



Fall  
2017

# carolina clean



North Carolina Association of Launderers & Cleaners

4819 Emperor Blvd, Ste 400, Durham, NC 27703 • Phone: 919-313-4542 • info@ncalc.org

*An Affiliate Association of the Drycleaning & Laundry Institute*

## Requirements to Pick Up Dry Cleaning Waste

Within the hazardous waste management industry, dry cleaning is a very specialized and niche market. The majority of waste generated in these businesses is deemed hazardous, and several federal bodies highly regulate its handling, shipping, and treatment. If you're in the dry cleaning industry and you're working with a waste management company, it's your responsibility to ensure that the company has undergone and received the proper training, permitting, and insurance to safely, legally, and effectively handle dry cleaning waste.

### TRAINING AND PERMITS

In order to legally handle hazardous materials, which a dry cleaning company may generate, the waste management employees must have their hazmat licenses. The drivers are also supposed to be certified as hazmat transporters.

It's important to note this is different than commodity transporters. For example, a commodity transporter can legally transport hazardous paint. However, once that paint is used or deemed waste, you need to be a hazmat transporter to legally move it. It's a somewhat confusing distinction, but it's important to make sure your waste management drivers are hazmat transporters rather than commodity transporters.

Additionally, drivers need to have an eight-hour hazmat refresher course every year. Upon completion of this refresher course, the driver will receive an updated certificate to acknowledge completion of that course.

If you're unsure about the credibility of a waste management company, ask about these trainings to make sure their employees are held to that standard. If desired, you could even ask to see those certificates to ensure the training was done.

### INSURANCE

One important insurance-related fact that some dry cleaners overlook is that their waste management companies need insurance not only for their states but all states the hazardous material is going to be transported through.

A reputable hazardous materials management company should also have several types of insurance:

*Continued on page 5*

## *Is Your Business Prepared?*

THE FIRE ERUPTED ON A SATURDAY AFTERNOON IN JULY 2012 AND GREW HOT ENOUGH TO MELT THE METALFRAME SURROUNDING THE BUILDING'SFRONT ENTRANCE.

Just about everything in the building was destroyed. Machinery. Supplies. Clothing. The building housed the offices of Dependable Cleaners based in Quincy, Massachusetts, as well as the company's laundry mat, retail store, and its facility that processed clothing for seven of its stores.

"We lost it all," says Christa Hagearty, president of Dependable Cleaners, which supports 16 locations in the Boston area. "A fire such as this was a significant hit on our ability to operate. Having the right coverage and an agent that helps you understand it is really important."

Most drycleaners have insurance, which is typically required by their landlord. But is it enough? Is it the right type of coverage? And will it cover a company's losses until it's up and running again?

Not necessarily. Some drycleaners shortchange themselves, placing their business and livelihood at risk by not obtaining the appropriate insurance. They develop the, "It will never happen to me," syndrome and purchase barebones coverage, paying low insurance premiums. However, it only takes one disaster or lawsuit to realize that such savings usually end up being very costly.

### ANNUAL CHECK-UPS

Although Hagearty's business had excellent coverage – everything from business interruption to regulatory insurance – she anticipates her business will still need to pay somewhere in the six figure range to open its new doors.

"There are some things that happen in a fire that there is no coverage for," she says, referring to the massive amount of time she spent with insurance companies and designing a new building. "We also had \$250,000 in regulatory coverage. The amount we actually needed to install a new drain system and sprinkler system was greater than the insurance coverage."

Hagearty says there are many lessons to learn from a disaster.

*Continued on page 3*

## From the President's Desk

# Lessons from Harvey and Irma

Hurricane Harvey has set all-time records for rainfall and wind speeds. Harvey's wrath of destruction will have long lasting effects : physical and mental. Parts of our beloved North Carolina were under tornado warnings heading into the Labor Day weekend. Following right behind Harvey we were besieged with threats of Irma. Now these hit home! Thankfully Irma did not...but if she had... would you have been ready???

