

ILLINOIS MASTER PLUMBER

ILLINOIS ASSOCIATION OF PLUMBING•HEATING•COOLING•CONTRACTORS

Volume 101, No. 10

October 2015

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PRESIDENT'S THOUGHTS

by Erik Graybeal
Illinois PHCC President

Good day to everyone.

I am writing this month's article right before I leave for the Connect 2015 National Convention. I will have a report on that in November. I am really looking forward to the upcoming sessions and I'm sure I will have a lot to talk about next month.

I hope everyone is enjoying the fall we are having. This is definitely my favorite time of year. I love the cooler temperatures at night and I look forward to nights out by the fire. October too is a great month for sports fanatics; football, MLB playoffs, hockey and basketball starting. It seems there is always a sporting event to watch any day of the week.

Fall is also optimal working temperatures. Most projects this time of the year are working hard to get weathered in before the winter. Getting the site utilities done and the parking lots poured help to keep the mud and dirt out of the building. A clean job site not only helps the productivity, but also the safety of the workers. Project coordination is becoming more and more technical every day and Building Information Modeling, though it has been around since the 1970's, is becoming more and more popular. In our area, BIM is being implemented even on smaller \$100,000 projects. The upfront coordination meetings cut down on the installation time out in the field. I have been involved in a couple of BIM coordinated projects and when done right, it can really make a big difference.

How is the work load in your area? Central

Illinois is pretty slow with not many jobs bidding right now. We all need to stay positive that work will return soon. What are you doing in your businesses to stay busy? Are you sitting back and waiting for the work to start back up or are you reexamining your company profile to keep up with the changing times? Sometimes we have to reinvent ourselves to stay alive. Diversity and innovation in companies is what will help them through the hard times.

In closing I want to remind everyone to get registered for their CEU classes. Also please be sure to support the vendors that advertise in our magazine. They are great supporters of the PHCC and need our business.

I hope everyone is enjoying the fall this year, and make sure to keep your employees safe.

**Until
next month...**

**Erik
Graybeal**



PHCC NATIONAL ASSOCIATION NAMES NEW EXECUTIVE VICE PRESIDENT

The Plumbing-Heating-Cooling Contractors—National Association announced that Michael R. Copp has been selected as its new Executive Vice President. Copp will become PHCC’s chief staff officer on Oct. 5, 2015.

Copp most recently was the Chief Operating Officer of the American Retirement Association. Prior to that position, he was Senior Vice President of Education at the National Association of Home Builders and Managing Director with the Professional Practice division of The American Institute of Architects.

“Michael’s proven expertise in association management, particularly in guiding strategic growth, is a great fit for our organization,” said PHCC President Kevin Tindall. “We look forward to having him on our team as we continue to build a better future for PHCC and the industry.”

Copp has a strong background with trade associations, as well as experience in the construction industry. Among his accomplishments are leading strategic initiatives for long-term growth and sustainability, overseeing the effective and efficient use of resources and enhancing overall organizational capacity and performance.

He earned a graduate degree with a double major in Management and Human Resource Development from Webster University, an undergraduate degree in Industrial Science from Truman State University and an associate’s degree in General Studies (with an emphasis in drafting and design) from Cochise College. While earning his degrees, Copp was a mechanical and architectural draftsman/designer working with several design/build and architectural firms. He also served as a construction draftsman in the U.S. Army between 1980 and 1984.

“We’re seeing a great year ahead for PHCC,” said PHCC President-elect Chip Greene. “With Michael on board, we’ll be furthering PHCC’s mission with

education, training, workforce development and public awareness initiatives that will help support the needs of our contractor members and the customers they serve. We are especially excited about Michael’s support of a ‘boots on the ground’ program that will help us engage our members and develop programs to meet their needs.”

Copp will replace current PHCC EVP Gerry Kennedy, who will retire on Dec. 31, 2015.



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The following information was incorrectly listed in the Illinois PHCC Directory. Please add the following information to your Directory. We apologize for the error.

