



**IAHTM 2024 Annual Member Meeting Minutes**  
**The OMNI Rancho Las Palmas– Palm Springs**  
**Saturday, May 4th, 2024, 8:00am**

**In attendance:** President, Brendan O'Neill; 1<sup>st</sup> Vice President Charles Berge, 2<sup>nd</sup> Vice Chris Hansen; Treasurer Rocco Romeo; Past President, Meredith Bowery; US Directors: Lumey Gamboa, Steve Johnson, Bill Moyer; Canadian Directors: Malcolm Pallos; Executive Director, Christy Carper; Member Attendees: James Belliveau, Benjy Crenshaw, Becky Felker, Dave Haas, Gregg Hamilton, Caren Kerprich, Ed McCauley, Todd Nelson, Leslie Phillips, Jerry Price, Patrick T- Sabourin, Troy Snyder, Chris Walker

AGENDA TOPIC	DISCUSSION	ACTION TAKEN
<b>Call To Order and President's Welcome</b>		<b>8:06am PT</b>
<b>Conflict of Interest</b>	<b>Brendan O'Neill</b> , asked people to declare now or before discussion.	None at this time.
<b>Approval of the Agenda</b>	<b>Brendan O'Neill</b> asked if there were any additions or changes to the agenda for today's meeting.	<b>MOTION</b> <i>It was moved by Meredith Bowery, seconded by Rocco Romeo to approve the agenda as circulated.</i> <b>CARRIED</b>
<b>Minutes of the Last Meeting</b>	<b>Brendan O'Neill</b> asked for any amendments/changes to the September 30, 2023, annual meeting minutes.	<b>MOTION</b> <i>It was moved by Ed McCauley, seconded by Charles Berge, to accept the minutes from the annual member meeting on September 30, 2023.</i> <b>CARRIED</b>
<b>New Members</b>	<b>Brendan O'Neill</b> welcomed and introduced IAHTM's newest members, ChristianaCare and Northern Health Authority. Brendan asked for a motion to approve these two new members.	<b>MOTION</b> <i>It was moved by Malcolm Pallos, seconded by James Belliveau to ChristianaCare and Northern Health Authority as new IAHTM members.</i> <b>CARRIED</b>

<b>Treasurer Report</b>	<p><b>Rocco Romeo</b> reviewed the balance sheet as of 12/31/23. Rocco told the group there was \$465,711 cash and accounts receivable equaling \$475,000. It was stated that IAHTM is in a good position financially. Rocco R. went through each line of the circulated income statement which was also projected on the screen, as well as the 2024 and 2025 budget. Rocco R. stressed the importance of facetime given to our conference sponsors and Brendan O'Neill joined the conversation stating that the membership just needs to give the opportunity for them to talk. Brendan O. told the membership that we will not be able to vote on the audited statements until a later time, as it is too early for them. We will gather the group via Zoom later in the year for approval.</p>	
<b>Resolutions</b>	<p><b>Brendan O'Neill</b> presented the slate of officers. He stated that based on current succession planning we will be looking for someone to fill the spot of 2<sup>nd</sup> Vice President.</p> <p>2. Be it resolved that all elected and re-elected directors of the Corporation will hold office for 2 years beginning on January 1, 2025, until the annual meeting of shareholders, or until the successors are duly elected or appointed whichever first occurs.</p> <ul style="list-style-type: none"> <li>• Brendan O'Neill</li> <li>• Charles Berge</li> <li>• Chris Hansen</li> <li>• Rocco Romeo</li> <li>• Bill Moyer</li> <li>• Steve Johnson</li> <li>• Malcolm Pallos</li> <li>• Meredith Bowery</li> <li>• Lumey Gamboa</li> </ul> <p>3. Be it resolved that KPMG LLP Chartered Accounts be appointed auditors of the Corporation for the year ending December 31, 2024, the fee as negotiated with management on such terms as</p>	<p><b>MOTION</b>  <i>It was moved by Leslie Phillips, seconded by Patrick T-Sabourin to approve resolutions 2 - 4 as presented.</i>  <b>CARRIED</b></p>

	<p>may be approved by the Board of Directors.</p> <p>4. Be it resolved that all acts, proceedings, contracts, special By-Laws, resolutions, appointments, elections and payments enacted, made done and taken by the directors or officers of the Corporation since the last shareholder resolution of this nature was passed, as recorded in the books and records of the Corporation be and the same are hereby approved, ratified and confirmed.</p>	
<b>Committee Updates</b>	<p><b>Education Committee Chair, Chris Hansen</b> told the group that the education committee followed the same format as the developed (Tecker Group) IAHTM strategic plan format. This process has helped the education committee in setting goals and creating steps to get to those goals. Chris H. said that the committee is in the process of setting up a few one page informative documents such as a James Hunt Scholarship document as well as a "Benefits of Membership" document. The committee is also planning to send out quarterly eblasts.</p> <p><b>Membership and Marketing Committee Chair, Charles Berge</b> announced the two new members who recently joined IAHTM; ChristianaCare and Northern Health Authority. Charles B. stated that we will be discussing membership further later in this meeting. Christy Carper discussed some planned additions to the IAHTM website including an area for the Organic Growth playbooks and a photo gallery.</p> <p><b>Organic Growth Committee Chair, Brendan O'Neill</b> talked about the IAHTM playbooks as well as the "traveling roadshow" that has been occurring at other conferences that features these playbooks. Brendan shared the surgical gown playbook up on the screen and discussed what a benefit it will be for all those in the industry. Brendan let the</p>	

