Point***, a company that will be demonstrating how to protect your customers' information and to prevent hacking of our credit card systems. This will be very important to protecting the image of our members' businesses. They will demonstrate how hackers can attack your credit card systems and your customer information. They will explain the huge fines for non-compliance in protecting the credit and debit card information.

On behalf of the Canadian Fabricare Association, I would like to extend our sincere thanks to these companies for stepping forward to financially assist our association to conduct a great conference. When considering purchasing goods or services, please give your first consideration to an allied trade member. They are supporting us and we must continue to support them. We are awaiting more support from other companies and allied trade members.

The following companies will have Table Top presentations at the conference:

Check Point Software Technologies (Jodi Munro, Robert Falzon);
Dalex Canada (Ashlynn McConvey);
East Coast Laundry Systems (Peter Blunden);
Environment Canada (Pamela Finlayson) – Compliance Information
Extox Industries (Artur Keyes);
EZ Products (Diane Rue);
GreenEarth Cleaning Canada (Robert Kuenzlen);
Harco (Rob Jackson);
Lavanett (Earl Eeichen);
Laundrapp (Miguel Galan Davis)
Ontario Laundry Systems (Craig Gibson);
Sanitone (John Regan);
Sparkle Solutions (Bruce Miller)



The following companies and individuals are sponsoring the conference in October:

Fabricare Cleaning Centers (Clark McDaniel) – Luncheon on Saturday
GreenEarth Cleaning Canada (Robert Kuenzlen) – Coffee Breaks (2)
Check Point Software Technologies (Jodi Munro) – Overall Conference Support
Cleaners Supply – Gift Certificates
East Coast Laundry Systems (Peter Blunden) – Saturday night wine at dinner (co-sponsor)
Richard J. Rivard & Margaret Rivard - Saturday night wine at dinner (co-sponsor)
Newtex Cleaners (Michelle Krulicki & Donna Renault) – Sat. night wine at dinner (co-sponsor)
Sparkle Solutions (Bruce Miller) – Speakers Gifts
Dalex (Ashlynn McConvey) – Saturday morning breakfast (co-sponsor)
Harco (Rob Jackson) – Saturday night cocktail hour (co-sponsor)
Willms & Shier Environmental Lawyers (Jacquelyn Stevens) - Saturday night cocktail hour (co-sponsor)
Laundrapp (Miguel Galan Davis) – Co-sponsor Saturday morning breakfast





BEST PRACTICES AWARD

Submit your nomination for the CFA Best Practices Award for the current year by August 20, 2018.

Please list your responses and mail or email your entry to the Executive Director (addresses below). All entries will be reviewed by the Board of Directors and a winner will be announced at a future CFA Conference. Submit photographs where applicable.

Company _____

Nominee _____

Address: _____ City/Town _____

Province: _____ Postal Code: _____

Phone: _____ Email: _____

CATEGORIES

- Environmental Initiatives that you have taken in your plant (safety, recycling, etc.)
- Innovative Technology you have applied to your operation
- Health & Safety programs instituted in your operation
- Employer / Employee Relations (programs in place to increase loyalty to the company and improve productivity)
- Training Programs instituted to instruct and enhance skills
- Customer Relations Programs to improve customer loyalty and service
- Housekeeping policies to maintain clean image in plants and depots
- Community Involvement to enhance image of company in your neighbourhood

Please give us a detailed account of what you have accomplished.

120 Promenade Circle, Suite 910 Thornhill, ON L4J 7W9
905-881-5906 • Cell: 416-573-1929 • email chelsky@sympatico.ca • www.fabricare.org

Canada: It Takes Two To Tango: Employee-Duties In The Accommodation Process

Last Updated: July 2 2018

Article by Taryn Mackie, Norton Rose Fulbright Canada LLP

In 2012, Statistics Canada reported that 11% of the population aged 25 to 64 (or 2.1 million people) reported having limitations caused by a physical or mental disability, with conditions ranging from hearing loss, to visual impairment, to mobility challenges, to pain, to mental health conditions. As our population ages, disability-related conditions are only projected to increase. In light of these statistics, and given that many Canadians will spend most of their day in the workplace, knowing how to accommodate employees in the workplace has become a key part of managing today's workforce and employees knowing what role they are responsible for playing is also a critical factor for both employers and employees.

The accommodation process is a multi-party process and employees are not without their own obligations with respect to accommodation. Employees, generally, have three fundamental duties in that regard:

- to make a request for accommodation when accommodation is needed (with requests in some cases being constructive or reasonably assumed in the circumstances);
- to disclose relevant information, such as medical information, to assist the other parties (which may include the employer and the union) in the accommodation process in making and facilitating reasonable accommodations; and
- to act reasonably.

With respect to the third duty, the law has been consistent that an employee cannot expect the perfect accommodation, only a reasonable one. Where the employer has proposed a solution that is reasonable and that would accommodate an employee's abilities, limitations, and restrictions, the employee has a duty to facilitate the implementation of that solution. If a solution proposed by the employer is reasonable, and the employee rejects that proposal, then the employer's duty to accommodate the employee is discharged.

