

PDCA Wins Philadelphia Plastic Bag Fight

Philadelphia has passed a ban on single use plastic bags, and drycleaners bags are almost the only ones that are exempt.

PDCA presented its case at a preliminary meeting. We emphasized that the bags cleaners use are essential to keeping garments clean after processing, that there are no practical alternatives, and that they are not the cause of litter in the streets.

During the meeting, the city officials and the environmentalists all seemed to accept PDCA's reasoning.

The law, which will take effect in July applies to virtually all plastic bags. It bans the distribution of all plastic bags made through a blown-film extrusion process, the technology used to make most single-use bags.

The only exemptions are for drycleaners and deli counters. Activism by your association has paid off!

PDCA Board Plans for the Future

George (Steve) Stevenson has been re-elected president of PDCA. Bobby Dempsey is the new vice president/treasurer. Jane Zellers will assume the role of secretary.

Also, at the December Board of Directors meeting, the board voted to increase its use of technology.

They will explore the increased use of webinars for seminars as well as videoconferencing for some board meetings.

The association will increase educational videos. The first one, "How to Make Stain Removal More Efficient," is now available on our website, pdclean.org.



Marijuana in the Workplace Seminars



Attorney Bill Lynch (left) led a series of November PDCA seminars on the challenges of marijuana in the workplace. Some of the points he made were:

- There are two forms of marijuana: medical and recreational
- In PA, only medical is legal now
- Under federal law, no use is legal
- If employee fails a drug test, employers can base decision on the federal ban. This is most important if employee is driving or using equipment that can cause injury
- There is no workers' comp coverage for medical marijuana use

For details and more information, contact Bill Lynch at Bill@williamlynchlaw.com or (610) 316-8677.

Representing Drycleaners
 in Pennsylvania & Delaware
A DLI Affiliate Association

**1001 Easton Road, Suite 107
 Willow Grove, PA 19090**

215-830-8495 • 800-822-7352

Fax: 215-830-8490

Web: www.pdclean.org

Email: Info@pdclean.org

Officers

President

Steve Stevenson

Stevenson's Cleaners, Altoona, PA
 814-944-9308

Immediate Past President

Mark Pollock

Signature Cleaners, Doylestown, PA
 215-345-1470

President-elect-Treasurer

Robert Dempsey

Fashionable Laundry, Dunmore, PA
 570-342-7879

Vice President, Government Relations

Dale Kaplan

Kaplan's Careful Cleaners, Camp Hill, PA
 717-737-0572

Secretary

Jane Zellers

JCZ Consulting
 717-507-4607

Directors

Garth Eck

Faxon Cleaners, Williamsport, PA
 570-326-4176

Tom Chido

Chido's Drycleaners, Erie, PA
 814-461-6594

Monica Manter

Balfurd Dry Cleaners, Tipton, PA
 814-237-7661

Stuart Outten

Capitol Cleaners, Dover, DE
 302-674-1511

Tim Blain

Metro Cleaners, Cranberry, PA
 724-776-0808

Allied Trades Directors

Bob Edwards

A. L. Wilson Chemical Co.
 201-741-0100

Ryan Aguglia

M&L Supply
 724-816-5277

Honorary Directors

Bill Nicolais

Barry Gordon

Executive Directors

Carol Memberg, Leslie Schaeffer
 800-822-7352

straight from the **board**

Jack Smith

We note with regret the passing of Jack Smith, the popular supply salesman who served the central Pennsylvania area for over 60 years. He most recently worked for FM Supply. He was 79.

Jack attended most meetings, seminars and association social events in his area, and freely gave advice and help to the people in his territory. He will be missed.

Featured

Two PDCA member companies were highlighted by DLI in the winter issue of *Fabricare* magazine for their social media posts. Congratulations to Model Cleaners in Charleroi and Classic Cleaners on Lemoyne. Model's post emphasized the teamwork in the company, while Classic's promoted their free coffee for customers.

Hosts

Balfurd Cleaners in State College (pictured below) was the site of the fall conference of the group Methods for Management. Monika Manter hosted the group and led a tour of her plant. She said they received some really valuable feedback on how to improve their quality and customer experience.



Perc Deadline Coming

Small Area Source Drycleaners located in buildings with residents are facing a deadline. In 2008, the EPA passed regulations concerning the use of perc in those locations.

