On March 1, 2018, the Board of Directors of the North Carolina Association of Launderers and Cleaners (NCALC) adopted changes to the Bylaws of the organization, which significantly expand opportunities for participation in the association. Membership criteria has been simplified, participation in governance and other activities is more open, and leadership and service opportunities are extended to more people working in the Fabricare Industry. In addition, the changes addressed numerous needed clarifications and improvements for governance and operations of the association.

**Background**
In follow-up to discussions at the September 2017 Board meeting about needed Bylaw changes, President Rita Foley appointed a Task Force to review the current Bylaws and to make recommendations to the Board for consideration. The Task Force included

**NCALC Plans Meeting at Carolina Beach**
The NCALC Board of Directors will be holding its regular Spring Board Meeting, on Saturday, May 19, 2018 at the Courtyard by Marriott at Carolina Beach Oceanfront. In conjunction with the Board meeting, two informal dinner socials are planned to provide all NCALC members and friends (including spouses and significant others) with opportunities for professional networking and fellowship with Board members and other attendees.

The Friday evening dinner event will be held at the hotel and the Saturday evening event will be an off-site dinner outing at the popular Havana’s Restaurant.

Plan now to join other NCALC members and friends for some business and fun at the beach. See page 7 of this newsletter or our web site (www.ncalc.org) for a publicity flyer with full registration details.
From the President’s Desk

What Is Drycleaning?

I was working at the Customer Service counter a few weeks ago. A group of college students came in with one of their buddies to drop off “The” College wardrobe...a Navy Blazer, Khaki Slacks, Patterned dress shirt and Tie to match. As the lead CSR was helping their buddy, I noticed the other 3 huddled together, pointing towards the back of the plant and talking. So I walked up to them and asked if I could help them. “What is Drycleaning” was their response.

I could have given them the typical quick answer and sent them on their way. Instead, I asked if they would like a tour. For the next 20 minutes, I heard constant “Wow’s” and “I never would have thought this was drycleaning”. They were amazed at the technology, the clothes moving from department to department, the equipment and the employees, all busy at their stations.

They thanked me and said that it was one of the more eye opening experiences they had had in a while. I started thinking about that experience, and trying to see our business through the eyes of a college student. I realized how much we take for granted the knowledge and expertise that we have in an industry that is primarily small business operators. We have to be technicians, human resources, business managers, marketers, maintenance experts, and fill many other roles while staying motivated and in control each and every day.

We have so many tools to help us be successful. NCALC partnered with DLI is at the top. I am proud to be a member of NCALC and be part of the high level of expertise that the members of NCALC bring to our industry. We have other trade magazines, the internet, basic trial and error, former family members and networking with others in the community that are available when we need it. But my NCALC family rates at the top.

The college students that toured the plant a few weeks ago have their whole life in front of them. I enjoyed their enthusiasm and felt proud of our accomplishments. But just between you and me… what I really wanted was to be 21 again!

See you out there!

Rita Foley
President, NCALC

NCALC Board Members Depart

Three long-time active members of NCALC, Clint Harris, Rick Kane, and Roger Routh have recently left the NCALC Board of Directors. With the change of ownership of N.S. Farrington & Co in Winston-Salem last year, Clint has relinquished his active management role with that company and he is now pursuing other professional endeavors. Rick Kane, is retiring from his environmental law practice with Poyner Spruill, LLC in Raleigh and Charlotte. Roger Routh, has announced his retirement from Hutchens Cleaners & Laundry in Mount Airy. We take this opportunity to thank each of these gentlemen for their strong support of NCALC and wish each of them all the best as they move in new directions.

Are You a Member?

If not, what are you waiting for? NCALC membership for laundry and drycleaner 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.
As the NCALC Board continues its planning, they will be looking at what could be done (and more specifically, what can NCALC do) to help launderers and cleaners of North Carolina address these issues.

We would like to hear from you. If you foresee other issues that will be having significant impact on launderers and cleaners in the next ~10 years or you have ideas for what can be done to help launderers and cleaners in dealing with any of these issues, please send your thoughts on these questions to Paul Goodson, NCALC Executive Director, via email to pgoodson@ncalc.org or fax to (704) 461-0531 or mail to NCALC, 4819 Emperor Blvd., Ste. 400, Durham, NC 27703-5420.

