

# HLS

## LINEN SERVICES

EXCELLENCE IN QUALITY & CUSTOMER SER-



# HLS

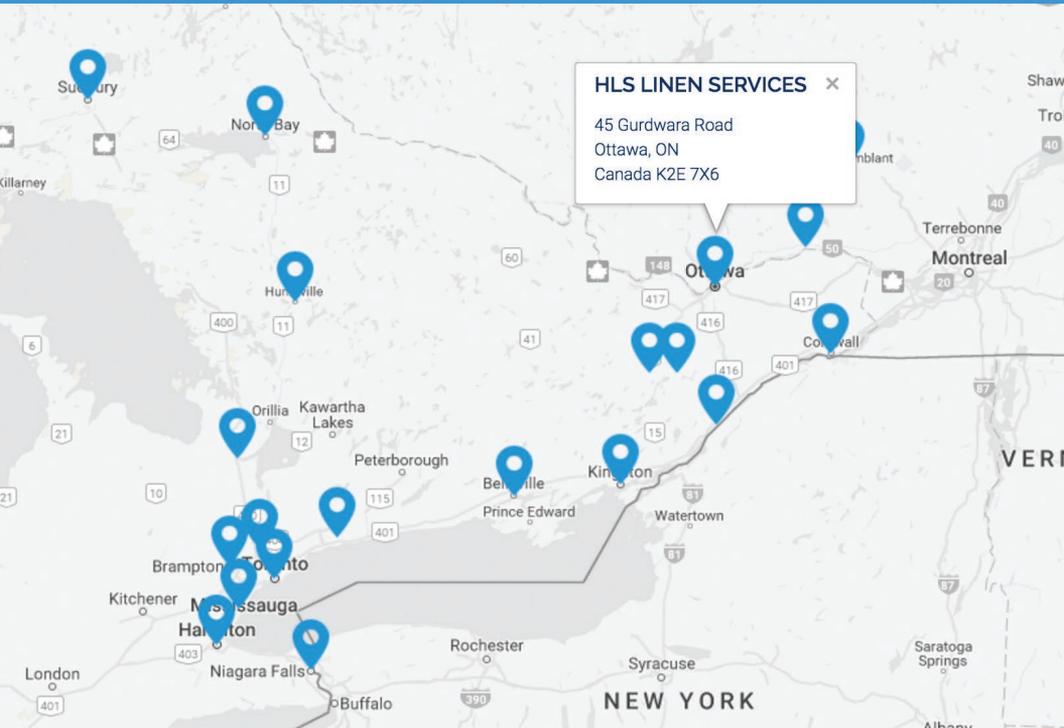
## LINEN SERVICES

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Established in 1974 as a centralized hospital laundry and linen service, HLS Linen Services has expanded to provide linen and laundry service to acute care hospitals, long term care, hotels and the hospitality industry, rehabilitation centers, and mental health facilities throughout many regions of Ontario, including Ottawa, Kingston, Belleville, and Toronto, as well as in Western Quebec.

HLS Linen Services provides cost effective linen service within a state-of-the-art 185,000 square foot facility which processes over 50 million pounds of clean linen each year to over 100 facilities throughout Ontario and Quebec including hospitals, long term care facilities, and hospitality customers.

As recognized industry leaders, HLS staff and management are highly trained and committed to adhering to the highest health and safety standards in addition to processing, finishing, and delivery efficiencies that are second to none.





## OUR SERVICES

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HLS Linen Services is proud of its long history of providing linen and laundry service to many regions of Ontario and into Western Quebec. HLS currently ships linen to Ottawa, Cornwall, Smiths Falls, Brockville, Kingston, Belleville, Trenton, Brampton, Toronto, Etobicoke, Barrie and ships seasonally to the Kitchener and the Niagara region. We ship over 1 million pounds of linen a week and more than 50 million pounds a year.

