



Newsletter

July 2019

Membership

Welcome new members **Charles DeCarie of Villeneuve Cleaners in Gatineau, Quebec and Earl Eichen of Lavanett in Montreal.** Both signed up at the Clean Show.

Congratulations to Fabricare Cleaning Center in Huntsville who is celebrating their silver anniversary of 25 years in their Huntsville location.

I have been promoting our members to media, government and consumers as the most technical and knowledgeable, environmentally concerned operators in the dry-cleaning, wet-cleaning and laundry industry. Our members are most receptive to consumer concerns and make every attempt to educate our customers as to what to expect when they bring their garments to our plants. We try to warn them ahead of time of problem stains, care labels, alternative methods of cleaning success, and other problem areas.

We also should be proud of our staff and management in conveying this message to the public and our customers. I have gathered some great sayings by several successful business operators who rely on insuring that their employees and management are the best available.

"Great leaders don't set out to be a leader. They set out to make the difference. It is never about the role - always about the goal." **Lisa Haisha**

"Leadership is not being in charge; it is about taking care of people in your charge." **Simon Sinek**

The following statements by **Oleg Vishnepolsky**: "We as leaders measure success by money, position and power." "Strong leaders measure success by the difference they made in other people's lives."

"The secret to the success of my own career was to hire good people, trust them to do their jobs, and bring out the best in them, not the stress in them."

"Good people need little to no management. They need support, clarity and encouragement." "But most of all they need leaders who care." "If we don't care about people, we don't deserve to be leaders."

"It is NOT the number of years; it is the quality of the person! Years do not work, people do!"

"You are only going to be as good as the people you surround yourself with. So if you find yourself surrounded by people who make you doubt yourself and lower your self-esteem, and they don't support you or make you feel appreciated, then it's better to be alone."

"Surround yourself with people who lift you higher or whom you lift higher, and you can NOT lose."

"Winners are not those who never fail, but those who never quit."

"It is impossible to be a good leader without being a good person. The most under-utilized tools in management are kindness and common sense."

I have always stated that our companies are only as good as our employees -Sid Chelsky Allied Tradesperson of the Year

I am sending out submission forms for our members to nominate the person they believe has done more for your company and the industry this past year. The winner should be a person who has

gone above and beyond just selling a product or service but has provided you with advice and information that has helped you improve your plant and grow your business. This is our first attempt at this award and the board of directors look forward to reading your submissions. A winner will be selected and honoured at our upcoming conference in October.

Peter Kent MP PC Thornhill, Brenda Chelsky & Sidney Chelsky Executive Director CFA

Thankyou Peter for working with CFA to ensure our environment is safe and secure

Congratulations to **Dino Kantzavelos of TSC Wetcleaning** for hosting a delegation from Japan who came to see how he processed his wetcleaning garments.



As a result of an inquiry by one of our members, I am pleased to report the following:
Hi Sidney,

I have attached the Canada.ca website link to help you understand your responsibilities.

In short, employees are not required to have a certification or anything indicating that they have received WHMIS training. However, it is always a good idea to keep records of the WHMIS training that you do (who attended, a copy of the content covered). Training should be done at least annually, or more often if there are large amounts of chemicals that your workers would be exposed to. There is not a specific description of who should deliver the training, so you don't have to contract the service out. If you had a training program internally previous to the new integrated program, that is likely sufficient.

I would be wary of people that are calling you trying to get you to use them for your training needs. In the link I am enclosing there is a page that brings you to an online training program for \$15 per session. If you take the training one time and compare it to your previous training program, you will likely be able to do your own training. There is also some links that bring you to information available for workplaces should you want to explore.