The President of DLI, Mike Nesbitt, and his family are from the Houston area. I reached out to DLI to check on them. Fran Johnson responded that they have suffered damage to some of their businesses, but all of their family and employees are safe. That is their main concern at this time. I think this speaks volumes for the heartbeat of our dry cleaning industry. Family.

We all need to take lessons from Harvey and Irma. Being prepared for a disaster needs to be a proactive decision, not reactive. Drycleaners are busy every day wearing many hats. From time to time we need to wear our OSHA hat and our Red Cross hat. In this issue, we are including a great checklist provided by OSHA and developed by the Red Cross to help plan for an emergency.

In addition, at our convention in May, we had David Barber speak to us about our insurance coverage. Brothers Cleaners in Raleigh was

completely destroyed by fire a few years ago. Totally unexpected! Thanks to their excellent insurance coverage, they have rebuilt an extremely modern facility with all the bells and whistles. In this newsletter, we have an article from the 2013 edition of Fabricare, the magazine from DLI. Knowing about your insurance coverage is imperative in preparing for a disaster.

We are putting our OSHA hats on after the first of the year. NCALC will provide the opportunity for you to be involved in an OSHA seminar in either Raleigh or Charlotte in February. These seminars will be packed with information covering all things OSHA for drycleaners. We are excited about this opportunity for members and nonmembers.

Hurricane Season is here. It's also the season for cooler nights, football, school and an increase in the number of garments that will cross our counters. Being prepared for All seasons is the key to success.

See you out there...

Rita Foley  
President, NCALC

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## NC Cleaner Completes DLI Courses

Jason Harmon, Medlin Davis Cleaners, Raleigh, NC was among the recent graduates of both the DLI Introduction and Advanced Drycleaning Courses.

Introduction to Drycleaning Course – Harmon is shown 10<sup>th</sup> from the left.



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# Is Your Business Prepared?

First, drycleaners need to conduct annual reviews with their broker to ensure that their coverage and limits reflect upgrades, new equipment, or renovations. If disaster strikes, hire a public adjustor to negotiate on your behalf with insurance companies. Likewise, instead of purchasing an unlimited business interruption policy that will cover your business for up to one year after a disaster, set a financial limit that will cover your business for 18 or 24 months.

"I know it can be hard to write out those checks when you don't collect on insurance, but having gone through all of this, be really happy that you don't collect," says Hagearty. "I couldn't imagine how much harder this would have been without the right coverage."

## DETAILS AND DECISIONS

Although most drycleaners are required by their landlord to insure their business, less than 10% lack any form of insurance because they can't afford it while others are underinsured or don't have the right coverage, says Adam Weber, president at Irving Weber Associates, DLI's endorsed insurance partner in Ronkonkoma, New York.

At the very least, he says drycleaners need several types of insurance: fire insurance to cover their building, equipment, supplies, and inventory; liability insurance in case someone slips and falls or injures themselves on their property; and Bailee insurance, which insures goods that are in their care, custody, and control.

However, in more than the past 70 years, he says the insurance industry has developed a smorgasbord of over 20 different types of policies that protect drycleaners under most scenarios. Several recent examples include restoration coverage, which insures customer's goods being restored, and coverage for drivers and vehicles during route pickups or drop-offs.

Sometimes, he says drycleaners purchase the wrong coverage. Instead of Bailee coverage, for example, they buy coverage that protects the properties of others. Big mistake. With the latter coverage, he says all claims must be filed before a single penny is paid. Worse yet, if the total amount of claims exceeds the coverage limit, then customers are reimbursed a percentage of their loss.

Another consideration involves utilities. Even though your business was not dam-



aged by a natural disaster, you still may not be able to operate because local utilities are out. Will your business interruption policy still cover your business? Or what would happen if solvent or chemicals escape into the ground, air, or somehow leak into an adjacent store? Would you be covered? Probably not, he says, adding that drycleaners would do well to consider pollution liability coverage.

