



Newsletter

February 2019

Membership -

Welcome to new members **Mark Jones** and **Ray Cheshire** of **Spot Business Systems** and **Larry Tessler** of **Busy Bee cleaners in Regina, Saskatchewan** and **Joseph Yoon** of **The Team Dry Cleaners in Toronto** as new members of CFA. As well, we welcome **Leo Bissonnette** of **Monster Mechanical Ltd.** of Guelph, Ontario as a new Allied Trade Member. Monster Mechanical Ltd. now has a Parts Department offering most parts for commercial laundry and dry cleaning equipment. **AnnaKay John** of **Marsh Canada** has retired. We wish her well in her retirement. Her contact replacement is **Marek Malycha**, Senior Vice President of **Marsh Canada**.

Congratulations to **Blair Burgess** of **Manor Cleaners** in St. Catherines, Ontario on completing the DLI course Fibers and Fabrics from the Canadian Fabricare Association.

Congratulations to **Jacquelyn Stevens** of **Willms & Shier LLP** who was elected as President of the **Women's Lawyers Group**. As well, a thank you for inviting me to attend the **Smart Remediation Conference** held on January 24th. Although very technical, I found it very informative and have learned more about removal of contaminants from groundwater. A further report on what took place at a later date.

Wage and Price Survey Comparison 2018 to 2019 - As a result of a very poor response from the membership to send in surveys, I am unable to provide any meaningful results for this survey.

ExpoDetergo International, that took place between 18th and 22nd of October, 2018 in Milan, Italy, displayed outstanding innovations and new technologies that were presented for a broad professional audience at Expo Detergo International 2018.

The novelties, consisting, among others, of automation and robot technology, were both focused on the Retail Textile Cleaning segment and the Industrial Textile Services one. Our theme for the upcoming Conference on October 5, 2019 will be "**Profitability through Innovation and Technology**". I hope to present many new innovations, new equipment and systems technologies that will make your business more profitable. We are putting together a program of top speakers and as well we are planning some roundtable workshops for Sunday morning to provide you with a more intense educational program.

CINET Best Practices Awards go to laundries and cleaners from all over the world. The Award ceremony was held at EXPOdetergo International. Chinese businesses were among the most rewarded. **CINET, the International Committee of Professional Textile Care** was a partner of excellence with **EXPOdetergo International 2018** by holding their Best Practices Awards ceremony during the show. CINET chose the convention center of Fiera Milano Rho for the

awards ceremony with the participation of numerous laundry and cleaning businesses from all over the world.

The international mission of CINET was reflected by the distribution of awards to businesses coming from various continents. China was definitely the main player of the ceremony as two Best Practice Awards went to Fonet & Ycloset Laundry based in Nantong and to Fonet Laundry Service from Beijing. As far as innovation is concerned, the Awards were assigned to Cotton Way, a laundry based in Russia and to Dobbi, a laundry business from the Netherlands.

Best sustainability practice sees Elis, a laundry from the Netherlands receive an award together with Hakuyosha, a Japanese laundry. Finally, during the Special Award ceremony, after various laundry sector innovators were awarded, the Lifetime Award was assigned to Martin Kannegiesser, the CEO of Kannegiesser, a world leading industrial laundry machines producer based in Germany.

I will be forwarding the weekly CINET newsletter to our membership. They are very informative.

Annual Conference – Please reserve the dates of Saturday, Oct. 5th and Sunday, Oct. 6th

I realize it is early for the conference in October, however, it is important that I know what funds I have to work with in order to put on a good conference. Thank you to the following companies and individuals who have committed to supporting our association and conference. It will be even better this year. This year we will have fewer speakers who will spend more time on questions from the members. As well, we are planning at least two Sunday morning roundtable workshops to deal with important issues. As we develop the programs, I will advise you of these events.

