



IAHTM BOARD MEETING AGENDA VIA ZOOM

Friday, November 10th, 2023, 12:00pm EST

AGENDA

- | | | |
|---|-------------------|------------------------|
| 1. <u>Conflict of Interest</u> | <i>Discussion</i> | <i>Brendan O'Neill</i> |
| 2. <u>Approval of Agenda</u> | <i>Decision</i> | <i>Brendan O'Neill</i> |
| 3. <u>Approval of Minutes</u> | <i>Decision</i> | <i>Brendan O'Neill</i> |
| 4. <u>Welcome Lumey Gamboa</u> | <i>Decision</i> | <i>Brendan O'Neill</i> |
| 5. <u>Texcare Update</u>
<i>Numbers, Next Steps</i> | <i>Discussion</i> | <i>Rocco Romeo</i> |
| 6. <u>Toronto Follow Up</u> | <i>Discussion</i> | <i>Rocco Romeo</i> |
| 7. <u>Strat. Planning Meeting Update</u> | <i>Discussion</i> | <i>Brendan O'Neill</i> |
| 8. <u>Committee Info:</u>
<i>Organic Growth -Playbooks</i> | <i>Discussion</i> | <i>Brendan O'Neill</i> |
| 9. <u>Roundtable</u> | <i>Discussion</i> | <i>Brendan O'Neill</i> |
| 10. <u>Next Board Meeting and Adjournment</u>
<i>Next Board Meeting will be held live, 12/4/23 – Dublin, Ohio</i> | | <i>Brendan O'Neill</i> |

IAHTM Board of Directors OMNI King Edward/Toronto

2:00 pm EST

Friday, September 29th, 2023

In Attendance: President, Brendan O'Neill, 1st VP Charles Berge, 2nd VP Chris Hansen, Treasurer, Rocco Romeo,
Directors: Meredith Bowery, Malcolm Pallos, Bill Moyer; Executive Director, Christy Carper
Absent – Steve Johnson

AGENDA TOPIC	DISCUSSION	ACTION TAKEN
Call To Order		2:22 pm
Conflict of Interest	Brendan O'Neill asked board members to declare now or before discussion.	<i>None at this time.</i>
Approval of Agenda	Brendan O'Neill asked if there were any additions or changes to the agenda from 8/9/23 and 9/29/23 as we did not have a quorum at the August 9 th meeting to vote.	MOTION <i>It was moved by Meredith Bowery; seconded by Bill Moyer that the agenda for 8/9/23 and 9/29/23, be approved as circulated; CARRIED.</i>
Approval of the Minutes	Brendan O'Neill asked for any amendments/changes to the minutes from the 7/12/23, 8/1/23 and 8/9/23 meetings as we did not have a quorum at the August 9 th meeting to vote.	MOTION <i>It was moved by Charles Berge; seconded by Rocco Romeo that the minutes from the 7/12/23, 8/1/23 and 8/9/23 meetings, be approved as circulated; CARRIED.</i>
Approval of By-Law Changes	<p>Brendan O'Neill stated that with the changes and updates this year to our By-Laws, we will need an approval. The formal resolution reads:</p> <p style="text-align: center;"><u>AMENDMENT OF BY-LAW NO. 1</u></p> <p>BE IT RESOLVED THAT:</p> <ol style="list-style-type: none"> By-Law No. 1 of the Corporation is hereby repealed without prejudice to any actions heretofore taken thereunder; the number designating the by-law hereby repealed may be allocated to any by-law hereafter enacted by the directors; By-Law No. 1 in the form which has been presented to the directors is 	<p>MOTION <i>It was moved by Malcom Pallos; seconded by Meredith Bowery, to approve the By-Law Changes. CARRIED.</i></p>