**Looking Toward the Future**

Continued from page 1

- Customers are demanding convenience.
- Integrating millennials in the workplace.
- Do-it-yourself cleaning competition with professional cleaning services.
- Use of phone apps to facilitate cleaning services.
- Increased interest in clothing rentals.
- Growing use of casual wear changes demand for professional cleaning services.
- Aging/retiring employees presenting need to recruit and/or develop new skilled workers.
- Aging/retiring owners raising need for succession planning and/or exit planning.
- Many business model changes are drawing interest.
  - More pickup and delivery points.
  - More route services.
  - Consolidation of processing plants.
  - Specializing of cleaning service companies (separate customer service vs processing).
  - Greater selection of services (cleaning, wash/dry/fold, repair, alterations, rental, pickup, delivery, other products and services.)
  - More partnering with other businesses.
- Attracting and maintaining qualified staff.
- Lack of reinvestment in equipment and staff training.
- Low maintenance clothing.
- Changes in the cleaning processes.
- Demands for discounted vs quality services.

Although this list is already quite long, there are very likely other significant issues not yet captured.

**NCALC to Sponsor Legislative Reception**

The North Carolina Association of Launderers and Cleaners (NCALC) will be sponsoring the 2018 AENC Legislative Reception. This reception which has become “A legislative tradition” and will be held this year on May 16, 2018. Hosted by the Association Executives of North Carolina (AENC), it represents North Carolina’s premiere event where legislators, members of the Council of State, members of the judicial branch and other important government leaders gather each year to ring in the start of another legislative session. In 2017, more than 525 attended the event.

The event serves as the traditional “kickoff” and “welcome back party” for members of the General Assembly each year and provides a tremendous opportunity for NCALC to gain visibility and for our delegation to interact with the public policy makers who will be making decisions that will impact our members. President Rita Foley, Government Affairs VP Chris Edwards, and Executive Director Paul Goodson will lead the NCALC delegation.

**Important Dates**

All of these upcoming events are open to NCALC members and friends. Advance registration is usually required. Mark your calendars and plan to participate. Watch your email and the website (www.ncalc.org) for details.

**April 26, 2018 – NC DEQ DSCA Stakeholders Meeting**
DEQ Green Square Building
217 West Jones Street
Raleigh, NC

**May 16, 2018 – AENC Legislative Reception**
(Sponsored by NCALC)
The Nature Research Center at the North Carolina Museum of Natural Sciences
121 West Jones Street (Across from the NC General Assembly)
Raleigh, NC

**May 18-20, 2018 -- NCALC Spring Meeting**
Courtyard by Marriott
Carolina Beach, NC
Friday evening Dinner Social
Saturday morning Board of Directors Meeting
Saturday evening Dinner Outing to Havana’s

**October 19-21, 2018 -- NCALC Annual Convention**
The StateView Hotel, Autograph Collection
2451 Alumni Drive (On the NCSU Centennial Campus)
Raleigh, NC
(Coordinated with North Carolina State Fair and Consolidated Laundry and Equipment Show)
Friday evening Dinner Social
Saturday morning Annual Membership & Board Meeting, and Educational Program
Saturday evening Recognition Banquet
Is An Exit Plan in Your Future?

By Judith Stone

At some time in the future you will leave the helm of your business. There is an assortment of reasons why businesses change hands.

- You are ready to retire. You have worked hard and are “burnt out”.
- You are bored and want to seek a new challenge.
- You have health issues and need to focus on getting better.
- You want to pass your business to an heir.

An Exit Plan goes a long way to simplify the process of selling and will make it less stressful. It enables you to maximize the value of your asset. Even if your exit is several years away, you can have peace of mind if you are prepared for life’s expected and unexpected surprises.

SO WHAT EXACTLY IS AN EXIT PLAN AND HOW DO YOU PREPARE ONE?

The basic function of an Exit Plan is to prepare your business to be sold at maximum market value. A smooth operation is more attractive to a buyer; an operation that makes sense to an inexperienced buyer enlarges the market for your business. As you go through the steps of an Exit Plan, you will almost always see things that can be improved. These changes can be implemented immediately so you get the benefit of a better business while you are still the owner. Improvements or changes may contribute to an increase in your profit and the value of your asset.

An Exit Plan looks for places to improve your bottom line and increase sales. One place to start is making sure your record-keeping is up-to-date. You ought to know your profit margin and you should be able to prove it. Get in the habit of using the report function in your point-of-sale computer system; you will find valuable information that helps you make better business decisions.