There are so many details, so many exceptions, and so much to learn about insur-

ance that it's best to work with an experienced broker.

"The insurance company's goal is to get you back in business as quickly as possible the way you worked before the loss," Weber says, adding that an insurance company's job is to restore your business, not improve it. "From an insurance perspective, be prepared to have very good documentation. It's very important for a quick claims settlement and becomes the least painful way of getting you back on your feet."

## KEY INSURANCE TERMS FOR DRYCLEANERS

- **Bailee:** Customers' Property accepted for cleaning, laundering, pressing, renovating, repairing, sewing, storage or dying while in/on premises owned, leased or operated by you or while in due course of transit.
- **Mysterious Disappearance:** Coverage for Loss to customers property due to an unexplained disappearance or shortage found upon taking inventory
- **Work in Process:** Coverage for Loss or damage to customer property caused by the actual work performed by you or your employees. (i.e. A machine you use to press damages a shirt.)
- **Business Income & Extra Expense:** Loss of business income & necessary extra expenses you sustain due to the necessary suspension of your operations during the period of restoration. (i.e. Money you didn't earn because you were closed while the boiler was being replaced.)
- **Business Income-Dependent Properties:** Coverage for business income you sustain due to physical loss or damage at the premises of a dependent property.
- **Replacement Cost (RC):** Dollar amount needed to replace damaged property without deducting for depreciation but limited to the maximum dollar amount shown on the policy.
- **Actual Cash Value (ACV):** Dollar amount needed to replace damaged property deducting depreciation value and limited to the maximum dollar amount shown on the policy.
- **Actual Loss Sustained (ALS):** Reimbursement based on the actual expenses you incur during the period of restoration from a covered loss.

*Continued on next page*

# Is Your Business Prepared?

- Employee Dishonesty: Coverage for employee theft of money, securities, or property.
- Non-Owned & Hired Automobile Coverage: Coverage to automobiles used in the course of business by insured and/or employees which are not owned by the business. (i.e. Employee damages their own car while using it for a delivery.)
- Civil Authority: Coverage for loss of business income sustained caused by action of a civil authority that prohibits access to

the described premises due to direct physical loss or damage to property. (i.e. Hurricane damage when you were required by authorities to evacuate.)

- Delivery Errors & Omissions: Coverage for damages or missing items at the time of delivery.
- Box &/or Hanging Storage: Coverage for customer property being stored at your location, either in boxes or hanging.
- Debris Removal: Coverage for removal of debris of covered property damaged by an insured loss.
- Employment Practices Liability (EPL): Coverage for wrongful terminations, unlawful discrimination, harassment, retaliation, & unlawful employment actions based on religion, age, national origin, sexual orientation or preference, gender, disability, pregnancy, marital or familial status, veteran status, or other protected classification.
- Equipment Breakdown: Coverage for loss due to mechanical or electrical breakdown of equipment.
- Money Orders & Counterfeit Money: Coverage for loss due to acceptance of money orders or counterfeit paper currency.
- Pollution Liability Coverage: Coverage for sums you become legally obligated to pay as damages because of bodily injury or property damage to which the pollution liability insurance applies.
- Water Backup or Backup of Sewers & Drains: Coverage for direct physical loss or damage to covered property caused or resulting from the back-up of water from a sewer or drain.

- Excess Legal Liability: Coverage for all sums which you become legally obligated to pay for damages due to a covered loss.
- Furriers' Coverage: Coverage for customers' furs & garments trimmed with fur accepted for storage in an approved storage enclosure and for which a conditional receipt is issued, at another designated storage site, in transit or at another processor's premises.
- Data Processing Income & Extra Expense: Coverage for computers, data systems, and income lost due to loss of electronic data processing capabilities during a covered loss.