	<p>hereby enacted as a By-Law of the Corporation; and</p> <p>4. the President and Secretary are hereby authorized and directed to sign the said By-Law as so enacted as evidence of the foregoing and to insert the same in the front portion of the minute book of the Corporation.</p>	
Terms of Board Seats	<p>Brendan O'Neill stated that Meredith Bowery recently shared her document of the recorded terms and seats. We have historically approved the full slate of directors every year. Brendan suggested that we continue to do this. If someone falls off we can go through the appointment process. Brendan O. stated that he will keep track and update terms as president. At the AGM, the slate of directors will be brought forth to vote on. Brendan will also ask if there is any interest for future board seats as well during the AGM.</p>	<p>ACTION <i>Brendan O'Neill has agreed to update the term information and distribute to the group.</i></p> <p>MOTION <i>It was moved by Meredith Bowery; seconded by Chris Hansen, to extend halfopf the current director slate an extra year to come into compliance with the terms stated in the By-Laws. We will discuss future succession planning of the board at the AGM tomorrow. CARRIED.</i></p>
Board Vacancy	<p>Brendan O'Neill provided feedback after talking with Lumey Gamboa and let the board know that after he answered many of her thoughtful questions, she happily accepted the position.</p>	<p>MOTION <i>It was moved by Charles Berge; seconded by Bill Moyer to accept Lumey Gamboa as a new director on IAHTM's board. CARRIED.</i></p>
In-Person Strategic Planning Meeting – Dublin, Ohio	<p>Brendan O'Neill spoke to the board letting them know that he had met with the Tecker Group to work on the plan for the December 4th in person meeting. The plan is to start implementing the goals laid out in the strategic plan. Discussion followed. There are 4 goals and objectives that will be worked on for which Brendan will be looking for volunteers to lead the charge of these goals. The board will be guiding this plan and following the December meeting, we will reach out to our partners. This meeting will be a more succinct discussion led by Glenn and Jennifer, making a development plan for each goal. Discussion followed.</p>	<p>ACTION <i>Brendan O'Neill has stated that he will send an email out to see who would volunteer for each committee and if no one responds, he will assign.</i></p>
Texcare	<p>Rocco Romeo let the group know that there have been several meetings with Jensen and Kannegiesser in planning for this Texcare tour. Jensen has put a lot of work into the presentation for the membership and there will be some incredible automation shown on this tour. This tour will begin on 11/10/24 in Frankfort and end in Copenhagen. We will be gaging the interest at the AGM following the</p>	

	<p>presentation and hope to have at least 12 committed to proceed with the planning. Rocco R. reviewed the deposit cost which would be \$500.00 for each laundry delegate, plus \$250.00 per spouse. This would be reimbursed after. IAHTM will cover:</p> <ul style="list-style-type: none"> • \$750.00 airfare for 1 per laundry • 1 hotel room per laundry from 11/8/24-11/14/24 • All food and transportation (including the inter-country flight) beginning at dinner on 11/8- through dinner on 11/14. • Transportation to and from airport in Europe <p>1 person per education partner company can attend for a flat fee of \$5,000. This will cover their meals, hotel and transportation. They will be in charge of their own flights to and from Europe. All communications to vendors will be fair and transparent.</p> <p>We would like to keep the tour to one bus, so it is first come first serve. We will provide a timeline and information to the partners once we get a feel for how many IAHTM members sign up. We will allow Kannegiesser and Jensen to bring a “plus 1” due to all the planning they have provided. Discussion followed.</p>	
Committee Updates	<p>Rocco Romeo shared that at the last Membership and Marketing Committee meeting, there was a discussion with some of the vendors on the topic of a vendor incentive when bringing a new member into IAHTM. Discussion followed. It was suggested that we allow the vendor to bring an extra attendee for every new member that they have brought to IAHTM. This doesn’t matter what level of sponsorship they are.. Brendan O’Neill stated that we need to clearly define this new member incentive program. We can put to this together at our in-person December board meeting and then implement in 2024.</p> <p>Brendan O’Neill shared that the project work the Organic Growth Committee is doing is going very well and that there would be a presentation done during the conference sessions. Brendan asked a question to the board as to how we want to share these playbooks with other associations. He stated that we had financially contributed to ARTA’s LCA programs and used the data collected to put together the playbooks along with other resources. The playbooks are a great way to attract new members and a successful</p>	

	accomplishment for IAHTM. It was suggested that the IAHTM name and logo be imbedded in all materials and playbooks.	
Palm Springs Update	Christy Carper updated the group with what has been done so far for the Palm Springs conference and plans to go out in November for a work trip. Ed McCauley will be showing a brief presentation in Toronto. Discussion followed regarding making sure both Snack Chats are on the schedule. Chris Hansen and Christy Carper will be meeting with Ed McCauley on 10/17 and will make sure. Rocco Romeo emphasized the large amount of sponsorship support received for Toronto and how important it is to meet with the vendors. It was stated that the conference host has to stick to the committed program and there won't be any more discussion about it. Our association is very hearty right now with some amazing relationship and this success came from a lot of work and understanding of what is desired by our supporters.	
Round Table	Brendan O'Neill mentioned that we will be doing this at the AGM.	
Toronto Announcements	Rocco Romeo welcomed everyone and that the conference is here and starting. He mentioned that the planning had started in March of 2020, right before COVID. He reviewed the schedule and gave a preview of some of the events planned. Brendan O'Neill thanked Rocco Romeo and Christy Carper for all the work that went into the conference. He mentioned that the WHOVA app was live and ready to go. Discussion followed. Brendan O. took a selfie of the group to kick off the Toronto fun!	
Next Board Meeting and Adjournment	Brendan O'Neill stated that the next board meeting would be held via Zoom on 11/8/24. The meeting was adjourned at 3:51pm EST.	



