

April
2013



carolina clean



North Carolina Association of Launderers & Cleaners

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An Affiliate Association of the Drycleaning & Laundry Institute (formerly IFI)

107th NCALC Convention

Since there are only two three day weekends we get in our business, the tradition of Memorial Day Week End to host the NCALC Annual convention was designed with the family in mind. This year is no exception with the dates being May 24-26, 2013.

Friday and Saturday nights social functions are family friendly from the Mardi Gras Friday and the Luau Saturday to the buffets complete with delicious foods for both adults and children to please everyone's appetite. Music for both nights will be provided by Super Frog, the second generation of "The Bopper" Dave Overby's daughter Kristina serving as DJ. Sunday night the adults go more formal with the Presidents Reception and Awards Banquet while there is a special party for the Young Cleaners and kids.

Education sessions will be on the mornings of Saturday and Sunday. We are very pleased to offer a wide range of topics and speakers to peak everyone's interest. Saturday will feature George Evans of OPOC.US on "It can't be ignored. Address employee benefits now!" Followed by Ken Uchikoshi of Sankosha Manufacturing of Japan on "How to Improve Our Industry and Make it More Attractive." The Sunday offerings feature David Farrington from NS Farrington to present an update on their Hanger Recycling Program. Frank Kollman of Kollman & Saucier PA will look at labor law issues. Then Diana Vollmer of Methods For Management will take the stage for a very informative program. After our educational sessions we will adjourn to the Fun in The Sun and Beach around 12:00 Noon both days. The free time is devoted to your families and friends to socialize, network, get some of that great coastal sunshine and have some good old fashioned R&R to renew for the evening festivities.

The second Annual Draw Down Raffle will close out the Memorial Day Week End Events of the 107th NCALC Annual Convention. There will be plenty of time for fun in the sun, educational seminars, food, drink, games, social net working, all of the great things you look forward to when you attend and participate in the NCALC Annual Convention.

Check out your "Carolina Clean", mail box, the NCALC web site for the Convention Registration form, complete it and return it to the NCALC office via mail, e-mail or FAX call The Blockade Runner and make your room registration immediately, they

will not hold rooms with convention being a holiday weekend. We have a block of rooms so get your reservation in NOW! Then sit back and prepare for your awaited vacation days of R&R.

Any questions please feel to call the NCALC office at 765-939-6630 or FAX number 765-935-3473. Don't forget to include your Draw Down Raffle ticket purchase for a chance to win \$4,000.00 with your registration.

2nd Annual Draw Down Raffle at 107th Annual Convention

The 2nd Annual Draw Down Raffle will take place at the 107th Annual Convention of NCALC over Memorial Day weekend under the able leadership of Tom Wilson. The plan is same as last year that calls for 200 tickets individually numbered for \$100.00 each and ticket #145 in a live auction when there are only four tickets left in the draw down for \$4,000.00 in prize money. An additional wrinkle is a majority of the final five ticket holders (min. three actual ticket holders must be present) can elect to receive \$500.00 each and stop the final draw. **You do not have to be present to win!**

\$100.00 prizes will also go to the holders of the 50th and 100th ticket draw. As tickets are drawn (removed from the drawing as potential winners), they will be placed in a second drawing for door prizes donated to or purchased by the raffle committee.

To purchase a raffle ticket or donate a door prize or money to support the projects and programs of NCALC, contact any board member or Tom Wilson. You also can purchase a ticket with your convention registration.

Tom urges all members to get their tickets sold and money turned into him as soon as possible.

Tom Wilson
American Cleaners
10 Penland Street
Canton, NC 28716
Phone 828-648-2817

From the President's Desk

I am Ready for Spring



Spring has always proven to be a good time of year for business. January and February are typically a slow time, so spring always lifts my spirits. The world turns from a dull gray to many beautiful colors. It also comes with the anticipation of growing sales.

That brings me to my topic for today; have you prepared a written plan for growing your sales this year? A written plan is like a road map to success, which comes with a strategy to get there. It should have benchmarks and goals to accomplish along the year.

