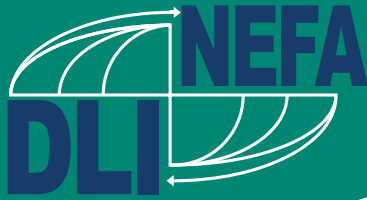


Headlines & More



North East Fabricare Association
www.nefabricare.com

2017 NEFA Clean Classic Set to Return to Blackstone National



NEFA'S ANNUAL SUMMER EVENT IS BACK AT BLACKSTONE NATIONAL GOLF COURSE IN SUTTON, MA ON WEDNESDAY, JULY 19 AT 9:45.

Blackstone National has hosted the past four years and participants have loved the course, the scenery, the food -- and especially the great company! The course is extremely playable for the infrequent golfer, but yet challenging at times for more seasoned players. NEFA

will again be using a 2-score bramble Format. The format has met with great enthusiasm, and past participants enjoy competitive nature of the event and the fun atmosphere. In this format, all players tee off, the group selects the spot of the best drive, and then all players hit their second shot from that spot and play their own ball in through the hole. The team then records the two best scores for the hole using the handicap provided. This enables players to play more of their own shots, and the handicapping systems makes it fair for all players in all skill levels.

The cost is again only \$165/player which includes the Brad Friel Action Pack. The Action Pack includes 5 raffle tickets, and enters you into the skills competition. The registration fee includes greens fees, cart, lunch at the turn, dinner, prizes, and even a couple beers to help you beat the heat! This is an extremely popular event, so register early!

THE BRAD FRIEL MEMORIAL CLEAN CLASSIC

Several years ago the NEFA Board decided to re-name the tournament after long-time NEFA member, former NEFA President, and all-around fun loving friend to all -- Brad Friel. He passed away much too early after a battle with pancreatic cancer. Those who were fortunate enough to know Brad, and to have enjoyed his friendship, remember how much he loved this event and looked forward to seeing all his NEFA friends and associates on the links. The old adage *"it isn't the years in the life -- but the life in the years"* never fit anyone so well. It was in that spirit that we all remember him during this event!

Hope to see you out in the sunshine with us! To register, download a registration form at www.nefabricare.com or call NEFA at 800-442-6848

MARCH/APRIL 2017

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PRESIDENT'S MESSAGE...

We Are Ready to Hit the Ground Running

THIS WILL BE AN EXCITING YEAR FOR NEFA AND I AM REALLY LOOKING FORWARD TO IT. WE ARE REALLY BLESSED WITH A STRONG MANAGEMENT TEAM, A DEDICATED GROUP OF VOLUNTEER LEADERS, AND A PROGRESSIVE PARTNER IN DLI.

My role as President is to help shape NEFA's programs and services so we are of the utmost value to our members. My goal is to strengthen our communications with members, increase our educational opportunities, and to increase participation in our two signature events: The Clean Classic and Fall Fest.

I can promise you this-- if you haven't participated in those events you are missing out. I have attended every year, and I make it a priority. Through those two programs alone, NEFA has helped me grow my business tremendously.

CLEAN CLASSIC

The Clean Classic is set for July 19. Whether you are a skilled player -- or just a hack who likes to have some fun, this is a great event. The friendly competition is great, but the opportunity to meet, talk and spend sometime with your peers in a relaxed setting is what makes the event truly special. You can learn a lot over a great dinner and a few cocktails. We all share similar experiences and similar challenges, and this is an opportunity to talk with your industry friends. Join us! Come and meet your fellow members and some great vendors -- these events are all opportunities to help you and your business.

ON THE HORIZON

The NEFA Board will be meeting on May 24 at Aldrich Clean-Tech in Worcester, MA. We will begin shaping the next two years. This is an excellent chance to join us and learn all the ways NEFA is working to make a difference in your professional life, and hear about all the programs, services, and workshops we are developing. To learn about all the efforts we are making for the industry with local and federal regulators. We are always looking to expand our base of volunteers, so if you are interested, please call me or e-mail me and let me know.

The Clean Show is set for June 5 - 8th in Las Vegas. Make your reservations now! You won't want to miss out. As you can see from the other articles in the newsletter -- there is a tremendous benefit in experiencing the best of the industry. Also, make a point to attend the DLI/TCATA Membership reception. It is a GREAT time - hope to see you all there!



