



**Newsletter**

**March 2020**

### **News from our Members**

Welcome to **Hugo Cerqueira of Groupe Daoust/Forget Inc.** of Quebec and **Ramy Hanna of Quality Care Cleaners** of Mississauga as new members.

I would like to thank **Richard Ponsonby of Richard Ponsonby Creative**, who is a member of CFA for creating and maintaining our website. It is great and up to date. Please visit the website at [www.fabricare.org](http://www.fabricare.org) to see what information is available to our members and consumers.

We are looking for sponsors for our upcoming conference. It is not too early to register as a sponsor and we will feature you in our newsletters and on our website leading up to the conferences. Thank you to **Robert Keunzlen of GreenEarth Canada** who has already registered to sponsor the coffee breaks for the conference. Please call or email me to discuss what event you may want to sponsor.

### **TSSA – Technical Standards Safety Association**

I have been in discussion with the TSSA and they are now aware of several complaints that I presented to them on behalf of our membership. First, they want our members to have access to their hotline at 416-734-2729 which any CFA member can call if they have a question or complaint.

There are specific times that an inspector from TSSA will visit a plant and that includes the start up of a new boiler. As well, if a Boiler Inspector from your insurance company has been to your plant and found problems that have not been rectified within a specific timeframe, then they are obligated to report it to the TSSA, who will then send out an inspector. This will result in fees and possible fines. Depending on the classification of boiler may also result in a regular inspection by TSSA.

I have been asked by **Caslav Dinic, P. Eng. Technical Services Supervisor** to have any member who believes that they were billed improperly and had received an additional inspection after they had the Boiler Inspector visit their plant to send him the information and details including any billings they received and if it was not required, they will refund any fees that were charged. Send the information to him at [cdinic@tssa.org](mailto:cdinic@tssa.org).

As well, he or another representative will speak at our upcoming conference in October to answer any questions or complaints from our membership. CFA looks forward to our partnership with TSSA to ensure that our members are compliant with the regulations and that they are aware that our members represent the best operators in the industry.

I have been invited to serve on the advisory board of TSSA and I can assure you that our views will be expressed, and CFA will continue to work with TSSA to ensure fair treatment for our membership.

### **Response email:**

Hi Sid, Excellent news and great work. Thank you for spearheading this. It is this kind of value add that makes the CFA so valuable. Have an awesome weekend. Darcy Griffith, Clean Scene, New Leaskard

**The following article appeared on CTV and involved our member from Dartmouth, Nova Scotia, Deluxe Cleaners: Recent interview about higher water rates in Halifax**

HALIFAX -- This isn't definite, but people in Halifax could be looking at a hefty hike in their water bills. The water utility wants to raise rates by more than 11 per cent over the next 14 months, but first, the public will have its say before the regulator.

**Deluxe Drycleaners and Laundry** goes through a lot of water in a work day.

"It's a fairly big expense, you know, steam, of course, to do any pressing or finishing, we need water," said manager **Kyle Jamieson**. "We do a lot of wet cleaning now, wet cleaning is probably the most environmentally friendly way to clean clothing, and now there's an increase in that as well."

That increase in water cost could be more than 11 per cent, as detailed in an application that Halifax Water delivered to the Nova Scotia Utility Review Board on Thursday.

"Like any other business, Halifax Water has cost pressures and increases, our cost of wages, chemicals, fuels and every product we use goes up, and we pass those onto our customers," said Halifax Water spokesperson James Campbell.

The increase would see rates increase by 5.8 per cent on Sept. 1, with another 5.8 per cent increase coming on April 1, 2021, for a total of an 11.6 per cent increase.

Halifax Water says the September increase would see the average monthly bill increase by \$3.68 per month, and the April increase adding another \$3.91 per month.

Even with the increase, Halifax Water says their rates would be among the lowest in the country.

"Right now the average across the country is about \$982," Campbell said. "If our rate increase goes through it will be about \$832, so still well below the average across the country."

But critics say increasing water rates will be yet another cost to already overburdened taxpayers.