Post Toronto Survey Percentages Based off of the Ratings

1-5 ratings, 5 being the highest

Overall Conference	96%
Overall Education	94%
Daily Networking	94%
Snack Chat/Importance	88%
Attendee Interaction	94%
Food Selection	86%

Written answers on the following pages -

Survey Results:

"Would you come back to an IAHTM conference? Why or why not?"

Unknown contact said:

"Absolutely without question, I enjoy the members, the inclusive function design, and the comradery. It's what differentiates the association from other organizations in the industry."
"

Unknown contact said:

"Yes"

Unknown contact said:

"ABSOLUTELY! IAHTM offers the best opportunities to network with peers and industry professionals. "

Unknown contact said:

"You bet! best industry conferee we have available."

Unknown contact said:

"Yes."

Unknown contact said:

"Absolutely! One of the best conferences in the industry. Christy and Rocco did an outstanding job. "

Unknown contact said:

"Yes. It is a great source of networking and education."

Unknown contact said:

"Yes because they are informative."

Unknown contact said:

"100% it was the best conference i have attended in the 13 years in the industry!"

Unknown contact said:

"Great People and very educational and great networking. So well planned and organized. Thank you!"

nown contact said:

"Yes. The conference provided a fantastic networking opportunity, insightful presentations, and a welcoming atmosphere that made me feel like a valued member. I left the conference feeling inspired and more connected to the industry."

Unknown contact said:

"yes"

Unknown contact said:

"Yes absolutely. Amazing networking and team building with important players in the laundry industry. "

Unknown contact said:

"yes"

Unknown contact said:

"Absolutely. The education pieces were all 100% directly related to our business. There was no "fluff." It was all valuable and actionable information."

Unknown contact said:

"YES! Always great value and impact."

Unknown contact said:

"Yes, provides great access to operator decision makers."

Unknown contact said:

"Yes. Networking and social events are the best in the industry. the level of education and professional development is the best in the industry"

Unknown contact said:

"Yes. Fantastic networking event."

Unknown contact said:

"Absolutely "

Unknown contact said:

"Yes."

Unknown contact said:

"I absolutely recommend coming back to the IAHTM Annual conference! The thought, preparation and execution of Rocco, Christy and their team was outstanding. The sessions were valuable, and provided significant return for all those in attendance. "

Unknown contact said:

"Yes, I get a lot of great ideas from this conference. The networking is also great."

Unknown contact said:

"Yes, the education and collaboration "

Unknown contact said:

"Best conference in the insustry"

Unknown contact said:

"Absolutely -- all the above"

Unknown contact said:

"Yes. This one of the top events that we participate in every year. We appreciate the interaction between supplier partners and operators."

Unknown contact said:

"Yes, great networking opportunity."

Unknown contact said:

"Absolutely. Well-organized. Valuable sessions."

Unknown contact said:

"yes - it's a valuable time with customers. I'd like to see more member participation, and a better balance of members to vendors throughout the conference."

Unknown contact said:

"Yes. The ability to spend quality time with peers as well as the partners. "

Unknown contact said:

"Absolutely, great event for learning and networking."

Unknown contact said:

"Absolutely. One of the best conferences in the industry!"

Unknown contact said:

"yes "

Unknown contact said:

"Yes, It is by far the best event for the industry"

Unknown contact said:

"Yes. The networking and education is second to none. I found it informative and it was good to reconnect with others in the industry. "

Unknown contact said:

"Yes"

Unknown contact said:

"Absolutely! Great sharing both issues and successes with peers going through the same daily tasks. Love the interaction with our partners."

Unknown contact said:

"This was a wonderful experience and I look forward to future conferences."

Unknown contact said:

"Yes"

Unknown contact said:

"Yes. I love these conferences. "

Survey Results:

“How would you suggest we improve the conference in the future?”

