



# 2017 Spring Cool News

## 2017 ORAC AGM HAWAII 5-OH!



ORAC's Special 50th Annual General Meeting was held April 29th to May 6th. This two-island event was hosted at the Moana Surfrider in Honolulu and then at the Hyatt Regency in Maui. In Honolulu, attendees experienced the "city" life side of Hawaii with many shops and busy streets, yet Waikiki Beach was right there to enjoy and just a short distance away was Diamond Head (Lē'ahi), a volcanic tuff cone (crater). Delegates enjoyed a much more relaxed atmosphere where the sunsets and sunrises can't be beat and if you were lucky, got to see a turtle!

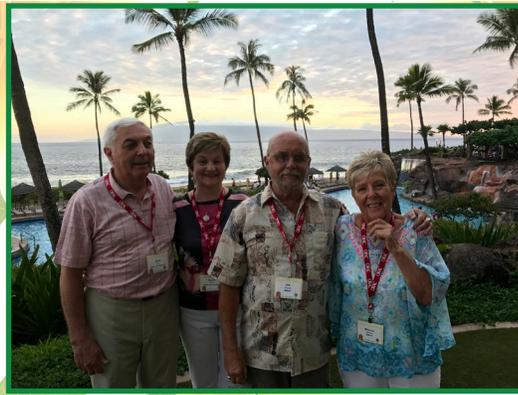
The 50th Annual General Meeting was held on Wednesday, May 3, 2017 at the Hyatt Regency. Many thanks to President David Sinclair, who spearheaded the meeting along with our Treasurer Gregg Little, Vice-President Ron Abernethy and Managing Director, Mike Verge. Jim McAughey provided delegates with an Apprentice Intake update and Phil Taggart reported on behalf of the Labour Committee.

At the President's Gala, David Sinclair was Master of Ceremonies for the evening where it was held at Fleetwood's on Front Street in Lahaina. The evening included bagpipes, blowing of the conch, lighting of the torches and a live band including the great Rick Vito from Fleetwood Mac! Glenn Kilmer gave a wonderful speech honoring his father, Tom Kilmer, the 2017 Honorary Member, who will be officially awarded at the Industry Golf Tournament this year in July. Congratulations Tom and thank you Glenn!

Larry Smith of Kathbern Management and all of our other Silver and General sponsors were acknowledged! Our success is definitely attributed to our sponsors!

Our delegates are invited to meet again next year to celebrate the 51st Annual General Meeting at Blue Mountain!







# 2017 SPRING FORUM

*Educational and Informative!*

## ORAC'S HELPING SMALLER COMPANIES

At this year's Spring Forum, the objective was to focus on the ever evolving technology which is not just for the bigger companies. Topics covered were wireless connections to your pumps and other equipment, the "cloud", and new wireless platforms that shape the future of fleet management through efficient GPS software.

Our line up of speakers helped to shed some light and educate everyone on technology that is already here and what's to come!



Thank you to this year's sponsor:



PLATINUM SPONSOR  
2017 SPRING FORUM

**Kathbern**  
MANAGEMENT

Fit is everything



ORAC's 2017 Spring Forum was again held at Richmond Hill Golf Club on May 24, 2017.

Our lineup of educational speakers included:

- Mark Gallagher, Armstrong Fluid Technology
- Michael Der Kaloussain, LVM Tech
- Ed Gordon, IHSA
- William Shilson, Connected Gear
- Dan Pittman, Lifting Gear Hire

Thank you to all who participated in this year's event! See you next year!

## WINNERS!

LONGEST DRIVE WINNER (NO PICTURE):  
CONGRATULATIONS **STEVE HORWOOD!**



MOST HONEST WINNERS ABOVE: CONGRATULATIONS **BOB SHEPHERD, ANDREW KOLBIN, KIM GORDON AND COURTNEY NICKEL!**



BEST TEAM WINNER ABOVE: CONGRATULATIONS **MICHAEL DICARLO, KRIS LANDON & RICK LAMANNA!!**



CLOSEST TO THE PIN WINNER ABOVE: CONGRATULATIONS **GREGG LITTLE!**

# THANK YOU ORAC MEMBERS!



Did you know that Dog Guides are trained to assist with more than blindness and visual impairments? There are six type of Dog Guides and they include deafness, hearing impairments, autism spectrum disorder, type 1 diabetes with hypoglycemic unawareness, epilepsy as well as physical and medical disabilities.



