

Inside this Issue:

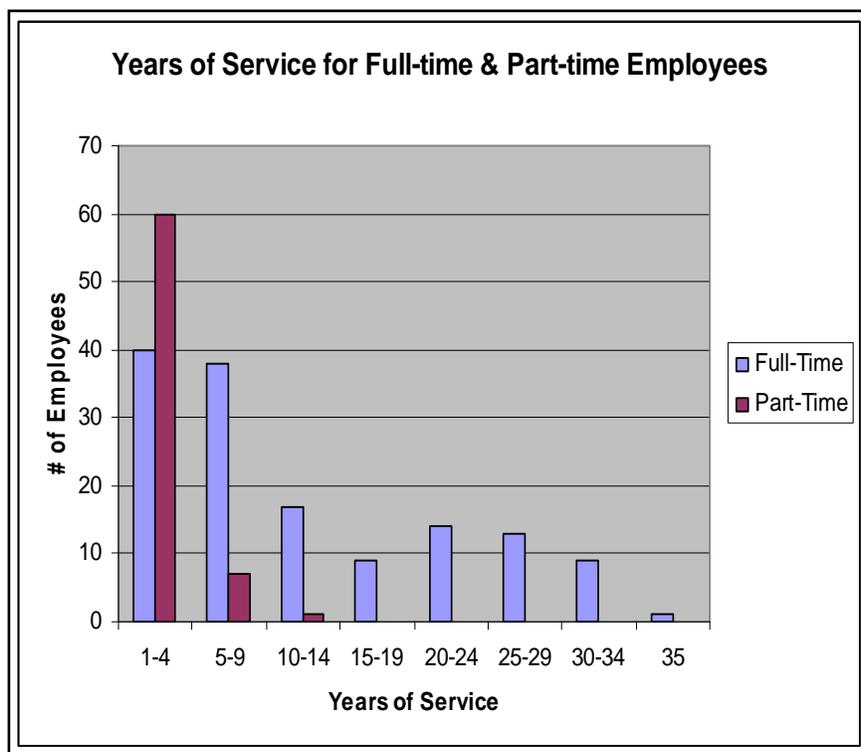
From the Desk of...	1
Community News	2
Retirements	2
Human Resources	2
Linen Fair	3
Health & Safety	3
Production	4
Maintenance	4
Customer Service	4
E-Commerce & Logistics	4

**From The Desk of.....
The General Manager**



Congratulations to Peter Macrae for his 35 years service to the company. One of the company's strengths is the experience we each bring to work every day.

The graph shows just how many long term employees we have.



An impact of long service is the bittersweet time of retirement. On May 6, we celebrated the retirements of Kata Bursic, Barbara Franklin and Ana Medeiros. Since they worked together and had retirement dates very close together ... they decided to retire together. It sometimes feels like we spend more time with our co-workers than we do with our families. When friends retire, it is like family – we wish them well and we miss them.

John Sealey

Looking forward on the calendar....





Three O.R. Department Retirements

.....Congratulations ladies!



Kata Bursic; Barbara Franklin; Ana Medeiros



HUMAN RESOURCES 101

EAP - Employee Assistance Program

Don't forget about this valuable benefit that is available to all LHLS employees.

You can call 1-877-207-8833 or log on to the internet—www.lifeworks.com

The user ID is "LHLSI" and the password is "wellness".

There are many valuable tools that are at your disposal through this confidential program.

There is a bulletin about a topic posted each month on the employee bulletin board.

Check it out!

Our attendance draw winners so far this year are:

January – *Perry Ziegler*

February – *Dalia Araujo*

March – *Rosa Mariano*

April – *Scott Fleming*

Congratulations!

Linda Aitken

Linen Fair 2008

London Hospital Linen Service Inc. has begun to launch a Linen Fair program within our customer sites. Strathroy Middlesex General Hospital (SMGH) was the site of the first Linen Fair. It was conducted on June 10th, 2008, during Housekeeping Appreciation Week at SMGH. Norma Arthurs, Joanne Watters, Mark Briand and Brendan O'Neill attended the fair, which was very well attended by hospital staff. It was a huge success. We shared information about London Hospital Linen Service Inc.; the area we serve, number of employees, and the annual volume we process. All in an effort to share who we are, and how we try to assist our customers in their missions of care. We also shared information specific to SMGH; the annual linen cost between 2006, 2007 and 2008. We shared information on loss factors, fill rates, item costs and other important benchmarks which helped paint a picture for the employees at SMGH as to the cost of linen operations at their hospital.