Now the time is running out. Existing co-residential drycleaners must phase out perc machines by December 21, 2020.

If you are operating a perc drycleaner at a co-residential location, by December 21, 2020 the perc and perc-contaminated waste should be removed from the machine and disposed of properly. Also by that date, the perc machine must be fully disconnected or removed.

Need Extra Compliance Calendars?

Pennsylvania drycleaners who use perc must have a PA DEP compliance calendar for each perc machine. The state has mailed one to each plant. If you need any additional calendars, contact PDCA and we will send you what you need.



Quality Pre-Owned Equipment
 Reconditioned or Slightly Used
You can buy with assurance
 Call 215-289-3434 for Availability

UNIPRESS



LOWER PRICE  **SMALLER FOOTPRINT**

PRE-OWNED	SHIRT LAUNDRY EQUIPMENT	PRICE
Itsumi	BT-1DXMC99, Single Buck / Blown Sleeves	\$11,900
Itsumi	MYP-1, Collar and Cuff Press	\$3,900
Unipress	3TZ, Collar and Cuff Press	\$4,900
Unipress	NT, Single Buck w/ Blown Sleeves	\$14,900
Unipress	ABS-R, Sleever	\$7,900
Unipress	PCZ, Collar and Cuff w/ Pleater	\$4,900
Unipress	TD2, Double Buck	\$17,900

PRE-OWNED	WASHER & DRYERS	PRICE
Electrolux	W4180H, Wet Cleaning Washer	\$6,500
Electrolux	T5675, Gas Heated Wet Cleaning Dryer	\$3,500
Miele	T6551, Steam Heated Wet Cleaning Dryer	\$3,900
Unimac	UX55, 55lb. Softmount Washer/Extractor	\$5,500

PRE-OWNED	DRY CLEANING MACHINES	PRICE
Multimatic	MS70, 70lb. Hydrocarbon Machine	\$23,900
Columbia	Ipura	\$13,900
Multimatic	SL654, 65lb. Dry Cleaning Machine	\$12,900
Union	L860U2000, 60lb. Perc Machine	\$14,900

PRE-OWNED	PRESSING EQUIPMENT	PRICE
Unipress	42RX, 42" Utility Press	\$4,500
Unipress	42LX, 42" Left Handed Utility Press	\$4,500
Unipress	TUF, Tensioning Form Finisher	\$5,900
Unipress	46X, 46" Legger Press	\$4,500
Unipress	DLZ, Hot Head, Double Legger	\$3,900
Unipress	45RX, 45" Utility Press	\$4,500
Unipress	FMT, Hot Head Mushroom Topper	\$2,900
Unipress	STF, Pants Topper	\$1,500
Sankosha	WF-740U, Tensioning Pants Topper	\$4,900
Forenta	421SURMC, 42" Utility Press	\$2,900
Forenta	46SURBH, 46" Hot Head D/C Utility Press	\$2,900
Sankosha	KMP-150RU, Legger Press	\$5,400



HP & HL 800 Series

**Alternative Solvent
 Cleaning Machines**



We'll beat any boiler price!
Ready to Ship!

straight from the president



Steve Stevenson

New Year – A time for analysis and introspection

It's the beginning of another year. An opportunity to reset and do some business introspection. Over the year our businesses generate a lot of valuable data. Finding time to preserve and analyze that data can be difficult. Make that time now to do those analyses and set up a data collection system going forward. The following benefits can be achieved from your efforts:

- A review of strengths and weaknesses to help your business stay the course for continued growth and profit. Run a profit and loss statement, balance sheet, and cash flow statement. Look for disproportionate and/or unnecessary assets and expenses. Breakdown sales/income/expenses by category and relevance to total sales/income/expenses. Get a better understanding of capital available to deploy. Also consider liquidity and capital in reserve for contingencies.

- A review of staffing needs as well as an evaluation of your current staff. Can you handle the work currently in-house as well as prospective work you are actively seeking? For retail transactions when are your busy counter times? Also look at cross training and whether any positions can be filled by temp services.

- A review of needs for new projects. Identify people, process and technology required for new projects. This can be a greater presence on the web, larger accounts for the core business as well as adding a related business.

- A review of morale including owner/management, staff and customer base. Remember attitude starts at the top. Working in a time sensitive industry where expectations are high and at times unreasonable can quickly create burnout. Everyone needs some time off to recharge. Creative scheduling can help with days off attached to weekends or staggered start times (a little bit more sleep can do wonders). Customer reviews are important and should get your response where possible. Compliments, giving thanks, and showing appreciation to workers and customers create positive returns.