PHCC Contractor Member:

Leman Plumbing

Adam Leman

718 S. Hillside Ave.

Eureka, IL 61530

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adam_leman@hotmail.com



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CALENDAR OF EVENTS

OCTOBER 16, 2015

Illinois PHCC CEU Class
Hilton Garden Inn
Springfield, IL

NOVEMBER 6, 2015

Illinois PHCC CEU Class
Rend Lake Resort
Whittington, IL

NOVEMBER 12, 2015

ERTC Backflow Symposium
Doubletree Hotel
Bloomington, IL

NOVEMBER 14, 2015

Illinois PHCC & Auxiliary Board Meetings
Marriott Hotel & Conference Center
Normal, IL

JANUARY 8, 2016

Illinois PHCC CEU Class
Heartland Community College
Normal, IL

FEBRUARY 19, 2016

Illinois PHCC CEU Class
Heartland Community College
Normal, IL

MARCH 17, 2016

Illinois PHCC Annual Meeting
Hilton Suites Hotel
Oakbrook Terrace, IL

MARCH 18, 2016

Illinois PHCC Expo & Educational Day
Drury Lane Conference Center
Oakbrook Terrace, IL

MARCH 19, 2016

Illinois PHCC & Auxiliary Board Meetings
Hilton Suites Hotel
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THE NEWS FROM WASHINGTON THAT MOST AFFECTS YOU!

FROM PHCC NATIONAL ASSOCIATION

Although the Pope's recent visit to Washington D.C was big news, the news in Washington that most impacts you is coming from Capitol Hill and the regulatory agencies. With Congress back in session and several federal agencies working right now on rules and regulations that directly affect the p-h-c industry, PHCC has been busy updating PHCC members on these pressing issues. During a free webinar in September, participants learned about:

- PHCC's continuing work with Congress on funding for workforce development.
- The latest "compromise" position by the Dept. of Energy (DOE) on the Furnace, Air Conditioner, and Heat Pump Rule.

- A regional enforcement strategy for the air conditioner portion of the above rule.
- Predictions on efficiency ratings that will result from New Air Conditioner and Heat Pump Standards and related test procedures.
- What contractors need to know about the Dept. of Labor's new confined spaces rule which took effect this month.
- New guidance on the Fair Labor Standards Act's overtime pay for exempt workers.

If you missed out on the webinar, be sure to visit www.phccweb.org for the latest details on these issues, as they greatly impact the businesses – and the lives – of PHCC members. 📺

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WHAT'S WRONG WITH THIS PICTURE?

What was wrong with the cover photo on last month's issue? It might be easier to say what's right with this picture? Actually, there are four things right with the picture. They used primer, installed a P trap on the hand wash lavatory, used long sweep 90's for change of direction (horizontal to vertical), and it appears there is an air gap on the indirect waste discharge.

Now, for what's wrong. The obvious are: S-traps, tee's installed in the horizontal position as drain fittings, a fitting installed opposite the direction of flow, and no vent for the hand washing sink. Two code sections we should take note of and which are sometimes overlooked are;



Section 890.1010 Indirect Waste Piping

- a) Food and Beverage Handling. Commercial dishwashing machines, dishwashing sinks, pot-washing sinks, pre-rinse sinks, silverware sinks, bar sinks, soda fountain sinks, vegetable sinks, potato peelers, ice machines, steam tables, steam cookers and other similar fixtures shall have their drain lines indirectly discharged to a proper receptor.

The hand sink is not considered a food handling fixture, therefore it shall be properly trapped and vented as required by code.

Next, not only is there no support, in this situation the local health department / sanitarians also require the support be installed so as not to interfere with cleaning.

Section 890.930 Horizontal Piping

- a) Support. Horizontal piping shall be supported at sufficiently close intervals to keep the piping in alignment and prevent sagging.

This month's winner was Wendell Stevens of Lawrenceville and he will receive an Illinois PHCC logo item for his correct entry. Is there something wrong with this month's cover photo? Let us know your thoughts by emailing bev@ilphcc.com or faxing 217-522-4315.

We would like to thank those who continue to send us pictures to be featured in the contest. Photos can be submitted by emailing them to bev@ilphcc.com.

