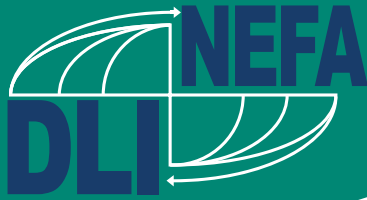


Headlines & More



North East Fabricare Association
www.nefabricare.com

NEFA Developing 2016 Education Schedule



NEFA Boiler License Training, April 27 -- Register Now!

Program. This program is designed for all Massachusetts drycleaners that hold a "Special License" or "Special License In Charge". In order to renew your license you need to take a 6-hour training program like this, and submit the certificate of completion with your license renewal. Since the certificate is good for 5 -years, if you have a license, it is the perfect time to attend. The course will be held on Wednesday, April 27 from 1:00 pm - 7:00 pm. Visit www.nefabricare.com for more information.

NEFA is also developing several workshops and seminars to be held throughout the area. Peter Blake will be presenting "Marketing Tools & Tips: 10 Things to Do Right Now" throughout May and June. Plans are underway to partner with the HCDLA and the WM-DCA. Peter will be visiting Providence, RI, Springfield, MA and three additional stops throughout New York. NEFA will also be planning a round of Regulatory Compliance Workshops this June in Massachusetts and Rhode Island.

In November, Fall Fest '16 is set to return to Providence on the weekend of November 12 & 13. NEFA will again follow on the heels of the conference with a DLI "On The Road" week-long drycleaning program.

"We are being very aggressive in our educational program in 2016," observed John Dallas, NEFA President. "These are just the first program under development, but there will be more added throughout the year. If you want a program in your area -- call or e-mail the office and let us know. We are committed to providing you the best service possible!"

NEFA IS PLANNING A STRONG EDUCATION PROGRAM FOR 2016. PLANS ARE ALREADY UNDERWAY FOR SEVERAL NEW AND UNIQUE PROGRAMS -- WHILE STILL KEEPING THE TRADITIONAL HALLMARK PROGRAMS OF THE PAST.

First on tap is NEFA's Boiler License Renewal Training

JANUARY/FEBRUARY 2016

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PRESIDENT'S MESSAGE...

Where Does the Time Go?

I CAN'T BELIEVE IT IS A NEW YEAR ALREADY! IT FEELS LIKE TIME IS JUST FLYING BY, AND I NEED TO TAKE A BREATH AND CATCH UP. NEFA IS ANOTHER YEAR OLDER, AND WE ARE ANOTHER YEAR FARTHER INTO OUR VENTURE WITH DLI AND I THINK IT IS A GREAT POINT TO RECAP, REVIEW AND FORECAST A LITTLE AHEAD.



John Dallas, NEFA President

Over the past year, we have continued to strengthen our member benefits and increase our services. We have strived to improve our member communications, and to upgrade the association. I think we will all agree that the newsletter looks better than it has ever looked. It has more information, better articles, and I think it is more valuable than ever before. I love the website -- and I hope you do too. I find it useful, and up-to-date with all the happenings in our area. I like the e-mail information we send out, and I am impressed with the job Peter and our management team has done.

One resolution I have made for NEFA is to push for better online communication. More use of e-mail blasts, and more consistent use of our Facebook page. I also have made a personal goal to help NEFA have more educational opportunities for our membership, and more vehicles to help you all succeed.

One resolution I hope some of you have made is to take advantage of as many of your membership benefits as possible. NEFA along with DLI have so much to offer our members anything from garment analysis to educational retreats. It is very important to us that you use these benefits and to give feedback on your experience. We are adding new services and programs all the time. Check out DLI's new blog or its new Garment Analysis App. Check out the "Easy Ideas That Work" section of our website. I bet you all have some helpful tips you can contribute to help your fellow drycleaners. You would be surprised at how helpful even the simplest tip can be.

Take note of the opportunities and meetings throughout the year, and make plans to attend as many as possible. These are amazing programs and terrific opportunities to learn and develop ways to improve your business. From the Workshops held in the evenings to the major events like Fall Fest and DLI On The Road, we are striving to make programs accessible and meaningful.

Do yourself a favor and mark down Fall Fest '16 right now -- November 13 & 14 in Providence. We will have new speakers, and some innovative programs. You don't want to miss out!

We are planning the year's meeting schedule and we want to hear from you. Our goal is to have more opportunities for you to learn and participate -- and we invite your input. Have an idea? A suggestion or request? Let me know. I want to make sure we are having programs that are meaningful for you. I can be reached at the number and e-mail below. I am thankful to work with an amazing Board of Directors at NEFA, who continue to work tirelessly to make our association better. Thank you all!

