

TENNESSEE



PLUMBING-HEATING-COOLING  
CONTRACTORS ASSOCIATION®

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# The TN PHCC Newslink

June/July 2018

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## 121st Annual Post Event Issue

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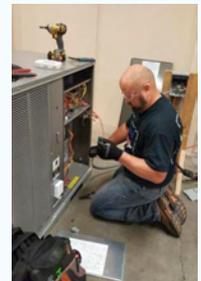
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# Member News

## Upcoming Date Reminders...

August 10-11: TN PHCC Summer Board Meeting, Whitestone Country Inn, Kingston

August 20th: Knoxville PHCC Apprentice School registration, Lincoln Park Tech School 5:30pm

Sept 21-22: PHCC Zone 2 Meeting, The Mayors Mansion Inn, Chattanooga

Oct 9-12: PHCC National CONNECT 2018, Albuquerque, NM (during Hot Air Balloon Festival Week)

### Next Newslink Edition:

Welcome new TN State Chapter President-

**Gordy Noe**

### Mission Statement:

*"The TAPHCC is dedicated to serving and improving the PHC industry by providing opportunities for continuing education, communication, social networking, and business improvement. We are dedicated to the protection of the environment and the health and safety of our society."*

## Welcome New Associate Members:

### Dusa Metals Recycling

8420 Asheville Highway  
Knoxville, TN 37921  
865-465-7024  
Contact: Spencer Lim  
spencer@dusarecycling.com



Dusa Metals is in business to give your business a hand when it comes to the headache of dealing with scrap removal. We are positioned to assist our fellow PHCC members with all your recycling needs. We specialize in removal of large HVAC units, chillers and boilers. Dusa uses established safe and environmentally sound handling procedures for all scrap materials that are received.

We have the capabilities to be at your job site on short notice as well as scheduled pickups. Our goal is to partner with our clients to provide a smooth and stress free experience. Because we practice the 3 R's (Recycle, Reuse, Repurpose) with scrapped materials, we are able to provide our services to our fellow members with no pick up or disposal fees EVER. **With our combined 15 years of experience in the recycling industry, we are not only able to pick up for FREE, we PAY for materials received in most instances.** We are excited to be a part of PHCC and look forward to meeting and working with everyone.

### Hajoca Plumbing Supply

300 Free Hill Road  
Hendersonville, TN 37075  
615-991-4370  
Contact: David Lange  
david.lange@hajoca.com



Our dedicated team in Hendersonville operates with one goal in mind - to be the premier wholesale plumbing supplier in Hendersonville and surrounding Middle Tennessee area. We are a close-knit group that works together to provide the best service to both new and existing customers.

Hajoca Corporation is the nation's largest privately held wholesale distributor of plumbing, heating and air-conditioning, industrial pipes-valves-fittings, pool and waterworks supplies for residential, commercial, industrial and infrastructure construction. We have approximately 400 locations, called Profit Centers, throughout the United States, representing the premier product lines in our industry.

Since 1858, Hajoca has been blending the strengths and clout of a large company with freedom and opportunity for employees. The company will continue to grow and prosper because our fundamental business philosophy works: emphasis on entrepreneurial spirit, expert knowledge, strong incentives for our employees, and devotion to Hajoca's proven business principles of **"Service, Integrity, and Reliability."**

For more information, or to see for yourself how partnering with Hajoca can improve the way you do business, stop by our Hendersonville location today!

## Need Medical Gas Certification?

A few of our members have requested a Medical Gas certification class. We are looking into scheduling the 3 1/2 day class in Knoxville in July.

Please let the state office know if you need to have the certification or the retesting for your employees.



# Annual Convention Highlights

## 121st Annual Convention

President Kay Keefe opened the 121st TN PHCC Annual Convention and Trade Show on April 19th at the Nashville Fairgrounds Complex in Nashville.

Kay opened the annual meeting by thanking the attendees and encouraging all of our members to embrace our theme for this year. “The theme for this year’s trade show event is ‘Race to the Tennessee PHCC.’ The Annual Events Committee came up with that theme with the addition of, ‘Save the Trades.’ Saving the trades is something we all need to do, every day we are in business. In my past two years as President, I have witnessed a strategic plan with workforce development at the forefront of our priorities.”



“We could not do these events without the help of our sponsors and our Events Committee.

**We are fortunate to have Federated Insurance and TIS Insurance as Diamond Sponsors this year, the highest level of support for our events.**



**Diamond Sponsors:** Kay Keefe- TN PHCC President, Ryan Lanier- ARMS Account Executive, John Frassinelli and Jessica Peterson of Federated Insurance.



We also thank our Food Booth sponsors for providing a free lunch for our contractors while attending the Trade Show: Knoxville and Middle TN Local PHCC Chapters, Merryman-Farr, Hobbs & Associates, Lee Company and Hiller Plumbing Heating Cooling and Electrical.

The PHCC Educational Foundation and Kohler sponsored our convention seminars today. On behalf of the Board and our members I thank our sponsors and our Events Committee headed by Jonathan Sadler of the Comfort Group for their generous commitment to our Association,” announced President Keefe.



**Diamond Sponsors:** Chad Martin and Stuart Oakes of TIS Insurance and Kay Keefe.

Kay was pleased to introduce the keynote speaker, Chief Financial Officer Shana Williams Alford of member company, The Comfort Group. Mrs. Alford shared her vision for women in leadership roles in the industry, her road to professional success in the mechanical construction industry and her struggles as a 20 year cancer survivor.