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<input type="checkbox"/> **September 18, 2015 – 1:00 pm-5:00 pm	John A. Logan College, Carterville, IL	\$50.00
<input type="checkbox"/> **September 19, 2015 – 8:00 am-12:00 pm	Kaskaskia College, Vandalia, IL	\$50.00
<input type="checkbox"/> **October 16, 2015 – 1:00 pm-5:00 pm	Hilton Garden Inn, Springfield, IL	\$50.00
<input type="checkbox"/> **November 6, 2015 – 1:00 pm-5:00 pm	Rend Lake Resort, Whittington, IL	\$50.00
<input type="checkbox"/> **January 8, 2016 – 1:00 pm-5:00 pm	*Heartland College, Bloomington/Normal, IL	\$50.00
<input type="checkbox"/> **February 19, 2016 – 1:00 pm-5:00pm	*Heartland College, Bloomington/Normal, IL	\$50.00
<input type="checkbox"/> **March 18, 2016 - 9:00 am -1:00pm	Drury Lane, Oakbrook Terrace, IL	\$35.00

No Walkins – No Exceptions. All Registrations for the March 18 class must be received before March 1, 2016

<input type="checkbox"/> **April 8, 2016 – 1:00 pm-5:00 pm	Rend Lake Resort, Whittington, IL	\$50.00
<input type="checkbox"/> **April 22, 2016 - 1:00 pm-5:00 pm	*Heartland College, Bloomington/Normal, IL	\$75.00

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Course # 750-035-C1

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To register, complete this form by checking the location you will attend, **provide your complete address, make checks payable to Illinois PHCC** and mail to **Illinois PHCC ♦ 821 South Grand Avenue, West ♦ Springfield, Illinois 62704**
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IMPORTANT:

You **MUST** bring your Plumbers License with you to the program. Please arrive no later than 30 minutes prior to complete the registration process. Directions are available on our website at www.ilphcc.com
Cancellation Policy: IL PHCC reserves the right to cancel a course due to insufficient enrollment. If we cancel a course, you will be notified and your pre-registration will be refunded to you or you may transfer to another location. There is no refund for any registration not cancelled (10) working days prior to the class. There will be a \$50.00 service charge for any checks returned due to insufficient funds.

In compliance with the Americans with Disabilities Act of 1990, the Illinois PHCC Association will make all reasonable efforts to accommodate persons with disabilities at its meetings. Please call 217-522-7219 with any special requests.



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Questions? Contact the Illinois PHCC at bev@ilphcc.com or shelly@ilphcc.com

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NATIONAL LEAD POISONING PREVENTION WEEK OCTOBER 25-31, 2015

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cdc.gov/nceh/lead



hud.gov/lead



epa.gov/lead

LEAD POISONING PREVENTION

Lead poisoning, the number one environmental illness of children, is caused primarily by lead-based paint in older homes. While Illinois has made great progress in recent years, we maintain one of the highest rates in the nation for the number of children with elevated blood lead levels. The most common exposure to lead by children is through the ingestion of paint chips and contaminated dust from deteriorated or disturbed lead-based paint in homes built before 1978. About 75 percent of Illinois homes built before 1978 contain some lead-based paint. Other exposures may be from imported goods

or food containing lead.

EPA's Lead Renovation, Repair and Painting Rule (RRP Rule) requires that firms performing renovation, repair, and painting projects that disturb lead-based paint in homes, child care facilities and pre-schools built before 1978 have their firm certified by EPA (or an EPA authorized state), use certified renovators who are trained by EPA-approved training providers, and follow lead-safe work practices.

For more information visit www.dph.illinois.gov and www.epa.gov/lead. 



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RISK MANAGEMENT CORNER

WHAT'S HOT IN FIRE PREVENTION? EQUIPMENT MAINTENANCE!

Fires continue to ravage businesses across the country. Spontaneous combustion, heating and electrical systems, smoking, poor housekeeping, storing flammables—all common causes of industrial fires. But, they are certainly not the only risks needing attention.

Fires Don't Discriminate

A number of fires related to mechanical equipment can be blamed on poor maintenance or improper use, and many could have been prevented with regular upkeep and appropriate employee training.

To help prevent fires, all machines, from hand-held power tools to complicated equipment, require closely monitored maintenance, and operating procedures that don't deviate from the manufacturer's instructions and recommendations.