John Dallas

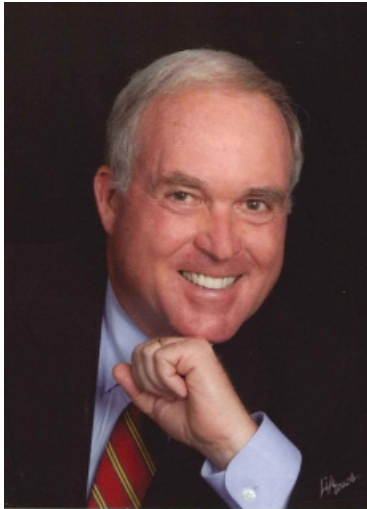
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2016 Human Resources Management Checklist

Part 1

Written By Raleigh F. "Sandy" Seay, Jr., PHD, Chairman of The Seay Management Consulting Firm



SEAY MANAGEMENT CONSULTING HAS BEEN PROVIDING THE DRYCLEANING INDUSTRY CONSULTATIONS AND BASIC INFORMATION FOR YEARS. THEY ARE A TERRIFIC RESOURCE OF INFORMATION FOR ALL YOUR HUMAN RESOURCE QUESTIONS.

Over the next two issues we will be reviewing key components of an essential Human

Resource Management Program.

EMPLOYEE HANDBOOK - This is your fundamental employment document because it describes how you will handle work issues that arise with your employees. To meet that goal, it should be comprehensive and detailed. Some of the policies you need include:

EEO policy – this should include the protected category of “genetic information.

Dress Code – address extreme hair color, potentially offensive tattoos, scents and aromas that bother other employees, and body piercings in places that could be distracting.

Cell Phone Use – talking or texting at work, even if set on vibrate, taking pictures and safety issues involved while driving on employer business.

Social Relationships at Work – a supervisor dating an employee is Trouble Waiting to Happen.

Email/Internet Use at Work - We should train employees on how to compose emails and what Internet sites should be avoided and inform them that the email system is the property of the employer and that all emails are subject to being retrieved.

SOCIAL NETWORKING - Technology is racing forward at warp speed, employers should develop a policy on the use of social networking at work, taking into consideration sites like Facebook, Twitter and Instagram, etc.

Employees should prohibit or restrict access to social networking sites during working time and employers should be aware that some material that employees post may be protected concerted activity, even if it is critical of management.

Supervisors and managers should be required to stay off the personal social media pages or sites of their employees.

On the basis of NLRB regulations, employers should refrain from instructing employees about what they can and cannot post on Facebook or other social networking sites.

SEXUAL HARASSMENT - Conduct Sexual Harassment Awareness Training annually for all managers and employees, to build a wall of protection around your company.

BULLYING IN THE WORKPLACE - Sandy has often said that “the workplace mirrors society” and that whatever behavior is occurring in society will ultimately find its way into the workplace. Today, we are seeing the emergence of bullying behavior in schools and in other parts of society.

Bullying can be physical, emotional and/or relational and often occurs in cyberspace. To prevent, eliminate or reduce bullying at work, we recommend that you develop a strong anti-bullying policy and make absolutely sure you have a way for employees to report abuses, in a confidential and anonymous way.

IMPLEMENT A DRUG FREE WORKPLACE PROGRAM - To help resolve potential drug issues at work and lower your Workers’ Compensation premium.

DISC PROFILE - To make sure you hire the best employees, that are the best “fit” for the job and the work culture, consider administering the DISC profile, which is a measure of working style:

- Hard Driving Type A
- People Oriented
- Multi-tasker
- Detail oriented

The DISC lets you “look behind the curtain” to see if you really have the Wizard of Oz or if you have a pretender. We can do this online.

AFFIRMATIVE ACTION PLAN - Complete the annual update of your Affirmative Action Plan according to the regulations, if you are a covered employer. To be covered, you must have 50 employees and federal government contracts of \$50,000 or more.

FOR MORE INFORMATION - We trust that this Human Resources Management Checklist will be helpful to you as you establish and refine your employment goals and objectives. The checklist will conclude in next month’s “Headlines & More”. Please contact Seay Management Consultants by phone (888-245-6272) or email (admin@seay.us) with any questions you may have.

Using All The Resources Available

Written By Peter Blake, NEFA Executive Vice President



I AM A BIG FAN OF USING ALL THE TOOLS IN THE TOOL BOX. I PREACH THESE BELIEFS IN MY SEMINARS, MY COLUMNS AND WHEN MEMBERS CALL IN THE OFFICE.