Unknown contact said:

"An afternoon Snack Chat is preferred over an early morning session. "

Unknown contact said:

"A bit too full of schedule, at least some down time."

Unknown contact said:

"I would suggest a slightly less aggressive schedule."

Unknown contact said:

"Please put a few transition minutes back into snack chat with a short break half way through. Back to back with no transition time doesn't work well."

Unknown contact said:

"Agenda was packed very tight this session. Made it a little difficult to touch base in between sessions."

Unknown contact said:

"I think it's perfect.."

Unknown contact said:

"To allow for more down time in the schedule. There needs to be some flexibility so that people can step away to handle operations, if need be, without having to miss any training sessions."

Unknown contact said:

"A little less running around."

Unknown contact said:

"nothing!"

Unknown contact said:

"Bigger and better, more people and opportunities. "

Unknown contact said:

"Hard to think how to improve a great conference. Just suggesting a couple things I haven't experienced, themed breaks, an exhibit hall on industry updates, latest industry news, trends, and research, offering value to association members. Display with association member benefits, resources, and upcoming events."

Unknown contact said:

"Little more customer time"

Unknown contact said:

"It was one of my favorite IAHTM conferences and I have been attending them for quite some time. "

Unknown contact said:

"Great the way it is."

"A few less activites/sessions, or breaks between sessions and joint activities. "

Unknown contact said:

"I loved all the activities, but the schedule was just a little too busy. It would have been nice to have some downtime to catch up on phone calls, emails, etc. I had to skip some of the activities to make time to get things done."

Unknown contact said:

"the schedule was very tight this year. I would like a little more down time in the schedule."

Unknown contact said:

"Snack chat was very rushed. Increase session time to 20 min and or allow for transfer time to next meeting. "

Unknown contact said:

"This was the best vendor event we have been to. The interaction between laundry operators and vendors was organic which we greatly appreciated. The events were fun and well planned. The only issue we had was communication if anything changed. On the agenda we were supposed to meet in the lobby before the Urban Capers event and several of us were in the lobby while everyone was upstairs. Also, several of us were in the lobby at 7:35am and we had no idea that the bus left for the plant tour already."

"I found this conference better than any I have attended previously. We were allotted more time for meeting customers socially and most of the speakers were very good and interesting."

Unknown contact said:

"The itinerary was packed! That was a great part of this event. However it was busy, and maybe some down time on some days would be helpful, given the length of the conference for some of those in attendance. "

Unknown contact said:

"Would like a little downtime. I know we have a lot to get in."

Unknown contact said:

"Give us a little time to prepare for the next event. "

Unknown contact said:

"Lapp was outstanding Friedman was a great speaker Great variety of topics Loved all the interaction. Snack chat was awesome Education sessions kept under an hour was great Always knew where I had to be. Well planned"

unknown contact said:

"It will be a challenge to top Toronto!"

Unknown contact said:

"Better communication for the Partner program"

Unknown contact said:

"Less food and snacks."

Unknown contact said:

"Longer snack-chats"

unknown contact said:

"There does need to have some scheduled down time. There was not anytime available to schedule a meeting with someone unless you skipped a session."

Unknown contact said:

"Continue to engage and provide access to partners."

Unknown contact said:

"More time in between sessions."

Unknown contact said:

"I think the conference is well worth the travel and time away from facilities. "

Unknown contact said:

"Keep it the same. "

Unknown contact said:

"Almost every waking minute was filled, a bit of downtime would have been appreciated. "

Unknown contact said:

"A bit more down time. This particular meeting schedule was too busy "

Unknown contact said:

"A little more free time."

Unknown contact said:

"Breaks lol."

Unknown contact said:

"Maybe a little bit of down time would be good. It seemed like Toronto (especially) was go, go, go. Other than that, it was great. "

Survey Results:

“What education topics would you like to hear about for the Palm Springs Conference?”

Unknown contact said:

"Digital Solutions for the Healthcare Industry "

Unknown contact said:

"How to bring in and develop new talent. How to maybe as a group try to keep Co-ops from going to PE or private."

Unknown contact said:

"I would like to see how to incorporate basic production/operational tactics with technological advancements."

Unknown contact said:

"linen management software options"

Unknown contact said:

"The presentation by Jeff Courrey on the linen business was very informative. It might be interesting to have a session by equipment suppliers on how global supply chain is affecting there business and share best practices on how plants could improve the management of parts inventory and just in time products. "

"Customer Service, LinkedIn, Pricing"

Unknown contact said:

"Culture Change and how that can affect your productivity."