Keynote Speaker, Shana Williams Alford- CFO of the The Comfort Group



The convention meeting included a presentation on the six \$1000 scholarships awarded to worthy students this year and the winner of the \$2000 Richard Whillocks Memorial Scholarship.

# Annual Convention Highlights (cont)

## Tennessee PHCC Contractor of the Year- Scott Robinson

President-Elect Gordy Noe announced the TN PHCC Contractor of the Year at the 121st Annual Convention:

"Each year the Contractor and Associate Council Member of the Year Committee meet to nominate those individuals and their companies that stand out with their support and dedication to the Tennessee PHCC.

I'd like to tell you a little about our 2018 Contractor of the Year:

This contractor started his business in 1977, operating from his home with one truck. He had 2 employees, himself and his wife. He now has 40 employees.

**"We grew slowly and responsibly," he said. "I've never strived to be the cheapest plumber in town, because I want to be here for the long-term and provide quality service."**

Our Contractor of the Year attended UT and graduated with a degree in agriculture. He got started in the business working for his Father-in-Law who was a plumber. "Most people make a business plan, so thought I'd do plumbing for a while..."he laughs. **He always meant plumbing to be a stopgap job until he found his real calling. He became master plumber in 1979 and is still doing plumbing 41 years later.**

Our Contractor and his wife met their junior year of high school and have 2 children and 3 grandchildren, He and his wife bought a 54 acre farm in 1970 and raise sheep and cattle.

He was a founding trustee and currently a trustee of the KAPHCC Apprentice School. He has been and is currently the Knoxville Chapter President. He has been the state Chapter President and currently holds the office of Vice President. In 2007 he was awarded Contractor of the Year.

Due to his tremendous efforts for the Knoxville Chapter and the Tennessee State Chapter PHCC, I present the 2018 **Contractor of the Year award to Mr. Scott Robinson."**



Gordy Noe, President-Elect presented the Contractor of the Year Award to Scott Robinson with his wife, Darrie Robinson



Member Tenure: Gordy Noe of Pioneer Heating and Air, Shana Williams Alford of The Comfort Group and Terry Self of Interstate Mechanical

## Member Tenure Awards:

Member tenure awards are given in five year increments to honor active contractor members:

J&F Mechanical, Inc.	5 years of membership
Griffin Mechanical	5 years of membership
American Mechanical Contractors, Inc.	10 years of membership
Pioneer Heating & Air Conditioning, Inc.	10 years of membership
The Comfort Group	25 years of membership
Interstate Mechanical Contractors, Inc.	35 years of membership
Locke Plumbing & Electric, Inc.	50 years of membership

# 121st Annual Trade Show

## Race to the Tennessee PHCC and Save the Trades

The 121st Annual TN PHCC Trade Show kicked off on April 19th at the Nashville Fairground Exposition Building. There were over 60 exhibitors displaying their products and new technologies. The racing theme and carnival type games at many of the booths along with the adult "Big Wheel" race course added to the overall enjoyment of the event. The state-wide apprentice contest and "hands on" displays were definite crowd pleasers. A big thank you to our sponsors and our committee!



It's Our Business to Protect Yours  
**FEDERATED**  
**INSURANCE**

Diamond  
 Sponsors:



# 121st Annual Trade Show (cont)



# 121st Annual Trade Show (cont)

## Ride and Decide Champion

Darrie Robinson of Scott's Plumbing won the coveted race title of "Ride and Decide Champion."

The final race was between Darrie and her husband, Scott Robinson. We think Darrie is a **Big Deal on a Big Wheel** for racing skill and the fastest winning time!



Exhibitors	Phone
AB& I Foundry	239-246-1347
A6 Sales	615-487-0107
American Pipe & Supply	615-289-3998
Boiler Supply Company	865-388-3247
Care Supply	615-499-0017
Coleman-Russell & Associates	901-490-0664
DeWalt Industrial Tool Company	615-569-1031
Dusa Metals Recycling	865-250-5661
ECCO (Equipment Controls Company)	404-435-0161
Evans & Associates, Inc.	423-402-1180
ExxonMobil Fleet Card Program	207-333-3003
EZFleet GPS Tracking	865-567-3487
Fastenal	304-654-8044
FC2 Sales	901-857-0357
Federated Insurance	615-295-0554
Ferguson	615-316-1800
Fox Sales	615-361-7711
Freeland Chevrolet	865-414-7805
Glentronics, Inc	513-545-0631
GOSS Professional Torch Equipment	661-263-2367
Hilti	615-578-8132
Hobbs & Associates	865-389-9289
JMP/Lochinvar	615-495-3453
Kenny Pipe & Supply, Inc.	615-244-4980
Mendell Sales	615-291-6331
McCain Sales	615-772-8543
McKee-Nix & Associates	615-397-1442
Mid-America Marketing, Inc.	615-332-4221
Milwaukee Tool	317-605-6166
Nibco	574-304-1241
PDI Kitchen, Bath & Lighting	615-512-2000
Premier Marketing Inc.	615-553-2053
Pulley & Associates Inc.	865-389-4324
Saniflo	732-259-4292
State Water Heaters	615-332-4221
SunBelt Marketing	615-336-2070
TIS Insurance	865-470-3705
Tracer Electronics, LLC	615-613-6645
Trillium Construction	615-860-4807
United Testing and Balancing, Inc.	615-331-1294
Victaulic	615-473-1042
Viega	615-203-1001
W.M. McClain Co. Inc.	615-429-3501
Wiggs-Haun & Bohan Sales	615-350-8334

# Presidents Event

The 7th Annual President's Event was held on April 19th in the Arts Building at the Nashville Fairgrounds. The event featured casino themed entertainment and a live auction with our famous auctioneer– Travis Scott. Over \$2500 was raised for our Legislative Fund. Thank you to the event sponsor, Federated Insurance and all of the companies that donated the fantastic auction items.



