



Linens Cover Only Half of Our Story

2010 Annual Review



London Hospital
Linen Service Inc.
Together, we've got it covered

// We manage technology; technology does not manage us. //

Realigning our workspace, through the capital investment program for renovation, has allowed us to become more agile in our ability to respond to customer needs.

Unlike traditional manufacturing facilities that receive orders often months in advance, we receive our orders daily with expected delivery dates within 24/48 hours. As a result, we need to be able to react swiftly to those increases or decreases in linen volume. The mechanical or work-flow improvements that have allowed us to do this include, among others, a dynamic sequencing system controlled by the finishing side of the plant. This system, the first of its kind employed in North America, utilizes computerization to determine the order in which linen is washed based on customer orders and their historic usage. Another North American first is the installation of a rail maintenance system that ensures our mono-rail is able to transport linen throughout the plant without impediment.

The ancillary to a renovation of such complexity is change. For change to happen it needs to be accepted and absorbed by staff so improvements can be realized. I congratulate our staff for both recognizing the need for change and for having the fortitude to adapt to it.

It is important to note that our well-established sustainability initiative encompasses more than environmental concerns and includes employee enrichment as well. An at-work literacy program was introduced for our employees who wished to improve their essential skills. This program was funded by Employment Ontario and was instrumental in improving the confidence and morale of many of our employees, who of course, are central to our continued success.

LHLS was also the proud recipient of the Donald E. Morgan Award in 2010. We were honoured by the Canadian Institute of Management (CIM) in their recognition of our commitment to our employees by encouraging and supporting professional development.

I thank William (Bill) Wood, who just completed his first year as President and Chair of our Board of Directors, for his steadfast leadership during a transitional year. We are very fortunate to have a governance team with such varied expertise and willingness to share and support our Senior Leadership Team.



A handwritten signature in black ink that reads "John Sealey". The signature is written in a cursive style with a long, sweeping underline.

John Sealey,
General Manager



“It’s sad to think some people have so little and we have so much. When I can help I do. I like to help.”

For more than 15 years, Lucy Cifaldi has gathered used linen from London Hospital Linen Service to be donated to the Missionaries of the Precious Blood, a mission that serves the peoples of Tanzania, Africa.

During this time, Lucy has amassed thousands of pounds of linen for donation, buying what she could when she could, often two or three times a year. With every piece of linen she brings home, she washes it, sorts it, and boxes it. It’s a process that takes hours, if not days.

“The material and linen I donate is used for the kids for their school uniforms and for bedding in Saint Gaspar Hospital”

“It’s sad to think some people have so little and we have so much. When I can help I do. I like to help,” said Lucy. As a parishioner of St. Mary Roman Catholic Church in London (Lyle Street & York Street), Lucy was introduced to Brother Anthony Canterucci, Mission Director of the Missionaries of the Precious Blood, and his group’s work in Tanzania, Africa.



In 2007, a group of students and teachers from Kamloops, British Columbia and Calgary, Alberta spent their summer working with the Missionaries of the Precious Blood in the Dodoma region of Tanzania. They supplied and help build a water system for a village consisting of a well, windmill, two water tanks and a water trough for livestock. They also helped with the delivery of many tonnes of food (rice and cornmeal) and clothing/bedding to various missions in and around the areas of the Dodoma region and spent time interacting with children afflicted with Aids at an orphanage. Also during this time the students were able to interact with the children at the new Saint Gaspar Primary School, bringing many school supplies and books for the new school and other existing schools.

In recent years, Lucy has not been charged for the linen she gathers and now collects clothing material from Lac-Mac Limited as well, a long-time vendor of London Hospital Linen Service.

“The material and linen I donate is used for the kids for their school uniforms and for bedding in Saint Gaspar Hospital,” explained Lucy. “There are a lot of boxes so I use a big moving truck, not my daughter’s pickup truck anymore.”

Lucy retired from the press department of London Hospital Linen Service in 1997 after 23 years of service.



At-Work Literacy Program



Pictured here are some of the happy LHLS graduates of the Workplace Literacy and Essential Skills classroom training program: (L-R) Lillian Hernandez; Tom Massiah, Computer Trainer; Vimla Parmar; Boguslawka Mucha; Jadwiga Barcicka; Maria Silva; Kay Munro, Project Coordinator; Dung My Gian.

London Hospital Linen Service initiated an at-work literacy program for its employees to improve their essential skills such as reading and writing English.

LHLS employs a diverse immigrant workforce comprised of individuals who have come to Canada from various regions of the world, with significant representation from Portugal, Poland, Vietnam, Italy and South America. Many of these people have lived in Canada for decades and have endured the difficulties that come with a limited grasp of English.