—Steve Stevenson



RAM
LEATHER CARE
SPECIALTY CLEANING EXPERTS
RICK DANLEY
TERRITORY MANAGER
3325 W. MCNICHOLS
DETROIT, MI 48221
724-288-2991
TOLL FREE 877-884-2124
WWW.RAMLEATHERCARE.COM
INFO@RAMLEATHERCARE.COM

- LEATHER, SUEDE & FUR
- BOOTS & SHOES
- HANDBAGS
- AREA RUGS
- REPAIRS & ALTERATIONS
- FEATHER PILLOW RESTORATION
- WEDDING GOWN PRESERVATION
- MILITARY HATS & UNIFORMS

We have expanded our delivery area.
Call Rick at 724-288-2991



SUPPLY

Where service still matters.



SALES



SERVICE

320 N. MILL ROAD • KENNETT SQUARE, PA 19348
800.760.7740 • FMSUPPLY4U.COM • FAX 610.444.1759

Using all the tools in your box



Mark Pollock

First, I want to take this opportunity to wish all of you a very healthy and prosperous New Year. I hope that 2020 is the best year yet for your families and your respective businesses.

I want to talk to you from the unique perspective that I have as a member of the Board of Directors of both a national trade organization, the Drycleaning and Laundry Institute (DLI), and a regional trade organization, the Pennsylvania and Delaware Cleaners Association (PDCA).

Both groups have a long history of being advocates for the fabricare industry. They have been witnesses to both periods of strong profitability as well as times of stressful decline.

At present, we are in the midst of great change. Drycleaning and related businesses are becoming fewer

and fewer. Those who remain are faced with the challenges of a shrinking market.

DLI, as well as PDCA and other affiliated groups, are working to assist their members through this transitional period by offering education, technical knowledge, and marketing tips.

No one can afford to stand pat. We must look to the future with as many tools as we can gather. You decided to invest in new cleaning and finishing equipment to provide a better product for your customers. Why not invest in organizations with the know how to improve your profitability?

As always, please feel free to contact me if you have any comments or questions. I can be reached at 267-701-6045 or at mark@mysignaturecleaners.com.

Mark Pollock
Director of Operations
Signature Cleaners
1456 Ferry Road
Doylestown, Pa 18901

Band uniforms are very expensive and generally require professional cleaning. Uniforms should be cleaned as soon as possible after each use in order to prevent any stains from setting and to avoid attracting insects, which especially prey on wool fibers.

No matter what, follow the care label and remember that we're here to help with difficult stains or any items that need professional attention

Free with all Silver, Gold, and Premier Memberships

Sweater weather is around the corner! Break your sweaters out of storage and bring them to us for professional cleaning before you wear them this season. Give us a call today!

Spilled mustard or ketchup on your favorite jersey? Don't worry, stain removal is something we proudly do very well. Bring them in and we will have the clean for the next big game.

It's back to school time! If you bought your kids new school clothes or taking items out of storage it is important to have them cleaned before wear. Bring them in and we will have your kids looking and feeling great!

Join DLI's EFFORTLESS Social Media PROGRAM

- DLI posts to your Facebook account, weekly
- Posts include images and highlight a service
- Puts your name in front of audience
- You retain control of your account
- Post whenever you want

Email RFerguson@DLIonline.org or call Becca at (800) 638-2627 to get started.

Four Letter Words

There are some four letter words we should eliminate from our vocabulary, Dan Dykstra writes in the newsletter of the Wisconsin Self-Service Laundry Association.

Many are just plain bad for business. He is not talking about profanity. That's a given. What he is talking about are every day words that a successful entrepreneur should avoid using.

Can't. — “We can't do that,” or “You can't expect us to have it done by then.”

Your customers come to you because they believe you can do what they ask. Carefully evaluate whether you are able to accomplish the task and pull out all the stops to do it. If you can't, help the customer find someone who can, even if it is a competitor. Your customer will remember the extra mile you went to keep them happy.

Busy. — “I'm too busy now,” or “Let me call you back when I'm not so busy.”