Doing an Exit Plan demands that you look at your physical plant with a critical eye. Is it clean, is it organized, is your equipment in tiptop shape? Too many cleaners forget that we are in the CLEANING industry. Treat your space to a thorough spring-cleaning. Discard accumulated junk; sort through the rail filled with garments that have no home; hire a cleaning service to remove greasy dirt on walls, lighting and ceilings; give your call office a face-lift. This doesn’t require a major outlay of money, just ingenuity and elbow grease.

If you are thinking of selling, the most important conversation to have is with your spouse. Talk about a timetable for exiting the business that is agreeable to both. Talk to your accountant to discuss potential tax obligations stemming from a sale of your business. Advise your attorney that you are prepping for a future sale and if you don’t have an attorney, look for one that handles retail business transactions and understands that the goal is to protect you, but finish the sale.

Know where your important documents are. This includes your lease, insurance policies, environmental reports, advertising contracts and other commitments you have made. Read your lease so you are clear about terms, increases and the process of assignment. Learn how your state’s environmental rules may affect a sale so you can be proactive at addressing any issues.

All of the above are just part of a professional Exit Plan. Take these steps over time or hire a professional to guide you in the right direction and make certain it gets done. An Exit Plan is the surest method of promising a smooth and profitable business sale.

About the author:

Judith Stone, a principal of Dry Cleaning Plus, is an experienced dry cleaning consultant and business matchmaker. She and her partner, Richard G. Stone, offer Business Matchmaking and Brokerage, bringing people together for mutual profit, and Exit Plans that consider a fair market value of the business. On the consulting side, Judith collaborates with clients to upgrade and streamline operations offering suggestions to improve the bottom line through increased efficiency, improved productivity and better customer service.

Are You Receiving Email News from NCALC?

NCALC is pleased to send you this newsletter through post office mail several times per year and we hope you find it informative.

Did you know that we also send periodic emails with news briefs and other information of interest to the folks working in the Fabricare Industry in North Carolina?

If you are not already receiving our emails, let us know.

Send your preferred contact info including your name, company name, and preferred email ID to us by email to info@ncalc.org, fax to: 704-461-0531, or mail to: NCALC, 4819 Emperor Blvd. Ste. 400, Durham, NC 27703.
Continued from page 1

Rita Foley (Chair), Larry Hill, Kevin Lawson, Marvin Thomas, Tom Volk, and Paul Goodson. The task force conducted much of its work via conference call meetings held in December and January.

The Bylaws Task Force recommended proposed amendments for consideration, discussion, and refinement at the regular scheduled Board meeting in January 2018. The task force recommendations were discussed and several refinements in the proposed amendments were adopted by the Board for presentation and final approval at a Special Board Meeting to be conducted by telephone conference call meeting on March 1, 2018. The amended Bylaws were unanimously adopted at that meeting.

In summary, the Amendments to the Bylaws clarify:

**Membership classes and privileges.**
- Combines the Affiliate and Associate Membership Classes, eliminating the Affiliate class.
- Combines the Life Honorary Membership and Honorary Membership Classes, eliminating Life Honorary Class
- Adds section describing membership privileges with regard to representation, participation, voting, leadership service.

**Who can vote and in what circumstances.**
- Added clarification that members have one voting delegate at meetings of membership, and that they may send an alternate as the voting delegate to any membership meeting, if the primary representative is not available.
- Added clarification that proxies are not permitted for board or committee members.

**Eligibility to serve in leadership positions (e.g. Board, Officers, committees.)**
- Officer roles are open to any owners and employees of Joint State Member Firms.
- All other leadership roles (e.g. board, committees) opened to any individual members and any owners and employees of all member firms.
- Multiple individuals from the same member firm may serve in leadership roles as long as no two concurrently serve on the board or on the same standing committee.
- Eliminated automatic board position for all past presidents

**Authority and process for filling vacancies in leadership positions**
- Permits filling vacancies and specifies responsible parties.