Larry Fish, NEFA President at NEFA's Clean Classic

Larry Fish

Pier Cleaners

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NEFA Education Schedule Under Development

NEFA IS DEDICATED TO BRINGING ITS MEMBERS THE BEST IN EDUCATIONAL OPPORTUNITIES. FROM TECHNICAL CLASSES TO SEMINARS AND WORKSHOPS, NEFA'S GOAL IS TO PROVIDE ALL OUR MEMBERS THE OPPORTUNITY TO ATTEND AN EVENT CLOSE TO THEM OVER THE COURSE OF THE NEXT YEAR.

"This is a large undertaking," observed Peter Blake, NEFA's Executive Vice President, "but we really want to take our education programs out to the members and visit some areas we have not been to in too long."

MARKETING ASSISTANCE

NEFA is developing a series of marketing workshops entitled: "10 Things You Can Do Right Now to Increase Sales".

This program will be a mid-week workshop held throughout NEFA's area. The first installments will be on Long Island, NY, with subsequent programs in MA, RI, and NH. NEFA also hopes to bring the program to up-state, NY this fall.

TECHNICAL TRAINING

NEFA will be holding technical workshops in both Professional Finishing as well as Stain Removal. These programs will be held over the weekend, and will take place over the summer.

"We used to host a great deal of these programs in the past, but it has been too long since it has been a major component of our planning," commented Blake. "We are bringing in some top level trainers and we plan on hosting at least two programs per year in different areas,

MAKE YOUR VOICE HEARD

While NEFA's goal is to reach all areas of its membership with programs, members are encouraged to reach out and let us know what you want in your area.

"One of the biggest roadblocks to making a successful program is not understanding the needs of members in a certain area," concluded Blake. "We need to hear what you want to learn. What workshops would best serve you. If these programs sound interesting to you -- let us know and we can try and schedule on in your area.



(Programs under development: From top left, clockwise) Customer Service training, Boiler License renewal classes; Training Expertise from NEFA's own Executive Director, and technical training.



To request a program near you, or to suggest workshop topics that would be of use to you and your plant, please contact Peter Blake at the NEFA Office: 800-442-6848 or e-mail: peter@nefabricare.com.



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NEFA Board Meeting Set for May 24



THE NEFA BOARD WILL BE MEETING ON WEDNESDAY, MAY 24 AT THE ALDRICH CLEANTECH OFFICES IN WORCESTER, MA. A LUNCHEON WILL BE PROVIDED BEGINNING AT

12:00 NOON, AND THE MEETING WILL RUN FROM 1:00 PM - 4:30 PM.

The Board meeting will focus on upcoming events like the Clean Classic and the Fall Fest Conference, as well as, key issues revolving around membership, education, and communications.

"This is an extremely important meeting," observed Larry Fish, new NEFA President. "We will be working to improve the as-

sociation and to help shape our future. I am really excited about some of the directions we are going in, but it doesn't happen in a vacuum. We need input and assistance. I know we have a tremendous Board of Directors. They are all dedicated to the industry and to DLI/NEFA. We just need to expand our base. We need to get more people involved."

The Board Meeting will also feature a review of current and future NEFA programs and an update on DLI activities. NEFA plays a crucial role with local, state and federal regulatory agencies, and there Board will be discussing the latest trends.

DLI programs and services are continuing to grow and expand. They have quickly become the industry leader in innovation with the DLI App and Garment Analysis App, and the new items on the horizon will just keep building on that strength

ALL MEMBERS ENCOURAGED TO ATTEND

All association Board meetings are open to all members, and NEFA encourages its members to participate. If you are interested in attending the Board Meeting, please contact Peter Blake at the NEFA Office: 800-442-6848 or via e-mail: peter@nefabricare.com.



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The Clean Show is an Opportunity- Don't Miss Out

Written by Peter Blake, NEFA Executive Vice President



HAVE YOU MADE YOUR PLANS TO ATTEND THE CLEAN SHOW YET? IF NOT... STOP RIGHT NOW AND START MAKING THEM IMMEDIATELY. SIMPLY PUT, THIS IS AN OPPORTUNITY YOU CAN'T AFFORD TO LET PASS BY.