<https://www.canada.ca/en/health-canada/services/environmental-workplace-health/occupational-health-safety/workplace-hazardous-materials-information-system.html>

I hope this helps you,

Denise Strand

Canadian Injury Management Services

Phone: (705) 671-2035 EXT 305

Toll Free 1-800-839-6448

Fax (705) 671-3686



Worker education

1. Have you identified all workers required to receive WHMIS training and instruction?
2. Have workers been trained on the topics set out in section 7 of the WHMIS Regulation? Was the information provided to workers tailored to circumstances and conditions in your workplace?
3. Did you consult the joint health and safety committee or a health and safety representative about the development and delivery of the worker training?
o workers understand the significance of any modes of identification (e.g. colour coding, pictures, etc.) in the workplace, where these have been used in place of labels on hazardous products?
4. Do you have a process to verify that workers have understood their training and know how to safely handle any hazardous products they use? How to find SDSs? What to do in an emergency?
5. Do you have a process for **reviewing the worker education program at least once a year; or, whenever a new hazardous product enters the workplace; or when new information about a**

hazardous product becomes available? Does your review process include the joint health and safety committee or a health and safety representative?

<https://www.ontario.ca/document/workplace-hazardous-materials-information-system-guide-legislation/appendix-employer-compliance-checklist>

Clean Show Member Attendance



Highlights of upcoming CFA Conference Saturday, October 5th & 6th, 2019

I cannot impress upon you the importance of attending the CFA Conference. This is the place to learn new ideas, new technologies, importance of networking, insuring the profitability of your company, motivation, maintaining good employee and public relations, and enjoying yourself at the same time.

Diana Volmer of Methods for Management will explain how its members examine extensive financial and key performance analysis within their businesses, including group average performances and benchmarks.

Best practices are shared, “including the latest marketing and advertising efforts of each company. Each member contributes a presentation of their corporate and personal goals and their road maps for achievement.”

The consulting group further relates that the members conduct a thorough plant critique for each member, with both praise and suggestions for improvement and innovation to continue to provide the highest quality service for their clients. The group also enjoys camaraderie and laughter over wonderful food and wine.

MfM is a group facilitated by Diana Volmer to provide membership for what it describes as: “Elite dry cleaners who wish to further their expertise and improve their business through shared industry knowledge, local community action, higher productivity and efficiency, and training for excellent quality in garment care and customer service.” **For those of you who are really interested in participating in a cost group, you should sign up for the workshop on Sunday morning for a more intensive explanation of how the cost group works.**

We are fortunate to have **Karen Maxwell of Green Earth Cleaning** to be a major speaker at our upcoming conference in October. Many of you who attended last year’s conference will remember how well she spoke and the many ideas she shared with us to grow our businesses. Many were disappointed when her time was up, and we could have listened to her speak for hours on end. She will be continuing her talk with many ideas for our members to continue to grow their sales and maintain good customer relationships. Karen will also be conducting a workshop on Sunday morning for a select few (space limited to 12 persons).

We live in a very litigious society and even though we are doing everything possible to run our businesses properly and by the book, we continue to face new regulations that effect our responsibilities to our employees. To this end, we are again privileged to have **Christine Jonathan and Chris West of MacDonald, Sager, Manis LLP**, our corporate lawyers to speak to us and bring us up to date on how we should be dealing with employment issues. This is also an opportunity to ask questions that may affect your company directly.

Jeff Jordan of Fabritec (Sanitone) will be speaking to us about How to Retain and Motivate Valuable Employees. The reports that I have heard are that he was well received by other associations and provides great incite to help us maintain good relations with our employees.

With all the latest rulings that have come down from the Supreme Court of Canada, we are fortunate to have **Jacquelyn Stevens of Willms & Shier Environmental Lawyers LLP**, to bring us up to date on the latest rulings and answer specific questions about our own use and responsibilities in handling chemicals in our plants. Jacquelyn has been sought out as a guest speaker at many legal panels and is well versed on environmental law.

Bob Edwards of A. L. Wilson Chemicals will be speaking to us on getting the most efficiency in stain removal. Many of you will remember a previous talk and demonstration he did at a conference in which he highlighted the use of environmentally safe stain removal products. Bob is well known for his knowledge and has been featured at a number of association conferences in the U.S.A.