Sponsored by:



# 26th Annual Golf Classic

## Scholarship Golf Event

The 26th Annual TN PHCC Danny Burnette Golf Classic was held on May 11th at The Bear Trace at Cumberland in Crossville, TN. Golfers enjoyed spectacular weather and near perfect course conditions to help deserving students through the TN PHCC Scholarship Program.



This year's hole sitters were definitely treated to better weather than last year. Hole Sitters: Kay Keefe, Travis Scott, Gordy Noe, Brenda Harris, Scott Robinson and Steve Gammon.

Left photo from left to right: Steve Gammon (Ivey Mechanical), Jonathan Anderson (Federated Insurance), Spencer Lim (DUSA Metals Recycling), Fil Harris (Safety Development Solutions of TN) and Joel Long (PHCC National Zone 2 Director)

*A big thank you to our generous sponsors and volunteers!*

## Contest Winners

Closest to the Pin – Bruce Palmer, Northwest Plumbing

Longest Drive – Heath Brownlee, Brownlee Construction

Putting Contest – Bob Ramenofsky, Trane

Worst Putter – Daniel Eubanks, Demand Mechanical (207")

## Results

**First Flight – 1<sup>st</sup> Place**  
David Richardson, Viega  
Bradley Crowder, Ferguson  
Adam Hickey, Carwile Mechanical  
Matt Phillips, Carwile Mechanical

**Second Flight – 1<sup>st</sup> Place**  
Bob Ramenofsky, Trane  
Brad Sims, Lee Company  
Tim South, Lee Company  
Josh Hogan, Lee Company



**First Flight – 2<sup>nd</sup> Place**  
Craig Adams, Milwaukee Tool  
Greg Brown, Milwaukee Tool  
Kirk Johnson, Stowers  
Dustin Leach, Milwaukee Tool

**Second Flight – 2<sup>nd</sup> Place**  
Ryan White, Trane  
Jim McCampbell, J & F Mechanical  
John Buchanan, MBI  
Kit Hervdeys, MBI

**First Flight – 3<sup>rd</sup> Place**  
Brian Wilson, HVAC, Inc.  
Bo Mutter, HVAC, Inc.  
Todd Green, HVAC, Inc.  
Matt McCroskey, HVAC, Inc.

**Second Flight – 3<sup>rd</sup> Place**  
Jim Oakes, TIS Insurance  
Heath Brownlee, Brownlee Construction  
Jonathan Price, Westfield Surety  
Steve Rodgers, TIS Insurance

*Thank you to our Golf Sponsors!*

Event Sponsors:

Federated Insurance- Longest Drive  
Freeland Chevrolet- Hole in One  
Hobbs & Associates- Prize Sponsor

Goodie Bag Donations:

Ferguson Knoxville  
Federated Insurance

Tee Sign Sponsors:

Breeding Insulation of Knoxville  
Coastal Supply  
Dusa Metal Recycling  
Engert Mechanical  
Federated Insurance  
Freeland Chevrolet  
Hobbs & Associates  
Keefe Plumbing Co.  
Kenny Pipe  
Milwaukee Tool  
Scotts' Plumbing  
TIS Insurance  
United Testing & Balancing, Inc.

# TN PHCC Apprentice Contest

## 2018 TN PHCC State-wide Apprentice Contest

During the 121st Annual TN PHCC Trade Show and Convention, 7 apprentices competed for the title of state champion in Plumbing and HVAC. The contest winners will be entered in the PHCC National Apprentice Contest to be held in Albuquerque, New Mexico from October 9th-12th. The winners received sponsored tools, a plaque and a \$200 gift card to be used for incidentals at the national contest.

The contestants were:

### Plumbing:

Chase Binkley- Ivey Mechanical  
Grayson Butler- Lee Company  
Matthew Pittser- Quality Plumbing & Mechanical  
Aaron Sheflin- Quality Plumbing & Mechanical

### HVAC:

Brandon Blankenship- Lee Company  
Chris Coppock- Interstate Mechanical  
Chad Sanders- Pioneer Heating & Air

The eight hour contest featured a written exam portion, a hands-on performance test, technical knowledge and skills testing.

Winners listed on next page.



# TN PHCC Apprentice Contest (cont)

## Apprentice Contest Winners



**Plumbing Winner (left): Chase Binkley of Ivey Mechanical**  
**HVAC Winner (right): Chad Sanders of Pioneer Heat & Air**

**Thank you to our Contest Judges:**  
Jonathan Sadler of The Comfort Group and  
Charlie Roberts of Lee Company

**Thank you to our Contest Organizers:**  
Johnathan Sadler of The Comfort Group and  
Steve Gammon of Ivey Mechanical

**Thank you to our Contest Sponsors:**  
Care Supply, Ed's Supply, Kenny Pipe, Lee Company  
and Sunbelt Marketing

**Thank you to our Sponsors for Contestant and Winner Prizes:**  
Milwaukee Tool, DeWalt Tool and Goss Torch



# TN PHCC Scholarships

## Scholarships Awarded by the TN PHCC for 2018



The TAPHCC Scholarships are presented annually and funded by the TAPHCC Danny Burnette Golf Classic. The criteria for selection is based on scholarship, character, leadership, career goals and experience.