The following companies and individuals again have indicated their sponsorship of the upcoming conference in October 2019:

Fabricare Cleaning Centers (Clark McDaniel) – Luncheon on Saturday
GreenEarth Cleaning Canada (Robert Kuenzlen) – Coffee Breaks (2)
Willms & Shier Environmental Lawyers LLP – Saturday Night Cocktail Hour



The following events need sponsors or co-sponsors:

Friday night cocktail party	Saturday morning breakfast
Saturday night cocktail hour	Saturday night wine at dinner
Speakers Gifts	Sunday morning workshops
Gift Certificates	Overall Conference support

If you would like to participate as a sponsor, please contact Sid Chelsky to reserve your choice of sponsorship.

The following companies and individuals have reserved a Table Top for the upcoming conference in October 2019:

Exttox Industries (Artur Keyes)
Green Earth Cleaning Canada (Robert Kuenzlen)
Harco (Rob Jackson)
Sparkle Solutions (Bruce Miller)
Ontario Laundry Systems (Craig Gibson);



Retirement and assessing the value of your laundry business

One day the time will come for every laundromat or dry cleaner owner to say goodbye to business. The entrepreneur may have been in the laundry business for more than 30 years, and will at some point be ready to retire. If all goes well, the business will be sold at a good price. The question is how to establish a selling price. When owning the building and the business, how to value each?

The first step will be to get a bank appraisal on the property. This will help to determine the value of that property. Besides, with this appraisal, it will be much easier for a potential buyer to receive a loan. To determine the value of the laundry business, a factor of two to five times the net income is generally used. That seems to be a wide margin, but laundromats vary greatly. As a general rule, if a store is in excellent condition – with newer equipment, great parking availability, etc. – it will be worth more money because the buyer will not have to invest a lot of money into the business for several years.

The overall best thing to do will be to hire a broker or intermediary with expert knowledge in this field. It may cost, but in the end a good broker will get more money at the sale with no doubt much less worry.



WOPCOM Blog: Innovation in cleaning technology serving needs of tomorrow's consumers, by Tim Maxwell, President of GreenEarth

New ideas of serving the consumer

Clearly this could not have been done had the world stayed the way it was in 1800. During those 225 years, new ideas allowed innovations to be developed so that the producers could grow the supply faster than the way it was being done. And while these new ideas undoubtedly faced opposition from those who were doing it the “current way”, if the new way ultimately served the consumer, it prevailed.

Many of today's new ideas revolve around serving the consumer both directly and indirectly. For many of today's new ideas not only enhance the efficiency of the production of the goods and services being provided, but they also do so in a way in which the sustainability of the earth's resources are also enhanced. Given that the definition of sustainability is to act in a way that adds to rather than harms people, the planet, and the "profitability" of the effort, ideas which allow for the more effective production of goods and services while at the same time are truly sustainable allow exponential benefits. And in this way, really do serve the consumer directly and indirectly.

As it relates to the basic necessity of clothing, most of the new ideas over the years have focused on the garment manufacturing process. For some time, clothing retailers have considered the sourcing of their raw materials, the manufacturing of their garments, and the logistics of moving their stock to their retail outlets as their principle supply chain.

The life cycle of garments

However, in the last decade, garment retailers and garment manufacturers have begun to consider the Life Cycle Assessment of the garments they sell and are now considering the after care of their garments in that equation. Thus the end to end supply chain in the clothing industry has extended through both the way the garments are cleaned and the way the garment are disposed of.

As a result, all of us in the professional textile care industry are part of the clothing supply chain. And as such, all of us are fortunate to be able to positively impact one of the basic necessities of life by applying new ideas for both the processing that we are providing and the way we can do so in a more sustainable manner.

There is one basic premise that underlies "the way things are today" in today's society with regard to the after care of garments. And that is "laundering a garment is automatically more cost efficient and more sustainable than dry cleaning a garment and thus is always the preferred method of care". In some ways, this basic premise may be Malthusian in nature. For it makes some fundamental assumptions about washing with water versus washing with a chemical.

For instance, it assumes that water is readily available and is inexpensive. It assumes that washing garments in small quantities uses less energy than washing garments in large quantities. And it assumes that all chemicals used as a solvent are more dangerous to the environment than is water.

But what if there were a new idea — the idea that tomorrow's consumers can be provided with clothing after care in a process that is not based on water but rather is based upon sustainable chemistry? What if the one basic premises that underlies "the way things are today" could be altered to serve the needs of the consumers of tomorrow?

