



President's Message

Mike Stringer

As the new President of the Calgary Region, I was able to attend the August President's Summit meeting hosted by CIPH National. The following is a summary of the discussion:

- a) *Exchange of information; find out what's working well for other Regions and implement across the country;*
- b) *Getting more members and "non-active" members to participate in Region events;*
- c) *Increase attendance at meetings;*
- d) *Making Region events more meaningful in order to attract members;*
- e) *Bring back new ideas to their Board in an effort to revitalize program planning with a view to building attendance;*
- f) *Regions are not interested in status quo. They want to add and demonstrate value.*

I would like to return to next year's meeting with a project for the South Region.

Keep your eyes peeled for a potential new social event – Big Rock Brewery Tour – next February or March.

I look forward to my tenure as President and hope you will assist us in making this a successful year. We encourage you to participate in the organization by submitting program ideas, attending and promoting the events within your organization. We also have some empty positions on the Board; please make your voice heard by volunteering.

Upcoming Events

CIPHEX West	November 3 - 4, 2010
Annual CIPH Calgary Children's Christmas Party Southland Leisure Centre	November 21, 2010 Noon - 4:00 pm
General Meeting	November 26, 2010
North/South Golf Red Deer	June 2, 2011

IN THIS ISSUE

Events

Training

Member News

CIPH Annual Children's Christmas Party Notice



Events

September 24, 2010

Ross Sinclair, Plumber/Gasfitter
Simple, not Simpler...

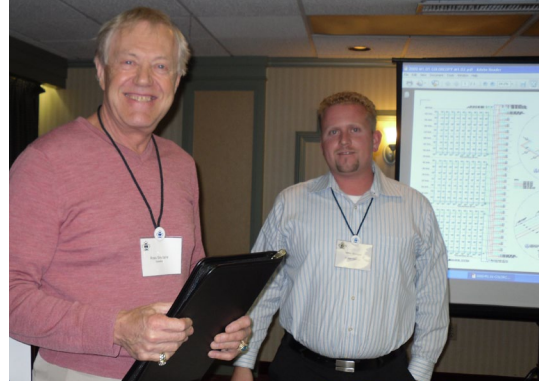
September speaker Ross Sinclair has been a plumber/gasfitter for 40 years. He owned and managed Viking Installations for 33 years.

Ross discussed his patented ideas that have been implemented in eight highrise buildings in Calgary.

He questioned how and why things were done and then found a way to save money. (brings to mind an Albert Einstein quote "Everything should be made as simple as possible, but not simpler.")

His idea was to combine domestic heating systems with boilers into one system. Less pumps, less pipes, less systems = less costs.

By using another patent pending idea Ross saved a SAIT residence over \$2,000,000.00 by implementing his design of the heating systems in the walls rather than the floor.



Ross Sinclair and President Mike Stringer

CIPHEX West

November 3 - 4, 2010

The plumbing and heating products we take for granted in our homes need to be showcased to the Canadian marketplace. In Western Canada, that happens at CIPHEX West - a trade show and conference that draws more plumbing, hydronics, HVACR and water treatment contractors and wholesalers than any other event in Western Canada. More than 2,500 industry delegates will attend CIPHEX West 2010 at the BMO Centre at Stampede Park in Calgary on November 3rd and 4th. For manufacturers, the more than 27,000 square foot exhibit floor provides the premier promotional opportunity available to them in Western Canada. The event attracts those involved in the sale of plumbing, heating, hydronic (hot water) heating, solar heating, ventilation, air conditioning and refrigeration equipment, electrical equipment, fire prevention, natural gas equipment, water treatment systems, tools, and kitchen and bath fixtures.

[CLICK HERE](#) for more information.

Elizabeth McCullough
 General Manager - Trade Shows
 Canadian Institute of Plumbing & Heating
 Tel: 416.695.0447
 E-mail: e.mccullough@ciph.com
 SHOW OFFICE. Tel: 403.261.0583

Mark your calendars!