Preference in selecting recipients is given to students who plan to pursue a career in business or mechanical engineering and who are preparing to enter the PHC industry following college graduation. Each student receives a scholarship of \$1000. Congratulations to the 2018 recipients:



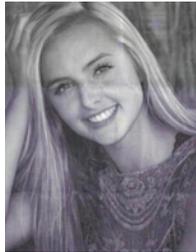
**Blake Lucas**, of Bristol, is the son of Mark and Melody Lucas. Mark is the President of Comfort Systems USA in Bristol. Blake plans to study Mechanical Engineering at Milligan College.



**Hayden Rhymer**, of Blountville, is the son of Keith and Jennifer Rhymer. Keith is the President of HVAC Inc. Hayden is attending Tennessee Tech majoring in Mechanical Engineering



**Jacob Nelson**, of Collierville, is the son of Rob and Mara Nelson. Rob is the owner of FC2 Sales. Jacob plans to study Computer Engineering at Memphis University School.



**Emma Rae Richey**, of College Grove, is the daughter of Chris and Kim Richey. Chris is a Salesman at Kenny Pipe and Supply. Emma Rae plans to study psychology at the University of Tennessee at Knoxville.



**Jon Perkins**, of Elizabethton, is the son of Robert and Tina Perkins. Robert is an HVAC Foreman at Advanced Heat Pump Systems. Jon is attending East Tennessee State University studying Manufacturing Engineering.



**Lindsey Wall**, of Knoxville, is the daughter of Darell and Wendy Wall. Darell is an Account Manager at SKMES. Lindsey plans to study nursing at Pellissippi State Community College.

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## Richard Whillock Memorial Scholarship Awarded

This year's recipient of the Richard Whillock Memorial Scholarship is student Brandon Jacoby of Knoxville. Brandon is the son of Bill and Jennifer Jacoby. Bill works for Associate Member-Hobbs and Associates.

Brandon plans to study Mechanical Engineering at Virginia Tech in the fall. He is a graduate of Bearden High School where he maintained a 4.33 grade point average.

The Richard Whillock Memorial Scholarship was started in 2015 in memory of Richard by his friends at Shoffner/Kalthoff Mechanical Electrical Service in Knoxville. Mr. Whillock retired after 24 years of service to Shoffner/Kalthoff and passed away in 2014. The scholarship award for 2018 is \$2000.

The scholarship includes a focus on providing opportunities for students from Tennessee who are training to join the plumbing-heating-cooling industry.



# State News

## Ride and Decide Kick Off

On May 9th the 2018 Ride and Decide Program officially kicked off for the fourth year of the program with over 20 employers interviewing students for this summer's program. After a general information meeting for the parents and students explaining the purpose and guidelines for the program, the students met with employers. The students were given a list of the employers available with their job descriptions, location and number of positions. The employers then answer questions about what their companies do and the jobs the students would be performing at their companies.



At the end of the question and answer session with the students and employers, the employers and the students each turned in their preferences for summer employment. The employers and the students are then matched based on their preferences.



Over 50 positions were filled for the each of June and July. The program's dates are June 4-29 for the first session and July 5-31 for the second session. Students switch employers after the first month so that they can be exposed to two different companies and in most cases, occupations.

Gordy Noe, founder of the program said, "This is the fourth year for the program and interest in the program continues to exceed our expectations. The purpose is to give students options and to make informed decisions about their future careers. This program accomplishes those goals. We are thrilled that each year the number of students that decide to make the trades their career continues to grow because of their exposure from this program."

If you would like more information about being an employer or a student for the 2019 program, please contact the State Office.



# Farewell President Keefe

## President Keefe Term Ends

At the Spring Board Meeting, President Kay Keefe stepped down from her two year position as President of the TN PHCC Board and will move to the position of Board Chair. Kay was awarded a plaque and gavel in appreciation for her service by Board Chair, Steve Gammon.

***I am just humbled and grateful for my time with the board and our members- Kay Keefe***

*I have been honored to serve as President for the past two years. Thank you to our Board of Directors, members, associates, volunteers and sponsors for your hard work and dedication for our association. Thank you Beth Killen, Rose Mayfield, and Kara Pettinger for your hard work for our association and our industry.*



*I am very proud of what we have accomplished in the past two years. We are continuing to work our Strategic Plan. We are continuing to work on workforce development attending career fairs and expanding Ride and Decide. We are continuing to make a positive impact in the future of our professions.*

*2016 was a difficult year for me personally with the loss of my father. My father was my hero, my mentor, and my best friend. I couldn't have made it through the last few years without the support of my family and the friendships I have gained from the Board of Directors. I have always maintained that I learn and grow most from the friendship and fellowship of our members. It was a pleasure and an honor to serve as your President. I leave my position in the capable and innovative hands of Gordy Noe and I look forward to serving as you Board Chair.*

Thank you for all you do, 



2018-19 Board of Directors Swear-In for the New Term

# KAPHCC Apprentice School

## 2018 Apprentice Graduation and Awards Banquet

On May 7th the Knoxville Association PHCC Apprenticeship School held their Graduation and Awards Banquet at the Knoxville Expo Center. The Board of Trustees include: David Dugger- SKMES, Eric Johnson- Quality Plumbing & Mechanical, Donna Johnston- Engert Mechanical, Scott Robinson- Scott's Plumbing and Terry Self- Interstate Mechanical.