How could it be altered? Consider the fundamental assumptions upon which this premise is based versus what is the case today:

- In many geographies, water is not readily available and therefore is not inexpensive.
- The energy per garment associated with washing garments in small quantities, including the energy of treating the down-the-drain water involved, exceeds the energy per garment associated

with dry cleaning the garment in large quantities, including the energy of treating of the waste streams involved.

- Washing with water includes washing with the detergents added. One chemical fluid has been demonstrated to be environmentally non-toxic when measured in the real world environment rather than estimated in computer models. This chemical solvent in the closed loop dry cleaning process is at least as safe for the environment as is water and is perhaps safer when considering the “down the drain” water/detergent effluent.

Liquid silicone as the alternative

In 1999, three dry cleaners searched for an alternative to perchloroethylene that could be incorporated into a process that was fully sustainable. After examining all of the then-available possibilities, they chose liquid silicone as the alternative based upon its chemical properties. Thus began a 16 year effort to provide the after care industry with an alternative not only to perc, but to water as well.

As with all new ideas, those in the industry who were doing things in the same way as the prior generation fought the idea that the concept of sustainability, where less is more, should be adopted. Most suppliers to the industry were being paid based upon the amount of chemicals, filters, and the price/complexity of the machines they were selling to the industry. The salesmen for these suppliers were the gatekeepers of the “way things are” and fought against a licensing business model where using less of any of these items was being championed.

Over time, through the efforts of many of the early adopters of liquid silicone, there were many opportunities uncovered to enhance the dry cleaning process in a way that minimized the resources being consumed during the process and that took advantage of the chemical characteristics of the liquid silicone dry cleaning fluid. As a result, the sustainability of the process was continually refined and enhanced.

What were these enhancements that allow for optimized sustainability? Here are some of the primary ones that have been incorporated into the methodology being utilized:

- As perc was de-emphasized in the industry, virtually all of the dry cleaning manufacturers elected to design and build “multi-solvent” dry cleaning machines. This allowed any of the alternative solvents to be used in the machine, allowed the machine manufacturer to zero in on one design thereby reducing their cost to manufacture and stock machines, and required that the machine be suitably complex to have each solvent operate properly within the machine.

However, this machine complexity adds to the cost of the machine when compared to a machine that is configured to operate with silicone only. For example, silicone has no odor; therefore all of the deodorizing features are unnecessary.

- Liquid silicone is chemically inert. Rather than solubilizing impurities into itself, impurities are carried by the detergent and dry cleaning fluid to filtration. Thus, distillation and all of the costs associated with it (the still itself, the energy to run the still, the labor to operate the still, the costs to remedy improper still operation, etc.) might be eliminated.
- The food industry uses bleaching clays as its filtering medium in many applications. Because of its chemistry, liquid silicone can use similar clays as an effective filtering process thereby

eliminating the costs associated with cartridge filtration and the environmental costs associated with their disposal.

- The waste stream associated with clay filtration is powder rather than liquid and can be disposed of safely without hazardous waste hauling (independent laboratory testing confirms this). Thus the hauling and disposal costs and the environmental costs associated are greatly reduced.
- Because of its non-reactivity in the atmosphere and therefore does not contribute to the formation of smog, liquid silicone has been designated as a non-Volatile Organic Compound by the U.S. Federal Environmental Protection Agency. This exemption is significant in that it eliminates the need for getting any permits in many locales when liquid silicone is used and at the same time enhances its sustainability profile. Although in Europe liquid silicone is considered a Volatile Organic Compound based on the evaporation properties.

As the issue of sustainability has become of more concern, and because of these sustainability advantages, many of society's stakeholders associated with our industry have mandated or recommended the GreenEarth dry cleaning process. These stakeholders include landlords and property owners, garment manufacturers, garment retailers, financial institutions, and consumers.

If we as an industry are to survive into the next generation of consumers, we need to find ways to add value to our service offerings. Contrary to society's current premise, there are significant sustainability advantages available to us that offer our industry the opportunity to add value and to introduce new service offerings that compete with and challenge today's after care model.