- Data Processing Equipment & Media: Coverage for direct physical loss or damage to "data processing equipment and media" owned or in the care, custody and control of the insured caused by or resulting from a covered cause of loss

- Workers Compensation: Coverage for employees who are hurt while working for the operation.
- Umbrella: Provides additional liability coverage over and above the limits of the Primary Liability Policies.
- Flood: A general and temporary condition of partial or complete inundation of two or more acres of normally dry land area or of two or more properties (at least one of which is the policyholder's property) from: Overflow of inland or tidal waters; or Unusual and rapid accumulation or runoff of surface waters from any source; or Mudflow.

The information in this glossary of insurance terms is for informational purposes only. It contains limited information on some, not all, coverages for consideration. It is not intended to provide a guide to insurance coverage under any specific insurance policy or program. All insurance policies contain conditions, limitations and/or exclusions that should be carefully evaluated to a business' specific needs.

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## Associate Member Listing (Alphabetically by Service)

NCALC Associate Membership is extended primarily to providers of equipment, products, and services to launderers and cleaners. (e.g. manufacturers and distributors, consultants, training providers.)

### Attorneys

Poyner Spruill, LLP, Rick Kane ..... 704-342-5303

### POS Computer Systems

Fabricare Manager – Marcelo Rangel ..... 888-249-5142  
Spot Business Systems, LLC. Ray Chesire ..... 801-495-1200

### Environmental Consultants

ATC Associates, Genna Olson ..... 919-871-0999

### Equipment Sales & Maintenance

Consolidated Laundry Equipment, Inc ..... 800-227-6149  
EzProducts International Inc., David Brown ..... 877-906-1818  
Tri-State Laundry Equipment Co. ..... 866-885-5218

### Hazardous Waste Disposal

MCF Systems, Russ Kent ..... 800-828-3240, Ext 5644

### Supplies

Cleaners Supply, Inc ..... 800-568-7768  
FabriClean Supply ..... 800-442-7021  
Fabritech International, Wes Brunson ..... 859-653-5609  
Gurtler Ind., Harold Smith ..... 800-638-7300  
Kreussler, David Knight ..... 919-280-1040  
N.S. Farrington & Co ..... 800-722-0374  
R. R. Street Co., Rick Moore ..... 980-258-3515  
UNX Inc ..... 800-827-9294

### Your Company Could Be Listed Here

Contact NCALC Office by email at [info@ncalc.org](mailto:info@ncalc.org) or by phone at 919-313-4542 for information about NCALC Associate Membership.

# Waste Management Company Requirements

**Continued from page 1**

## GENERAL LIABILITY

Pollution liability insurance (in case of spills or accidents)

Automotive insurance on all trucks or vehicles

## WORKERS' COMPENSATION

Look for companies that carry at least \$5 million of insurance. Some smaller companies only carry \$1 million because that's the minimum required. However, if you go with a company that's only insured to the minimum and there is an accident, once that limited liability insurance is used, you—the generator of the waste—is then liable for all

expenses above and beyond what the insurance covered.

In this way, you might save a few hundred dollars to ship with a smaller company, but insurance is a huge consideration when dealing with hazardous waste. Should the unexpected happen, you could end up paying tremendous sums of money if your waste management company's insurance is inadequate.

## LOOK FOR EXPERIENCE

As with any generated hazardous waste, you are ultimately responsible for that waste from the cradle to the grave. At every stage in that waste's journey from your facility to the treatment facility, you are responsible should

something go wrong.

Even when the waste is shipped away from your dry cleaning business—on its way to a treatment facility or even in the treatment facility—you are still liable.

This is why managing the waste properly and partnering with a reputable, experienced waste management company are critically important. If your waste managers don't abide by hazardous waste regulations or bring the waste to a facility that can't properly or legally treat it, you're setting your dry cleaning business up to be hit with hefty fines.