Graduation diplomas were awarded along with Perfect Attendance and Apprentice of the Year (for each of the four years in the 3 crafts: Plumbing, HVAC and Sheet Metal) awards with gifts for each of the award winners. The teachers and administrators for the program were also awarded appreciation gifts.

Eric Johnson, Master of Ceremonies and Trustee, thanked all of the teachers, employers, sponsors, families and students for their efforts this past year.

The 2018-19 KAPHCC School year will begin with registration on August 20th at 5pm at the Lincoln Park Technology Center at 535 Chickamauga Avenue in Knoxville. The program is DOL certified and TN PHCC members receive discounted tuition. Please visit the TN PHCC website for more information and the application.



### 2018 Graduates:

#### HVAC:

Christopher Coppock  
William Delong  
Charles Mallonee  
Steven Perkey  
Michael Steele

#### Plumbing (cont.)

Michael Manis  
David Moore  
Derek Morrison  
Matthew Pittser  
Aaron Sheflin  
Jacob Sizemore  
Michael Vineyard  
Joseph Young

#### Plumbing:

Thomas Alexander  
Dakota Crowder  
Bryan Freeman  
Thomas Fritts-Russell  
Oleg Gnatyuk  
Neil Havener

#### Sheet Metal:

Gregory Russell  
Ryan Schleigh

### Thank you to our Award Gift Donors:

Gray Hodges, Conklin Metal Industries, Branded Products (Rigid Tool), Brasscraft Manufacturing Company, Coastal Supply, Milwaukee Electric Tool, Ferguson Enterprises Knoxville and Kenny Pipe & Supply, Inc.



**K**noxville  
**PHCC**  
**A**pprentice  
**S**chool

# KAPHCC Apprentice School (cont.)

## PHCC Apprentice of the Year for 2018:

- |               |                  |
|---------------|------------------|
| Plumbing 1    | Dylan Joyce      |
| Plumbing 2    | Smitty Smitheman |
| Plumbing 3    | Brandon Harvey   |
| Plumbing 4    | Bryan Freeman    |
|               |                  |
| HVAC 1        | Matthew Sharp    |
| HVAC 2        | Josh Henderson   |
| HVAC 3        | Chad Sanders     |
|               |                  |
| Sheet Metal 1 | Logan Bates      |
| Sheet Metal 3 | Chris Kinkead    |
| Sheet Metal 4 | Greg Russell     |



## Perfect Attendance: Completed all 160 hours of classroom training for the year



Jordan Jennings, Matthew Ball, Charles Barbour, Kevin Bragg, Aaron Branson, Christopher Coppock, Jacob Covington, Cody Cunningham, Bryan Freeman, Gunnar Glassman, Oleg Gnatyuk, Houston Irwin, James Johannes, Dylan Joyce, Jeffery Kiser, Nicholas Lindsey, Christopher Lowery, Christopher Martinec, Berma Mathieu Jr., Landon McGaha, Chase Nicholson, Farhaz Nooralli, Eric Parker, Steven Perkey, Matthew Pittser, Anatolie Racila, Shawn Robinson, Gregory Russell, Ryan Schleigh, Matthew Sharp, Aaron Sheflin, Gregory Smitheman, Michael Steele, Jeffery Turner, Joseph Young

# National News

## Tennessee PHCC in Washington DC



The Noe's were thrilled to attend and tour some of our nation's memorials and museums during the conference.

During PHCC's Legislative Conference held May 22-23, 2018, more than 100 PHCC contractors; state and local chapter executives; and p-h-c industry partners delivered a unified message to members of Congress about ongoing challenges that will have a long-term impact on the p-h-c industry and the country.

During several events on Capitol Hill and meetings with Congressional members and their staff, PHCC members advocated for increased water system infrastructure spending, workforce development, and career and technical education, while thanking congressional members for recently passed tax reform. PHCC members expressed key support for workforce development through the Promoting Real Opportunity Success and Prosperity through Education Reform (PROSPER) Act and the reauthorization of the Water Infrastructure Finance and Innovation Act (WIFIA).

Zach Boren, Director of Policy and Standards for the Office of Apprenticeship for the Department of Labor, shared the latest from the Department's Task Force on Apprenticeship Expansion. While citing statistics, Boren noted that more than six million jobs are unfilled and more than eight million workers lack the necessary credentials. **"Apprenticeships are the key to closing the nation's skills gap as they are a customizable, flexible and proven business-driven model for developing workers,"** Boren said.

In the coming months, the department will support innovative, work-based learning approaches, technology modernization, and state initiatives to expand apprenticeship programs. By modernizing the government's role in apprenticeships while developing new programs, they expect to achieve President Trump's goal of attracting one million new apprentices over the next five years.

PHCC's next legislative event in 2018 will be an education session at CONNECT 2018, "Decoded: Legislative and Regulatory Rules and Regulations Solved!" during which PHCC Vice President of Legislative Affairs Mark Riso and Vice President of Regulatory Affairs Chuck White will explain the complex rules and regulations that keep contractors up at night.

The next PHCC Legislative Conference is scheduled May 7-8, 2019, on Capitol Hill. Please plan to attend, and we encourage our young students and families too!



This was the first time TN PHCC's new president Gordy Noe and his wife, Ethel, attended the Washington DC Legislative event. Meetings were held with the staff members of Senator Lamar Alexander and Senator Bob Corker. Representative John Duncan met with the TN group personally.