Unknown contact said:

"AI/Robotics, basic management techniques, Production improvement methods,"

Unknown contact said:

"Nothing specific from the vendor side. Whatever is needed to be discussed for our laundries. "

Unknown contact said:

"Sustainability, labor savings and Management training opportunities"

Unknown contact said:

"-Supply Chain and Inventory Management -Staff training and retention -Advances in textile technology and their impact on linens -Industry benchmarking related to pounds per adjusted patient days by hospital size/licensed beds, new linen put ins percentage as related to clean pounds delivered / soil pounds received -RFID in the laundry today -

Customer Service - share what added value services are/should be offered, I.e. linen committee, annual survey, quality survey, monthly visits, reporting provided, etc. "

Unknown contact said:

"textile innovation, supply chain update, PFAS"

Unknown contact said:

"Laundry processing"

PFAS

Unknown contact said:

"RFID trends Compliance"

Unknown contact said:

"Construction related topics like plan & spec vs. design build, how to develop an accurate budget for an upcoming construction project, biggest risks when building a new plant, build new vs. buying a building and converting it into a laundry."

Unknown contact said:

"Leveraging technology to improve the laundry industry. Fewer vendor lead sessions"

Unknown contact said:

"Sustainability measures in health care laundries. Adjunct or enhanced disinfection products/measures. Best practices for microbial testing (ATP, etc.)"

Unknown contact said:

"I know many people appreciated Dr. Janet Lapp and we were thankful for the Linen Feud with Meredith and Dawn to break up a long day of conferences. ."

Unknown contact said:

"I would love to learn more about AI, which was mentioned a few times during the conference."

Unknown contact said:

"Impact of AI. Laundry Automation. Building successful workplace cultures. Skilled Trades Recruitment Update."

Unknown contact said:

"There is a lot of talk about no iron sheets and pillowcases. Maybe we should do an in depth look at that. "

Unknown contact said:

"?"

Unknown contact said:

"Automation Labour Strategies"

Unknown contact said:

"Nothing specific stands out"

Unknown contact said:

"Something focused on building a winning team or developing team players."

Unknown contact said:

"- Energy conservation. - facility benchmarking metrics"

Unknown contact said:

"1. AI in the laundry world. 2. What's changing in healthcare and how do we answer to those changes. 3. More "How I solved this problem" presentations from members - you all face similar issues from turnover to getting Board approval for price increases. Bring your best practices and share."

Unknown contact said:

"We need to continue to drive change. We had excellent speakers this year that discussed the topic."

Unknown contact said:

"Leadership and Culture improvement/change."

Unknown contact said:

"Continuing to drive overall Safety culture in our facilities. "

Unknown contact said:

"Any Information"

Unknown contact said:

"How to reduce energy / labor. Emergency preparedness and recovery. "

Unknown contact said:

"Besides (obviously) lower pricing and on time delivery, what are members wanting from suppliers. "

Unknown contact said:

"As managers we need to try and cut a few SKU's from our partners. We need to learn from the pandemic. "

Unknown contact said:

"More HR topics"

Unknown contact said:

"Inspirational speakers are always great. "



IAHTM In- Person Strategic Planning Meeting – Dublin, Ohio December 4th 2023

We will be holding an in-person Strategic Planning Meeting as the next step agreed upon with the Tecker Group. We will also have a board meeting on this day. These meetings will be held at:

[Brick House Blues](#) (in Bridge Park – Headquarters Location)

6605 Longshore Street Suite 240) building entrance 6605 – (2nd floor, next to RiverPark Dental)
Dublin Ohio

Parking is free – closest garage to meeting site is the Mooney parking garage (across from Pin's Mechanical Co and Arcade)

Airport:

John Glenn Columbus International Airport – Columbus Ohio (CMH). [Bridge Park](#) is about 20 -25 minutes from the airport.

Start time of the meeting will be approximately 8:00am with breakfast brought in. Full schedule will be coming out in the upcoming months.

There are two hotels in Bridge Park that are within 1 block of the meeting site, Brick House Blue:

[AC Hotel by Marriott](#)

[Spring Hill Suites by Marriott](#)

Lots of restaurants for those coming in on Sunday night, within walking distance. There is a pedestrian bridge which leads to a couple additional good restaurants as well...The Pearl and The Avenue.

[Bridge Park Restaurants](#)

Please feel free to contact Christy Carper with any questions you may have!