- Fires from mechanical failure can sometimes be predictable. Other fires may be harder to anticipate. Some commonplace situations can become surprising sources of fire, such as:
 - Production machines—attended and unattended
 - Overheated light fixtures
 - Pinched wiring exposed to flammables, which heat up and ignite
 - Exhaust systems and fans
 - Forklifts catching fire hours after being shut off
 - Overloaded electrical panels

It is important to understand the fire potential that may be present from the equipment your business uses. You can help identify many fire hazards, both in and outside of your premises, through regularly completing fire prevention checklists. When hazards are discovered, you can monitor and help control them with a preventive maintenance plan. Proper setup, scheduled maintenance, and following the manufacturer's use specifications are vital to keeping equipment in safe working condition and preventing mechanical fires.

The second week of October is National Fire Prevention Week. It's an excellent opportunity to reinforce fire prevention at your business as part of a solid risk management program. For more resources on fire prevention, contact your local Federated marketing representative. Federated clients can also contact our Risk Management Resource Center at 1.800.838.1760.

This article is intended to provide general information and recommendations regarding risk prevention only. There is no guarantee that following these guidelines will result in reduced losses or eliminate any risks. This information may be subject to regulations and restrictions in your state and should not be considered legal advice. Qualified counsel should be sought regarding questions specific to your circumstances and applicable state laws. All rights reserved.



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2015 UA INSTRUCTOR TRAINING PROGRAM

The United Association's Instructor Training Program (ITP) is considered one of the most successful skills training programs in North America. And it's perhaps one of the most important weeks of the year for the United Association. This year, from Saturday, August 8th through Thursday, August 13th, 1,860 instructors from Local Unions across North America gathered at Washtenaw Community College (WCC) in Ann Arbor, Michigan to train as peers in the most contemporary skill sets for the next generation. The program encompasses intensive week-long classes in the latest teaching methods and emerging technologies in our trades, and features other events and activities throughout the week.

The goal for most of the participants of the program is to complete the Instructor Certification Program or the Coordinator Certification Program, which takes approximately five years to accomplish. This year, individuals graduating from the program were honored at a graduation ceremony held at Eastern Michigan University.

While participants take courses throughout the week, apprentices from across the world gather at WCC to compete in the International Apprentice Contest — a competition that brings the top apprentices from across the UA together to test their skills in front of expert judges.

Congratulations to this year's winners:

**James Lassandrello (HVAC),
Local 597, Chicago, IL**

Jeremy Bergen (Pipefitter),
Local 267, Syracuse, NY

**Brian Lundy (Plumber),
Local 130, Chicago, IL**

Matthew Fox (Sprinkler Fitter),
Local 669, Columbia, MD

Christopher Miller (Welder),
Local 168, Marietta, OH

The UA hosts an Industry Day event each year inviting industry partners to visit with instructors and tour the state-of-the-art facilities. This year over 280 partners attended Industry Day.

For more information on the United Association or the Instructor Training Program, visit www.ua.org.



OSHA NEWS

One-fifth of chronic lung disease in construction workers linked to asbestos, silica and other on-the-job exposures

A recent study by the Center for Construction Research and Training and Duke University found that 18 percent of Chronic Obstructive Pulmonary Disease among construction workers is caused by on-the-job exposure to vapors, gases, dusts, and fumes such as asbestos, silica dusts, and welding fumes.

The disease progressively diminishes a person's ability to breathe and is characterized by mucous-producing cough, shortness of breath, and chest tightness. It afflicts more than 13 million people in the U.S., and construction workers are at an increased risk.

Researchers compared the work history, smoking habits, and medical screening results of roughly 2,000 older construction workers with and without COPD between 1997 and 2013. Their findings indicate that, while smoking remains the main cause of COPD, workplace exposure to these hazards pose a more significant risk than previously thought and employers should take appropriate actions to protect workers.

Confined Spaces Rule Effective October 3rd

Make sure you are in compliance with OSHA's full enforcement of its new Confined Spaces in Construction standard which became effective on October 3rd. Originally scheduled to be enforced on August 3, OSHA delayed the standard in response to requests for additional time to train workers. The rule is intended to protect construction workers laboring in confined spaces (e.g., sewers, pits, crawl spaces, attics and boilers) against hazards that include exposure to toxic substances, electrocutions, explosions, and asphyxiation. Visit www.osha.gov/confinedspaces/faq.html to check out these frequently asked questions for more information.