# National News

## PHCC CONNECT 2018

**The Sky's the Limit with a 360-Degree View of the Best Paths for Business Success.  
Albuquerque Convention Center- Albuquerque, New Mexico, Oct. 10-12**

***Due to high demand during the Albuquerque International Balloon Fiesta®, schedule NOW for best flight AND hotel prices. Availability may change after July 31.***

From business strategies that keep you grounded to new technologies and workforce ideas that let your dreams fly, CONNECT 2018 gives p-h-c contractors and technicians a unique 360-degree view of the best paths for success.

The timing of CONNECT couldn't be better ... with Albuquerque's famed International Balloon Fiesta inspiring you to rise above the rest ... and set new standards in service and success. Albuquerque offers exceptional cuisine, culture and history to explore. Experience world-class museums, stroll along Central Avenue under the vintage neon glow of Route 66, or soar high above the city in the hot air ballooning capital of the world.

[Click here](#) for a preliminary schedule. [Click here](#) for the registration page.



**CONNECT 2018**  
**OCT. 10-12, 2018**  **THE SKY'S THE LIMIT!**  
Albuquerque Convention Center • Albuquerque, New Mexico

**REGISTER NOW**

### Upcoming Education:

#### **Hidden Dangers of Workplace Confrontation**

Tuesday, June 19, 2018, 1:00 p.m. CT 60 minutes

Advance registration required



This webinar will focus on how to manage confrontation in the workplace. We'll talk about real life examples, give you some simple ideas for navigating difficult conversations, and walk you through some do's and don'ts.

You'll leave this webinar armed with a couple of all-purpose phrases to help you defuse tension, and tools to manage conflicts about performance. Many of these techniques are effective when dealing with employees, vendors, and customers alike.

This webinar is pending approval for 1 HR (General) recertification credit hour toward aPHR™, PHR®, PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®).

#### **Recommended Participants:**

**Owners/Operators, Operations Managers, HR Professionals, Risk Managers**

[Register Now!](#)

## Governor Signs *Careers in Construction Month* Proclamation

Governor Bill Haslam proclaims October 2018 as Careers in Construction Month. The Careers in Construction Month is an annual commemoration designated to increase public awareness of construction craft professionals and the entire construction workforce and during this month employers, associations and schools are encouraged to conduct job fairs, panel discussions and local community events to inform students of the vast employment opportunities in construction.

The proclamation states: The construction industry is one of our nation's largest industries, employing more than 5 million individuals in the U.S. and the construction industry needs 1.5 million new craft professionals by 2021.

A big thank you to Buck Coatney, Knoxville Career and Technical Education Facilitator and NCCER Coordinator for orchestrating this proclamation. The KAPHCC Apprentice School works closely with Buck with their apprentice program.



## Tennessee Requires Employers to File Wage and Premium Reports Electronically in 2019

Effective January 1, 2019, and each quarter afterwards, every employer, and every person or organization who reports wages for employees on behalf of one or more subject employers, must file their wage and premium reports electronically for purposes of unemployment insurance.

If the electronic filing requirement, however, creates a hardship for the employer, person, or organization subject to it, the employer, person, or organization may submit an affidavit to the commissioner containing a statement made under the penalty of perjury that the employer, person, or organization would suffer an undue hardship by filing the wage and premium reports electronically, and the commissioner may allow the employer, person, or organization to file the wage and premium reports in a paper format. The required affidavit must be submitted within the first quarter, beginning January 1, 2019, and annually thereafter.

Any employer, person, or organization that does not have prior approval to file in a paper format, and that is required to file the reports electronically but neglects or refuses to do so, will be considered to have filed an incomplete wage and premium report and will be assessed a penalty.

## Notice of New Form for Tennessee Workers' Compensation Claims

The new SD-2 Form will go into effect May 6, 2018, and must be used for all settlements approved by the Tennessee court of workers' compensation claims involving injuries occurring on or after July 1, 2014. Please note, the new SD-2 form should not be used before the effective date of May 6, 2018. The older SD-1 form should continue to be used for all claims with a date of injury prior to July 1, 2014. The announcement and new SD-2 form can be found on Bureau's webpage:

<https://www.tn.gov/workforce/injuries-atwork/bureau-announcements.html>

# Business News

## OSHA “HOT” Over Heat Stress *-Legally Speaking by Bob Dunleavy*

With summer here, heat stress issues can rear their ugly head – not only on outdoor worksites but also in production facilities. Don't be caught ill-prepared for an incident and a subsequent visit by OSHA – **establish your heat stress program today**. Simply telling your employees that it is a hot day and they should take breaks when they need to and drink as much water as necessary will not meet OSHA's expectations and could very easily result in a citation.



The risk of heat stress depends upon many factors related to the individual employee and this makes the challenge of making a safe workplace for all even more challenging. Those risk factors include the employee's physical condition, the temperature and humidity, clothing worn, the pace of work and how strenuous it may be, exposure to sun and environmental conditions such as air movement.

**OSHA expects more** from employers than merely offering water, rest and shade – additional steps to address heat in the workplace need to be taken. OSHA also insists upon: (1) implementing an “acclimatization program” for new employees and those returning from extended time away, such as vacations or leaves of absence; (2) implementing a work/rest schedule; and (3) even providing a climate controlled area for cool down. For those employers utilizing temporary employees, there is a greater risk of heat-related illness and OSHA would urge greater care in adopting an acclimatization program for them.