"Even small, or seemingly small increases compound on top of other costs, and the costs of living in Halifax are already quite high," said Paige MacPherson of the Canadian Taxpayers Federation. "We hear all the time from taxpayers that they are pinching pennies to try to get by."

Jamieson says a lot of the regulars at his laundromat are on lower incomes.

"They need to get their laundry done, and to take more money out of their pockets as a businessman certainly doesn't make me feel good," he said.

Concerned residents will have a chance to make their thoughts heard at a public hearing held by the Nova Scotia Utility and Review Board on June 1.

**Remember March 3<sup>rd</sup> is National Dry Cleaning Day**

**Received from a CFA member. If you feel that your competition is unfairly advertising false information, it is up to you to report it.**

Sid, I am sending you some information on dry cleaners who falsely advertise that they are non-toxic, environmentally friendly and chemical free.

There is a dry cleaning operation here in K-W that has been advertising 100% chemical free cleaning on their web site and on mobile signs. Their website also claims their dry cleaning is nontoxic, ecofriendly and chemical free.

This statement is false and mis-leading to the public. The system they advertise uses Hydrocarbon solvent, which is listed as a controlled, toxic substance and a Volatile Organic Compound. This means it is a hazardous air pollutant and NOT eco-friendly!

I filed a complaint with The Competition Bureau of Canada. I have included their response letter with this E-Mail. (The offending cleaner's name has been blocked out) They are now investigating this dry cleaner. I had sent the bureau pictures of the mis-leading mobile sign advertising, a link to the cleaner's website as well as information on the cleaning system they use.

If CFA members know of other dry cleaners advertising false claims about their dry-cleaning system, they can easily go online to The Competition Bureau Of Canada website and file a complaint. It is best to have some factual information and or pictures to send along to them to back up your story .

Hope this helps our fellow members!

J.P. Renaud  
Newtex Cleaners  
Kitchener-Waterloo ON.

The role of the Competition Bureau ("Bureau"), as an independent law enforcement agency, is to ensure that Canadian businesses and consumers prosper in a competitive and innovative marketplace. In carrying out our mandate, information brought to our attention by consumers, businesses and other market participants is very important as it contributes to the identification and analysis of potentially anti-competitive practices in the marketplace.

The Bureau will treat the information you have provided in accordance with the confidentiality provisions of the Competition Act ("Act"), and the Bureau's Information Bulletin on the Communication of Confidential Information Under the Competition Act.

The Bureau takes all allegations of anti-competitive conduct and deceptive marketing practices seriously. The information you have provided will be recorded and entered into our database and it may be used to develop or support future enforcement activities under the laws we enforce. As a law enforcement agency, the Bureau is required to conduct its work in private. A Bureau representative may contact you if further information is needed. Thank you again for taking the time to bring this matter to our attention.

Centre des renseignements

Bureau de la concurrence / Gouvernement du Canada  
1-800-348-5358 / Télécopieur : 819-997-0324 / ATS : 1-866-694-8389  
Information Centre  
Competition Bureau / Government of Canada  
1-800-348-5358 / Facsimile: 819-997-0324 1 TTY: 1-866-694-8389

## **PDCA Wins Philly Drycleaner's Plastic Bag Ban Fight**

The proposal to ban all plastic bags in Philadelphia has been amended to exempt bags used by drycleaners.

At a public meeting last month, executive director Carol Memberg, explained that such a ban would be almost impossible for drycleaners to comply with, and that their bags did not present a littering problem. Todd McKenna from FM Supply and Nick Kashkashian from Frankford Machinery also gave important support for exempting drycleaners, saying that the bags were necessary to keep newly processed orders lint-free and together.

The legislation will now go to the full City Council for a vote.

From Tuesday's (10/22) Philadelphia Inquirer: "Philadelphia City Council took a step toward banning single-use plastic bags Tuesday, as a Council committee voted in favor of a bill that would prohibit retailers from providing them to customers.