## FOLLOW UP WITH PAPERWORK

Because you are still liable for that waste, don't just assume it arrived safely at the treatment facility. A hazardous material manifest should accompany the drums when shipped, and the treatment facility should send back a copy of that paperwork to verify the drums were safely received. If you don't receive that paperwork within thirty-five days, you should call to follow up. Whether the manifest got lost in the mail or the facility never sent it, you need to do everything possible to keep track of where your waste is—even when it's offsite.

For more information about what permitting, training, and insurance are required to handle, transport, and properly dispose of dry cleaning waste, please contact an experienced hazardous waste management company.



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### About the Author

Russell Kent – Vice President, MCF Environmental Services, Inc.

Russell Kent joined MCF Environmental Services as a sales representative in 2002 and has now served as Vice President of MCF for over 10 years. MCF is a full-service hazardous waste management and disposal services company, based near Atlanta, Georgia. Kent focuses on the direction and management of all sales, business development, and profitability of the company. Prior to joining MCF, he worked for CMAC Environmental in AL and Marine Shale Processors in LA. Kent's 24 years of experience in the environmental industry are very helpful in many areas ranging from helping customers resolve problems to providing excellent leadership for MCF. He earned his Bachelor of Science and Master of Science from the University of Southern Mississippi.



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## Get Started: Emergency Preparedness Checklist for Small Businesses

Having an emergency preparedness plan in place is as important to the survival of your small business as your business plan. Consider now how a natural, human-caused or public health disaster such as a pandemic flu event could affect your employees, customers and workplace. Would business operations continue? Ask yourself the questions below and use this checklist to help you get back in business after a disaster.

### 1. How vulnerable would the business be if a disaster or other emergency were to occur?

- Know your region and the types of disaster most likely to have an impact on your business.**
  - Find out what emergencies have occurred in the past and what impact these had on other businesses in your area.
  - Consider your facility's physical capacity to resist damage and proximity to flood plains, seismic faults, dams, hazardous materials, nuclear power plants and other hazards.
  - Consult with your insurance agent and learn what coverage is available and what precautions to take for disasters that may impact your business. Remember, many general policies do not cover earthquake and flood damage.
- Assess the capacity of your employees to prepare for and respond to an emergency.**
  - Are 10-15% of your employees trained in basic first-aid and CPR techniques? Do all employees know how to identify individuals who are trained?
  - Are employee roles clearly defined in the event of a disaster or emergency?
- Identify internal and external emergency response resources that will provide assistance during a disaster or other emergency.** Who will you contact in an emergency and what will they be able to provide?
  - Local and state police
  - Fire department and emergency medical services organizations
  - Local government officials, emergency management office
  - Local American Red Cross chapter
  - National Weather Service
  - Telephone, water, gas and electric companies
  - Neighboring businesses
  - Insurance carriers

### 2. If your business was to be shutdown for more than a few days, what impacts will it have on your day-to-day operations?

- Identify policies for employees**
  - Chain of command
  - Contact numbers for employees
  - Leave policies
  - Sick day policies
  - Payroll procedures
  - Sufficient communication infrastructure



**Identify plan for vendors (or suppliers)**

- Contact numbers for vendors
- Contact vendors concerning their business continuity plan.
- Consider developing a plan if product distribution is interrupted.

**Identify plan for customers (or clients)**

- Contact numbers for customers
- Contact customers concerning their business continuity plan.
- Consider developing a plan if product distribution is interrupted.

**3. What is your plan to protect the business and its employees before, during and after an emergency?**

**Identify a First Aid team.** Approximately 10-15 percent of your workforce should be trained in first aid and CPR so that they can assist in times of disaster or emergency until help arrives.

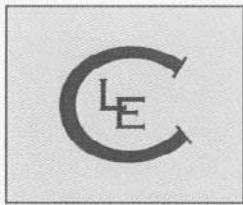
**Obtain necessary safety equipment.** Budget for and purchase any safety equipment, first-aid kits, Automatic External Defibrillators (AEDs) fire extinguishers, smoke detectors and shelter-in-place supplies that may be needed. Make sure all employees know how to access these supplies.