The greatest impact was the "Linen Reject Game" (See picture at right) where we "tested" the awareness of the staff for the handling of linens that were torn, or did not meet the quality standard, and linens that were very heavily soiled. To our surprise, there was a significant misunderstanding as to how to handle these items, and we were able to demonstrate to all those who attended, the proper protocols for the handling of all London Hospital Linen Service Inc. textiles. It was very worth our while. Oh yeah, and the treat bags were a big hit as well!

Our next Linen Fair is scheduled for July 24th at Parkwood Hospital, and we are confident that we will see the same return on this next opportunity. Stay tuned for new marketing and customer concepts, which will have an impact on all London Hospital Linen Service Inc. employees.

Brendan O'Neill

Linen Costs



Linen Reject Game



Hospital Specific Information



JOINT HEALTH & SAFETY COMMITTEE NEWS

Welcome to the Summer issue of Laundry Lint. Your Health and Safety Committee has been busy. One of our members from the afternoon shift, Nicole Graham, has completed her Certification Program.

We are constantly working to ensure our plant is as safe as possible for our employees. The safety rules and policies are there for your protection. If you have questions about any of them, be sure to ask your Supervisor or one of the Health and Safety Committee members. The member list is posted on the Health and Safety bulletin board in the employee entrance.



We are looking for Committee members from the afternoon shift. If you are interested in joining the Committee and making a difference, let us know!

Summer is here and this is a friendly reminder – "Sun Safety Comes First". Make sure you apply sunscreen to protect from the harmful UV rays, especially after activity, but also remember your eyes. There are many choices in eyewear that block the UV rays as well. Summer fun and the pleasure of being outdoors is something everyone should enjoy. Keep in mind the importance of sun safety.



Linda Aitken

Maintenance

Hello everyone....well, summer has arrived and I am settled into my new position. I would like to thank everyone for welcoming me to LHLS. We are now into the warm weather and sunshine. I am looking at some projects to brighten and spruce up our facility. Equipment wise, our new Feeder on #2 Ironer is working out well! We are also looking at upgrading our clean side Rail System. I encourage everyone to approach me with any concerns or recommendations to make our facility a better place to work. Have a safe and enjoyable summer!



Jerry Van Hamme

Customer Service

Customers offer us challenges every day. How we deal with these challenges is all about attitude. I would like to think we at LHLSI consistently have positive thoughts.



The summer brings its own type of challenge. Some of the facilities we service will have periods of slow downs due to O.R. closures. We may find that we will have excess linen in our plant although perhaps not the items we need. Also full time linen room staff in the hospitals are taking holidays. Replacement staff are not always fully familiar with our linen ordering processes which can cause extra stress for our Shipping Department.

These stresses, whether in our plant or in hospitals, all depend on our attitude and how we accept them. Keep up the good work and keep on smiling.

Have a great summer.

Norma Arthurs

E-Commerce & Logistics

Summer has begun, and the momentum continues to grow within our customer base from the marketing initiatives we have embarked on over the last year. We have launched a "Linen Fair" program with our customers, where we will set up a portable display at our customer site, to learn how we can serve our customers better and/or differently than we have in the past, and also take the opportunity to educate our customers on London Hospital Linen Service Inc., our EcoCare program, and the challenges we face managing linen within our hospitals / health care facilities. Our customers are very excited, and we are booked up until the end of the year with confirmed dates for the London Hospital Linen Service Inc. "Linen Fair"



Over the past few months we have also had a number of visitors through our plant. Some were from Europe, some from Quebec, and others from our own customer base. They were very impressed with our facilities, but even more impressed with the energy they felt from all of our staff while they were touring. Thank you very much for all of your efforts in supporting the numerous tours we do on a regular basis. Although it is not always convenient, you and your peers make our visitors feel welcome, and it shows in the feedback we receive from them.

Thank You.

Brendan O'Neill

Production

You may have noticed and been wondering what the new odd looking carts in Soil and the Press Departments are. They belong to Mount Hope Long Term Care facility in London. Mount Hope started sending us their personal clothing as of June 1. Like most things new it has been challenging, however with the dedication of the Press Department, the transition has been fairly smooth. I would like to congratulate Ed Jacobs and the Press Department for handling this process as smoothly as they have.



The Ironer Department received the new feeder finally. It has certainly reduced the amount of downtime in the department as well as reducing the need to run four ironers all the time. Pillowslips are being run through the ironers once again, thus improving quality to our customers.

Finally, school is almost out and with that brings summer vacation. Please, if you're taking time off, have a safe and enjoyable holiday.

George Brock