Most successful businesses have short-term and long-term plans for growth in place. These plans

keep them on track. Unfortunately, most small business owners often get caught up in the daily work, which distracts them from working on the direction of their company. Even though I'm aware of this, I still struggle with taking the time to write down a plan and keeping it updated.

Working "on" your business is much different from working "in" your business. Let me explain it this way: if your business is a ship, working "on" your business makes you the captain, keeping it on course. When you are working "in" the business, you become one of the shipmates, keeping the ship working, but not directing where it's going. Remember that your business constantly needs direction. If you don't keep it on course, it will tend to drift.

Dale Carnegie once said, "The man who starts out going nowhere generally gets there." and Yogi Berra once said, "If you don't know where you are going, you might wind up someplace else."

It's never too late to start planning. So don't let the daily frustrations get in the way. Lay out your goals. Set a date you want to complete them. Now start working towards them. It'll be one of the best exercises you've ever done for your business.

NCALC membership is a diverse group of successful entrepreneurs. Being a part of our association gives opportunity to learn from one of them. I can't think of a better resource for a dry clean business owner.

Larry Hill, NCALC President



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Executive Director's Report

Why Be a Member of the Team?



Well, it's spring time again and I am sure we are all ready to welcome it and the surge in drycleaning business that spring normally brings our way. This winter has been slow for most drycleaners so the increase in volume will sure be appreciated very much. If you didn't make use of the many DLI Monday Morning Marketing tips, or the Hot Press notices on problem garments I encourage you to do so. These two e-mail programs can return more than your investment in membership dues. Did you make use of Division of Environmental Assistance and Outreach within the Department of Environmental and Natural Resources with John Seymour and his other associates? If not you can call them at 1-877-623-6748. Remember its a FREE service available to the drycleaners in North Carolina.

There are two important and very exciting plus valuable events coming your way this spring and early summer. Both of them are geared especially for our fabricare industry and provide information, productive new products, international and local networking, family fun time and many more opportunities for you to enjoy and learn. I encourage you to attend both of them. You will come back to your plants rested, energized, enthused about our industry and ready to take on the world. In my many years of drycleaning experience and they are several I have yet to return home without a new vigor, rejuvenated, and

upbeat about our industry. If you have never attended an NCALC Annual convention or Clean Show you can't believe what you have missed. I strongly recommend that you attend this year of 2013.

This year's NCALC Annual Convention over Memorial Day Weekend May 24-26, 2013 should be a good one to attend, as the "Beach" invites you to come and enjoy good family fun, social networking, educational opportunities and some of the finest speakers for our industry all available for a modest rate. We are pleased to announce our speaker line up of George Evans of OPOC.US on Obama Care and what to expect, David Farrington of NS Farrington on hanger recycling in North Carolina, Frank Kollman on labor law from Kollman & Sauicer PA, Ken Uchikoshi President of Sankosha Mfg. in Japan and Diana Vollmer of Methods for Management. To go along with the traditional Mardi Gras in May Seafood Feast, Barrier Island Luau, plus the Presidents Reception and Awards Dinner offering fine food and cheer for all to enjoy. Enclosed is a registration form for the 107th NCALC Annual Convention, just fill it out either Fax or mail it to the NCALC office.

Clean Show 2013 what you will see - the perfect equation to grow your business! When June 20-22, 2013 where New Orleans, Louisiana. (10,000 Attendees that represent 72 countries) + 30 Hours of Education +10,000 live demonstrations +500 Industry Segments Represented = Clean 2013. Visit www.cleanshow.com for further information and to register.



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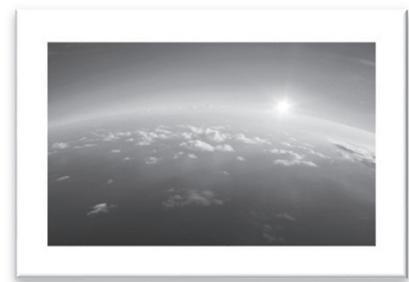
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NC DSCA Continues to Close Sites

By Chris Edwards, VP – Governmental Affairs

I recall only a couple of years ago when we were asking “When will we ever get a site closed”. Boy has time flown since then. I attended the Stakeholder meeting in Raleigh with Mack Davis on March 19th where we learned that 30 sites have been closed by the DSCA program. There are another 24 that are in the process of being closed with 4 currently in the public comment period. What does it mean to close a site? It means you get the coveted letter that says “No further action is required”.