### **HLS LINEN PROCESSING (LAUNDERING) SERVICES INCLUDE:**

- HLAC Certified linen processing, with responsive, 24-hour emergency turnaround
- Hospital, long term care, and health facility linen processing and supply
- Surgical pack sterilization and operating room linen
- Uniforms and lab coat processing
- Hospitality linen processing
- Mending and alterations
- Ambulance and forensic linen services
- Incontinent care systems
- Special events linen
- Table linens, napkins and other food & beverage related linens

### **IN ADDITION TO PROCESSING, HLS ALSO OFFERS:**

- Linen rentals
- Linen and related product sales
- Linen reporting and management
- 24 hour/seven day per week contingency plans
- Pandemic Plan

We are committed to maintaining a high percentage of order fill rates and providing our clients with their linen needs, when they need it. In order to maintain our average order fill rate of 99.9%, we utilize a specialized computer to maintain the appropriate quantities of linen and ensure constant and reliable service. Our system also provides information that identifies areas where linen usage deviates from the average and enables HLS to work closely with our clients to validate linen requirements. All customers can be provided with detailed reports on consumption and on costs for each ward or department.



## COST SAVINGS

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HLS works with our clients to control linen expenses and maximize cost savings. Having the right linens within reach is our commitment to our clients. Our experienced staff assists our customers by evaluating their procedures, recommending the right product mix, and making suggestions to improve in-house efficiencies. By working with a centralized linen service like HLS, the costs savings that stem from the economies of scale and processing volume managed by our team, is passed on to our customers, making linen a more manageable and consistent budget item. Automations and computerized systems dramatically increase labour efficiency. These savings, along with other essential services we provide, have a direct impact on hospital efficiency, level of patient care, and overall satisfaction.

***By outsourcing linen requirements, our customers see benefits that include:***

- Reduction or elimination of capital funding required for internal linen management
- Premium space can be put to use for programs
- Environmental waste is significantly reduced
- Reduction in costs related to utilities required to run an internal laundry facility (gas, water, electricity)
- Other direct cost savings including supplies and maintenance

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## HEALTHCARE + OR SERVICES

In addition to standard healthcare linen processing, HLS offers secure, clean room processing and preparation of sterile linens or surgical use. Adhering (and exceeding) the highest safety standards, the HLS clean room is set apart from the standard laundry facility and is equipped with state of the art air scrubbing and inventory control systems.

- Bed linen products
- Bathing / hygiene
- Garments
- Speciality textiles
- Swift ultraslide system
- Pillows
- All purpose rags
- All-purpose rags
- Mattresses & stretcher pads
- Custom mats

## HOSPITALITY + FITNESS

HLS Linen Service operates a flexible operation that has been designed to meet the needs of our Hospitality and Fitness Services Customers in order to give them piece of mind. Reliability and cost savings are our ultimate goal.

- Bathing / hygiene
- Garments
- Speciality textiles
- Special events linen
- Table linens, napkins and other food & beverage related linens

## LONG-TERM HEALTHCARE

HLS Linen Service operates a flexible operation that has been designed to meet the needs of our Long-Term Care Customers in order to give them piece of mind. Reliability and cost savings are our ultimate goal.

- Bed linen products
- Bathing / hygiene
- Garments
- Speciality textiles
- Swift ultraslide system
- Pillows
- All purpose rags
- All-purpose rags
- Mattresses & stretcher pads
- Custom mats

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## HOW CAN WE SAVE YOU MONEY?

Clients will have no set-up charges or any other kind of charge for linen required for new customers to join our system. HLS would be responsible for all the linen costs and replacement linen costs. HLS does not charge any growth and increased demand charge in the event of expansion at customer site. These costs are the responsibility of HLS.

# TOP 10 REASONS TO RENT

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- 1. *No Capital Investment:***  
Your Linen Supply company makes the initial investment.
- 2. *Increase Profitability:***  
By outsourcing, you eliminate the variable costs from an on-premise laundry.
- 3. *Cost Containment:***  
With a rental service, you pay a fixed amount.
- 4. *Image Enhancement:***  
Your customer-service business will shine with linen service.
- 5. *Customer Preference:***  
Customers prefer the look, feel and smell of clean, professionally-cleaned linen.



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6. ***Customized Tailored Programs:***

A linen supply company will work with you to determine a delivery schedule and inventory that meets your needs.

7. ***Versatility of Selection:***

A linen supply company has many styles and colors of linen to choose from.

8. ***Repeat Business:***

A clean professional image keeps customers coming back.