Last year ORAC's member donations have made a difference in 2 people's lives. One was for an Autism Assistance dog guide and one was for a Hearing and Ear dog guide (see Alyssa and Peggy to the left).

Again this year, Gregg Little (ORAC Treasurer) represented ORAC at the graduation ceremony on February 2, 2017, where he had the honor of meeting Alyssa and Peggy, ORAC's donation recipient.

Alyssa presented Gregg with a very special note to thank ORAC for changing her life in such a positive way. What an amazing feeling!

Thank you ORAC for all of your generous support! With your help, I have been blessed with my hearing ear dog guide Peggy. Thanks to you, my life has changed and I will never have to walk alone.



With love,  
Alyssa & Peggy 🐾

To date, ORAC members have donated \$99,350 to Lions Foundation of Canada Dog Guides which includes 8 completed sponsoships to individuals throughout our 6 programs with physical or medical disabilities.

Wow! Lets continue giving and promoting this incredible Charity by registering today!

## 2017 HVAC INDUSTRY GOLF TOURNAMENT (FORMERLY CHARITY GOLF) GLEN EAGLE GOLF CLUB JULY 6, 2017



Registration has gone out for this very popular and life changing event!

Registration closes **June 30, 2017** so get your registrations in to Jessica at [jessica.atcheson@orac.ca](mailto:jessica.atcheson@orac.ca).

Visit our **EVENTS** page at [www.orac.ca/events](http://www.orac.ca/events) for details!

\*Delegates may sponsor a hole for \$500. Proceeds going straight to the Dog Guides of Canada. Check this option on your registration form!



**kilmer**  
ENVIRONMENTAL

**Celebrating 30 years**

Now proudly representing

**AAON®**

nortec dataaire seresco AAOON

# Left-Hand-Turn Elimination

By JOEL LOVELLDEC. 9, 2007

Idling, waiting for oncoming traffic to clear so you can make a left-hand turn, is minutely wasteful — of time and peace of mind, for sure, but also of gas and therefore money. Not a ton of gas and money if we're talking about just you and your Windstar, say, but immensely wasteful if we're talking about more than 95,000 big square brown trucks delivering packages every day. And this realization — that when you operate a gigantic fleet of vehicles, tiny improvements in the efficiency of each one will translate to huge savings overall — is what led U.P.S. to limit further the number of left-hand turns its drivers make.

The company employs what it calls a “package flow” software program, which among other hyperefficient practices involving the packing and sorting of its cargo, maps out routes for every one of its drivers, drastically reducing the number of left-hand turns they make (taking into consideration, of course, those instances where not to make the left-hand turn would result in a ridiculously circuitous route).

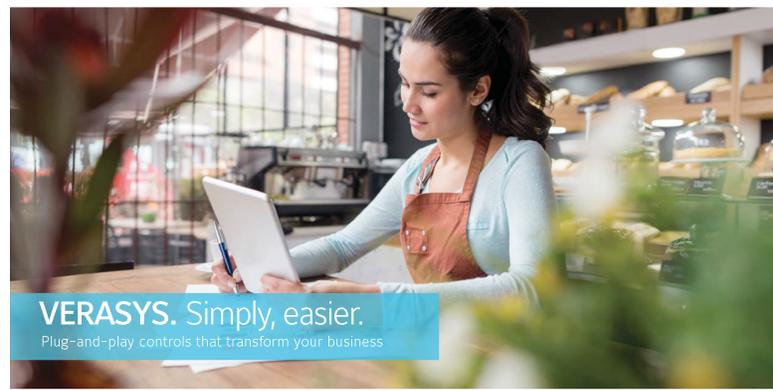
Last year, according to Heather Robinson, a U.P.S. spokeswoman, the software helped the company shave 28.5 million miles off its delivery routes, which has resulted in savings of roughly three million gallons of gas and has reduced CO2 emissions by 31,000 metric tons. So what can Brown do for you? We can't speak to how good or bad they are in the parcel-delivery world, but they won't be clogging up the left-hand lane while they do their business.