How have we gotten here? Sites that are closed get there by two paths. Both paths have common beginnings. When you discover that the property is contaminated you may start by petitioning. This means filling out the forms to get into the program and agreeing to pay the co-pay costs. Next the DSCA program assigns a contractor to evaluate the site by running soil, groundwater, and indoor air tests. This phase can drag out over several years to get a complete site assessment. Once the site assessment is fully completed a risk assessment is performed which is aided by a very powerful computer program.

This program calculates how contamination may spread or shrink over many years. This program considers the distance to homes, drinking water wells, streams, rivers, lakes and places like day care centers and retirement homes. It also takes into account the type of soil present and how fast contamination can move. Whether you have sandy soils or clay soils does make a difference in this regard. Once this risk assessment is complete, then a decision is made on the two paths going forward.

One path is monitoring for enough time to make sure what they estimate will happen is in fact happening. If the risk is low, then it can proceed to

closure. If the risk is higher, an alternate path is chosen where a cleanup plan is put into place.

Once the site cleanup is completed, and monitoring demonstrates that they have lowered long term risk to acceptable levels (with the computer program again), then the site can move toward closure.

At this meeting, we had a case study presentation by a contractor on just this process. The site was the old Southern Cleaners location in Jacksonville, NC. This site had been a dry cleaners and laundry for around 60 years and had used petroleum and perc. The contamination plume had expanded and has almost spread to a major river. They shared 4 test cleanup methods that they tried on site. After evaluating the results, they chose a cost effective method which proved to be excellent at lowering the concentration at the hottest spots on

the property. Today, this site is ready to become a city parking lot and continues to drop the concentrations of contamination in the surrounding area. I continue to be amazed at the knowledge and effort that is being utilized on our behalf.

They also reported that there has been a \$12,000 fine levied on a dry cleaner in Durham for failure to install containment pan under the dry cleaning machine as well as other NESHAP violations.

The 2012 report to the General Assembly has been released and can be found on the DSCA website at: <http://portal.ncdenr.org/web/wm/dsca> My governmental affairs committee will continue to monitor and work with the DSCA program to clean up and close sites as quickly as possible. Our next working group meeting will be held in Raleigh on September 17, 2013.

Dry-Cleaning Solvent Cleanup Act (DSCA) Fund Statistics

FY 2012-13 (Through 12/31/12)

Receipts:	
Solvent Tax Revenue:	\$ 149,291
Sales Tax Revenue:	\$ 4,157,036
Petitioner Payments (fee/copy):	\$ 32,411
Miscellaneous (file copying):	\$ -
Rebate:	\$ -
Interest:	\$ 34,025
Total Receipts:	\$ 4,372,763

Disbursements:	
Dept. of Revenue Admin:	\$ -
Reimbursements/Payments:	\$ 58,425
Contracts:	\$ 3,792,049
Haz Waste Fees:	\$ 63,700
County Well Permit Fees:	\$ 29,030
Transfer to Inactive Haz Sites:	\$ -
Transfer to Green Square Proj:	\$ -
Transfer - Budget Shortfall:	\$ -
DENR Admin:	\$ 655,726
Total Disbursements:	\$ 4,598,930

DSCA Site Statistics (through 12/18/12)

Identified Contaminated Dry-cleaning Sites:	378
Sites Certified:	307
Sites Determined Ineligible:	22
Sites Not Certified:	49
Sites Pending Closure:	24
Sites Closed:	30
Estimated Contaminated Sites: (contamination not yet identified)	~1200
Known Currently Operating Facilities: (includes 62 facilities inspected for intermittent operations)	705

Duration of Program (Through 12/31/12)

Receipts:	
Solvent Tax Revenue:	\$ 10,776,116
Sales Tax Revenue:	\$ 75,944,377
Petitioner Payments (fee/copy):	\$ 1,092,623
Miscellaneous (file copying):	\$ 372
Rebate:	\$ 28,794
Interest:	\$ 7,444,923
Total Receipts:	\$ 95,287,205