"The vote came after Councilman Mark Squilla, the bill's sponsor, opted to compromise and remove a proposed fee for customers who use paper bags. The legislation will now go to the full Council. "The regulations would apply to retail establishments, including supermarkets, convenience stores, clothing and department stores, dollar stores, restaurants, food trucks, farmers' markets, and delivery services. The legislation would also ban plastic bags used to hold newspapers and circulars. **An amendment made Tuesday would exempt dry cleaners from the plastic bag ban.**"

### **The following information came from an article written by the president of the Southwest Drycleaners Association Craig Campbell.**

**(EQ/Emotional Quotient).** "Those that are skilled with getting the best out of relationships and people usually achieve great success." Here are some quick statistics. • 90% of top performers have high EQ • EQ is responsible for 58% of your leadership performance • Leaders with high EQ easily out-earn and outperform low EQ counterparts In Daniel Goleman's book "Emotional Intelligence," he states that EQ is twice as important as cognitive intelligence for predicting career success. He suggested high levels of EQ improve working relationships, help to develop problem solving skills, increase efficiency and effectiveness, and catalyze the development of new strategies.

Let's dive in to the 5 elements of EQ -

1. Self-awareness. The ability to recognize and understand your own emotions. Be aware of how your own actions, moods, and emotions affect other people.
2. Self-regulation. This is the ability to control one's impulses, to think before you speak/react, and express yourself appropriately. This includes being able to take responsibility for your actions, adapt to change, and respond appropriately to others' irrational emotions or behaviors.
3. Motivation. A key component of emotional intelligence is self-motivation. This means that a person does not need external validation or factors, such as money or status, to drive their work. A self-motivated person will have naturally high standards, optimism, and passion to achieve their purpose. This, in turn, motivates those working around this type of leader.

4. Empathy. Empathy is the ability to put yourself in someone else's shoes and understand how they may feel or react to a certain situation. When one has empathy, the capacity to feel compassion is open. The emotion that we feel in response to suffering motivates the desire to help.

5. Social skills. Being able to interact well with others is another important aspect of emotional intelligence. True emotional understanding involves more than just understanding your own emotions and the feelings of others – you also need to be able to put this information to work in your daily interactions and communications. With the brief explanation out of the way, how can we use this information for self improvement? Remember high IQ is something we tend to be born with, but EQ is something we can work to improve.

Here are 5 steps to help

1. Choose to learn from criticism. I know it's not easy, but often the best lessons come from a strong critique.
2. Become more empathetic. Seek to understand the "why" behind another person's feelings or emotions.
3. Reflect on your emotions. Think about your own emotions and how you respond to negative situations, whether they involve staff, family members, or strangers. When you're more aware of your emotions and reactions, you can start to control them better.
4. Ask for perspective. What we perceive to be reality is often different than what others think. Start getting input from others to understand how you come across in emotionally charged situations.
5. Practice, practice, practice. Increasing your EQ won't happen overnight, but it can happen with effort, patience, and lots of practice. It is becoming more difficult than ever to own and manage our cleaning operations. The constant competition we face...the attention span of our workforce...the draw of the cell phone over work performance (just to name a few). Increasing our EQ can help us not only survive, but thrive, in motivating our staff to perform at their best!

### **Canada: Duty To Accommodate: Understanding Employee Needs**

One of the first decisions issued by the Alberta Human Rights Tribunal in 2020 offers an important reminder in regard to an employer's duty to accommodate.

Employers must be aware that the procedural component of the duty to accommodate requires them to take steps to understand the employee's disability-related needs and to investigate potential accommodation measures.

## **How Technology Can Expand and Grow Your Business by Sidney Chelsky**

First thing you must do is evaluate and record your current production numbers. For example, record the number of shirts that are produced at a shirt unit for the day and divide it by the number of hours worked to get the pieces per hour. If you have a flatwork ironer, you need to either count the pieces or weigh the pieces that are processed through the ironer and folder, if you have one. If you have a steam or electric dryer, monitor the number of loads that are dried in a day and, observe the length of time it takes to dry a load of towels.