Most of the time, that revolves around the unbelievable amount of information, products, services, and as-

sistance that NEFA/DLI have -- but there are also great resources out there that everyone should be tapped into. Hopefully you all read DLI's Fabricare and "Headlines & More", but I want to highlight some more free resources out there.

I strongly believe in the adage "knowledge is power". We should all be reading as much as we can about the industry -- both locally and nationally. There are many great resources that are under utilized.

NATIONAL CLOTHESLINE

The National Clothesline is a FREE monthly publication that is available to all cleaners. National Clothesline provides news and information needed by fabric care professionals to keep current in a rapidly changing industry. With nearly 30,000 subscribers, it remains one of the best sources of information out there, and each issue features some of the best columnists in the country. It is one of the very first drycleaning publications I ever read, some 28 years ago-- and I still read it today! If you aren't getting it in the mail, call them today: 215-830-8490. They also have all issues online at: www.natclo.com.

AMERICAN DRYCLEANER

This is probably one of the most-read magazines for drycleaners, and it has some great features. Highly recommended, and some of the data reporting is very interesting to track. Their regular features include business surveys, technical tips, and feature articles. Their website, AmericanDrycleaner.com, is designed to help readers run their businesses better, with up-to-the-minute information on industry news, events and trends. Once you subscribe, there is also an e-mail blast service that sends the hot topics right to your e-mail reminding you what is out there, and feeding you the most important information. I find this service to be very helpful. If you aren't using their information, again contact them on their website or call them at 312-361-1700.

CLEANER AND LAUNDERER

This is also a free publication, and one I would definitely look into. They also publish monthly, but also have a very active website. They also have an e-mail blast service to keep you up to date, and have past issues archived on the website. One of their unique features is the ability to change the website into any one of 11 different languages including Korean and Spanish. This enables many non-english speaking owners, managers, and employees to

get more information easily. I have tried it out, and while I still can't say more than Happy New Year and Thank You in Korean -- I was impressed with the ease of changing languages. You can subscribe by visiting cleaner-and-launderer.com or calling (800) 793-2911. They also have an APP, and have already had over 2500 downloads.

DLIONLINE.ORG

While this is last on the list, it is certainly the MOST valuable of all. I listed it last only because hopefully you have already been using your membership -- and all the tools you have at your disposal. For silver members and above, the DLI Encyclopedia of Drycleaning is included in membership, but for budget members I strongly urge you to add it to your membership. It is only and extra \$89, and it is really worth much more than that.

New on DLIOline is the drycleaning blog. You can access it at www.dlionline.org/qa or under the About DLI on the homepage. This new service is a forum for members to ask questions, make observations, and to provide peer-to-peer interaction. It is new, but the value is incredible. You can ask advice on a myriad of different topics -- and can add in your own opinions. This is a free service for all drycleaners, and one that I really hope catches on. I think it is just another example of what DLI/NEFA can offer the industry.

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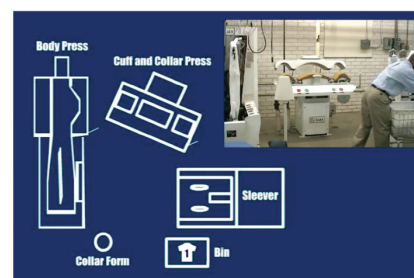
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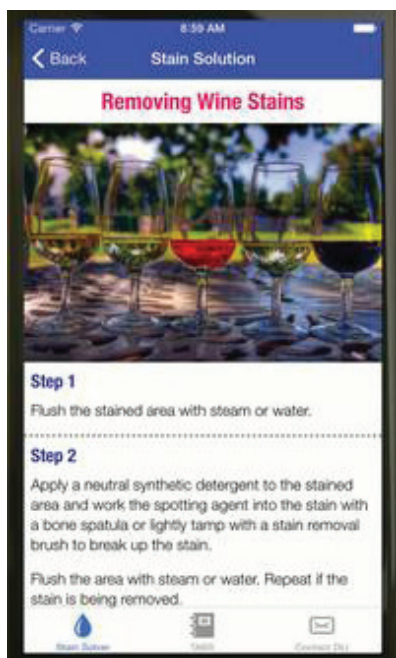
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DLI APP Keeps Getting Better



DLI JUST FINISHED AND RELEASED ITS UPDATE TO THE POPULAR APP WHICH FEATURES AN AMAZING STAIN REMOVAL UTILITY.

"This is one of the best, newly developed services we have produced for our members in a long time," observed Peter Blake, NEFA Executive Director, "and the new update makes it even stronger."

WHAT'S NEW?

One of the most important changes in the app is the

The new update also includes more stains and more technical information. More TABS, Bulletins, and a greater array of stain solutions have been added to the database.