Jason Wiesner of Wiesner Insurance will be speaking about Environmental Insurance. With the onset of many situations regarding fines and lawsuits by owners and neighbors of adjoining properties to our dry-cleaning plants, there is a company that will provide the proper coverage, which up until now, was not available. I had the opportunity to listen to the representative of this insurance company at a seminar for a legal group at which Jacquelyn Stevens also attended.

As many of our members are looking to increase their business, **Nick Chapeau of Starchup** will be speaking on how to grow our sales through starting or improving route sales. His company is well known for their achievements in this field and we look forward to hearing from him.

Mark Jones of SPOT Point of Sales Systems will be also conducting a workshop on Sunday morning (space limited to 12 persons) on utilizing point of sales systems. SPOT has a unique position in this marketplace as they are leading supplier of POS systems. They recently purchase and amalgamated Max Business Systems.

For the first time, we will be able to hear from **Peter Wennekes, President and C.E.O. of CINET**, our partner association which has membership in over 100 countries. Peter is privy to what is happening in our industry throughout the world and will be speaking on the Changing Market Demand. He is also responsible for overseeing the Best Practices Awards, which we are encouraging members of CFA to send in their submissions for an opportunity to share their knowledge with others and possibly be chosen as an overall winner. The best submission from Canada may have his travel costs paid for by CINET to participate in the ceremonies in Frankfurt, Germany in 2020. Peter will also be conducting a workshop on Sunday on the Changing Market Demand.



CFA Conference 2018



CFA Networking

CFA acknowledges and thanks the following companies and individuals who are sponsoring the upcoming conference on October 4 -6, 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

Harco – Saturday night Cocktail Party

SPOT Business Solutions – Friday night Cocktail Party

Sparkle Solutions – Saturday morning Breakfast

Sparkle Solutions – Speakers Gifts

Dalex Canada – Overall Conference Support

Rivard Investments, Newtex Cleaners & Gibson's Cleaners – Saturday night wine at dinner

Cleaners Supply – Gift Certificates



RMBC LIMITED & RIVARD INVESTMENTS

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

The following companies and individuals will be displaying their products and services at the upcoming conference on October 4-6, 2019:

Exttox Industries (Artur Keyes);

Green Earth Cleaning Canada (Robert Kuenzlen)

Harco (Rob Jackson);

Sparkle Solutions (Bruce Miller);

Braun (Gary Ostrum)

Ontario Laundry Systems (Craig Gibson);

Lavenett (Earl Eichen)

A.L. Wilson Chemicals (Bob Edwards)

Starchup (Nick Chapeau);

CINET (Peter Wennekes),

Wiesner Insurance (Jason Wiesner)

Environment Canada and Climate Change – Compliance

EZ Products (Diane Rue)

LAVANETT

Starchup



BEST PRACTICES AWARDS

The closing date for receiving submissions is August 31, 2019. The Best Practices Award will be selected from the submissions received and the winner(s) will be selected to be entered in the International Best Practices Awards in Frankfurt, Germany on June 20, 2020. The contest is open to retail and commercial textile cleaning companies. The winner(s) will be compensated for travel and hotel for the event (subject to CINET rules). All submissions will be recognized at the annual Canadian Fabricare Association Conference being held at the Holiday Inn Yorkdale Hotel on Saturday, October 5, 2019. Information on the conference can be viewed at our website www.fabricare.org or by emailing the Executive Director of CFA and on the CINET website <https://www.cinet-online.com/>.

Please send all submissions to the Executive Director of the Canadian Fabricare Association. **The inclusion of pictures, video and audio would be of great value to the presentation.** For more information regarding the Best Practices Awards, contact Sidney Chelsky, Executive Director of CFA.