Investigate what equipment is available for purchase and who represents the company in your area. Find an allied trade that sells or leases the equipment you may be interested in or listen to their recommendation for whatever equipment they recommend. You are looking for equipment that will increase production, improve quality, pay for itself over a desired period, and reduce your hours of operation or increase the amount of work you can produce.

For example, when I consulted to a hotel, I dealt with 3 x 100 lb older dryers. After I did my homework, I recommended the replacement of all three dryers with new gas dryers. The result was that we reduced the drying time by one third and reduced the consumption of gas by one third. These dryers paid for themselves in a very short time.

In another case, when I consulted to the largest hotel in Canada, I noticed that they had all three flatwork ironers and folder / cross folders with the linen coming off the discharge in the same direction. Each ironer required a person to remove the linen from the conveyors. I suggested that they reverse the discharge on one of the ironers to face the discharge on another one. As a result, one person was only needed to remove the linen from both conveyors, which resulted in the reduction of one employee.

There are other reasons that may require removal or replacement of equipment, such as the loud noise emitted from a large 400 lb. dryer, which was in contravention of OSHA noise requirements.

I am not saying that all equipment should be replaced. You must do your due diligence to evaluate the benefits including cost savings of replacing equipment. Sometimes, there are parts of equipment or technological applications that can be adapted to the current equipment. Another case comes to mind. A hotel which I previously consulted on later purchased a new towel folder. When I visited the hotel laundry and saw the folder, I was amazed that it was purchased without getting another opinion. The folder took up most of an 8 x 10 room and when I monitored the production off the folder, I showed them that the same production could be achieved by one person folding by hand.

There are still more reasons to consider changes. New equipment and systems may not require the same amount of space for production. Space is costly and if you can utilize any available space to add production, then it may be worthwhile.

When visiting the Expo in Milan, Italy in 2018, I was impressed with a company that had manufactured a new shirt unit and pant press unit. It was apparent to all who watched the demonstration, that the quality of the finishing was excellent and that it would only take about an hour to train someone to operate the units. With the difficulty in finding skilled employees for our industry, this is an important reason to consider a change.

## Bounce This Along

The U.S. Postal service sent out a message to all letter carriers to put a sheet of Bounce in their uniform pockets to keep yellow-jackets away.

Use them all the time when playing baseball and soccer. All this time you've just been putting Bounce in the dryer!

1. It will chase ants away when you lay a sheet near them. It also repels mice.
2. Spread sheets around foundation areas, or in trailers, or cars that are sitting and it keeps mice from entering your vehicle.
3. It takes the odor out of books and photo albums that don't get opened too often.
4. It repels mosquitoes. Tie a sheet of Bounce through a belt loop when doors during mosquito season.
5. Eliminate static electricity from your television (or computer) screen.
6. Since Bounce is designed to help eliminate static cling, wipe your television screen with a used sheet of Bounce to keep dust from resettling.
7. Dissolve soap scum from shower doors. Clean with a sheet of Bounce.
8. To freshen the air in your home - Place an individual sheet of Bounce in a drawer or hang in the closet.
9. Put Bounce sheet in vacuum cleaner.
10. Prevent thread from tangling. Run a threaded needle through a sheet of Bounce before beginning to sew.
11. Prevent musty suitcases. Place an individual sheet of Bounce inside empty luggage before storing.
12. To freshen the air in your car - Place a sheet of Bounce under the front seat.
13. Clean baked-on foods from a cooking pan. Put a sheet in a pan, fill with water, let sit overnight, and sponge clean. The anti-static agent apparently weakens the bond between the food and the pan.
14. Eliminate odors in wastebaskets. Place a sheet of Bounce at the bottom of the wastebasket.
15. Collect cat hair. Rubbing the area with a sheet of Bounce will magnetically attract all the loose hairs.
16. Eliminate static electricity from Venetian blinds.

Wipe the blinds with a sheet of Bounce to prevent dust from resettling.