7 CHARACTERISTICS OF THE BEST OF THE BEST IN CUSTOMER SERVICE

by Nancy Friedman

Pick up any ad and there's probably a line of type or two of how well you'll be treated when you shop or call there. Usually the advertisement reads, "We're the best"... or "Service is our middle name" – something like that. The TV, radio and the internet, are loaded with commercials for being very customer service minded.

Why then, do we hear so many horror stories about how people were treated? Telephone Doctor surveyed several companies to seek out the traits – the characteristics of those that have the service mentality. Clearly, not everyone does. The good news is you can learn the skills of the 'best.' No one has a monopoly on a great service mentality.

Here then, are the seven traits that were among the highest in the survey.

#1 Empathy

This trait won hands down as the most important characteristic when serving customers. In so many cases you get APATHY, the exact opposite of EMPATHY. Simply put, empathy is putting yourself in the other person's shoes. How would you feel if what happened to them, happened to you?

True Story – On a recent trip, my wallet was stolen. All my credit cards, checkbook, drivers license and, of course, the few dollars I had in it.

I proceeded to start making the appropriate phone calls to each credit card company – there were 4 in all. After explaining who I was, and that I was at Disneyland and my wallet was stolen with 4 credit cards, cash, and checkbook, the person on the other end blurts out: NAME?

There was no, "Gee, I'm sorry that happened," no "Oh my, how sad." All they wanted was my name. No empathy, no sympathy at all. I hope those people (and by the way, all 4 credit card companies did the very same thing) never have to go through that loss. All I wanted to hear was a, "Gee, that's so sad." Or a plain old, "I'm sorry to hear that." Someone who understood. Someone who had empathy.

Empathy is the # 1 ingredient for a service mentality.

#2 Enthusiasm

Ah yes, enthusiasm. Appropriate enthusiasm cannot be replaced. It's a sign of giving service that is above and beyond. When a customer feels that you are enthusiastic for them, they just fall right into the palm of your hand. Generating enthusiasm with a customer is perceived as their having made the right decision. It's a confirmation that they've done the right thing. And everyone likes that.

Enthusiasm is the #2 ingredient of a great service mentality. Do you show enough enthusiasm in your job? And to your customer?

#3 Responsibility

Being responsible is so important. It's the biggest trait your employee wants in you. Being responsible is living up to a previously agreed commitment. It can be a large responsibility or a small one. Example: I was a keynote speaker at a corporate meeting last spring and when they asked me my needs I told them all I needed was a handheld wireless microphone. "No problem," I was told by the contact. She said she had told 'Bob' to have the handheld wireless microphone ready for when I was supposed to speak.

Well, when I got to the meeting room there was only a lavalier microphone; the one you clip onto your garment. Not the correct one we ordered, but nonetheless, it would have worked. However, my contact was terribly disappointed. She told me, "You know, I gave Bob the responsibility to get you the handheld, and he let me down – which in turn disappointed you." She continued, "You needed something and he didn't do it." When you agree to something for a co-worker or a customer, it's key to be responsible and keep your commitment.

#4 Resiliency

How fast can you pop back into a good mood when something has disrupted your schedule?

We all get hit with some problems during the day. Things that weren't what we planned. The ability to bounce back from any adversity is an important service mentality.

My mother use to tell me, "It's not the problem Nancy, it's HOW you handle it." As usual, mothers are right. The handling of any situation is what makes the situation good or bad. And if you've been hit with a disappointment or something that you weren't planning on, it's up to you to bounce back; be resilient. Your customers should never know you

were disappointed. Need to work late and miss dinner with some friends? Or perhaps you had a minor disagreement with someone. The customer should never know that.

Resiliency is needed to have the service mentality.

#5 Balance

Just like the justice scales that need to be kept in balance, so it is with our own workload vs. the customer. There's a fine line between pleasing the customer and losing money for the company. In other words, it shouldn't all be one sided. When a customer needs something, that's fine. If, however, we go over the line one way or the other, it becomes unbalanced and not fair to either the customer or the company.