9. ***Eliminate Waste:***

Reusable linen is the best environmental option for the conscious hospitality manager.

10. ***Professional Service:***

You are guaranteed clean linen and on-time delivery when you go with a professional linen supply company.



# VALUE ADDED SERVICES

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## AUDIT OF ON-PREMISE LAUNDRY COSTS VS RENTING.

HLS can conduct an audit of current expenses related to on-premise laundry systems and provide comparisons that will help stakeholders see the value of a centralized system.

HLS also offers a full laundry conversion program from on-site to centralized service and by evaluating procedures and requirements, can recommend the right product mix, and make suggestions to improve in-house efficiencies. In the end, our goal is to provide savings and exceptional customer service to our customers.

## ONSITE LINEN DISTRIBUTION

HLS can provide a trained on site Linen Manager and Linen distribution team to handle all on site linen operations and utilization. Working with hospital staff, the HLS team reduces costs and ensures end users receive the appropriate items for their patients while effectively managing the quantities needed on daily basis.

Through this service, HLS is responsible for daily inventory, managing par levels, and ensuring the clean and soiled linens are transported safely throughout the facility, 7 days per week.

The greatest value our linen team offers is information on linen utilization assessment, process improvement implementation, and daily communication with key personal and end users.

## EXCHANGE CART SERVICES

A true exchange system is the most effective and efficient method for delivery within healthcare facilities. It allows good inventory control and turnover, more accurate quotas, and involves the least amount of linen handling from laundry to end users. In order to maintain inventory and high safety and cleanliness standards, HLS utilized a cart exchange system for control, delivery, and return of the product.

## GARMENT/SCRUB EXCHANGE

HLS offers an extensive garment scrub exchange management system. Our Garment/Scrub program features a Closed Loop Inventory Management System utilizing barcode and or RFID Technology. Every barcode/RFID Chip identifies a specific item and size for your facility that can be tracked back from your facility to our laundry and back. HLS can customize scrub needs through our on linen ordering system and standing orders.



# QUALITY AND SAFETY STANDARDS

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- HLS Linen Services are industry leaders in safety and quality, committed to quality improvement systems that ensure the highest standards are met and exceeded.
- Computer controlled wash formulas and drying methods are only part of the process. We have bar coding of specialty linen and all carts. Our systems provide clients with information about their laundry costs and utilization history.
- Measurable linen quality parameters have been established to ensure product quality and services are consistently adhered to. These parameters are reviewed by our linen user committee and any issues are dealt with immediately.
- We deliver clean linen and pick up soiled linen in strict accordance with separation guidelines. Clean and soiled linen are never transported together. We ship clean linen and receive soiled linens from separate loading docks, eliminating the possibility of cross-contamination
- HLS wash formulas, washing supplies, and water temperature conforms to those set by standard regulating agencies. The lines are washed in 160 to 180 degree water and ironed at 330 degrees.
- HLS Linen Services is committed to continuously promoting and improving Health and Safety of its workers and the environment. Protection of employees from injury or occupational illness is a major continuing objective. Recognising that health and safety is a shared responsibility between management and workers, the achievement of this policy requires the full cooperation of everyone at HLS Linen Services.



HLS Linen Services is accredited by the Hospitality Laundry Accreditation Council (HLAC) which means that we are proven to adhere to the highest industry standards for hospital linen cleanliness, patient safety, and quality.

HLS is proud to be ISO 9001 certified company. We test our linen and monitor new textiles to ensure cleanliness control, whiteness, colour retention and tensile strengths.

HLS Linen Services is ISO 14001 Certified. Part of the ISO 14000 series, the ISO 14001 certification forms the cornerstone of the family of standards. ISO 14001 Environmental Certification provides a framework for environmental management best practices to help organizations minimize their environmental footprint.



# FACILITY

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HLS Linen Services 185,000 square foot processing facility is designed to accommodate the needs of its customers now and well into the next few decades.