**Standing Committees and their primary purposes.**
- Added description of standing committees.
- Eliminated the Administration Committee

**Other minor issues.**
- Specified that 3 members of any committee would constitute a quorum of the committee.
- Numerous formatting and minor wording adjustments.
Dry-Cleaning Solvent Cleanup Act (DSCA) Fund Statistics

**FY 2017-18 (through 12/31/17)**

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<thead>
<tr>
<th>Receipts:</th>
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<tr>
<td>Solvent Tax Revenue:</td>
<td>$ 87,529.23</td>
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<td>Sales Tax Revenue:</td>
<td>$ 4,154,609.09</td>
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<td>Petitioner Payments (fee/copay):</td>
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<td>Miscellaneous (investigation costs):</td>
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<td>Rebate:</td>
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<td>Haz Waste Fees:</td>
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<td>County Well Permit Fees:</td>
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<tr>
<td>Transfer to Inactive Haz Sites:</td>
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<tr>
<td>Transfer to Green Square Proj:</td>
<td>$ -</td>
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<tr>
<td>Transfer - Budget Shortfall:</td>
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<tr>
<td>DEQ Admin:</td>
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**Duration of Program (through 12/31/17)**

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<td>Sales Tax Revenue:</td>
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<td>Petitioner Payments (fee/copay):</td>
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<tr>
<td>Total Disbursements:</td>
<td>$ 129,399,591.18</td>
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</tbody>
</table>

- **Fund Balance as of 1/31/2018:** $ 6,509,782.18
- **Encumbered in Contracts as of 1/31/2018:** $ 2,367,365.42

**DSCA Site Statistics (through 1/31/2018)**

- Identified Contaminated Dry-cleaning Sites: 468
- Sites Certified: 407
- Sites Determined Ineligible: 4
- Eligible Sites Not Certified: 57
- Sites Pending Closure: 45
- Sites Closed: 76
- Estimated Contaminated Sites: 1500

- Current Number of Operational Facilities: 499
**North Carolina Association of Launderers and Cleaners**

**2018 Spring Meeting**

May 18-20, 2018 – Courtyard by Marriott at Carolina Beach Oceanfront

**What:** The NCALC Board of Directors will be holding its regular Spring Board Meeting, on Saturday, May 19, 2018 at the oceanfront Courtyard by Marriott, 100 Charlotte Ave., Carolina Beach, NC 28428. In conjunction with the Board meeting, two informal dinner socials are planned to provide all NCALC members and friends with opportunities for networking and fellowship. Come early, stay late, and enjoy free time at the beach, the indoor pool, or at the nearby attractions of Kure Beach, NC Aquarium, Ft. Fisher historical site, NC Ferry-Southport, and the historic downtown Wilmington Riverwalk. The Friday evening dinner event will be held at the hotel and the Saturday evening event will be an off-site dinner outing at the nearby Havana’s Restaurant.

**Who:** All activities are open to all NCALC members and friends (including spouses and significant others) with advance registration. All members of the Board of Directors and committees are expected to attend at least the Saturday morning meetings.

**When:** The Board and committee meetings will begin at 8am Saturday morning with light breakfast provided. The Board meeting is expected to end by 12:30 pm at which time everyone is free for lunch and afternoon activities on their own. We will meet at 6pm on Friday and Saturday evening for the dinner functions. Meeting details will be provided to event registrants.

**Accommodations:** A small block of rooms is being held for our group at the Courtyard by Marriott at Carolina Beach, until April 27, 2018. After that date, unreserved rooms will be released for general sale. Our group rate for standard rooms is $269 per night, plus state and local taxes (currently 13%) in effect at the time of check-in. A minimum two-night stay is required. Reservations may be made by phone at 1-800-321-2211. Make sure to identify yourself as part of our NCALC group.

**Registration**

*Advance registration is needed to ensure adequate preparations,* so please register early. We will need accurate headcounts for all activities. Cancellations will be accepted up to 7 days prior to the event (May 11) with refunds provided. No refunds will be provided for registrations cancelled after this date.

| Company: ______________________________ | □ NCALC/DLI Member Organization |
| Contact Name: _________________________ | □ Non-Member Organization |
| Phone: _____________________________ | Email: ________________________ |
| Address: ____________________________ | City: _____________________ | State: ____ | Zip: __________ |

Where are you staying for this meeting?