Too frequently when I talk to people about the Clean Show their first thoughts are "I am not looking at buying any new equipment", or "I am not in the market for any new services". This drives me crazy because they just don't understand the tremendous opportunity they have to invest in their business -- and I am not just talking about equipment, I am talking about the entire experience.

This is THE chance to see all the industry has to offer. This is your chance to expand your mind and learn what is out there. What potential new services you can offer, or use to enhance your business.

DLI and all the other partnering associations have incredible learn-

ing sessions. You and your key managers have the opportunity to learn from the best. Experience what other industry professionals throughout the country, even the world, are in Vegas to share.

Don't make the mistake of thinking the only thing of value is the show floor. Every contact and every gathering is a chance for you to learn and grow. The educational sessions, the booths on the floor, the cocktail receptions, and fellowship with your peers in the industry -- they all provide opportunities for you to learn. Soak it in, immerse yourself in all possibilities.

If you can, bring your key staff members. They will often see things and learn things that you might not pick up on. They could provide you valuable insight into the industry by pointing out things you may not have thought of. Don't overlook the benefit your managers will gain from being involved. Don't underestimate the job satisfaction employees feel when you invest in their future and in their education.

This opportunity only comes around every two years, don't waste it. Make your plans to attend, and plan on making the most of the investment. Come by the DLI Booth and I would be glad to help you make the most of your investment.



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Deadline for Clean 2017 Host Hotels Drawing Near



THE CLEAN SHOW WILL BE HERE BEFORE YOU KNOW IT, AND YOU NEED TO MAKE YOUR RESERVATIONS ASAP TO TAKE ADVANTAGE OF THE SPECIAL INDUSTRY DISCOUNTS.

DLI members save \$30 on the price of registration to the Clean Show and get a special rate at the Cosmopolitan of Las Vegas, a premier destination hotel. Members who register for the show before May 31 pay only \$119 for Clean Show admission and receive a special rate on the hotel through the Clean Housing Bureau as long as rooms are available at the time. Some of the discounted hotels are already full, and some of the rates are set to expire on May 1. The Convention & Exhibit runs June 5-8 at the Las Vegas Convention Center.

A few things the Clean Show wants you to know:

- Per-night room rates offered through Connections Housing are single or double occupancy rate. A rate will be slightly higher for three or more people in one room. Suite rates are

available by contacting the housing provider.

- Hotel rates do not include local taxes and resort fees.
- Deposit via credit card of one room night plus applicable taxes is needed to guarantee a room. Deposits are refundable unless you fail to cancel your reservation within 72 hours of your arrival date, or fail to check in on your scheduled arrival date.
- If you are unable to provide a credit card, you can secure a room by mailing in a check; contact Connections Housing for detailed instructions.
- Complimentary shuttle buses to and from the Las Vegas Convention Center will be provided except for those hotels next door to the facility. This service is for participants staying at one of the official hotels.

The Clean Show warns of false and fraudulent housing claims surrounding the event; there are fraudulent companies and organizations that will try to present themselves as official partners of Clean and offer a potential room that might not be guaranteed or available staff are staying in order to make the most of your Clean Show experience."



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A Change in Tone

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



IN A WORLD IN WHICH EMPLOYERS ARE CONSTANTLY BOMBARDED WITH THE RIGHTS OF EMPLOYEES, WE SELDOM TAKE A MOMENT TO THINK ABOUT THE FACT THAT MANAGERS AND SUPERVISORS HAVE RIGHTS, TOO.

Sure, the playing field is tilted away from employers and

when it comes to making employee decisions, the burden of proof is on the employer.

TALES FROM O'SEAY'S FABLES . . .

Jonathan McSupervisor had put up with Darrell's lateness for as long as he could stand it. Darrell wasn't that bad of an employee, but he was 5-8 minutes late every day. Jonathan had talked with Darrell on numerous occasions but he had not documented any of this in Darrell's employee file and had not given Darrell a written warning. "Can I fire this guy," Jonathan asked plaintively? "Better not," said the consultant, "at least not right now. When it comes to employee matters, it's not so much what you do as the way you do it." "Good grief," said Jonathan, "don't employers have any rights at all?"

Rest assured, employers have plenty of rights in managing and directing their employee work force.