**Write a plan for responding to emergencies.** Your plan should include:

- A system for warning employees about emergencies and communicating with employees and local emergency management officials during a disaster or emergency (i.e. cell phones, computers).
- Considerations for the special needs of employees with disabilities and medical conditions
- Evacuation routes from your facility and an established location where employees should gather.
- Provisions and a location for employees to shelter-in-place.

**Develop a Business Continuity Plan.** This plan will help keep your business operating as it responds and recovers from the effects of a disaster or emergency situation. Here's how to start developing a Business Continuity Plan:

- Designate employees to develop the plan
- Decide whether different procedures are needed for different departments within the workplace.
- Establish procedures for Business Continuity Plan activation
- Identify essential business functions and staff to carry out these functions
- Identify which employees will be considered non-essential vs. essential personnel
- Consider whether cross-training of employees is necessary
- Establish work schedule for employees during a flu pandemic
- Establish procedures with suppliers, vendors and other businesses critical to daily operations
- Create a plan for conducting business if the facility is not accessible and set up electronic back up systems for vital business files
- Identify records and documents that must be readily accessible to perform essential functions and decide where these can be stored safely and retrieved quickly
- Stockpile items soap, tissues, alcohol-based hand sanitizers, cleaning supplies and recommend personal protective equipment (PPE) for employees.



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NCALC depends heavily on all of our Associate Members in conducting our work to promote and support the Fabricare Industry in North Carolina.

Business Partners are those Associate Members who have gone well beyond the basic affiliation of membership, to invest financially in our activities.

We extend a special thanks to these NCALC Business Partners who have helped to financially underwrite the activities of NCALC through their significant financial support (e.g. sponsorships, advertising, and other contributions.)

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MCF Systems Atlantic, Inc.  
Tri-State Laundry Equipment Company

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- Animal Waste
- Human Waste
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- and more....



## NCALC Dinner Social and Board Meeting Set in Charlotte

A Dutch-treat dinner social for all members and friends of NCALC is being planned for Friday evening, January 26, 2018 in Charlotte, North Carolina. On the following morning, Saturday, January 27, the NCALC Board of Directors will be holding its next regular meeting at the Renaissance Charlotte SouthPark Hotel.

Mark your calendars and begin now making your plans to attend. Watch your email and the web site ([www.ncalc.org](http://www.ncalc.org)) for other details to be posted as available.

## NCALC to Host OSHA Seminars in Charlotte and Raleigh

NCALC is planning two half-day OSHA seminars for owners and managers of laundry and cleaning operations. Topics will include an "Introduction to OSHA", "Recordkeeping", the "OSHA Inspection Process", and "Lockout/Tagout" requirements.

Our speaker will be Tom Wilder, Safety Education Specialist, North Carolina Department of Labor, Division of Occupational Safety and Health. The same seminar will be offered in February Charlotte and in Raleigh. The same seminar will be offered in Charlotte and Raleigh during February, 2018. Watch your email and the web site ([www.ncalc.org](http://www.ncalc.org)) for other details to be posted as available.



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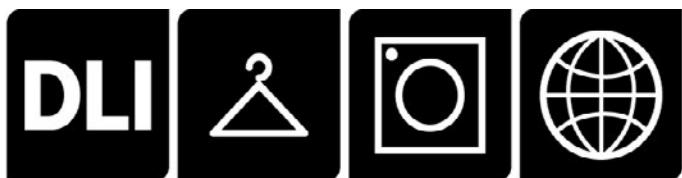
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**GO TO [DLIONLINE.ORG/ESM](http://DLIONLINE.ORG/ESM) OR CALL DLI FOR MORE INFORMATION.**

## Dry-Cleaning Solvent Cleanup Act (DSCA) Fund Statistics

*FY 2016-17 (through 6/30/17)*

### Receipts:

Solvent Tax Revenue:	\$ 196,599.32
Sales Tax Revenue:	\$ 8,072,184.54
Petitioner Payments (fee/copay):	\$ 124,785.08
Miscellaneous (investigation costs):	\$ -
Rebate:	\$ 75.77
Interest:	\$ -
Total Receipts:	<u>\$ 8,393,644.71</u>