- □ Staying at Courtyard Carolina Beach
- □ Staying elsewhere in area
- □ Driving in for activities

<table>
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<tr>
<th>Participants Name(s)</th>
<th>Friday Evening</th>
<th>Saturday Morning</th>
<th>Saturday Evening</th>
<th>Discounted Package Deal</th>
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<tbody>
<tr>
<td></td>
<td>Dinner Social</td>
<td>Board &amp; Committee Meetings</td>
<td>Dinner Outing</td>
<td>2 Dinners + Meetings</td>
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<tr>
<td></td>
<td>A la carte $80</td>
<td>Check if attending (No Charge)</td>
<td>A la carte $80</td>
<td>Package $140</td>
</tr>
</tbody>
</table>

Subtotal Due $ ___________

Less Discount (20% of Subtotal) for NCALC/DLI Members $ ___________

Less Discount (10% of Subtotal) for Earlybird Registrations Paid by April 27 $ ___________

Less Discount (5% of Subtotal) for Registrations Paid April 28-May 11 $ ___________

**Payment**

- □ Check Enclosed. (Make checks payable to NCALC.)
- □ Charge my VISA/MasterCard # __________________________ Exp. Date: _________ CV2: _______

Name on Card: __________________________ Signature: __________________________ Date: _________

Send completed form with credit card info by fax to (704) 461-0531, or mail form with check or credit card info to NCALC, 4819 Emperor Blvd, Ste 400, Durham, NC 27703 to arrive no later than 7 days prior to event date.

Should unforeseen conditions require cancellation of the event, all registrants will be contacted regarding rescheduling the event or refund of registration fees.

**NO VERBAL OR PHONE REGISTRATIONS WILL BE ACCEPTED**
## Why choose Consolidated Laundry for your equipment, parts and service needs?

<table>
<thead>
<tr>
<th>Charlotte</th>
<th>Raleigh</th>
<th>Chesapeake</th>
</tr>
</thead>
<tbody>
<tr>
<td>714F Montana Drive&lt;br&gt;Charlotte, NC 28216&lt;br&gt;(704) 395-1234</td>
<td>530 Maywood Avenue&lt;br&gt;Raleigh, NC 27603&lt;br&gt;(919) 832-4624</td>
<td>209 Research Drive&lt;br&gt;Chesapeake, VA 23320&lt;br&gt;(757) 547-5350</td>
</tr>
</tbody>
</table>

- The Best Brands of Equipment Available
- Our Knowledgeable and Friendly Parts Staff
- Over 10,000 Parts in Stock
- Factory Trainer Service Technicians
- Knowledgeable and Friendly Sales Staff
- Unsurpassed Customer Service
- Three Offices for Your Convenience
- Over 45 Years Serving NC, SC and VA

Whether you want to open a new store, retool an existing store, buy parts or need service, we have the knowledge and experience to handle all your needs in a professional and timely manner.

---

Here is a sampling of the brands we represent. If you don’t see what you need, give us a call. We can help.

---

### PROUDLY SERVING NORTH AND SOUTH CAROLINA AND VIRGINIA FOR OVER 45 YEARS

(800) 227-6149

www.consolidatedlaundry.com
NCALC Holds Winter Meeting in Charlotte

NCALC members and friends gathered January 26-28, 2018 at the Renaissance Charlotte Hotel for their Winter meeting. The dinner social on Friday evening at the hotel was complemented by the presence of former NCALC Executive Director Fred Miller and his wife Docia.

During the evening, President Rita Foley presented Miller with a plaque in recognition of his service to the organization. The NCALC Board of Directors held its regular scheduled meeting on Saturday morning, with proposed changes to the Bylaws and future planning for the association as major agenda topics. On Saturday evening attendees enjoyed a casual dinner outing to a local restaurant. See photo highlights of the meeting below.
Many of you reading this article are already members of the North Carolina Association of Launderers and Cleaners (NCALC).

Unfortunately, many of the current recipients of Carolina Clean are not members of NCALC or our national affiliate, Drycleaning and Laundry Institute (DLI).

The question all of you should be asking is why? NCALC and DLI could be your very best business partner. Consider a few of the reasons you should belong:

- NCALC offers members the opportunity to interact with peers and partners within the fabricare industry to share experiences, information, and assistance which are essential to your business success.
- NCALC provides a forum for members to work together on common goals.
- NCALC works hard to protect and promote the welfare of the fabricare industry.
- NCALC acts as legal and regulatory liaison, including lobbying for the industry.
- NCALC promotes a positive image of our industry to the public and provides responses to consumer concerns.
- NCALC provides information and training to promote and facilitate legal and regulatory compliance, operational efficiency and sound management practices.
- NCALC offers training to our members and their employees to increase their level of professionalism, thus providing our customers the best possible level of quality and service.
- NCALC and DLI offer many programs and services help members be more successful in their business.