"We are striving to include more and more stains, solutions, and technical assistance", offered Brian Johnson, DLI Director of Education. "The more information we can deliver to the member -- in the easiest format possible -- keeps DLI membership invaluable."

The other big change is the added functionality of the TAB and Bulletin search. More information has been added to the archive, and there is now a print and e-mail option.

"This is tremendous," added Blake. "You can now e-mail the TAB to yourself, a co-worker or even your customer right from your phone or tablet. You can also send it to a wireless printer if you have one installed on your network. Not only does this save time and energy, but it also demonstrates the members professionalism and education. Just imagine a customer bringing in a garment with an issue, and the drycleaner being able to pull up a bulletin on the spot, show it to the customer, and even e-mail it instantly. I know as a customer I would be impressed."

Not a Silver or greater member yet? Upgrade today, and stop missing out on a tremendous educational tool!

inclusion of Spanish translations. This alone has increased the versatility if the program and the relevance to more members and their employees.



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Easy Ideas that Work

HAVE AN IDEA? A HELPFUL SUGGESTION? SEND THEM TO US AND WE MAY PUBLISH THEM FOR OTHER MEMBERS TO LEARN FROM. THIS IS A NEW REGULAR FEATURE IN "HEADLINES & MORE", OUR E-MAIL UPDATES, AND ON OUR WEBSITE: WWW.NEFABRICARE.COM. THE IDEA WAS FIRST PUBLISHED IN A DLI PUBLICATION OF THE SAME TITLE.

USE PROPER SPATULA ETIQUETTE: NEVER DIG!



The purpose of the spatula is to gently work stain removal agents over the stain and into the fabric. This action helps break up the stain so it can be flushed from the fabric. However, what you'll normally see is the technician attempting to "dig" the stain out with the pointed edge of the spatula. This improper use of the spat-

ula is a sure way to cause fabric damage. The proper technique for the spatula is to use the rounded surface and allow it to come in contact with the stains about a half-inch from the point. Very little pressure should be applied.

STAINS & SATIN: FOUR THINGS TO REMEMBER

1. When removing a stain from a satin weave fabric, work on the back side to avoid damaging the fabric.



2. If it is necessary to work on the face side due to the nature of the stain or the garment's construction, use a padded brush when tamping.

3. Do not rub to avoid breaking the floating yarns.

4. Always flush from the back side of the fabric when using the steam air gun.

--Brian Johnson, Director of Training & Technical Services



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DECD and DOR Making Great Strides in Clean-up Fund Activity



OF THE GREAT IMPROVEMENTS WE HAVE SEEN IN THE HANDLING AND IMPLEMENTATION OF THE DRYCLEANING FUND.

"When this all came to a head 2 years ago, the fund was a disaster" commented Peter Blake, NEFA Executive Vice President. "The state had raided money from the fund, there was a backlog of over 27 businesses that had filed applications and had yet to see any action, and there were no new applications being accepted. Drycleaners were starting to question the fee and the contributions were dwindling. It was, to put it bluntly, a mess."

Forward to the January meeting and we learn that there have been numerous changes. The backlog from 2009 is almost cleared up and the applications have been reviewed. New Applications have been accepted and there is a list of potential recipients of the reimbursement grants. Once in the system, you can now track your progress. You can see the activity thanks to the new, improved CT Clean-up Fund's website. The DOR is being very aggressive in locating -- and auditing companies that have either stopped paying into the fund, have dropped their contributions or have never paid into the fund -- but have believed to be subject to the surcharge.

"It is not perfect. The fund is still drastically underfunded and there is a great demand for assistance. In many cases, those on the waiting list will be waiting for a number of years before they see the benefits of the program. But, in the meantime, at least there is light at the end of the tunnel and you can start to see a path to reimbursement," concluded Blake.

ENFORCEMENT ACTIVITY

NEFA has also learned that the DRS is searching for and enforcing on non-payers of the 1% mandatory surcharge. Everyone that is involved in the sale of retail drycleaning must pay a 1% gross receipts surcharge to the DRS on the drycleaning. This includes all tailors, laundromats, laundries who sell drycleaning, but have the work done elsewhere. This also includes all drycleaning regardless of what solvent you use.

AT THE RECENT CT DRYCLEANING FUND SUMMIT HELD IN JANUARY, INDUSTRY REPRESENTATIVES

LEARNED

This is not an optional surcharge -- it is mandated by law. NEFA has already become aware of at least three businesses that are facing penalties for non-filing. If you have questions, or if you are concerned you may not have been filing correctly -- you are urged to contact Peter Blake: 603-635-0322, peter@nefabricare.com.



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