Finding the right balance at your job and in your company will help you maintain the right balance for both you and the company. Is the customer always right? No, the customer always thinks he's right. We need to know the difference between giving away the store and sticking to company guidelines.

BALANCE keeps everything in check.

#6 Ownership

This is my personal favorite because I see it so much as I call and shop around. It runs rampant though the business world. This is the proverbial "it's not my job, or not my department, or I wasn't here that day, or I don't know anything about that."

And the worst? "I'm new." Being new does not give you the right to be unhelpful.

Customers don't care if you were on vacation when something happened and they need help. They don't care if it's not your department. You answered the phone; they're depending on you. You are there to help them now.

If you answered the call, you own the call. Take

ownership of the situation. It's not that you'll need to do everything, but taking ownership and making sure the customer knows that you will find out for them is the key! Our Telephone Doctor Motto is "It should never take 2 people to give good customer service."

You get the call. You own the call.

#7 Adaptability

Granted, this service mentality might need some practice, but it's another important ingredient, characteristic, or trait of the service mentality.

Think about the number of people who you help every day, either on the phone or in person. They're all different, aren't they? Not only in culture, color or accent, but in mood and personality. We need to be able to adapt to all kinds of personalities.

Having difficulty understanding someone? Learn to adapt to their particular problem. Ask them if they could please slow down so you can get what they need.

Slow talkers? Adapting to them is so important. Mostly because slow talkers don't like to be rushed. So rushing a slow talker through a conversation will only make matters worse. You'll need to adapt to those that are slow talkers.

And of course, there's the fast talker who you also need to adapt to, to help them.

Think of the chameleon. That little lizard like animal that takes on the color of what it lands on. They adapt to the color. And usually they're difficult to see. But they're there.

We need to adapt to the situation so that every transaction is a seamless one.

Well, there you have it, the 7 characteristics that make up a SERVICE MENTALITY. You probably have some of them. Work on the ones that you don't have or aren't up to par in. Possessing these traits will

garner you happier customers (and a happier boss).

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2015 SCHOLARSHIP WINNERS ANNOUNCED BY PHCC EDUCATIONAL FOUNDATION

The Plumbing-Heating-Cooling Contractors Educational Foundation is proud to announce the winners of 2015 scholarships awarded through the Foundation. Twenty students were awarded a total of \$37,500 in scholarships funded by the Foundation, the South Jersey Mechanical Contractors Association, Anne Williams, the PHCC Auxiliary of Texas, the PHCC Auxiliary of Massachusetts and PHCC's Past National Officers.

Sixteen additional students have received 2015 scholarships thanks to over \$40,000 in funding provided by A. O. Smith, Bradford White Corporation, Delta Faucet Company, RIDGID Tool Company and State Water Heaters. The winners of these awards will be announced under separate releases.

Conor Flanagan of Norfolk, Mass., has been awarded the 2015 Charles F. Hiley Memorial Scholarship, a \$5,000 award funded by the PHCC Educational Foundation and South Jersey Mechanical Contractors Association. Conor is pursuing a degree in Business Management at Southern New Hampshire University.

The following students have been awarded \$2,500 scholarships funded by the PHCC Educational Foundation:

- Dylan Belkholm of Webster, Wis. is pursuing a degree in Mechanical Engineering at Mankato State University, Minn.
- Joshua Bowman of McMurray, Pa. is pursuing a

degree in Mechanical Engineering at Penn State University.

- Keenan Brekke of Oakland, Calif. is pursuing a degree in Construction Management at California Polytechnic State University San Luis Obispo.
- Jordan Dietrich of Sobieski, Wis. is pursuing a degree in Mechanical Engineering at the University of Colorado - Boulder.
- **Mason Lott of Pawnee, Ill.** is pursuing a degree in Mechanical Engineering at Rose-Hulman Institute of Technology.
- Patrick Riley of Milton, Mass. is pursuing a degree in Business Management at Providence College.