To help with the transition into a new society, some decided to enrol in English as a second language classes but were unable to commit to three to six hours of classes every day for weeks when

they needed to be working to provide for their families.

Recognizing these impediments to learning, LHLS entered into a project funded by Employment Ontario whereby free English classes would be provided to interested employees during their off-hours. Through this project, LHLS hoped to build a stronger organizational culture, improve health and safety within the workplace, improve productivity and create the environment where employees are able to extend their new knowledge to become more engaged members of the community.

Workplace Literacy and Essential Skills classroom training was delivered by Project Coordinator, Kay Munro, to 10

participants over a 12-week period from November 2010 to March 2011.

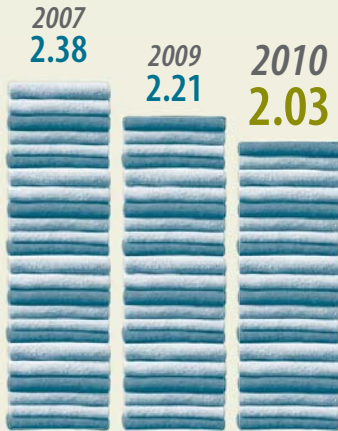
Two one-hour classes per day were held: one with employees who had completed their shifts and one with employees who arrived early before their shifts. Employees enrolled in the project have since considerably improved their essential skills, such as, reading and writing English, numeracy, computer skills, and their ability to write memos and fill out forms.

Kay Munro mentioned that all participants were enthusiastic students and is currently looking for other sources of funding to continue with the schooling.

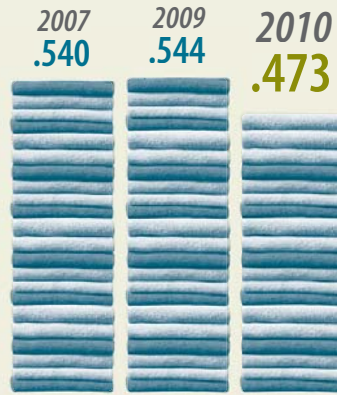


Taking Steps Toward a Reduced Environmental Footprint

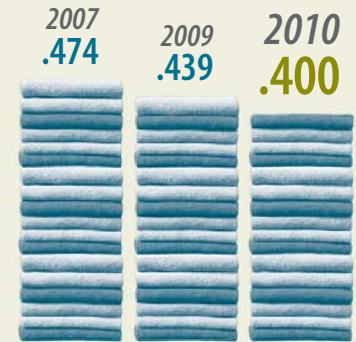
Following substantial operational and mechanical upgrades to the plant last year, London Hospital Linen Service continues to lessen its environmental footprint through reductions in energy and water usage. These reductions in consumption translate to real cost savings for our partner hospitals and help improve our overall financial performance. In short, our opportunity is to become a better partner by examining every facet of our business—from the services we provide to the energy we use—through the lens of environmental sustainability and our EcoCare promise.



Energy Intensity kWh/kg
kilowatt hour per kilogram shipped



Water Usage Intensity cuft/kg
cubic foot used per kilogram shipped



Co₂ Emissions Intensity kg/kg
kilogram emitted per kilogram shipped

Energy intensity has been reduced by 40% since 2000. This translates to a savings of 54,552 GJ a year or 15,153,333 kWh.

The energy saved is equivalent to the yearly energy needs of 1,181 Canadian homes. The average Canadian home consumes 12,836 kWh yearly.

(Source: Green Energy Efficient Homes)

Water usage intensity improved by 9% since last year to 0.473 cubic feet of water per kilogram of laundry shipped.

This equates to 23,618,459 litres of water saved or the amount of water needed to fill approximately 9.5 Olympic swimming pools.

Increased energy efficiency has also led to a 47.3% reduction in CO₂ emissions since 2000.

This translates to 3,116 tonnes of CO₂ saved from entering the atmosphere, roughly the equivalent of taking 600 passenger cars off the road.

(Source: US EPA)

Our Leadership

Board Of Directors

William (Bill) Wood – *President and Chair*

Tom Logan – *Vice President*

Don White – *Secretary Treasurer*

John (Jack) Brooks – *Trustee*

Fred Fretz – *Trustee*

Gary Koreen – *Trustee*

Manning MacRae – *Trustee*

Senior Leadership Team

John Sealey – *General Manager*

Linda Aitken – *Human Resources Manager*

George Brock – *Production Manager*

Brendan O’Neill – *Manager, Corporate Development*

Tara Sywash – *Finance Manager*

Jerry Van Hamme – *Maintenance Manager*



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Linen Service Inc.

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11 Maitland Street
London, Ontario N6B 3K7

Tel: 519-438-2925
Fax: 519-438-0966

www.lhls.on.ca