17. Wipe up sawdust from drilling or sand papering. A used sheet of Bounce will collect sawdust like a tack cloth.

18. Eliminate odors in dirty laundry. Place an individual sheet of Bounce at the bottom of a laundry bag or hamper.

19. Deodorize shoes or sneakers. Place a sheet of Bounce in your shoes or sneakers overnight.

20. Golfers put a Bounce sheet in their back pocket to keep the bees away.

21. Put a Bounce sheet in your sleeping bag and tent before folding and storing them. It will keep them smelling fresh.

22. Wet a Bounce sheet, hose down your car, and wipe love bugs off easily with the wet Bounce.

23. Put a sheet of Bounce in your suitcase when traveling, it will help keep mites or any other critters out of it.

While you are at it, travel with several Bounce sheets and run them up and down your bed linen before getting into bed, it will cause all the critters already in your bed to run. Keep a sheet in your suitcase even after you have unpacked to protect your suitcases from bugs nesting in it.

### **The Longest Password Ever**

We laugh, but the employee's identification is safe.

During a recent password audit by a company, it was found than an employee was using the following password:

**“MickeyMinniePlutoHueyLouieDeweyDonaldGoofySacramento”**

When asked why the employee had such a long password, the employee rolled their eyes and said: “Hello! It has to be at least 8 characters and include at least one capital”

## Canada: Ontario, Canada: Employee's Excessive Absences To Pursue Education Need Not Be Tolerated By Employer

29 January 2020; by [Rhonda B. Levy](#) and [Monty Verlint](#); Littler Mendelson

In *Teamsters Local Union 847 v Maple Leaf Sports and Entertainment*, 2019 CanLII 95328 (ON LA), a part-time restaurant employee in Ontario, Canada with two years' seniority was discharged from her employment because her absenteeism rate was higher than the maximum permitted under the company's Absenteeism Policy.

**Employer's Absenteeism Policy:** The employer's Absenteeism Policy permitted employees to be absent without justification for up to 10% of their scheduled shifts without penalty. If an employee missed more than 10% of their shifts between July 1 and June 30 in any year they were deemed terminated. The calculation did not include medically supported absences or personal emergency days under the *Employment Standards Act*. If in January of any year it appeared an employee was heading toward a 10% absenteeism rate, they were warned so they could bring their absenteeism below 10% before the end of June.

**Griever's Absences and Termination:** From July 2017 to June 30, 2018, the grievor's absenteeism rate was 18.46%. She stated this was because in the first half of the year she was studying for her Chartered Professional Accountant (CPA) degree while working at a full-time job. Although the grievor improved her attendance when she received a warning letter, she was unable to reduce her absences below 10%. The employer attempted to bring the grievor's absences below 10% by treating the maximum absences allowable as personal emergency days, but this did not reduce the grievor's absences below 10%. The grievor's employment was terminated for just cause due to her high absenteeism rate.

**Union's Position:** The union alleged that the grievor was discharged from her employment without just cause contrary to the provisions of the collective agreement. It argued that the Policy should not be applied in the circumstances because the grievor was "simply trying to 'better' herself" by studying to obtain a CPA degree.

**Arbitrator's Decision:** The arbitrator noted that the employer's Absenteeism Policy was accepted by the union. He characterized the Policy as reasonable and reasonably applied. The Arbitrator dismissed the grievance stating that the termination was in accordance with the Policy and "reasonable and justified in the circumstances."

**Bottom Line for Employers:** The decision in *Maple Leaf Sports and Entertainment* suggests that adjudicators will consider it justifiable when an employer fires an employee whose absences are more frequent than permitted under a reasonable Absenteeism Policy, even if the absences involve a respectable activity. While this case arose in the union context, all employers should consider implementing an Absenteeism Policy to address problematic issues of absenteeism in the workplace. Such a policy may be useful in defending claims arising upon termination of 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.*

**Important Information:** The WSIAT has **established** an important precedent in *Decision No. 1227/19*, which may reduce the number of successful civil claims for damages arising from workplace harassment. When faced with litigation involving allegations of workplace harassment and mental distress, employers covered by the WSIA should consider bringing an application to the WSIAT for a determination that the litigation is barred by the WSIA.