NOVEMBER EVENTS

S	M	T	W	T	F	S
	1	2	3-4 CIPHEX WEST		5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21 Children's Christmas Party	22	23	24	25	26 General Meeting	27
28	29	30				

CIPH, along with the Partners in Distribution Excellence to host Jim Ambrose's "Essentials for the Wholesale Branch Manager" Webinar Series, October 25 - November 22, 2010

"Essentials for the Wholesale Branch Manager" is series of five interconnected 1-1/2 hour presentations delivered over five consecutive weeks beginning on October 25th, 2010.

There are two components to their branch: Sales & Marketing that generates profit, and Operations, which comprises the operating expense part of the business. This series of 5 Webinars will follow this concept and address sales and marketing over two sessions, then deliver two sessions on tools and ideas on leading and managing people in the operation side of the branch. The fifth session will focus on basics of financial analysis using a common wholesale distributor financial statement.

The "Essentials" series will include the following:

- 1. Monday, October 25th:** Intro to the 5 Webinars. Why and how they all relate to the branch manager's business compass: *The 5,000 foot View & Account Package Management Basics*
- 2. Monday, November 1st:** Cracking Accounts (includes a copy of Jim's book per each registration site): *AIM ARM AND ENGAGE*
- 3. Monday, November 8th:** Team Building and Problem Solving: *Establishing the Mini-Huddle culture in your branch*
- 4. Monday, November 15th:** Communication: *Your style and habits & managing people and performance*
- 5. Monday, November 22nd:** Basic Financial Analysis (includes MBA: My Business Analysis software per each registration site): *Review of the financial statement & use of simple financial analysis to better manage the business*

About our webinar leader: Jim Ambrose has been directly engaged in the wholesale distribution business for over 35 years. His ability to present the tools and techniques for management and sales success have made his workshops and webinars in constant demand. Jim has experienced every position in the distribution business, and with an MBA and years of training and development in the industry, he is a popular speaker and trainer. Jim is the author of the best-selling books *Five Fundamentals for the Wholesale Distribution Manager* and *My Business Analysis*.

Who Should Attend? Wholesale Distributors, Branch & Regional Managers, Outside Salespersons, Supply Chain Managers, Manufacturers & Sales Managers.

Pricing for 5 webinars: Members: \$499, Non-members \$599 (per site, not per person).

When:

12:00 noon - 1:30 pm on:
October 25th, November 1st, 8th, 5th and 22nd, 2010.

For more information go to:

<http://www.ciph.com/emailLinks/Jim%20Ambrose%20Essentials%20Series.pdf>

To register:

<http://guest.cvent.com/d/7dqvbp>

For more information, please contact Stephen Apps:
(416) 695-0447, or s.apps@ciph.com.

CHC 2 day Introduction to Hydronics Installation

CIPH Calgary Region hosted the 2 day CHC Introductory course for the first time on September 11 - 12, 2010 at SAIT. The course was at capacity with 25 students from both member companies and contractors. Feedback was very positive for the content and instruction. Another course is scheduled to be organized in spring 2011.

CO-OP Programs

CIPH offers college CO-OP programs where your staff can begin working in the field and making money well before training is complete. They'll work hands-on with new technologies or they can learn to plan them. There are opportunities for people who are technical and for those more interested in positions such as marketing and management. Architecture, engineering, IT, supply chain logistics, purchasing, distribution, customer service, marketing and sales; they are all being changed by the new world and its new ways. Programs have been organized at the following colleges:

- University of Lethbridge
- Southern Alberta Institute of Technology
- University of Calgary
- Haskayne Business College at the University of Calgary

There has never been a better time to pursue an exciting career and help invent a new world, working with innovative energy-wise technologies. CIPH offers you a pipeline to today's plumbing and hydronics (modern hot water heating) careers, that place people on the front line in the fight against climate change.