Disbursements:	
Dept. of Revenue Admin:	\$ 57,272
Reimbursements/Payments:	\$ 1,963,992
Contracts:	\$ 60,101,307
Haz Waste Fees:	\$ 940,704
County Well Permit Fees:	\$ 174,680
Transfer to Inactive Haz Sites:	\$ 400,000
Transfer to Green Square Proj:	\$ 1,291,035
Transfer - Budget Shortfall:	\$ 6,475,813
DENR Admin:	\$ 10,248,703
Total Disbursements:	\$ 81,653,506

Current Status (as of 12/4/12)

Fund Balance:	\$ 13,252,121
Encumbered in Contracts*:	\$ 10,459,027

*includes pending encumbrances of \$4,000,000

- 4 in public comment



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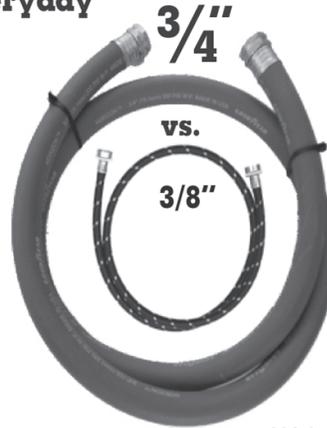


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Communication, Leadership Key to a Successful Business

(the first of the top 5 business dangers)

One way to win the race in business is to go back to the basics. Good leadership and communication, for example, within a business is critical, but many small business owners find it difficult to grasp its importance.

There are many common hurdles that business owners face; however, the lack of leadership and communication is one of the top five reasons why businesses fail. Leadership comes in many forms, but one of the most important is the articulation of a clear vision or organizational alignment, something that employees can be motivated by and support.

Many leaders of small businesses lack the ability and expertise to lead teams. Employees are unclear of their expectations, fail to achieve crucial goals, or don't quickly grasp their role in the business. According to analyzed research by AdviCoach, the following are some of the complaints that employees from small businesses have about management:

The manager does not encourage open, honest two-way communication;

Management does a poor job of establishing clear priorities and objectives;

Senior management lacks a clear vision of the future direction of their organization.

Good leaders provide a trust-based environment where employees come first and are recognized as key to their success. There should always be open communication and a shared vision for the end goal. Employee engagement is critical to the success to all businesses.

On the other hand, if there is a fear-based management style dominating the environment or a 'my-way-or-the-highway' attitude, employees are not motivated to do their best. Poor communications rarely brings out the best in a

talented team.

It's oftentimes difficult to access how leadership and communication problems can impact a company. Small businesses should look outside for help when faced with a performance record that doesn't align with their goals and vision of the company. Many business owners need help removing their blinders, such as leadership style and effectiveness, to see their role more objectively and make fact-based decisions to increase organizational performance.

Rapid Impact Strategies Addressing Leadership and Communications

Let **Organizational Alignment** drive your success and share it with your team. It is only as effective as it is understood within your business environment. If your employees don't have a mental picture of the business you're working to become, or your vision, how can they help you get there? This understanding can be transforming when it comes to motivating your employees and building a team that's unified and effective.

Incorporate a **Team Building System** to help understand the behavioral or personality differences among your team. This will foster improved communication by understanding the psychological profile of your team members.

Invest in an **Employee Retention Plan** to hire and retain the right people. Employee turnover may be costing you more than you realize, once you consider both the direct and indirect costs of that turnover.

David Feldman, AdviCoach

Phone: (704) 843-1077 email: dfeldman@advicoach.com

www.dfeldman.advicoach.com

Famous Life Quote Lesson

By Greg Colosi

"Remember That Not Getting What You Want Is Sometimes A Wonderful Stroke Of Luck."

Dalai Lama

I believe that everything happens for a reason. And if you didn't get something that you wanted, it happened for a reason. You might not know the reason right away, but it will become apparent as the days and weeks pass.

Think back in your life of a time that you really wanted something and it didn't happen. How would your life be today if you got what you wanted at that time? I know of many times when I didn't get that something and it turned out just terrific in the long run.