The last thing your customer wants to hear is that you are too busy to help them. The best method is honesty. It is acceptable to say that you will need a couple of extra

days to finish the job right or that you will give them a discount for their patience. It is never acceptable to imply that one customer is not as important as all your other customers.

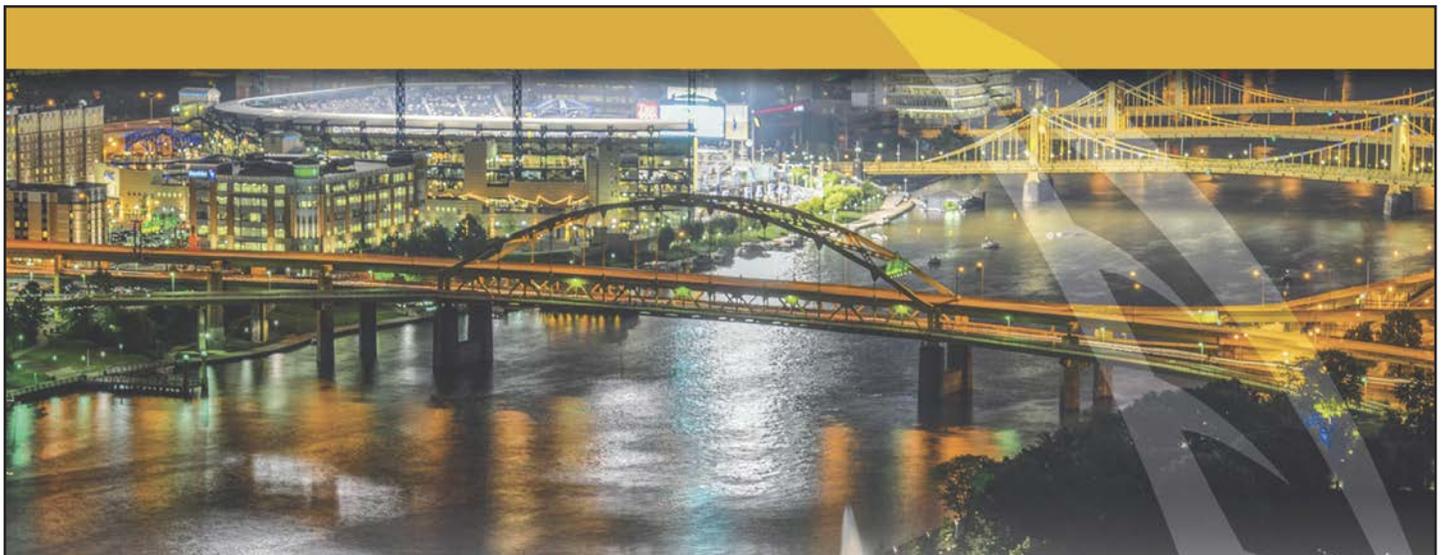
Same. — “We've done it the same way for years,” or “same old same old.”

If you have been doing business the same way since you can remember, it's a good sign you are in the market for change. Maybe it's time to find a new and better way to meet your customer's needs. People change. Technologies change. A good question to ask yourself is why you are still doing things the same old way.

Rude. — There is no need for examples here.

There is never, ever, ever an excuse for being rude to an employee, a customer or a stranger on the street. You are representing your business, and the last thing you want is for your name to become a four-letter word.

These are not the only four-letters words you want to avoid. Maybe you will want go over this list with your employees and see if they — or you — have any to add. Remember, your employees represent you when you are not around.



**Celebrating 100+ years
with a clean new look.**

Since 1915 Laundry Owners Mutual has been writing exclusively Pennsylvania Workers' Compensation insurance...there is no other insurance company that has written it longer. We are the company created by your industry, for your industry...we are the company that you trust! For 100+ years we have stayed committed to operating with the highest levels of honesty and integrity and keeping our policyholder first...and that's even more reason to celebrate!



www.lom1915.com

tel. (800) 590-4404 • 701 Rodi Rd Suite 100 - Pittsburgh, PA 15235

Restoring Wools

Prespotting is often necessary for the removal of water-soluble stains. Wool garments demand a number of precautions in the prespotting process.

Many dyes on wool change color when exposed to mild alkaline solution. Stain removal agents such as ammonia, protein formulas and some spray spotters are alkaline and will cause color changes. In addition, many white and pastel-colored wool contain an optical brightener to enhance color brilliance. Alkaline agents can cause a breakdown of these optical brighteners and will contribute to permanent yellowing. If an alkaline agent is used in stain removal, flush thoroughly and neutralize the area with a 28% acetic acid or tannin formula, followed by another thorough flushing.