**The following companies are sponsoring events for our upcoming conference.**



**Coffee breaks a.m. and p.m.**

**CFA encourages our members to support the following allied trades as we appreciate the support and sponsorship they provide to our association. Keep this information handy and always call them first. If you would like to be a sponsor, contact Sid Chelsky,**

### **Allied Trade Members**

Be Creative 360	(949) 270-1609	Dave Troemel
Cleaner's Supply Inc	(800) 531-2943	Jan Gary ext 199
Dalex Canada Inc.	(905) 738-2070	Ashlynn McConvey
East Coast Laundry Systems	(902) 403-4484	Peter Blunden
Exttox Industries Inc.	(905) 670-7738	Arthur Keys
EZ Products	(877) 906-1818	Diane Rue / David Brown
Fabritec International	(905) 807-3579	John Regan
Flomen Insurance Group	(416) 410-4155	Stephen Flomen
GreenEarth Cleaning Canada Inc	(519) 636-9282	Robert Kuenzlen
Harco Co Ltd	(905) 890-1220	Rob Jackson
Lavanett	(905) 402-3140	Earl Eichen ext. 210
Marsh Canada Ltd	(416) 349-4649	Ross Smith
MacDonald, Sager, Manis LLP	(416) 364-1553	Jordan Cohen
Miele Canada	(705) 717-9884	Corey Gaucher
Ontario Laundry Systems	(905) 673-1308	Craig Gibson
Richard Ponsonby Creative	(416) 578-8961	Richard Ponsonby
Sparkle Solutions	(905) 660-2282	Bruce Miller, Ext 251
Spot Business Systems	(801) 208-2231	Mark Jones
Techstar Plastics Inc.	(905) 985-8479	Bill Barnes
Wiesner Insurance	(905) 451-4205	Jason Wiesner (ext 26)
Willms & Shier Environmental Lawyers	(416) 862-4828	Jacquelyn Stevens



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## Some smiles For Today

- When one door closes and another door opens, you are probably in prison.
- To me, "drink responsibly" means don't spill it.
- When I say, "The other day," I could be referring to any time between yesterday and 15 years ago.
- Interviewer: "So, tell me about yourself." Me: "I'd rather not. I kinda want this job."
- Cop: "Please step out of the car." Me: "I'm too drunk. You get in."
- I remember being able to get up without making sound effects.
- I had my patience tested. I'm negative.
- Remember, if you lose a sock in the dryer, it comes back as a Tupperware lid that doesn't fit any of your containers.
- If you're sitting in public and a stranger takes the seat next to you, just stare straight ahead and say "Did you bring the money?"
- When you ask me what I am doing today, and I say "nothing," it does not mean I am free. It means I am doing nothing.
- Age 60 might be the new 40, but 9:00 is new midnight.
- I finally got eight hours of sleep. It took me three days, but whatever.
- I run like the winded.
- I hate when a couple argues in public, and I missed the beginning and don't know whose side I'm on.
- When someone asks what I did over the weekend, I squint and ask, "Why, what did you hear?"
- I don't remember much from last night, but the fact that I needed sunglasses to open the fridge this morning tells me that it was awesome.
- When you do squats, are your knees supposed to sound like a goat chewing on an aluminum can stuffed with celery?
- I don't mean to interrupt people. I just randomly remember things and get really excited.
- When I ask for directions, please don't use words like "east."
- It's the start of a brand-new day, and I'm off like a herd of turtles.
- Don't bother walking a mile in my shoes. That would be boring. Spend 30 seconds in my head. That'll freak you right out.
- That moment when you walk into a spider web suddenly turns you into a karate master.
- Sometimes, someone unexpected comes into your life out of nowhere, makes your heart race, and changes you forever. We call those people cops.
- The older I get, the earlier it gets late.
- My luck is like a bald guy who just won a comb.