Life is very funny. You don't always get what you want, but you usually get what is best for you. Sometimes the best things for you are disguised and their true identity doesn't reveal itself until later on.

You have to trust that life will deliver to you exactly what you need. And sometimes not getting what you want is exactly what you need.

New & Renewing Members

ACW Management Corp High Point, NC	Quality Cleaners Hickory, NC
American Cleaners Canton, NC	Service Drycleaners Clayton, NC
Brocks Drycleaners Tryon, NC	Sno White Cleaners Inc Greensboro, NC
Dry Cleaning Station Winston Salem, NC	Southern Cleaners Jacksonville, NC
Exclusive Cleaners Inc Wilson, NC	South Fork Cleaners Winston Salem, NC
Fresh and Clean Restoration Charlotte, NC	Springfresh Cleaners Inc Charlotte, NC
Hour Glass Cleaners Asheville, NC	Sunshine Cleaners & Laundry Morehead City, NC
Lambeth Dev LLC Mooresville, NC	U S Cleaner Wilmington, NC
Medlin Davis Cleaners Apex, NC	White Star Laundry Durham, NC
Olmsted Cleaners Pinehurst, NC	Wilkes Hourglass Cleaners Inc N Wilkesboro, NC
Paramount Cleaners Goldsboro, NC	Wykes Drive In Cleaners Hickory, NC
Prestige Green Cleaners Durham, NC	

Sto Fox Memorial Scholarship Fund Established

At the winter Board of Directors meeting held at Pine Crest Inn in Pinehurst, NC recently, your board unanimously voted to rename the scholarship fund "The Sto Fox Memorial Scholarship Fund" and Vice President Chris Edwards made the first donation. How appropriate to name the fund for Sto who always had NCALC and the drycleaning industry in his heart and soul! We encourage you to donate to the scholarship fund in Sto's memory. The Fox Family will receive notice of all who donate to the fund in recognition of their support to NCALC and the memory of Sto.

Donations may be made to the NCALC Sto Fox Scholarship Fund and sent to the NCALC Office, P.O. Box 306, Richmond, IN 47375.



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New Recycle Hanger Program



AFFILIATE SOLUTIONS

N.S. Farrington & Company has announced a recycle wire hanger program for NCALC & SEFA member dry cleaners starting June 1st. This program compliments the DLI initiative completing the full recycling of wire hangers from original manufacturer back to a licensed metal recycler ultimately used for the manufacturing of other metal goods.

A survey conducted by N.S. Farrington demonstrated that although a significant number of cleaners offer recycling of wire hangers as a service to their consumer customers, very few actually take those returned hangers to a recycling center.

With this new program, N.S. Farrington & Company will furnish its dry cleaning customers a recycling bin to place unwanted wire hangers in for storage and will pick up those bins and leave an empty replacement at no charge when making a regular delivery to the dry cleaning location.

N.S. Farrington & Company will take the returned hangers to its facility in Winston-Salem, N.C. and compact the wire hangers in 350-pound cubes and haul to a licensed metal recycler.

What makes this program unique is that the cubes are melted down for resale thus eliminating the need of the dry cleaner to remove paper capes or pant tubes before pick up.

David Farrington, President of the company is quoted as saying, "when the consumer takes the steps in saving his hangers and returning them to his dry cleaning establishment, he expects those hangers to be recycled and would be disturbed to learn that they were throw away in a landfill. This program addresses that issue, closes the last piece of recycling of wire hangers for the DLI participating members and serves as a pilot program for other distributors in our industry to follow in the near future."

Dry Cleaners who are interested in enrolling into this free program can sign up with their Farrington sales Representative or call N.S. Farrington & Company customer service department at 1-800-722-0374.

Recycle wire hanger posters are also available for call of-fices and windows at a cost of \$7.50 each.

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MfM Meeting Offers Many Suggestions

NCALC recently partnered with Diana Volmer and Methods for Management (MfM) to create management groups exclusively for the members of our association. MfM has been in existence since 1953 to bring together peer groups of dry cleaners in an effort to help solve the many issues we face today in running our businesses. There are no direct competitors in the group which promotes sharing of information (good and bad), issues and concerns.