For Drycleaner Members, NCALC & DLI membership is linked and access to their combined programs and services is automatic. If you are already a member, make sure you take advantage of all the benefits that are available to you. Don’t overlook the extra benefits available only to the higher grade memberships. If you are not a member, don’t miss out. Join today at http://dlionline.org/Membership.

NCALC also invites industry partners who support the fabricare industry with products and services to join us as Associate and Affiliate Members. Associate and Affiliate Members are provided special opportunities to develop visibility and mutually beneficial relationships with other NCALC Members through their event participation, advertising, and sponsorship of NCALC activities.

If you are interested in Associate or Affiliate membership, contact NCALC at info@ncalc.org or 919-313-4542 for more information.

If you work in or with the fabricare industry, NCALC membership is essential to your success. The cost of membership is easily offset by the benefits that can be received by belonging.

**Notice to NCALC Members and Readers of Carolina Clean**

We are always looking for items of interest or importance to our members and readers of our newsletter. If anyone has items that they would like to be put in Carolina Clean, please forward them to Paul Goodson at NCALC.

These will be reviewed and included in a future issue. Remember this is YOUR association and your input is important.
Bretney Smith, Jr., 89, of Asheville, died on Saturday, February 3, 2018, at his home at Givens Estates.

A native and life long resident of Asheville he was born on November 22, 1928 to the late Bretney Smith and Elizabeth “Boots” Brown Smith. In addition to his parents he was preceded in death by his son, William Bretney Smith; his sister, Mary Elizabeth McMahon, and her husband Frank; and his nephew, Robert Alexander McMahon.

He attended Asheville School for Boys before transferring to Darlington School for Boys in Rome, GA. He graduated with a BS from University of North Carolina, Chapel Hill before joining the United States Navy. Upon his return home he graduated from North Carolina State University’s School of Forestry.

His new degree led him to take in job in Birmingham, AL where he met the love of his life, Colman Cross of Gadsden, AL. They married and they returned home to Asheville to join his father in the family business, Swannanoa Cleaners becoming the third generation to do so, he retired in 2016.

Bretney was a member of Quality Forward, Asheville Rotary Club, Civitan, Biltmore Forest Country Club, DeKe fraternity at UNC, Chairman of the Board of Asheville Savings Bank, on the board of Stewards at Central United Methodist Church, a past President of the North Carolina Association of Launderers and Cleaners (NCALC), on the board at CarePartners, and on the board at Givens Estates.

He enjoyed all things outdoors, hunting, fishing especially at his home at Lake Tahoma and was on the tennis team at UNC. Bretney was a lover of animals, collegiate sports and most of all his family. He was a devoted husband, father and uncle. He will be truly missed by all that knew and loved him.

He is survived by his loving wife of 59 years, Coleman Cross Smith; his daughter, Elizabeth Stacy Smith and her wife, Susan McCreary of Asheville; his brother, Canie Brown Smith and his wife, Lyn Roda of Asheville; his niece, Whitney DeVargas and her husband, Roberto of Asheville; his nephew, Blake Smith of Asheville; his nephew, Thomas Bretney McMahon and his wife, Susan C. Lewis of Asheville; his niece, Bea King and her husband, Bruce of Florence, SC; his niece, Ginger Finder and her husband, Robert of Spartanburg, SC; his nephew, Robert Wilder and his wife, Susanne of Colombia, SC; and his nephew, Todd Cross and his wife, Sally of Montgomery, AL.

A funeral service was held at 2:00 PM on Thursday, February 8, 2018 in the Norma F. Pulliam Chapel at in Asbury Commons of Givens Estates, with Dr. Rob Blackburn officiating. The family received friends following the service. A private burial was held at Riverside Cemetery.

In lieu of flowers, memorial contributions may be made to The Asheville Humane Society, 14 Forever Friend Lane, Asheville, NC 28806, or to Brother Wolf Animal Rescue, 31 Glendale Ave, Asheville, NC 28803.
NEW!

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Michael Hayes Sr.

Michael Hayes Sr. of Lumberton was born Wednesday, December 13, 1950 and departed this life Saturday, February 17, 2018 at Southeastern Regional Medical Center in Lumberton completing his journey of 67 years.