	<p>group know that the next step planned will be creating a video on how to have a conversation with a customer including talking points and facts. It was stated by Bill Moyer that this is the best work that IAHTM has ever done for the industry.</p> <p><b>Purchasing Committee Chair, Rocco Romeo</b> discussed the importance of the sponsors who are a part of IAHTM's rebate program and protecting that revenue stream. It was stated that this program is integral to the funding of IAHTM conferences and we must allow our sponsors opportunities for conversations.</p> <p><b>Strategic Planning Work was discussed by Brendan O'Neill</b> and he told the group that next steps will put us in the "work phase", reaching a few goals that were identified in the strategic plan.</p>	
<b>Membership Discussion</b>	<p><b>Brendan O'Neill and Charles Berge</b> spoke to the group about membership trends, and what the qualifications were to be an IAHTM member. Brendan O. reviewed the bylaw's definitions of members and delegates. Charles B. stated that membership drives the rebate program and the importance of participation and retaining membership to this program, which brings in about \$600,000. Charles B. stated that we have been approached by Portland Hospital Laundry, who would like to become a member. This laundry was previously an IAHTM member. Currently they are managed by an employee of Core Linen, although he sits on the hospital board. The hospital is making the decisions at this laundry. The manager reports to Core Linen quarterly and receives a paycheck from them. The laundry employees are employees of the hospital. The laundry fits the membership definition, but the question becomes do we allow a delegate to be from a management company and a 3<sup>rd</sup> party managed laundry to be an IAHTM member. Charles B. asked that question to membership - do we want a co-op member that is managed by a 3<sup>rd</sup> party to be a part of IAHTM's membership? It was stated by Brendan O'Neill that we were not looking for a decision today, just taking the temperature of the membership on this topic.</p>	<p><b>Motion</b>  <i>It was moved by Bill Moyer, seconded by Rocco Romeo to allow the board to move forward with the 3 steps set in the AGM regarding membership criteria inquiry.</i>  <b>CARRIED</b></p>

	<p>Discussion followed and the following points were brought up:</p> <ul style="list-style-type: none"> <li>• Question – Are 3<sup>rd</sup> party management company use becoming more common? It was stated that the industry is seeing more of this.</li> <li>• Cheryl Hamilton stated that she has seen this happen near Denman. CJC Hospital is a co-op but hiring a management team to manage the laundry.</li> <li>• Question – Could we assign a delegate from the hospital rather than the management company to represent the member? Jerry Price stated that he knows of a 3<sup>rd</sup> party managed laundry that has someone from the hospital oversee everything at the laundry – maybe that such person could be a delegate.</li> </ul> <p>It was mentioned that there may be a few other situations like the Portland Laundry that would allow them to qualify for membership if we decided to move forward. It was stated that the vendors are looking at volume of the laundry and don't care who is managing the laundry.</p> <ul style="list-style-type: none"> <li>• Question – Why are we addressing this now as the subject has been discussed for years...it was stated that due to changing times post COVID and decreasing membership, we need to pay attention to this. Sponsorship depends on our members and a healthy membership is what will keep this association going, as well as staying financially strong.</li> <li>• Question – Could this happen to anyone of our current members? Portland was once a member and because of the 3<sup>rd</sup> party management coming in, their membership was dropped. If the laundry is still a hospital co-op, that just happened to not be able to find a manager, do we exclude them? What happens in this scenario?</li> </ul>	
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	<ul style="list-style-type: none"> <li>• Question – How do we protect our data from a 3<sup>rd</sup> party management manager?</li> <li>• Question – The market is changing, what is the alternative? It was stated that we possibility not disqualify if they met a list of criteria.</li> <li>• Question – If a laundry is big with different locations, could they have more than one delegate?</li> </ul> <p>It was stated that the biggest concern would be the sharing of info, benchmarking., etc. Discussion followed.</p> <ul style="list-style-type: none"> <li>• Question – How would our sponsorship support be affected if we decline to make any changes to membership? It was stated that the volume of opportunity will decline. Rebate program discussion followed and topic of the possibility of vendors dropping out was talked about.</li> <li>• Talking points: 1) Labor shortage, 2) Some of these situations are straight forward and some are complicated, 3) We would have to create and approve the criteria as an association to make this happen, 4) This is a game changing decision, and we want to make sure we get it right. 5) Proper vetting process of these 3<sup>rd</sup> party managed laundries – and how many are there out there? 6) Are we going to grow the association to sustain it? It was suggested that we do something now, and not wait until something happens. 7) It was stated that these decisions will also give a clear direction to the membership committee in these ever-changing times.</li> </ul> <p>Discussion followed and next steps were decided:</p> <ol style="list-style-type: none"> <li>1. A field study of the Portland Laundry is to be done. How do we make it work? What are the pitfalls if we can't make it work?</li> </ol>	
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	<p>2. Understand what is going on in every market. Financial resources may be needed this get this information. It would help in making informed decisions.</p> <p>3. Governess Perspective- What changes do we need to make to the by-laws to protect us as an association?</p>	
<b>Announcements</b>	<p><b>Brendan O'Neill</b> announced to the group that there would be a break at the end of the meeting and after the break, he would hold a roundtable discussion for membership to share what is new in their laundries. Brendan O. also reminded the group of the 2024 Texcare dates and 2025 Ft. Worth Annual Conference dates.</p>	
<b>Adjournment</b>	<b>Brendan O'Neill</b> adjourned the meeting.	9:28am PT