Over the March 16-17 weekend, six dry cleaning owners met for the inaugural NCALC cost group meeting at Medlin-Davis Cleaners in Raleigh. In attendance were, Brett Allen and David Makepeace from Medlin-Davis Cleaners in Raleigh, John Kim from Glam-o-Rama in Fayetteville, Alan Hargis from A Cleaner Tomorrow in Angier, Tom Volk from Williamston Cleaners In Williamston and Jeremy Tutt from Dixie Cleaners in Kannapolis. The group was led by Diana Vollmer, principal and managing director for MfM.

The group meets at a different member's plant each quarter where we tour and critique the operation focusing on the counter appearance, employees, marketing, plant organization and flow, productivity, point of sales system, equipment condition, administration, packaging, and quality of cleaning and finishing.

We also cover in depth each group member's financials which allows for peer comparison as well as suggestions from other members of the group on how to improve your profitability, financial reporting and cash flow. We then share with the group new ideas, both good and bad, that we have tried. Diana is especially invaluable at this point as she shares with us her industry knowledge from being exposed to 13 other cost groups from around the country. Finally, we choose a topic (ie; routes, point of sales systems, health insurance, raising prices, productivity etc....) and discuss it in depth. After the meeting, we enjoy a relaxing dinner either discussing what we discovered during the day or just getting to know each other better.

The benefits of being a member are numerous. First, you are introducing your operation to peer cleaners while being exposed to their different operations and management styles. As everyone in the group has the same objective to make their business more successful, this sets up enduring and trusting relation-

ships on which you can depend. Second, you now have a free board of directors that you can rely on to help you solve any challenging issue that presents itself. Third, as a part of the group, you are held accountable to change those areas identified as needing improvement as they will be addressed in subsequent meetings.

As my plant was the one critiqued, I developed quite a laundry list to work on after the meeting. This mostly involved packaging, press pads and shirt quality which I have spent the last two weeks implementing with positive feedback from my customers. There were also some store cosmetic items that I never even noticed and have now corrected. Here is some feedback from two other members:

"I found my first MfM meeting to be a very useful endeavor. It allowed me to see other operations in production for comparison to my own. I was able to bounce ideas, give and hear recommendations in all aspects of the industry. I came away from this meeting with a range of useful recommendations that I have already begun to implement in my own business. Attending MfM has been a wonderful experience and I look forward to our next meeting."

Brett Allan, Medlin Davis Cleaners

"Being new to the industry MfM provided me a great opportunity to discuss challenges with fellow members of the industry. Over the course of the MfM meetings I learned several strategies that I am currently implementing that will make me more profitable. I really enjoyed the camaraderie of the group and I am excited to get back to the next meeting to see what everyone has done. After leaving MfM, I was energized and eager to take the information I learned and share it with my employees."

Jeremy Tutt, Dixie Cleaners

Due to the partnership between NCALC and MfM, the cost of being in the group is only \$399 for each meeting plus any travel expenses. This is a very small price for a huge investment in yourself as a manager and in the success of your business.

Because MfM likes to cap its group membership to 12 participants, I encourage you to act quickly and join us at the next meeting which will take place at Williamston Cleaners on June 14th and 15th.

Underground Pipes and Utility Lines Can Be Conduits for Migration of Contaminants



*Written by Stephen R. Henshaw, P.G.
President & CEO, EnviroForensics*

As seen in the March 2013 issue of
Cleaner & Launderer

You can imagine that if wastewater is discharged into a sewer line with cracks in it that the wastewater could contaminate the soil and groundwater. After all, sewer pipes can be very old and made of a variety of material such as transite, clay, concrete, plastic, or steel. Of course, leaks are not uncommon in sewer lines. Sewer lines can crack or break, they can corrode, or the couplings, where pipes are fitted together, can leak and result in "point source" areas of contamination. Sags and low points are common when a sewer line goes underneath streets and structures. These low areas can result in sediment and dense chemical liquids pooling in these sag points, resulting in contamination source areas. Sewer pipes can become blocked and clogged and result in backups that can create points of leakage.