*Duration of Program (through 6/30/17)*

### Receipts:

Solvent Tax Revenue:	\$ 11,898,558.07
Sales Tax Revenue:	\$ 111,462,391.86
Petitioner Payments (fee/copay):	\$ 1,632,928.41
Miscellaneous (file copying):	\$ 919.93
Rebate:	\$ 28,870.11
Interest:	\$ 7,522,262.17
Total Receipts:	<u>\$ 132,545,930.55</u>

### Disbursements:

Dept. of Revenue Admin:	\$ -
Reimbursements/Payments:	\$ 1.34
Contracts:	\$ 5,966,114.79
Haz Waste Fees:	\$ 92,050.00
County Well Permit Fees:	\$ 59,530.00
Transfer to Inactive Haz Sites:	\$ -
Transfer to Green Square Proj:	\$ -
Transfer - Budget Shortfall:	\$ -
DEQ Admin:	<u>\$ 1,231,992.07</u>
Total Disbursements:	<u>\$ 7,349,688.20</u>

### Disbursements:

Dept. of Revenue Admin:	\$ 57,272.02
Reimbursements/Payments:	\$ 1,963,993.23
Contracts:	\$ 97,861,127.08
Haz Waste Fees:	\$ 1,433,003.41
County Well Permit Fees:	\$ 405,010.00
Transfer to Inactive Haz Sites:	\$ 400,000.00
Transfer to Green Square Proj:	\$ 1,291,035.00
Transfer - Budget Shortfall:	\$ 6,475,812.93
DEQ Admin:	<u>\$ 15,992,635.32</u>
Total Disbursements:	<u>\$ 125,879,888.99</u>

**Fund Balance as of 6/30/17: \$ 6,666,041.56**

**Encumbered in Contracts as of 6/30/17: \$ 2,931,226.93**

### **DSCA Site Statistics (through 6/30/17)**

Identified Contaminated Dry-cleaning Sites:	461
Sites Certified:	401
Sites Determined Ineligible:	4
Eligible Sites Not Certified:	56
Sites Pending Closure:	52
Sites Closed:	70
Estimated Contaminated Sites:	1500
Current Number of Operational Facilities:	516

## Why I am a Member of NCALC & DLI

For 27 years I worked for a large public utility corporation. In the management organization, I was constantly surrounded by support and advice. Frankly, at times there was more support and advice than desired, but that's another story. The point is, there was no way to fail due to the heavily experienced management team throughout the organization.

In June of 2001, I changed careers by seizing the opportunity to purchase an established (50 years old) dry-cleaning and laundromat business. Fortunately, the entire team of long time experienced employees stayed with me. The previous owner left me with a great business and one bit of advice. The advice was "pay all your bills promptly" and, "Always renew your DLI/NCALC membership." I have of course done both.

Shortly after going into business I met Bob Smart, Bob is now retired and was Vice President of Membership for the NCALC. He is the previous owner of White Star Cleaners in Durham.

Bob obviously saw me as a small fish in a big pond and with very little experience in the dry cleaning industry. I was invited to the 2001 Fall NCALC board meeting in Asheville as Bob says to "meet some folks", and indeed I did "meet some folks, good folks!"

At that meeting and many others since then, I have met dozens of good folks that have the same goals and same passion for the dry-cleaning industry as I do. The comfort of not being alone in the big pond began to come back. I have questioned, quizzed and grilled these guys and ladies about all areas of this business. From environmental issues, equipment issues, insurance, to fabric issues. Having this pool of resources is priceless.

Being a member of DLI is just the right thing to do. Every one of us in this business, whether we pay dues or not, gleans the benefits of the research, development and lobbying done by DLI.