*Article submitted by Stan Swartz, Sloan Partners*



**\$50 to \$100 contractor incentives available from Enbridge on qualifying equipment.**

**1-866-844-9994**  
**energyservices@enbridge.com**



**VERASYS. Simply, easier.**  
Plug-and-play controls that transform your business

Verasys™ is the new control system from Johnson Controls that streamlines installation and commissioning. Keeping any facility consistently comfortable and safe is a complex job. Verasys is designed to leverage Smart Equipment™ technology to make it easier to optimize a building. No need for special programming tools. Just plug-and-play. Verasys will transform how you do business, while offering your customers a new level of insight to help facilities perform at peak levels.



Connects data streams from equipment to smart controls so owners and service experts have real-time access to critical equipment performance.



The Smart Building Hub supports dozens of zoning systems and leverages smart equipment technology from any manufacturer for easy integration.



TEC3000 Series thermostat controllers provide intelligent control of rooftop units, fan coil units, unit heaters, and unit ventilators.



A plug-and-play control system simplifies the installation experience with no special programming tools required.

Available at:  
Yorkland Controls Limited  
1.877.733.3833  
www.yorkland.net



Zoning Simplified  
VAV Simplified  
No Software  
No Licenses  
Connect and Visualize

## Kathbern Management

Talent acquisition for the HVAC industry



How much time do you have?

Our objective is to **quickly** "get the right people on the bus" for our HVAC clients.

- Middle or Senior Management
- Sales Reps
- Technicians
- Financial Leadership
- Sales Leadership
- Technical Leadership

- > Increase the speed of getting the right people on board
- > Improve the quality of candidates that you are looking at
- > Reduce the headaches involved in advertising, screening and scheduling interviews

**Kathbern**  
MANAGEMENT

[larry.smith@kathbern.com](mailto:larry.smith@kathbern.com)  
416-915-4044 x101  
[www.hvacteamrecruiting.com](http://www.hvacteamrecruiting.com)

## 2017 APPRENTICE INTAKE 2

### Accepting Applications until June 30

Our first intake is now complete and there are first year apprentices **available for hire** on the [orac.ca](http://orac.ca) website. Just log into the contractor dashboard with your username and password (available to ORAC provincial members) and select the “hire an apprentice” tab.

Intake 2 has been open since May 1 and will run through to the end of June. Interested candidates who meet the minimum mandatory requirements can apply through our website [apprenticehvacr.ca](http://apprenticehvacr.ca).

Feel free to contact Alison at 905-670-0010 or email [alison@apprenticehvacr.ca](mailto:alison@apprenticehvacr.ca) if you have any questions!



## SUMMER SCHEDULE

### BRAZING



Just a friendly reminder that the final brazing course before summer holidays at the JTAC will be offered on Thursday, June 15th.

The JTAC will resume monthly certifications in September.

For those interested in attending in June, please contact Jessica **immediately** at [Jessica.atcheson@orac.ca](mailto:Jessica.atcheson@orac.ca) to reserve your spot. Space is limited, and available on a first come, first serve basis.

WHEN YOU WANT IT. WHERE YOU NEED IT.



CE is the **FIRST** Choice for HVAC Equipment, Parts & Supplies due to our Commitment to Exceptional Service and a Highly-Trained Team.  
We're available **24/7** and Ready to Serve You - Whenever, Wherever.



More THAN AN ONLINE ORDERING TOOL!

- Product Information
- Order History
- Invoice History
- Order Lists
- Wiring Diagrams
- Product Comparison Tool
- Purchasing Controls
- Immediate Pricing
- Flexible Search Engines
- Immediate Availability Data

Visit the **NEW** [carrierenterprise.ca](http://carrierenterprise.ca)

## JTAC GRADUATION NIGHT



The JTAC held its annual apprentice graduation and awards ceremony on Friday, May 12, 2017 at the Pearson Convention Center where approximately 55 apprentices graduated.

ORAC was represented by Board of Directors Tony Mamoliti, Ron Abernethy and David Steel. Josh Bell was also in attendance representing the JTAC committee.

The ORAC Award was presented to Michael Arenovich for attaining a high academic achievement upon completion of the 4 year JTAC Home Study program. Congratulations Michael!

Thanks again to the JTAC and UA Local 787 for organizing this event and congratulations to all the graduates!



# SAVE THE DATE!



To: All ORAC Members

You are invited to our ORAC Open House! Please come by and enjoy a lunch and mingle with your favorite ORAC members and staff.