Historically speaking, sewer pipes were not designed

to be leak proof. The first sewers were essentially brick lined tunnels. Later, short sections of clay pipes were coupled together to create long lengths of sewer. The clay sections consisted of a male end and a female (bell) end and the lengths of clay pipe were coupled together. Gaskets were hopefully placed in the bell end to minimize the leakage, but of course those gaskets would degrade over time. Transite pipes and concrete pipes similarly had male and female ends and were coupled together.

It's easy to understand that old pipes (even newer pipes if not cleaned and maintained or properly constructed) could have "point source" areas where wastewater, laden with chemicals, could be released into the subsurface environment. In fact, there is considerable litigation ongoing across the country regarding this very issue.

But pipes and utility lines play a much larger role in the spread and migration of contamination than just serving as a conveyance line for wastewater and the associated release of chemicals into the subsurface from breaks, cracks and sags. Until the relatively recent invention of horizontal drilling, the preferred method of installing flex-

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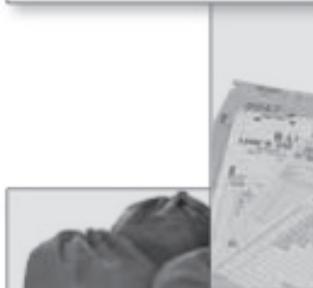


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Cheatham's Membership Matters

Hello again to all my fellow Dry Cleaners. I am going to start off by saying how encouraged I am by the positive responses that I am getting from drycleaners across the state concerning our association. I made a number of calls over the past several weeks and many of the owner/operators that I spoke with were very appreciative and happy with the job that NCAALC/DLI is doing in providing continued support and information concerning the state of our industry. I am also encouraged by the energy at our winter board meeting this past weekend. I had the opportunity to meet a young man that had been invited to our board meeting by me and several other members of our association. He has taken over his family's business and is fairly new to the industry. I was so glad that he came to the meeting and think that he left there feeling much better about returning to his business knowing that he has a network of friends that are ready and willing to share their knowledge and experiences to help him succeed in the dry cleaning industry. He is very interested in joining our association, and I am excited about

the opportunity to help mentor him. I was talking with another fellow member on the phone last week and was encouraging her to come to our fall meeting in Charlotte. I told her not to hesitate to pick up the phone and call me if she needed anything. She said she had recently received a request about cleaning Ugg Boots. As soon as I got off of the phone, I called another member that is very successful at cleaning Uggs, and asked him to give her a call. He said that he'd be glad to help her resolve her issue. We have a very strong association with a lot of very knowledgeable and successful cleaners who are willing to help. Due to our economic situation across our country, we need to support one another and help each other whenever possible. If you are a member, we need you to get involved. If you are a non-member, we need you to get involved. The bottom line is we need each other to help our bottom line. Please feel free to e-mail me at akcheatham@atmc.net if you have any questions concerning NCAALC/DLI membership.

Allan Cheatham

Underground Pipes and Utility Lines Can Be Conduits

Continued from previous page

ible piping (e.g. small diameter gas lines) and communication cables (e.g. telephone, fiber optics, internet and television cables), trenches were dug and pipes were laid in the trenches. Crushed gravel or sand (bedding material) was placed in the bottom of the trench and the piping and utility lines were laid down on top of the bedding material. The trenches were then backfilled with the bedding material and the pipes and utilities were covered.

The bedding material protected the pipes and utilities from being broken when the trenches were compacted. Bedding material is also helpful in locating underground piping and utilities as it was visually different from the native material and could be identified if earthwork was taking place in and around the utility trenches.

Typically speaking, bedding material is much more permeable and transmissive than the native surrounding material. It is this higher permeability and transmissivity that enables water and vapors to migrate through the utility corridors. The utility corridors are considered *preferential* pathways.

Imagine a situation where trenches are cut across a large property that has a very tight clay soil. The water table is high and is present in the trenches. The piping and utilities are laid in the trench and the trenches are backfilled with a sand or gravel. Years later, chemicals are spilled onto the surface and they migrate through the unsaturated soil and into the groundwater. The contaminated groundwater doesn't flow very fast through the native

clay material, but when it hits the trench and the backfill it moves rapidly through the more permeable material. The contamination follows the path of least resistance along preferential pathways. The contamination can flow in a direction that is completely different than the natural hydrogeologic conditions.