MANAGEMENT HAS THE RIGHT TO

1. Hire the candidates you feel are the most qualified for the job. Plato told us that the person who should do the job is the person most qualified to do it. Employers do not have to hire under-qualified or non-qualified candidates. It's good to remember that some of the least qualified candidates can sometimes be the most assertive and demanding. When you are interviewing a candidate for employment, you are seeing the candidate at his or her best, and if you have a reservation at this point, it will be worse after you hire the person. Someone once said that the closest a person ever comes to perfection is when he completes an employment application.
2. Establish policy and interpret policy and to change policy whenever, in the opinion of management, this is necessary. This is called "management prerogative." Management has the right to establish wages, benefits and working conditions. When it comes to interpreting policy, it's management's call. Your employment policies should be included in your em-

ployee handbook, written in a conversational manner, that makes your handbook your friend.

3. Expect employees to perform at a high level of excellence and to counsel and discipline employees when they do not. Sam Walton once wrote that most employees will perform up to expectation, and you can raise performance simply by raising expectations. Employers have the right to expect the best from their employees.
4. Assign duties and responsibilities to employees, even if they are "not in my job description" and even if the employee does not like it. Every job description should include these words – "This job description may not be all inclusive and employees are expected to perform all other duties as assigned and/or directed by management. Job descriptions and duties may be modified when deemed appropriate by management." The only time an employee may refuse to do a job is when there is a safety or health risk involved.
5. Require employees to work whatever hours the company requires, including overtime hours. This is another example of "management prerogative." Management has the right to establish working schedules and employees are required to work those schedules, even if it's overtime and even if it's more hours than normal. There are some minor exceptions in the health care industry in some states.
6. Dismiss employees who are poor performers or who violate company policy. Most employers I know are doing the best they can to create a good place to work for employers. Most employers I know are good hearted and want the best for their employees. I have often said that you can get in just as much trouble being too good to employees as you can the other way. Being "too good" can mean overlooking lateness and absenteeism for employees who are otherwise doing a good job, giving one employee a raise because "she needs it," or keeping a poor employee because he or she has been with you a long time. If you're going to dismiss an employee, you usually need 3 written warnings first.

A CHANGE IN TONE AT THE DOL

Although the Trump Administration has been in office for just a few weeks, the change in tone at the Department of Labor is extraordinary. The Department of Labor website is www.dol.gov. We visit the site frequently to check on new or changed regulations and we're also on their email alert mailing list. The previous Department of Labor presented employers, on the web site and in other places, in a very negative light, in that employers were constantly taking advantage of employees and the Department of Labor was constantly uncovering employer wrong doing and forcing the recalcitrant employer to pay back wages and fines.

Continued on following page

SEAY MANAGEMENT REPORT...

Continued from previous page

The new Department of Labor website is completely different with a remarkable change in tone. Now, the web site seems to present employees, employers and the Department of Labor as cooperating partners, helping to make the workplace better. This is a refreshing and welcome change of tone. Most employers I know are not trying to take advantage of employees. To the contrary, most employers I know are doing their best to comply with regulations and to treat employees equally and fairly and with respect and dignity. My sense is that this new tone from the Department of Labor will result in greater satisfaction and cooperation on the part of both employees and employers, and will definitely ease the tension between employers and the Department of Labor.

For example, the previous Department of Labor had issued a rule that would more than double the required minimum salary level for exempt employees, but a Texas judge came along at the midnight hour and issued a preliminary injunction, effectively blocking the regulation. The previous DOL website had a good deal of information, articles and essays about this increase, mostly making the point that “employees had been denied overtime” and this new rule would get it for them. That’s not true, of course, but that’s how the DOL presented its case.

On the new DOL website, the question of an exempt salary level

is nowhere to be found. Whether the minimum salary level for exempt employees ought to be raised is a question worthy of debate, but presenting the employers as conniving manipulators seems to me to be a poor messaging practice. The new website has lots of helpful information, presented in a positive and encouraging way. I particularly like the sections that include “Popular Topics” and the “Top 20 Most Requested Questions.”

So, in our view, a previously provocative and antagonistic website has been changed into a cooperative and helpful one and in response I would say, “Well done, DOL.”

So, if you have a question about management rights, the Department of Labor, or any other Human Resources Management issue, please call or email your Seay Management Consultant. We are always very glad to talk with you.

ABOUT SEAY MANAGEMENT

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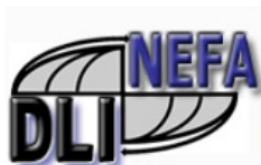
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