Always make sure that wool garments are completely dry before drycleaning. If moisture is present in the fabric when the article is cleaned, local pilling and felting is likely to occur in the damp area.

In addition to pilling, the damp area can attract soils or other impurities from the solvent and cause the formation of stains, known as "redeposition." Color changes, felting and redeposition are often permanent, so be sure to take proper precautions.

Reprinted with permission of DLI

When you need
HELP

Attn: **Drycleaners & Allied Trades**
SAVE SERIOUS \$\$\$\$

- Business Exit Strategy & Sale
- Business Fair Market Value
- Business Environmental Issue
- Business Strategic Thinking

Ehrenreich & Associates, LLC

We have the unique experience of Drycleaning Hands-on Management, Business Brokerage & Management Consulting to **HELP YOU!**
Contact **Richard** at 301-924-9247 or **Richard@EhrenAssoc.com**

Dominate Rural Chain Retiring, but will Train

- \$1,800,000 Annual Retail Sales
- Strong Brand in Compact Market
- Family owns all Biz Real Estate
- Profitable, Mature, Growing Biz
- Located Close to Pittsburgh
- Modern Fully Automated Plant
- Commands Market Share
- Experienced Staff in Place
- Constant Profit – Stable Growth
- SBA Loan Avail. For Strong Buyer
- 25% Capacity Growth Available
- Buyer Finder's Fee Paid on Sale

Contact **Richard Ehrenreich, F-CBI**
Ehrenreich & Associates, LLC
Richard@Ehrenassoc.com
301-924-9247

WORKERS COMPENSATION LAW
Business Consulting • Civil and Commercial Litigation

The Law Offices of
William H. Lynch, Jr.

610-316-8677 • Fax: 484-568-0200
Bill@williamlynchlaw.com

support group

The following allied tradespeople support PDCA as Associate Members. Show your appreciation by supporting them.

Adco-R.R. Street

Mike Tirpok, 610-442-7664
www.4streets.com

A.L. Wilson Chemical Co.

Bob Edwards, 201-741-010
www.alwilson.com

Cleaners Supply

Crystal Granish, 607-775-7905
www.cleanersupply.com

Columbia-ILSA Machines

Stephen Langiulli, 631-293-7571
www.columbiailsa.com

Commercial-Industrial Laundry Services (CILS)

Anthony Mohl, 888-820-2457
www.cils-inc.com

E.J. Thomas Co.

Ryan Aguglia, 724-816-5377
www.ejthomascompany.com

Enviroforensics

Joe Miller, 717-972-7870
www.enviroforensics.com

EZ Products International

Diane Rue, 877-906-1818
www.ezpi.us

FM Supply Inc.

Todd McKenna, 610-444-1412
www.fmsupply4u.com

Firbimatic

Darrin Haiges, 815-338-2355
www.firbimaticusa.com

Frankford Machinery, Inc.

Nick Kashkashian, Jr., Ron Kashkashian,
215-289-3434
www.frankfordonline.com

Fulton Boiler

Mike McLean, 315-298-5121
www.fulton.com

Gurtler Industries

Philip Bodner, 609-923-5352
www.Gurtler.com

Irving Weber Associates, Inc.

Adam C. Weber, 800-243-1811
www.iwains.com

JCZ Training and Consulting

Jane Zellers, 717-507-4607
www.janezellers.com

Kreussler Chemical

Tom McAllister, 610-585-5390
www.kreussler.com

Laundry Owners Mutual

Blaine Meixner, 800-590-4404
www.lom1915.com

Moore Services Inc

Jerry Moore, 800-941-6673
www.mooreservices.info

PAC Industries Inc.

Joseph J. Leo, 717-657-0407
www.pacindustries.com

The Route Pro

James Peuster, 877-377-6883 ext. 2
www.theroutepro.com

Ram Leather Care

Rick Danley, 724-288-2991
www.ramleather.com

Sankosha

Bill Odorizzi, 847-427-9120
www.sankosha-inc.com

Union Drycleaning Products

Vic Williams, 404-363-8699
www.uniondc.com

United Wire Hanger Corp.

Peter Goldman, 201-288-4540
www.unitedwirehanger.com