The affect of vapors migrating along the utility corridors occurs in much the same way. Volatile chemicals present in soil and groundwater prefer to be in a gaseous state as vapors. The vapors find the path of least resistance and will migrate through material that is more permeable than the native material.

It is quite common for vapors to migrate along these utility corridors (preferential pathways) and the migration will often dictate the course of the environmental investigations and cleanups.

As such, it is important to evaluate whether the utility corridors are serving as migration pathways for contaminated groundwater and vapors. Groundwater and vapor testing (soil gas) should be conducted along the utility corridors to identify or rule out the migration of contaminants along these preferential pathways.

If contamination is identified along these utility corridors, steps can be taken to remediate them and stop the ongoing migration. Failure to understand the subsurface utilities and whether they serve as a conduit for contaminant migration could result in missing the mark on the fate and transport of the chemical release and the cost effective remedial cleanup approach.

New State Law Requires Checks on Employees' Legal Standing

By Richard Craver
Winston Salem Journal

A state law requiring the electronic verification of employees' legal standing to work in the United States has rolled out to N.C. private employers.

E-Verify is a free online system operated by the U.S. Department of Homeland Security. It serves as an additional verification to employers' standard I-9 obligations. All U.S. employers must complete and retain an I-9 form for each individual they hire in the U.S.

With E-Verify, information is checked against data contained in federal databases at Homeland Security and the Social Services Administration.

Since September 2009, all federal contractors and subcontractors who have been paid more than \$3,000 in compensation have been required to use E-Verify to confirm that all new hires and all employees working directly on federal contracts are authorized to work.

The N.C. General Assembly passed in 2011 a law requiring cities, counties and private employers to use E-Verify with new hires. North Carolina is one of 20 states

— including every Southern state—that requires the program.

N.C. private employers with more than 500 workers were mandated to comply with the law on Oct 1.

Economists say the law will carry its most impact after Jan 1, when employers with at least 100 workers are required to start complying. The compliance deadline for employers with at least 25 workers is July 1.

"I hear from small businesses every week who have been outbid by competitors employing illegals and who have tax, insurance and unemployment liens," said Speaker Pro Tem Dale Folwell, R-Forsyth, a supporter of the legislation.

"They constantly undercut prices by not following the rules. This law will reward law-abiding companies for doing the right thing and punish the ones who aren't."

But employers cannot use E-Verify until an employee is hired.

If an employee is not confirmed by E-Verify, the employee has the right to challenge the determination, typically a 30-day window.

"A fair number of errors."

As each phase of the law goes into effect, the N.C. Labor Department can begin accepting complaints against employers who may have unauthorized workers on their staff. Employers failing to comply with the law face civil penalties of up to \$10,000 and fines beginning at \$1,000 for each employee without E-Verify work authorization.

Dolores Quesenberry, communications director for the state agency, said no complaints have been registered about large private employers not using E-Verify.

N.C. Hispanic Chamber of Commerce officials say the agency has conducted seminars with businesses on how to comply with E-Verify. They did not comment on whether E-Verify serves as a hiring deterrent.

The law has spurred little talk among the local business community because it hasn't affected the majority of businesses to date, said Gayle Anderson, chief executive and president of the Winston-Salem Chamber of Commerce.

"Since not a lot of hiring is happening right now, most employers probably haven't focused on it yet," Anderson said. "I'm sure as the January and next July dates get closer, we will get some questions about it."

The hassle for employers is that they can't do E-Verify until the employee is hired, which can put the employers back where they started before the hire, some human-resources consultants have said.



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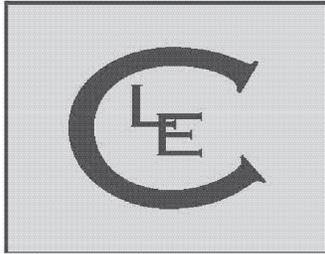
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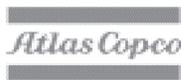
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