Where: 133 Milani Boulevard, Unit 104  
Vaughan, ON  
L4H 4M4

When: Thursday, July 20, 2017

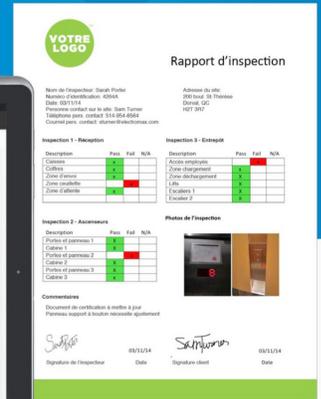
Time: 11:00am to 2:00pm



## Go mobile! All your business forms on phones & tablets

Build unlimited custom mobile forms and dispatch them to smartphone and tablet users in the field. Receive data back, connect it to cloud services and generate powerful reports!

- ✓ Sales Orders
- ✓ Work Orders
- ✓ Inspections
- ✓ Build your own custom forms!



Contact us now for a free demo  
[www.lvmtech.ca](http://www.lvmtech.ca) | 1-800-964-4551 | [sales@lvmtech.ca](mailto:sales@lvmtech.ca)

## Put our award winning Call Centre to work for you



### Go with the HVACR specialists

AnswerPlus is the ONLY 24/7 Answering Service to provide a specialized team of Customer Service Receptionists (CSRs) dedicated to answering calls just for the HVACR Industry.

**Urgent Call Response** – Professional CSRs screen for urgency, gather complete details, and dispatch service calls according to your protocol, after business hours or around the clock.

**Virtual Receptionist** – AnswerPlus provides a warm, professional greeting to every caller, determining their needs and transferring the caller to the appropriate personnel.

**Help Desk** – Our Customer Service Receptionists (CSRs) use sophisticated scripting, your website, and information provided to answer questions for your customers, any time, day or night.

### We speak your language

Our specialized team of Customer Service Receptionists (CSRs) understand the HVACR industry and its language.

**Intensive Training** – All of our “HVACR” CSRs have been certified to handle a variety of HVACR calls. They receive specific training in the techniques necessary to calm distraught callers, obtain critical information, and make crucial decisions in a timely fashion.

**First Call Resolution** – Your calls are screened for urgency, leaving on-call personnel undisturbed by routine matters. Emergencies are escalated to resolution, and our call logs provide you with all call details for your records.

**Award Winning** – The Association of Teleservices International (ATSI) ranked AnswerPlus the #1 Call Centre in North America.

[www.answerplus.com](http://www.answerplus.com)



## The AnswerPlus advantage

### Reports

Reports can be customized to provide:

- Call Detail Summary
- Call Detail Report by time of day and day of week
- Summary by Call type (service, office)
- Summary by customer
- Summary by time
- Summary by geographic location

### GPS Expertise

Familiarity with a variety of GPS tracking systems allows AnswerPlus to quickly locate the nearest mechanic when emergencies arise.

### Disaster Preparedness

Multiple locations and backup systems allow AnswerPlus to provide 100% redundancy in case of a disaster.

### Health and Safety Due Diligence

**Confined Space** – reporting system protects your mechanics when working alone in tight spaces.  
**Lone worker** – check-in program offers security to mechanics who must work for a time by themselves.  
**Fall Arrest** – comes to the rescue should workers be injured in a fall.

### Absentee check in lines

AnswerPlus records details such as employee name, number, reason for absence and expected return date, then issues a confirmation number for easy tracking.

### All calls audio recorded

All calls are automatically voice recorded for your protection.

### Web Portal

Gives you complete access to your messages, as well as voice recordings of every call, all in real time.

# cmpx

Canadian Mechanical & Plumbing Exposition **2018**

March 21, 22, 23 - Mark Your Calendar Now!

The CMPX Show at the Metro Toronto Convention Centre is one of North America's largest trade shows for the mechanicals industry.

CMPX is a respected source of products, information, equipment and applications for industry professionals who want one-on-one access to the latest information and hands-on opportunities to come face-to-face with tomorrow's trends.

Over 500 exhibitors representing all the products, innovations, applications and information that really define the mechanicals industry today. There will be an unequalled number of New Products on display and the show's popular Learning Forum - the place for practical information on the latest trends, the newest applications and up-to-the-minute regulations.



## THERE'S EFFICIENCY. AND THEN THERE'S ULTRA EFFICIENCY.

With ratings of up to 21.5 IEER and 13.9 EER, EnergyGence® Ultra-high-efficiency RTUs are the most efficient HVAC units on the market.\* And that means end-users can reap major benefits, like long, positive returns on their investment and efficiency rebates offered by local utilities.