CIPH Group Benefits Program

CIPH is the Canadian Association representing the interests of companies that manufacture, sell, and distribute plumbing, hydronic heating, PVF and waterworks products and services. It is the information source and recognized voice for plumbing, hydronic heating, PVF and waterworks in Canada. One of the benefits you can take advantage of is the Group Benefits Program.

Offer your staff a fountain of options at refreshingly low rates!

When it comes to employee benefits, you don't want to throw your money down the drain. This is particularly important in today's economy, when effective benefits are a fundamental part of the successful recruitment and retention of high calibre employees. Smaller employers find it difficult to compete for good staff because these individuals often prefer the security and benefits offered by larger employers. To compound the problem, insurance companies are either unwilling to provide a group benefits package, or offer "small employer" packages that are too restrictive. As a member of CIPH, you have the opportunity to obtain superior employee benefits coverage tailored to meet the unique requirements of each of your employees.

Available Product Offerings

- Group life insurance
- Optional group life insurance
- Accidental death & dismemberment
- Short-term disability insurance
- Long-term disability insurance
- Health insurance
- Dental insurance

Advantages You Enjoy Under the CIPH Program

- Competitive premium rates
- More liberal insurance contracts
- Expert advice
- For a free cost analysis, contact one of the Morneau specialists today.

Morneau Sobeco, Association Accounts
895 Don Mills Road, Suite 700
One Morneau Sobeco Centre
Toronto, ON M3C 1W3
Toll-free: 1-800-267-0097
Fax: 416-445-7989
E-mail: associations@morneosobeco.com

Habitat for Humanity Fundraiser

Our fundraiser was a carnival theme with games, a dunk-tank, and cotton candy. The premise behind our event was to do something different for our customers than just the usual donations for the cut-out houses. Despite the weather being rainy and cold, we were still able to get people out to enjoy the event and raise money for Habitat. With a donation you could have a hot dog and an array of cotton candy. There were carnival themed games, such as a ball throw into a toilet bowl. There was a dart board that had prizes on it, which just like at the carnival - the more times you won the more you could upgrade your prize. We had rented sumo suits so that a contractor, or whomever felt like jumping in one, could donate however much they wanted to have a wrestling match. It was very entertaining to watch. One of the highlights of the event was one of our customers donating a handsome sum of money to plunge one of our outside account managers into the dunk tank... not once, but twice!

A huge thank you goes out to all of our vendors who also made this event happen. With their generosity, we were able to get T-shirts made to give out, and supplied us with all of the prizes for our carnival games. Without them, the event would not have been possible.

There was also a homemade bake sale with all the proceeds going to Habitat, which was a nice treat.

Overall it was a success. It was nice to put the "fun" back in fundraiser.

*Tracie Adams
EMCO Corporation
Hydronics Technical Sales*

CFIB Victory - Credit Card Code of Conduct is now official!

Just over two years ago many CIPH members like you brought to our attention that something was wrong with the credit card system in Canada. Charges were being added to merchant statements, increases in fees seemed to have nothing to do with the contract signed, and when attempting to walk away from it, some were faced with hundreds and sometimes thousands of dollars in exit penalties. What had started with a few complaints turned into a roar as independent business owners knew that something was wrong in the marketplace. CIPH, ALONG WITH CFIB, TOOK ACTION! Meetings were held with all the major banks that issue credit cards, heads of the credit card companies and with major merchant services providers to both understand the problem and seek solutions.

To read more [CLICK HERE](#).

CCA Report to CIPH Calgary Chapter – September 2010

This has been a busy year for the Calgary Construction Association with the main focuses being Construction Site Safety, Gold Seal Certification, and Youth Employment and Education.