The following students have been awarded \$1,000 scholarships funded by the PHCC Educational Foundation:

- Allan Aguilar of San Diego, Calif. is working for PHCC member Bill Howe Plumbing, Htg. & A/C in San Diego, Calif. and is enrolled as a plumbing apprentice at the PHCC Academy of San Diego.
- Aubrey "Deuce" Gibbs of Dawsonville, Ga. is pursuing a degree in Construction Management at Georgia Southern University.
- Mike Lacey of El Cajon, Calif. is working for PHCC member Bill Howe Plumbing, Htg. & A/C in San Diego, Calif. and is enrolled as a plumbing apprentice at the PHCC Academy of San Diego.
- Rene Renaud of El Cajon, Calif. is working for

PHCC member Fox Plumbing in San Diego, Calif. and is enrolled as a plumbing apprentice at the PHCC Academy of San Diego.

- Hayden Rhymer of Blountville, Tenn. is pursuing a degree in Mechanical Engineering at Tennessee Tech University.
- Scott Silver of Millwood, N.Y. is pursuing a degree in Mechanical Engineering at Lafayette College.
- Jared Stewart of Raleigh, N.C. is pursuing a degree in Mechanical Engineering at North Carolina State University.
- Elizabeth Swanson of Mukilteo, Wash. is pursuing a degree in Mechanical Engineering at Washington State University.
- Angella Volchko of Kent, Ohio is pursuing a degree in Mechanical Engineering at University of Colorado - Boulder.
- Dylan Wolf of West Liberty, Iowa is working full-time at PHCC member company Muller Plumbing & Heating in Iowa City, Iowa and is enrolled as a plumbing apprentice in the Kirkwood Community College PHCC Apprenticeship Program.
- Elizabeth Bergh of Duluth, Minn. was awarded a \$2,500 need-based scholarship sponsored by the PHCC Past National Officers. She is pursuing a degree in Mechanical Engineering at Michigan Tech.
- Rachel Hinchey of Wakefield, Mass. was awarded the PHCC of Massachusetts Auxiliary Sponsored Scholarship of \$1,500 and the Fran Williams Memorial Scholarship of \$1,000, Sponsored by Anne Williams. Rachel is pursuing a degree in Business Management at the University of South Carolina.
- Hannah Freund of Spring Branch, Texas was awarded a \$2,500 scholarship funded

by the PHCC of Texas Auxiliary and PHCC Educational Foundation. Hannah is pursuing a degree in Business Management at Dallas Baptist University.

About PHCC Educational Foundation

The PHCC Educational Foundation, a partnership of contractors, manufacturers, and wholesalers, was founded in 1987 to serve the plumbing-heating-cooling industry by preparing contractors and their employees to meet the challenges of a constantly changing marketplace.

Students interested in pursuing a career in the plumbing or HVACR professions are invited to visit

www.phccfoundation.org for information on 2016 scholarships.



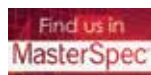


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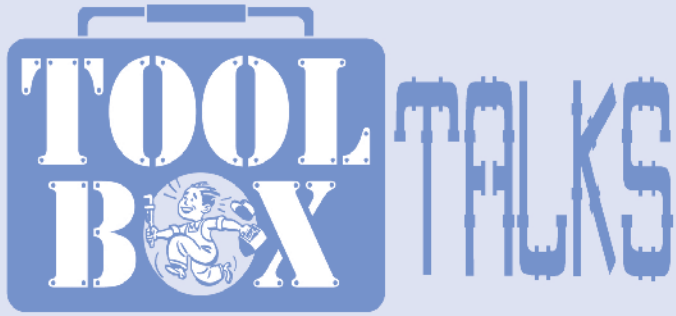
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Planning and Responding to Workplace Emergencies

Nobody expects an emergency or disaster. Yet emergencies and disaster can strike anyone, anytime, anywhere. Employers should establish effective safety and health management systems and prepare their workers to handle emergencies before they arise.

Planning

Where required by some Occupational Safety and Health Administration standards, firms with more than 10 employees must have a written emergency action plan; smaller companies may communicate their plans orally. Top management support and the commitment and involvement of all employees are essential to an effective emergency action plan.