I encourage all dry-cleaning business owners and operators to become members of DLI/ NCALC. And don't just become a member, be active. I guarantee whatever contribution you

make will return two fold.

I wish you and your business the very best in 2017.

**Bayard R. Crumpton**  
Nuway Cleaners, Inc., Roxboro, NC

## Are You A Member?

If not, what are you waiting for? NCALC membership for laundry and dry-cleaner operators is linked with membership in DLI. DLI provides lots of information and handles our joint NCALC/DLI membership applications through their web site at [dlionline.org/membership](http://dlionline.org/membership).



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## NCALC Important Dates

Mark your calendars and plan to participate in these upcoming events. Watch your email and the website ([www.ncalc.org](http://www.ncalc.org)) for details to follow.

DSCA Stakeholder Meeting and Anniversary Celebration  
Raleigh, NC  
November 20, 2017

NCALC Dinner Social for Members and Friends  
Charlotte, NC  
January 26, 2018

NCALC Board of Directors Meeting  
Renaissance Charlotte SouthPark Hotel  
Charlotte, NC  
January 26-27, 2018

NCALC OSHA Seminars for Owners and Managers  
Charlotte, NC and Raleigh, NC  
February, 2018

NCALC Dinner Social for Members and Friends  
NC Beach location  
May 18, 2018

NCALC Board of Directors Meeting  
NC Beach Location  
May 18-20, 2018

NCALC Annual Convention for Members and Friends  
(Coordinated with North Carolina State Fair and Consolidated Laundry and Equipment Show)  
Raleigh, NC  
October 19-21, 2018

# Our Values

### Integrity

We will do the right thing, be honest and fair in our dealings with each other and the public, and deserving of the trust of others.

### Leadership

We will be examples and encourage others to strive for excellence and advocate for and serve the greater good in our actions.

### Teamwork

We gain strength, momentum and support in our business, families, and our association by the collective deliberation of all participants.

### Learning

We understand that learning (gaining knowledge) is a life-long, every day requirement for continuous improvement in each of our local businesses.

### Passion

We approach our industry which is our livelihood, with contagious enthusiasm, excitement, and devotion to our membership, our employees, customers, and communities.

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- ◆ **Get Technical Assistance**
- ◆ **View Our Resource Center**
  - ◆ **Safety Data Sheets (SDS)**
  - ◆ **Helpful Regulatory Links**
  - ◆ **Training & Education**
  - ◆ **Upcoming Seminars & Events**
  - ◆ **Other Helpful Documents**

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## NCALC Information Directory

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NCDEQ: DSCA Program 919-707-8200 Compliance 919-707-8358, Environmental Assistance: Tony Pendola 919-707-8112

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# In This Issue



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## **Waste Management Requirements ..... 1**

Within the hazardous waste management industry, dry cleaning is a very specialized and niche market. The majority of waste generated in these businesses is deemed hazardous, and several federal bodies highly regulate its handling, shipping, and treatment.

## **Is Your Business Prepared ..... 1**

Most drycleaners have insurance, which is typically required by their landlord. But is it enough? Is it the right type of coverage? And will it cover a company's losses until it's up and running again?

## **President's Desk ..... 2**

Rita Foley asks about lessons from Harvey and Irma.

## **List of Advertisers ..... 2**

## **Associate Members Listing ..... 4**

## **Emergency Checklist ..... 6, 7**

## **Consider Alternative Solutions ..... 7**

## **NCALC Business Partners ..... 9**

## **NCALC Dinner Social ..... 10**

A Dutch-treat dinner social for all members and friends of NCALC is being planned for Friday evening, January 26, 2018 in Charlotte.

## **NCALC to Host OSHA Seminars ..... 10**

NCALC is planning two half-day OSHA seminars for owners and managers of laundry and cleaning operations. Topics will include an "Introduction to OSHA", "Recordkeeping", the "OSHA Inspection Process", and "Lockout/Tagout" requirements.

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