These principles have led to a number of employer-supported decisions, including cases finding that:

- an employee's refusal to participate in an independent medical examination justified termination of employment when the employer had no other ability to determine if the employee was fit for work, with or without limitations, for the foreseeable future;
- an employee may be required to accept reduced hours as part of the accommodation process;
- an employee is not entitled to be paid at a higher pre-accommodation rate if the rate associated with the accommodated work is lower;
- an employer is entitled to depend upon the medical information that it has when an employee fails to provide up-to-date medical information;
- an employer is not obligated to invent new positions and can look to available vacant positions when exploring reasonable accommodations with an employee;
- if an employee's condition has changed, then it is incumbent upon the employee to share that information with the employer to reassess available accommodations; and
- although part of a reasonable accommodation may include the right of employees to be absent from work due to a disability, this right is not unlimited and an employer is not obligated to keep open a position for an employee who has been unable to work for an excessive period and unlikely to return to work in the reasonably foreseeable future with or without accommodation.

In all of these cases, effective, written communication was critical to the employer's success and the employer could establish that it had clearly engaged in a meaningful dialogue with the employee making reasonable inquiries, setting out expectations, and demonstrating the steps taken, or the steps attempted, to accommodate the employee. Employers are, therefore encouraged, to continuing the conversation, which may involve reminding employees of the proverbial phrase that it takes two to tango.

The content of this article is intended to provide a general guide to the subject matter. Specialist advice should be sought about your specific circumstances.

Remember that our corporate lawyers include Christine Jonathan of MacDonald, Sager, Manis, LLP as our go to person for consulting on Employee / Employer relations. Our members receive 30 minutes of free consultation courtesy of Jordan Cohen and Christine Jonathan, our corporate lawyers.

Canada: WSIB Rate Framework Policies Finalized

Last Updated: July 2 2018

Article by Hossein Moghtaderi, Hicks Morley Hamilton Stewart Storie

The Workplace Safety and Insurance Board (WSIB) has finalized the following core policies which will support the new Rate Framework, to be implemented on January 1, 2020:

Coverage Status

The Classification Structure

Single or Multiple Premium Rates

Associated Employers

Employer Level Premium Rate Setting

Employer Premium Adjustment

As previously reported, the WSIB held public consultations from August 14, 2017 to January 15, 2018 with a view to receiving stakeholder feedback on the Rate Framework draft policies, which were originally approved by the WSIB Board of Directors on November 14, 2016. When they become effective, these core policies will replace the current policies regarding classification, rate setting and retroactive experience rating, among others.

Of note is that the new Employer Level Premium Rate Setting policy (Operational Policy Manual 14-02-01) will replace the current policies on the Merit Adjusted Premium Program (MAP), New Experimental Experiment Rating Plan (NEER), and Construction Industry Plan (CAD-7). The new policy introduces a uniform two-step model to set premium rates for Schedule 1 employers.

The Rate Framework will fundamentally change the way the WSIB classifies Schedule 1 employers and sets their premium rates.

The content of this article is intended to provide a general guide to the subject matter. Specialist advice should be sought about your specific circumstances.

Canada: New Restrictions On Criminal Record Checks To Take Effect On November 1, 2018

Last Updated: July 2 2018

Article by David W. Foster, Hicks Morley Hamilton Stewart Storie

The Ontario government has proclaimed November 1, 2018 as the date on which the Police Record Checks Reform Act, 2015 (Act) comes into force.

The Act applies to persons who require a search to be conducted of police data bases to screen individuals for, among other things, the purpose of determining suitability for employment.

It authorizes Ontario police services to offer three types of records checks: criminal record checks, criminal record and judicial matters checks and vulnerable sector checks. It also sets out limits and standardizes the types of information that are authorized for disclosure in respect of each type of check.

The Act restricts the disclosure of non-conviction information about an individual in response to a criminal record check or in response to a criminal record and judicial matters check. Non-conviction information would be authorized for disclosure only in a vulnerable sector check in cases where an individual is in a position of trust or authority over vulnerable persons (e.g. children or the vulnerable elderly), and only if it meets a new test for "exceptional disclosure."

Additionally, the Act requires the disclosure of the results to the person to whom a record relates prior to permitting disclosure to a requesting third party.

Persons or organizations that wilfully contravene certain provisions of the Act would be guilty of an offence and liable to a fine of not more than \$5,000.

The content of this article is intended to provide a general guide to the subject matter. Specialist advice should be sought about your specific circumstances.



MISSION STATEMENT

- Foster and encourage professionalism, ethical conduct and ongoing development within the fabricare industry in Canada.
- Promote the interest of professional cleaners and fabricare specialists in Canada.
- Provides representation before legislative bodies and lobbies on behalf of the cleaning industry regarding industry issues and professionalism.
- Provide regular news releases and technical bulletins issues and ensure that members are kept aware of both legislative and industry developments.
- Provide a forum where all members of the Canadian cleaning industry can discuss and review mutual concerns and issues.
- Provide education and training for members and develop appropriate training and certification programs.
- Develop high standards for environmentally sound practices to protect our employees, our neighbourhoods, and ultimately, our planet. as well as waste management and occupational health and safety legislation.
- Maintain the highest professional standards and conduct in providing documentation and explanations to our customers when questions are asked.