Employers should review plans with employees when initially put in place and re-evaluate and amend the plan periodically whenever the plan itself, or employee

responsibilities, change. Emergency procedures, including the handling of any toxic chemicals, should include:

- Escape procedures and escape route assignments.
- Special procedures for employees who perform or shut down critical plan operations.
- Systems to account for all employees after evacuation and for information about the plan.
- Rescue and medical duties for employees who perform them.
- Means for reporting fires and other emergencies.

Chain of Command

The employer should designate an emergency response coordinator and a backup coordinator.

The coordinator may be responsible for plant-wide operations, public information and ensuring that outside aid is called. Having a backup coordinator ensures that a trained person is always available. Employees should know who the designated coordinator is. Duties of the coordinator and employer include:

- Determining what emergencies may occur and seeing that emergency procedures are developed to address each situation.

- Directing all emergency activities including evacuate of personnel.
- Ensuring that outside emergency services are notified when necessary.

Emergency Response Teams

Emergency response team members should be thoroughly trained for potential crises and physically capable of carrying out their duties. Team members need to know about toxic hazards in the workplace and be able to judge when to evacuate personnel or when to rely on outside help (e.g., when a fire is too large to handle). One or more teams must be trained in:

- Use of various types of fire extinguishers.
- First aid, including cardiopulmonary resuscitation (CPR) and self-contained breathing apparatus (SCBA).
- Requirements of the OSHA bloodborne pathogens standard.
- Shutdown procedures.
- Chemical spill control procedures.
- Search and emergency rescue procedures.
- Hazardous materials emergency response.

Response Activities

Effective emergency communication is vital. An alternate area for a communications center other than management offices should be established in the plans, and the emergency response coordinator should operate from this center. Management should provide emergency

alarms and ensure that employees know how to report emergencies. An updated list of key personnel and off-duty telephone numbers should be maintained. Accounting for personnel following evacuation is critical. A person in the control center should notify police or emergency response team members of persons believed missing.

Effective security procedures can prevent unauthorized access and protect vital records and equipment. Duplicate records of essential accounting files, legal documents and list of employee relatives – to be notified in case of emergency – can be kept at off-site locations.

Training

Every employee needs to know details of emergency action plan, including evacuation plans, alarm systems, reporting procedures for personnel, shutdown procedures, and types of potential emergencies. Any special hazards, such as flammable materials, toxic chemicals, radioactive sources or water-reactive substances, should be discussed with employees. Drills should be held at random intervals, at least annually.



Training must be conducted at least annually and when employees are hired or when their job changes. Additional training is needed when new equipment, materials or processes are introduced, when the layout or design of the facility changes, when procedures have been updated or revised, or when exercises show that employee performance is inadequate.

Personal Protection

Employees exposed to or near accidental chemical splashes, falling objects, flying particles, unknown atmospheres with inadequate oxygen or toxic gases, fires, live electrical wiring, or similar emergencies need appropriate personal protective equipment.

Medical Assistance

First aid must be available within 3 to 4 minutes of an emergency. Worksites more than 3 to 4 minutes from an infirmary, clinic, or hospital should have at least one person on-site trained in first aid (available all shifts), have medical personnel readily available for advice consultation, and develop written emergency medical procedures.



It is essential that first aid supplies are available to the trained first aid providers, that emergency phone numbers are placed in conspicuous places near or on telephones, and prearranged ambulance services for any emergency are available. It may help to coordinate an emergency action plan with the outsider responders such as the fire department, hospital emergency room, EMS providers and local HAZMAT teams.





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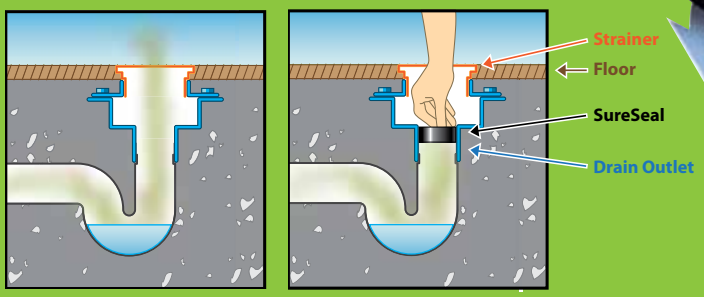
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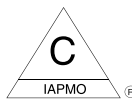
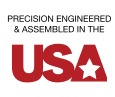
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