Get details, specs and more by contacting 1-800-726-0024 or visiting [LennoxCommercial.com/Energie-Ultra](http://LennoxCommercial.com/Energie-Ultra).



\*Based on AHRI certification, rooftop units 6 tons and greater.



ONTARIO COLLEGE OF TRADES  
ORDRE DES MÉTIERS DE L'ONTARIO

## Compliance and Enforcement Policy

Following the passage of legislative amendments to the Ontario College of Trades and Apprenticeship Act, 2009 on December 8, 2016, the Ontario College of Trades (College) was required to develop a compliance and enforcement policy.

To create this policy, the Board of Governors appointed nine individuals to the Compliance and Enforcement Committee.

Throughout January and February 2017, the Committee conducted broad-based consultations across Ontario with a wide cross-section of tradespeople and stakeholders from both voluntary and compulsory trades in the construction, industrial, motive power and service sectors as well as reviewed similar policies and best practices of other relevant Ontario regulators.

During the consultations, several themes emerged and formed the focus for the compliance and enforcement policy, including addressing the underground economy, enforcing journeyman-to-apprentice ratios and safeguarding vulnerable workers.

To read the compliance and enforcement policy in its entirety, visit [www.collegeoftrades.ca](http://www.collegeoftrades.ca).

Thank you to those who engaged with the Compliance and Enforcement Committee and the College over the last few months. Together, through this new enforcement policy, we will better protect the public interest and ensure that when you hire someone to fix your brakes or wire your home that the work is done by qualified and certified skilled trades professionals.





### 2016-2017 ORAC BOARD OF DIRECTORS

President:	David Sinclair	Cimco Refrigeration
Vice-President:	Ron Abernethy	Geo. A. Kelson Company Ltd.
Treasurer:	Gregg Little	Springbank Mechanical Systems Ltd.
Immediate Past President:	Dino Russo	ReadAir Mechanical Services Ltd.
Directors:	Bob Burton	E.A. Group
	David Irwin	Xtra Mechanical
	David Steel	Wintech Air Systems Inc.
	Jim McAughey	Standard Mechanical Systems Inc.
	Kelly DeGurse	Reliance Home Comfort
	Kevin Spencer	Modern Niagara
	Kevin Whitten	Rosetown Central Refrigeration
	Paul Wrigley	E.S. Fox Limited
	Phil Taggart	Black & McDonald Ltd.
	Tony Mammoliti	Ambient Mechanical Ltd.
Ex-officio MCAT	Scott Munro	ENGIE MultiTech Ltd.
Managing Director	Mike Verge	ORAC

### ORAC MISSION STATEMENT

The purpose of the association is to represent and serve HVACR contractors in Ontario with programs and services that promote responsible solutions.

### GOVERNMENT LIAISON

Legislators and government policy advisors often fail to properly consult key players within an industry to which the legislation could and may have adverse and damaging effects.

ORAC recognizes the importance of actively representing the HVACR industry in Ontario on matters of direct impact, and participates with other industries in making representation on common concerns. It is important that legislators understand the capabilities of our industry in adjusting to sometimes unrealistic laws and standards, and at the same time, act on legislation that allows less responsible parties to operate and weaken the industry's position.

ORAC has formed a standing Technical Safety and Standards Committee (TSSC) to represent its members' interests with the TSSA and the Electrical Safety Authority (ESA).



To: **All ORAC Members**  
 Re: **2017 UPCOMING EVENTS**



1. **Industry Golf Tournament: Glen Eagle Golf Club**  
*Thursday, July 6, 2017*
2. **Open House: ORAC Office**  
*Thursday, July 20, 2017*
3. **Women's Day: TBD**  
*Wednesday, September 27, 2017*
4. **Fall Forum: Woodbine Racetrack**  
*Thursday, November 9, 2017*

Visit the link below to access our events page. You have the option to automatically upload any, or all, of the above mentioned events **directly to your calendar.**  
<http://oraca.ca/events/>

## ORAC CONNECTS

### at Blue Mountain Village

**APRIL**  
26 27 28 29  
**2018**

Savour the sights, sounds, spas, shopping, entertainment and adrenaline pumping mountain attractions as we celebrate ORAC's 55th AGM at The Westin Trillium House in Blue Mountain — Ontario's only four season mountain village resort.

@BlueMtnResort