A memorial service was held 11:00 AM Tuesday, February 20, 2018 at Chestnut Street United Methodist Church in Lumberton with visitation following in the Asbury Fellowship Hall.

Services were entrusted to Boles-Biggs Funeral Home in Lumberton, NC.

Hayes was well-liked and respected among North Carolina drycleaners, having served as an equipment salesman for many years with Boggs, Banner, Consolidated Equipment, and Tri-State. At one time, he was also a Rocky Mount plant owner.

Did You Know?

For launderers and cleaners, membership in the North Carolina Association of Launderers and Cleaners (NCALC) and the Dry-Cleaning and Laundry Institute (DLI) are linked. DLI handles our membership applications and dues collection (see www.dlionline.org/membership), but your membership automatically extends to our state organization as well.

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.
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.)

POS Computer Systems
Fabricare Manager – Marcelo Rangel………………. 888-299-9493
Spot Business Systems, LLC. Ray Chesire………… 801-495-1200

Environmental Consultants
ATC Associates, Ashley Winkelman…………………. 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
Fabritec 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., Jim Just…………………………… 980-258-3515
UNX Inc.…………………………………………………. 800-827-9294

Your Company Could Be Listed Here
Contact NCALC Office by email at info@ncalc.org or by phone at 919-313-4542 for information about NCALC Associate Membership.

Explore our website to discover exciting new products & services!

With our **IMMENSE** line of products we will meet your Dry Cleaning, Laundry, Coin Vend, Janitorial, Industrial & Safety supply needs

We are proud to serve our community by donating to the American Breast Cancer Foundation, Dress for Success, American Heart Association, Special Olympics, National MS Society and many others.

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800-442-7021

www.fabricleansupply.com
NCALC Information Directory

DLI (800) 638-2627 / Mary Scalco, CEO, ext. 1101 / Jon Meijer, VP Membership, ext. 1301 / Analysis Lab, ext. 1701

DLI District Two Director Martin Young 704-786-3011 mayoung@vnet.net

NCALC Office: NCALC, 4819 Emperor Blvd., Ste 400, Durham, NC 27703. Phone: 919-313-4542. Fax: 704-461-0531. info@ncalc.org. NCALC Executive Director: Paul Goodson. Phone: 919-818-1375. pgoodson@ncalc.org


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In This Issue

NCALC Invites Broader Participation
On March 1, 2018, the Board of Directors of the North Carolina Association of Launderers and Cleaners (NCALC) adopted changes to the Bylaws of the organization, which significantly expand opportunities for participation in the association. Membership criteria has been simplified, participation in governance and other activities is more open, and leadership and service opportunities are extended to more people working in the Fabricare Industry. .............. 1

Looking Toward the Future
At its September 2017 meeting the NCALC Board of Directors began a visioning exercise to guide future planning for the association and its members. This discussion continued at the January Board meeting. ................................................................. 1

President’s Desk
What Is Drycleaning?
I was working at the Customer Service counter a few weeks ago. A group of college students came in with one of their buddies to drop off “The” College wardrobe…a Navy Blazer, Khaki Slacks, Patterned dress shirt and Tie to match. As the lead CSR was helping their buddy, I noticed the other 3 huddled together, pointing towards the back of the plant and talking. ................................................................. 2

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Is There an Exit Plan in Your Future?
At some time in the future you will leave the helm of your business. There is an assortment of reasons why businesses change hands.
- You are ready to retire. You have worked hard and are “burnt out”.
- You are bored and want to seek a new challenge.
- You have health issues and need to focus on getting better.
- You want to pass your business to an heir ....................... 4

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Don’t Miss Out on the Values of Membership
Many of you reading this article are already members of the North Carolina Association of Launderers and Cleaners (NCALC). Unfortunately, many of the current recipients of Carolina Clean are not members of NCALC or our national affiliate, Drycleaning and Laundry Institute (DLI). ................................................................. 10

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Changes at Your Company?
Have there been changes at your Company? Is the name and address label for this newsletter still correct? Are there other key people working for your company, possibly at other locations that would like to receive their own copy of our newsletter. Send us your changes by email at info@ncalc.org, fax to: 704-461-0531, or mail to: NCALC, 4819 Emperor Blvd. Ste. 400, Durham, NC 27703.