Your heat stress program can have many **components**, including:

### Training

- Hazards of stress
- Responsibility to avoid heat stress
- Recognition of danger signs/symptoms because employees may not recognize their own
- First aid procedure
- Effects of certain medications in hot environment

### Personal Protective Clothing/Equipment

- Light summer clothing allowing free movement and sweat evaporation
- Loosely worn reflective clothing to deflect heat
- Hats and helmets
- Cooling vest and wetted clothing for special circumstances
- Fans

### Administrative/Engineering Controls

- Assess the demands of all jobs and have monitoring and control strategies in place for hot days and hot workplaces
- Schedule hot jobs for cooler parts of the day
- Reduce physical demands
- Permit employees to take intermittent rest breaks with water breaks and use relief workers
- Have air conditioning and shaded areas available for breaks/rest periods with ice available
- Increase air movement
- Exhaust hot air and steam

### Health Screening/Climatization

- Let employees get used to hot working conditions by using a staggered approach over several days, such as beginning work with 50% of the normal workload and time spent in the hot environment and then generally increase it over five days.
- Make employees aware that certain medications, such as Diuretics, anti-hypertensives (blood pressure), anti-cholinergics (pulmonary disease – COPD), and alcohol abuse, can exacerbate problems.

OSHA is also inclined to cite an employer if prompt remedial action is not taken when an employee falls victim to heat stress. Establish specific **procedures for heat-related emergencies** and provisions for First Aid when symptoms appear. Remember, employees may resist First Aid because of the confusion caused by their heat stress. So, training on the signs and symptoms is also encouraged.

Just recently, I made oral argument before the OSHA Review Commission in Washington, D.C. regarding a heat stress fatality. This ruling will have great significance for employers. Watch for further information when the decision is announced.

*For more information regarding heat stress programs and workplace safety law, contact Bob Dunleavy, now at Taft Law, (937) 641-1743.*

**OSHA expects more from employers than merely offering water, rest and shade – additional steps to address heat in the workplace need to be taken.**

# Business News

## How to Talk with an Employee About Body Odor

An employee needs to address body odor. A colleague needs a shower. A co-worker should wear socks. A manager is asking if someone on your HR team might have a word with a particularly smelly associate. As summer nears, how to address the issue of body odor is a real concern in the workplace.



### **Do have a policy that also addresses hygiene.**

A dress code typically requests that employees exercise good judgment regarding their appearance and hygiene. Additional language may express the employer's expectation that employees will use deodorant or antiperspirant to minimize body odor. These policies also should ask employees to refrain from wearing fragrances that might offend or affect those with allergies. Expectations and standards take the guesswork out of many situations.

### **Don't jump to conclusions, but don't avoid the situation.**

Whoever handles the problem should first investigate the circumstances to ensure that those complaining have a legitimate reason for doing so. When body odor is strong, it can be very distracting. People may not want to work directly or even communicate with a person if they feel odor is a problem. If the employee is not aware that the body odor is the reason people cringe when they enter a room, the employee could incorrectly blame their co-workers' or manager's reactions to them on something else completely. This is one reason this should be addressed as soon as possible. If issues are allowed to linger, that only increases the risk that the employee with the body odor problem may be subject to ridicule by their colleagues.

### **Do approach the person.**

If the complaint is legitimate, it's important to address it quickly. An employee with bad hygiene can reflect poorly on a company, particularly if the worker interacts in person with clients, customers or the public. HR or a manager should handle the issue because peer-to-peer conversations about the matter can be less effective and can lack the gravity of a supervisor-to-subordinate conversation. The most important thing to remember when approaching a worker is to treat him or her with dignity. This could be very embarrassing, and you need to be empathetic. Such conversations should always take place in private. Think about how you would want to hear it, then discreetly take the person aside and address it. At the same time, you are also trying to get the message across that the person needs to do something about this or disciplinary action could result.

### **Do be sensitive to cultural norms and medical conditions.**

A company policy should recognize that an employee's religious, ethical or moral beliefs or an employee's medical condition or disability may prevent them from complying with the policy as written. If there is an underlying medical condition causing the odor, ask the employee to "obtain a doctor's note regarding the condition and the doctor's recommendation for handling it. In such circumstances there should be "reasonable accommodations for disabilities and religious beliefs.

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## ICE Planning Surge of I-9 Audits This Summer

Immigration and Customs Enforcement (ICE) is planning a nationwide increase of Form I-9 audits this summer. ICE has already opened more worksite investigations seven months into fiscal year (FY) 2018 than the agency completed in all of FY 2017. The federal fiscal year runs from Oct. 1 to Sept. 30. Enforcement investigations in FY 2018 have doubled last year's total, and arrests related to worksite enforcement have nearly quadrupled.



Since October 2017, ICE has opened 3,510 worksite investigations, initiated 2,282 I-9 audits, and made 594 criminal and 610 administrative worksite-related arrests. That's up from 1,716 investigations, 1,360 I-9 audits, 139 criminal arrests and 172 administrative arrests the previous fiscal year.

### **The ICE Toolkit**

ICE said it uses a three-pronged approach to worksite enforcement:

- Compliance, via Form I-9 audits, civil fines and debarment from federal contracts.
- Enforcement, through the criminal arrests of employers and administrative arrests of unauthorized workers.
- Outreach, by participating in the ICE Mutual Agreement between Government and Employers program, in which ICE certifies organizations for complying with the law. As part of the program, ICE and U.S. Citizenship and Immigration Services provide education and training on proper hiring procedures, fraudulent document detection and use of the E-Verify employment eligibility verification system.

### **Be Prepared for a New Normal**

Soon, ICE intends to conduct up to 15,000 Form I-9 audits per year, to be completed by electronically scanning documents in a not-yet-created national inspection center.