Canada: Employment Law And Privacy: Where An Employee's Rights End And The Employer's Rights Begin

Article by [Catherine Willson](#); Goldman Sloan Nash & Haber LLP

As the employees at a law firm in Toronto had recently discovered, their right to privacy was more of an idealistic expectation than it was a reality. Upon claims that employees were being paid for time they had not worked, a system that scanned their finger prints was mounted and entering and exiting the office was impossible without first scanning a finger print. This enabled their employer to track their time in and out of the office and avoid paying employees for time they had not been in the workplace. Although this may seem like an invasion of privacy, this act was technically legal; the employer's suspicion that employees were being paid extraneously gave them the right to monitor their employees.

Employers have the right to spy or invade on certain aspects of the employee's privacy. If an employee is suspected of misconduct, this provides the employer with exceptional circumstances that enable them to monitor that employee at a greater depth. Employers may monitor activity and internet usage on company computers, monitor company e-mail accounts, scour employees' social media pages, hire private investigators to determine if an employee is abusing a sick day, and even install hidden cameras if the employee being monitored is suspected of misbehaviour.

Video cameras are allowed to be installed only when there is reason to believe an offence is being committed and must be in good faith. Employees must be informed that they are being recorded.

Amidst all of these forms of monitoring, an employee may feel they have limited rights pertaining to privacy in the workplace.

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.

I encourage you to read the following article. A number of years ago, I reorganized due to an efficiency report done by an engineer and reduced a number of positions in my plant.

Canada: A Comforting Decision For Employers Reorganizing Their Workplace

Article by [Philippe Bélisle](#) and [Éric Lallier](#); Norton Rose Fulbright Canada LLP

A recent decision¹ has set the record straight by reaffirming a principle that some decision-makers at the Administrative Labour Tribunal (ALT) tend to want to set aside: section 124 ALS does not create the right to a job for an employee who was actually dismissed for economic or organizational reasons. In fact, the Quebec Superior Court confirmed that in the case of an actual dismissal, there is no obligation, by virtue of statute law or case law, to try to find another position within the company for the employee who was dismissed.

The facts - A program to increase performance and efficiency in all the employer's business units (hereinafter referred to as the PIP) was implemented wherein the plaintiff's supervisor was asked to analyze all the positions under his responsibility. Due to new processes resulting in reduced workforce needs in his department, he was asked to abolish two positions in his group.

It was in this context that the plaintiff learned her position would be abolished and she would be dismissed. She was offered a severance package and was provided with career transition services during the severance period.

More than five months went by between the time the offer was made to the plaintiff and the time she stopped receiving a salary. She ended up refusing the employer's offer and filed a complaint under section 124 ALS, alleging that her termination was in fact constructive dismissal rather than a dismissal for economic reasons or due to an administrative reorganization.

The decision - The Superior Court reversed the ALT's judgment under which the complaint pursuant to section 124 ALS was allowed. In this case, the employer was clearly able to show that the decision to abolish the plaintiff's position was made for organizational reasons. As evidence of this, among other significant things, was the fact that as a consequence of the PIP, several other positions were abolished, including some at a higher level than that of the plaintiff's supervisor.

According to the Superior Court, once it has been determined that the termination is the result of an actual dismissal, the ALT must stop its analysis and the recourse under section 124 ALS must be dismissed. It is unreasonable for the ALT to continue reflecting on it and to [translation] "create a duty for the employer to try to find the employee another position, either in the same organization or within another related entity, where the failure to do so constitutes a constructive dismissal²."

The take-away - In terms of "best practices," it might of course be advisable for the employer to try to find the employee whose position was abolished for economic or organizational reasons another position within the company. However, as the Superior Court has pointed out in this case, it is not a duty prescribed by Quebec law and this decision confirms it does not need to be strictly respected. It remains to be seen how decision-makers who currently take the reassignment into consideration when analyzing the legitimacy of the dismissal will react and whether they will adopt the Superior Court's reasoning.