Please find the below criteria that we use for the Global Best Practices Awards Program. Click on the word document below for submission form or go to www.fabricare.org and download the form.

1. **Quality;** Skills and knowledge are important to maintain professional textile care quality. A continuous quality that meets customers' expectations is of the utmost importance. Training & education and labour policy are the basic of quality. Certification, if available, can enhance the quality approval of a professional textile care company.
2. **Sustainability;** Implementation of best practices is the key for safe & sustainable processing. Using modern equipment, operation, optimal working methodologies enhance safe and sustainable professional textile cleaning and/or laundering.
3. **Business model & Service concept;** Meeting customers' demands of specific markets requires a clear business model for textile cleaning & textile service companies to offer the best value proposition. The right services, contributing to the ease and convenience of customers / end-users and fitting into the chosen business model is therefore important. Marketing is required to communicate the key message of textile cleaning / textile services.
4. **Innovation;** The world is changing and so is the market demand, therefore innovations are important to cope with changing customer demands on quality and services, legislation and environmental requirements. What are the innovations of the textile cleaning / textile service company?
5. **Key-note;** Own presentations, explanation, visualization and substantiating why the company should win the award.

All accepted submissions will receive an Award of Excellence for participation in the Best Practices to portray in your location.

I also cannot stress the importance of supporting our allied trade members of CFA. They are always there to support our association and our programs, and they deserve your patronage. Here is a list of our allied trade members. Keep it handy.

Cleaner's Supply Inc	5694 Hwy # 7 East # 127	Markham	(800) 531-2943
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Dalex Canada Inc.	157 Adesso Drive	Concord	(905) 738-2070
Dalex Canada Inc.	157 Adesso Drive	Concord	(905) 738-2070
Dalex Canada Inc.	157 Adesso Drive	Concord	(905) 738-2070
East Coast Laundry Systems	519 Herring Cove Road	Halifax	(902) 403-4484
Extox Industries Inc.	6416 Netherhart Road	Mississauga	(905) 670-7738
EZ Products	612 North Florida Avenue	Wauchula	(877) 906-1818
Fabricare Systems	4462 Bretton Ct. NW, suite 12	Acworth	(770) 966-9323
Fabritec International	35 Bankfield Crescent	Stoney Creek	(905) 807-3579
Flomen Insurance Agency	600 Alden Road, Suite 610	Markham	(416) 410-4155
Green Dolphins Systems Corp.	6035 Northam Dr., Unit 8	Mississauga	(905) 673-0707
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Green Earth Cleaning Canada Inc	23125 Nissouri Road	Thorndale	(519) 636-9282
Harco Co Ltd	5610 McAdam Road	Mississauga	(905) 890-1220
Harco Co Ltd	5610 McAdam Road	Mississauga	(905) 890-1220
Marsh Canada Ltd	120 Brenner Blvd. Suite 800	Toronto	(416) 349-4649
MacDonald, Sager, Manis LLP	150 York Street # 800	Toronto	(416) 364-1553
Monster Mechanical Ltd.	600 Woodlawn Road East	Guelph	(416) 688-4115
Miele Canada	161 Four Valley Drive	Vaughan	(705) 717-9884
Ontario Laundry Systems	7475 Kimbel Street Unit 5	Mississauga	(905) 673-1308
Richard Ponsonby Creative	942 Jonathan Drive	Mississauga	(416) 578-8961
Sparkle Solutions	100 Courtland Avenue	Vaughan	(905) 660-2282
Spot Business Systems	12345 South 300 East	Draper	(801) 208-2231
Starchup	80 Metropolitan Avenue 2P	Brooklyn	(574) 360-7593
Techstar Plastics Inc.	15400 Old Simcoe Road	Port Perry	(905) 985-8479
Wiesner Insurance	140 Main Street N.	Brampton	(905) 451-4205
Willms & Shier Environmental Lawyers	4 King Street West Suite 900	Toronto	(416) 862-4828