- If I had a dollar for every girl that found me unattractive, they'd eventually find me attractive.
- I find it ironic that the colors red, white, and blue stand for freedom, until they're flashing behind you.
- Today a man knocked on my door and asked for a small donation towards the local swimming pool, so I gave him a glass of water.
- I changed my password to "incorrect" so whenever I forget it the computer will say, "Your password is incorrect."
- Artificial intelligence is no match for natural stupidity.
- I'm great at multi-tasking--I can waste time, be unproductive, and procrastinate all at once.
- If you can smile when things go wrong, you have someone in mind to blame.
- Never tell your problems to anyone, because 20 percent don't care and the other 80 percent are glad you have them.
- Doesn't expecting the unexpected mean that the unexpected is actually expected?
- Take my advice - I'm not using it.
- I hate it when people use big words just to make themselves sound perspicacious.
- Hospitality is the art of making guests feel like they're at home when you wish they were.
- Television may insult your intelligence, but nothing rubs it in like a computer.
- I bought a vacuum cleaner six months ago and so far all it's been doing is gathering dust..
- I'll bet you \$4,567 you can't guess how much I owe my bookie.
- Behind every great man is a woman rolling her eyes.
- If you keep your feet firmly on the ground, you'll have trouble putting on your pants.
- A computer once beat me at chess, but it was no match for me at kick boxing.
- Ever stop to think and forget to start again?
- There may be no excuse for laziness, but I'm still looking.

- Women spend more time wondering what men are thinking than men spend thinking.
- Give me ambiguity or give me something else.
- He who laughs last thinks slowest.
- Is it wrong that only one company makes the game Monopoly?
- Women sometimes make fools of men, but most guys are the do-it-yourself type.
- Change is inevitable, except from a vending machine.
- I like long walks, especially when they're taken by people who annoy me.
- I was going to wear my camouflage shirt today, but I couldn't find it.
- If at first you don't succeed, skydiving is not for you.
- If tomatoes are technically a fruit, is ketchup a smoothie?
- Money is the root of all wealth.
- No matter how much you push the envelope, it'll still be stationary.

Today's Chuckle

I joined Gamblers Anonymous; they gave me two to one I wouldn't make it. Rodney Dangerfield

Written by:

Sidney Chelsky,
Executive Director,
Canadian Fabricare Association,
Ontario Fabricare Association,
120 Promenade Circle #910,
Thornhill, Ontario L4J 7W9.
P: 905-881-5906
C: 416-573-1929
canadianfabricare@fabricare.org
sidchelsky@fabricare.org
website: <http://www.fabricare.org>

If you're not familiar with the work of Steven Wright, he's the famous Erudite (comic) scientist who once said: "I woke up one morning, and all of my stuff had been stolen and replaced by exact duplicates."

His mind sees things differently than most of us do. .

Here are some of his gems:

- 1 - I'd kill for a Nobel Peace Prize.
- 2 - Borrow money from pessimists -- they don't expect it back.
- 3 - Half the people you know are below average.
- 4 - 99% of lawyers give the rest a bad name.
- 5 - 82.7% of all statistics are made up on the spot.
- 6 - A conscience is what hurts when all your other parts feel so good.
- 7 - A clear conscience is usually the sign of a bad memory.
- 8 - If you want the rainbow, you got to put up with the rain.
- 9 - All those who believe in psycho kinesis, raise my hand
- 10 - The early bird may get the worm, but the second mouse gets the cheese.
- 11 - I almost had a psychic girlfriend, But she left me before we met.
- 12 - OK, so what's the speed of dark?
- 13 - How do you tell when you're out of invisible ink?
- 14 - If everything seems to be going well, you have obviously overlooked something.
- 15 - Depression is merely anger without enthusiasm.
- 16 - When everything is coming your way, you're in the wrong lane.
- 17 - Ambition is a poor excuse for not having enough sense to be lazy.
- 18 - Hard work pays off in the future; laziness pays off now.
- 19 - I intend to live forever... So far, so good.
- 20 - If Barbie is so popular, why do you have to buy her friends?
- 21 - Eagles may soar, but weasels don't get sucked into jet engines.
- 22 - What happens if you get scared half to death twice?
- 23 - My mechanic told me, "I couldn't repair your brakes, so I made your horn louder."
- 24 - Why do psychics have to ask you for your name.
- 25 - If at first you don't succeed, destroy all evidence that you tried.
- 26 - A conclusion is the place where you got tired of thinking.
- 27 - Experience is something you don't get until just after you need it.
- 28 - The hardness of the butter is proportional to the softness of the bread.
- 29 - To steal ideas from one person is plagiarism; to steal from many is research.
- 30 - The problem with the gene pool is that there is no lifeguard.
- 31 - The sooner you fall behind, the more time you'll have to catch up.
- 32 - The colder the x-ray table, the more of your body is required to be on it.
- 33 - Everyone has a photographic memory; some just don't have film.
- 34 - If at first you don't succeed, skydiving is not for you.
- 35 - If your car could travel at the speed of light, would your headlights work?