Canada: Accessibility Laws In Canada –Status @ Jan 1,2 019

Last Updated: January 10 2019 Article by [Anneli LeGault](#), [Dentons](#)

As of January 1, 2019, the federal government and the provinces of Ontario, Manitoba and Nova Scotia are at various stages of introducing accessibility laws. Canada is a signatory to the United Nations Convention on the Rights of Persons with Disabilities and as such has agreed to take appropriate measures to achieve accessibility and to develop and monitor minimum accessibility standards. Here is a snapshot of the current situation across the country.

Ontario

The *Accessibility for Ontarians with Disabilities Act* (AODA) is fully operational and, regardless of the size of your organization, as long as you have one or more employees in Ontario, your organization should have fulfilled the general accessibility requirements, complied with the accessible customer service standard, the employment standard, the design of public space standard and information and communication requirements (with the exception of websites). This blog post does not address the education and public transportation sectors.

Ongoing obligations include training of staff on the *Human Rights Code* disability provisions and the AODA whenever new staff are hired or your policies change. Employers with 20 or more employees in Ontario must also report compliance on the Service Ontario website every 3 years and employers with 50 or more employees must review and update their multi-year accessibility plan at least every 5 years. Monetary penalties have already been issued against certain organizations for a failure to report their on-line compliance.

Websites and content published after January 1, 2012 will need to meet the WCAG 2.0 Level AA guidelines (with a few carveouts) by January 1, 2021, except where it is not technically feasible, your organization does not control the information, the content is unconvertible or the required technology is not readily available. These guidelines have been developed by the World Wide Web Consortium and include "success criteria" that cover matters such as meaningful sequences, separation of foreground information from background, functionality by keyboard, avoidance of flashing visuals, providing non-text content in text format and other criteria to address which make navigation and use of websites more accessible for those with a variety of developmental, physical, intellectual, mental, sensory, visual and hearing disabilities.

Manitoba - The first standard under *The Accessibility for Manitobans Act* (AMA) applies as of November 1, 2018 to private sector employers with one or more employees in Manitoba. The Customer Service Standard Regulation applies to such organizations if they provide goods or services directly to the public or to another organization in Manitoba. Fortunately, the Customer Service Standard Regulation is very similar to the accessible customer service standard under the AODA and minimal changes will be required to bring your standard into compliance if you already have an Ontario customer service policy and training program. Employers with 20 or more employees in Manitoba must also document training of staff on the AMA and the Manitoba *Human Rights Code*. Monitoring of compliance on the Customer Service Standard is expected to start in 2019 or 2020.

Standards on employment and information and communications have been drafted. Upcoming standards will cover the built environment and public transportation and infrastructure. Apparently the education standard will be the final standard to be developed.

Nova Scotia - The *Accessibility Act* was passed in 2017. Standards currently under development cover education and the built environment. The plan is to develop other standards at the rate of

one per year starting in 2021 to cover: delivery of goods and services, information and communication, public transportation and infrastructure and employment.

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: Terminations Without Cause With Peter Straszynski - Torkin Manes Legalpoint Video (Video)

Last Updated: January 10 2019, Article by [Peter C. Straszynski](#), [Torkin Manes LLP](#)

Q. What is the difference between a "with cause" and without cause" termination?

There are basically 2 types of termination of employment by an employer.... with "just cause" or "without just cause"..... "Just Cause" exists where an employee has been guilty of very serious misconduct, dishonesty or other serious breach of the terms of their employment..... Where there is just cause, an employee can be fired without any notice or payment.... Just Cause is very difficult to prove and the overwhelming majority of terminations are "without just cause".....

Q. What is an employee entitled to when terminated without Just Cause?

In the case of any "without cause" termination, there are typically 3 important considerations.....

1. Statutory Minimums - First, we have to consider minimum entitlements under the Ontario Employment Standards Act.... The Act sets out bare minimum standards for notice or payments on termination..... It's common for employers and employees to misunderstand these as "maximum" entitlements or obligations.... This is wrong.... These standards are "minimums" only. The statutory minimum standards are the first consideration.

2. Written Contract, if any - Next, we look at any written contract of employment to see if it says anything about termination entitlements..... Some contracts set specific entitlements that are different than the statutory minimums..... These contracts may very well determine what the employee will be entitled to..... But remember, there are a variety of technical reasons why the terms of a written contract may not be enforceable, which any experienced employment lawyer will be able to identify.... Written contracts are the second considerationIf you would like to learn more about Contracts, see our related video on the topic....