The construction industry has been on the hot seat since the tragic death of Michelle Krsek in August of 2009. One month after the incident, the CCA joint ventured with the City of Calgary (Development and Building Approvals Department), and Alberta OH&S to form a committee to review industry's safety practices. The group (which combined over 1000 years of construction experience) concluded that a safety guide should be published and distributed to all parties concerned. The safety guide consists of four primary areas:

- 1) Hoarding of Construction/Demolition Site
- 2) Managing Vehicular and Pedestrian Traffic Adjacent to Construction Sites
- 3) Lifting and Hoisting Operations, and
- 4) Securing Construction Materials and Equipment On-Site

The guide, **On-Site Construction Safety – BEST PRACTICES** is being published both in a pocket-book size and a full text size. Two thousand copies of the pocket guide have already been published with more on the way. The best part is they are FREE to CCA members. Please distribute to all relevant staff. By doing this we can help the CCA demonstrate that “Safety is a Way of Life in the Construction Industry”. To order your manuals please send an email to Kathy Schilman: mail@cca.cc

To that point, OH&S has been doing an all out inspection blitz for construction sites during October. All construction

site workers, managers, and visitors are going to have to adhere strictly to all site safety rules. Please stress to your employees and fellow co-workers that safety attire is not optional during this time – safety boots, high visibility vests, hard hats, and safety glasses must be worn. If you are making a sales call or delivering product to a job site in October, make sure you respect the safety environment that your customer and your customer's customer is operating in.

.....

The Gold Seal program is a nation wide initiative to improve human resource capabilities and standards of excellence in the construction industry. Gold Seal certification is for ICI construction managers in the fields of Estimator, Superintendant, Project Manager, Owner's Project Manager, and Construction Safety Coordinator. It is not an easy title to achieve, but in Calgary we are lucky enough to boast more Gold Seal graduates than anywhere else. We also have the largest Gold Seal certified project in Canada – the South Calgary Health Campus.

.....

The Youth Employment Program that was created by the CCA strives to introduce new talent to the industry. Member companies (GC's, Subs, Associate members, etc) can sign up to host a three week paid work experience session with a pre-screened, pre-qualified young person. After the three weeks are over the employer can choose to hire the youth. All youth are 16-24 years of age and are ready and able to work. The coordinator of YEP, Ryan Hagen has already done 25 successful placements this year. If you are interested in participating in the program contact Ryan: yep@cca.cc



CIPH Annual Children's Christmas Party

9:00 am - 12:00 pm	Family swim
12:00 pm - 6:00 pm	Public swim
12:00 noon - 1:30 pm	Public skating
12:00 noon - 1:30 pm	Badminton
4:00 pm - 5:00 pm	Basketball
8:00 am - 6:00 pm	Racquetball/Squash (court bookings must be arranged @ 403-648-6550)
1:00 pm - 2:00 pm	Private Kinder Room
1:45 pm - 3:45 pm	Food, Santa, gifts (Woodcreek)

Southland Leisure Centre

2000 Southland Drive SW

November 21, 2010

12:00 noon - 1:45 pm Activities

1:45 pm - 3:45 pm

Santa, Food & Gifts!

Please note:

Register with all complete names & ages by **November 7, 2010** to receive your tickets on time & have gifts for your children.

Cost: \$18.95/child (6+) \$5.95 (5 & under)
\$15.95/adult

Please fax your completed registration form to Connie Pruden by November 7, 2010 or [register online by clicking here.](#)

Name (**ALL** adult contacts) _____

Company _____

Address _____

City _____ Province _____ Postal Code _____

Telephone _____ Fax _____ Email* _____

Children: Name _____ (attach list if not enough room here)

Name _____

Name _____

_____ Adults @ \$15.95 \$ _____

_____ Children 6 & up @ \$18.95 \$ _____

_____ Children 5 & under @ \$5.95 \$ _____

TOTAL \$ _____

Please charge to my credit card: Visa Mastercard AMEX

Card Number: _____ Expiry Date: _____

Name on Card: _____ Signature: _____

Mail: PO Box 4520, Station C, Calgary, Alberta T2T 5N3 **Courier:** 400, 1040 - 7 Avenue SW, Calgary, Alberta T2P 3G9
Tel: 403-244-4487 **Fax:** 403-244-2340 **Em:** conniep@associationsplus.ca, **Web:** www.ciph.com