Investigations most often start with a notice of inspection alerting employers that ICE is going to audit their employment records for compliance with existing law. Enforcement actions can begin from a law enforcement tip or from an investigation into another type of violation, such as labor standards violations, and could result in civil penalties and/or criminal charges for employers.

# Business News

## Efficiency and Safety in the Field- *by William and Patti Feldman*

More and more software aimed at contractors features electronic data capture in the field to replace manual input and increase workflow efficiency, either as a component of a larger solution or as a dedicated app. Here are a couple of apps that help in filling out forms in the field.

**GoCanvas.com** ([www.gocanvas.com](http://www.gocanvas.com)) is a cloud-based platform designed to automate the collection of data on mobile devices. Users can input data into the GoCanvas App using pre-formatted forms or user-created mobile forms that are submitted, stored and archived. The data is retrievable at any time by approved users.



The software includes the ability to use drag and drop tools to customize the GoCanvas App for the mobile forms or process a contractor needs. These can be edited without any programming or coding at any time by the account administrator.

Data sets that can be captured include customer details and job description/time/date/location. The app can also be used for collecting a customer signature, taking a photograph of equipment that has been inspected, and accepting payments in the field upon job completion. According to GoCanvas, HVAC contractors also use the software for plumbing/heating estimates, job work order/invoices, maintenance checklists and employee time cards.

The collected data is encrypted to ensure information can be transmitted safely. All completed forms submitted to the GoCanvas platform become part of the contractor's private secure database and are available and searchable online 24/7. (There is unlimited data storage.) The platform is also accessible on PCs.

The Go Canvas platform also offers the Dispatch and Calendar feature, for managing technicians in the field, and a Business Insights feature that can display data that technicians capture in the field.

Once the data has been collected, contractors have the option of creating PDF versions that can be sent to the customer, such as an estimate or invoice.

As of autumn 2107, GoCanvas has hundreds of templates for the HVAC sector which can be easily modified in the App to update the service provider contact details and the price lists for parts, helping ensure users in the field have access to updated data.

Pricing is based on the number of users. A 30-day free trial is available.

**iAuditor** (Safety Culture, <https://safetyculture.com/iauditor>, downloadable free at Apple App Store, Google Play, and from Microsoft or available on the web) is a mobile checklist app for creating and populating safety inspection and quality inspection checklists and reports, including OSHA inspection reports, on the spot from any iOS, Android or Windows smartphone or tablet. A drag and drop template builder speeds the process.

When doing inspections, a user can add photos, GPS location, ad time and date stamps, and can capture electronic signatures. No internet connectivity is needed to complete the report. Viewing options of reports include Word document, PDF, spreadsheet, or web browser. A premium version for a monthly fee is available that includes unlimited data, analytics, and API access. (Free 30-day trial.)



### Tablet toting system

Given that tablets are, for some contractors, almost as active a work tool in the field as a wrench, a user might want to hang one off a tool belt for easy accessibility. The **Runnur Tablet Tech Belt** system ([www.mobiletechgear.com](http://www.mobiletechgear.com)) is a toting system that facilitates hands-free carrying of a tablet, can keep it in a secure position, and, when the tablet is needed, affords the wearer access in less than a second.

The system is composed of a heavy duty 2¼-inch wide black belt or hip pad and a low profile VHB™ mounting plate that bonds to the flat backside of any standard polycarbonate mobile device case. Plus, there is a tether plate with a security cord. A buckle mechanism locks the tablet safely to the belt when not in use, thus keeping the wearer's hands free. When the tablet is needed, the quick press release mechanism on the buckle attachment allows access in under a second. The foot-long security cord prevents the likelihood of dropped devices and downtime due to breakage.

The belt closes with both several inches of Velcro and with a traditional metal buckle, and comes in three sizes to accommodate waists from 26 inches through 44 inches. The smaller Hip Pad is for lighter duty use or smaller devices such as iPad Airs or minis. Also available, a matching optional clip-on tool bag.

# Business News

## Efficiency and Safety in the Field (cont)

### How you doing?

Curious about how your customers really think you are doing but they have not, might not want to, and haven't yet thought to share with you directly? **GuildQuality** ([www.guildquality.com](http://www.guildquality.com)) offers contractors independent, third-party customer satisfaction surveying and performance reporting. Subscribing members provide GuildQuality with their customer list and GuildQuality's Georgia-based survey team reaches out via phone, email, and direct mail to conduct a short standard or custom survey about that contractor.

GuildQuality also provides real-time survey response data and customizable reports that can track company and individual performance and compare the scores to similar businesses. Contractors may also populate a member profile page and use the feedback from the surveys on social media. The service carries a monthly fee.

*Bill and Patti Feldman write articles and web content for trade magazines and manufacturers of building products. They can be reached at [productpad@yahoo.com](mailto:productpad@yahoo.com).*

## Unemployment Rate Edges Down to 3.8% in May

The U.S. Bureau of Labor Statistics has reported that total nonfarm payroll employment increased by 223,000 in May, and the unemployment rate edged down to 3.8 percent.

Over the year, the unemployment rate was down by 0.5 percent.

Employment continued to trend up in several industries, including retail trade (+31,000), health care (+29,000), **construction (+25,000)**, professional and technical services (+23,000), transportation and warehousing (+19,000), manufacturing (+18,000), and mining (+6,000). Employment changed little in other major industries, including wholesale trade, information, financial activities, leisure, hospitality and government.



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RSVP- Rose Mayfield - appschool@taphcc.com

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