3. The Common Law - If there is no written contract determining entitlements.... or if the contract is not enforceable for any reason... then the "common law" applies..... This is the 3rd consideration..... At common law, employees are entitled to "reasonable" notice of termination or payments instead..... There are a few important things to know about "reasonable" notice or pay..... First, this is what judges get to decide in "wrongful dismissal" cases.... taking into consideration the employee's age, position and length of service, it is not unusual for Judges to award in the range of 1 months' notice or pay per year of service, and possibly more..... Importantly, this common law notice or pay is "inclusive" of the statutory minimum requirements that we've already identified..... And finally, this "common law" entitlement may be affected where the terminated employee finds new work quickly..... We call this "mitigation".

Conclusion - Every time we look at a termination of employment, we have to carefully examine each of the factors discussed in this video, in order to determine what a particular employee's entitlements will be. It's not always simple to determine.... Employers are very well advised to get

proper advice prior to implementing any termination..... It's equally important that employees get proper advice before signing any release or other agreement in the context of a termination.

*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. **Christine Jonathan of MacDonald, Sager, Manis LLP** is our corporate lawyer specializing in Employment Law and can be reached at 416-364-1553.*

Specific insurance coverage necessity for laundromats and dry cleaners

Laundromats and dry cleaners beware! You might consider purchasing standard business insurance, but what you actually need is an independent insurance agent or company who has specialized in coin laundry insurance, laundromat insurance or dry cleaner insurances.

Whether having a self-service, a full-service laundry or a dry cleaning business, there is a lot more to insure than just washers and dryers. Laundromats and dry cleaners face specific daily risks, such as: slips and falls due to wet or uneven floors, fires due to excess lint in dryers, chemicals on clothes placed in dryers, flammable items placed in dryers and electrical problems. If the space is rented, the lease may require buying property insurance for the building. However, coverage for the contents – including washing machines, dryers, flooring, computers, other office equipment and furniture – is still needed.

Laundromats and dry cleaners should also consider additional types of business insurance in their business insurance program, such as for: employee protection, vehicles and workers' illness compensation. Conclusion: don't settle for standard coverage or a one-size-fits-all approach too easy, but choose for an insurance that is tailored to everything that is unique about your laundromat or dry cleaner business.

**Sometimes you might feel like no
one's there for you, but you know
who's always there for you?**

Laundry.

Laundry will always be there for you.

SIX LITTLE STORIES

{1}

Once all villagers decided to pray for rain.
On the day of prayer all the people gathered,
but only one boy came with an umbrella.

That's FAITH.

{2}

When you throw babies in the air,
they laugh because they know you will catch them.

That's TRUST.

{3}

Every night we go to bed
without any assurance of being alive the next morning,
but still we set the alarms to wake up.

That's HOPE.

{4}

We plan big things for tomorrow
in spite of zero knowledge of the future.

That's CONFIDENCE.

{5}

We see the world suffering,
but still we get married and have children.

That's LOVE.

{6}

On an old man's shirt was written a sentence
'I am not 80 years old;
I am sweet 16 with 64 years of experience.'

That's ATTITUDE.

Have a happy day and live your life like the six stories.
When I was a child, I thought nap time was punishment. Now it's like a
mini-vacation. :-)

"GOOD FRIENDS ARE THE RARE JEWELS OF LIFE..."

Attention Members!!!!!!

This just in>>>>>>>>

Be aware of a possible scam to get you to process money through your credit card system. This was used to scam a fur cleaner and now possibly a dry cleaner who reported it to me. You should not process any charges for any other company or person without first checking it out with the authorities or the credit card company.

My grandson Benjamin Chelsky (16) (Steven's son) who lives in Israel and aspires to becoming a diplomat won 3 awards including top student in class



Brenda and I are very proud of his achievements

Today's Chuckle

I asked my wife what she wanted for Christmas. She replied, "Nothing would make me happier than a diamond necklace." So I bought her nothing.