- 5 soiled linen receiving docks for offloading and 5 clean shipping docks.
- 48 soiled linen sorting hoppers which have a productivity of 1,200 pounds per operator, per hour.
- Soiled side post-sorted capacity to store over 450 bags or 75,000 pounds of soiled linen.
- Soiled linen carts are received and put through a dual cart wash that handles up to 200 carts per hour. This system cleans and sanitizes the carts, delivering them to the clean linen area.
- 5 highly automated Kannegiesser 165 pound, 16 compartment continuous batch washers called "tunnels" which have the ability of calculating variable wash load sizes using "ratio metrics". We also have capability of adding more tunnels to allow for future growth.
- Wash cycle times of 90 seconds for hospitality, 120 seconds for healthcare, and 180 seconds for surgical with wash temperatures averaging 175 degrees Fahrenheit.
- An emergency storage tank has been built into the foundation of the building in the chemical inventory room in the event of a spill. This is a significant safety feature of modern laundries.
- Automated below grade trough systems of chemical delivery which include over five kilometres of flexible tubing.
- 5 Kannegiesser 45 bar presses that produce up to 3,600 psi of pressure used to extract excess water from washed laundry.
- E-Tech material handling systems and related software management for routing of laundry via 3 kilometers of monorail which use gravity and lifts. The laundry moves from the soiled linen area automatically through the wash and drying process and then onto the clean side to be distributed to the appropriate department.
- The capacity of the E-Tech monorail system is 324 bags (also known as "slings") or the equivalent of 75,000 lbs on the soiled side of the plant and capability to hold 566 slings or 99,000 lbs on the clean area.
- 10 high-speed flatwork ironers for processing flat bed sheets, table linen, napkins, draw sheets, flannel blankets and pillow cases.

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- 14 small piece folders and one blanket folder used for precision folding of bath towels, under pads, infant and thermal blankets.
  - 12 lift tables deployed strategically throughout the facility for dedicated hand folding of various items.
  - Operating Room surgical pack room capable of producing and sterilizing 17,000 packs per week.
  - Operating Room Pack room equipped with two Getinge Castle sterilizers with expansion space equipped with piping and wiring for two additional units.
  - 24 skylights are strategically located throughout the production areas of the plant to provide as much natural light for the employees as possible resulting in the reduction of lighting requirements by 35%.



# SUSTAINABILITY AND ENVIRONMENTAL RESPONSIBILITY

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HLS Linen Services is dedicated to being an environmentally and socially responsible operation that works in partnership with our employees, customers, and vendors, to reduce any negative impact on natural resources. We are pioneers and leaders in recycling and infection control activities, operating under strict guidelines set forth by suppliers, launderers, customers, and equipment manufacturers, as well other leaders in the health care, recycling, and infection control fields.

## **HLS SUSTAINABILITY INITIATIVES INCLUDE:**

### ***Energy Conservation Program***

Our new state of the art facility has generated significant gas and water savings – both in terms of cost and resource use. Our water and gas costs have decreased by 20% over the last three years.<sup>14</sup>

### ***Productivity Improvements***

Through innovative changes in material handling systems and more efficient plant space, overall output has been increased by 50%, reducing the average price per kilo of general linen shipped to customers. HLS is meeting all customer needs with only one shift which means reduced impact on power and other resources (including human) used to run the equipment!

### ***Wash Cycle***

Concentrated wash formulas go a long way, reducing chemical use and subsequent waste. We perform energy audits that evaluate the amount of energy used in the overall wash process. This allows us to evaluate potential energy saving opportunities. In addition, we use oxygen bleaching rather than chlorine bleach which can have adverse effects on the environment as it is discharged into the waste system.

### ***Recycling***

Since 1988, HLS has been recycling wash water, reducing water use by two thirds. Not only does this save money, it has less impact on watercourses and translates into decreased costs to customers.

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### ***Health & Safety***

Ergonomic workstations, conveyor systems, anti-fatigue mats, and new materials handling systems ease physical strain, reduce risk of injury, and enhance productivity. We have air handling systems for greater control of airborne particles which also help improve air circulation.

### ***Centralized System***

By operating a centralized linen laundry and processing facility, resources used in on-premise facilities are greatly reduced. The high-efficiency, high-volume equipment that is a standard part of the HLS process allows more linen to be processed to a higher standard in less time, using less power, water, and chemicals than would be required in a per-load on-site facility.



# HLS

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