



COOL NEWS

Spring Edition



2018 FALL FORUM at Woodbine Racetrack

ORAC was off to the races for the Annual Fall Forum at the [Woodbine Racetrack](#) in Etobicoke on Wednesday, November 21, 2018. Those who attended braved a very cold, windy day for an event that started with an informative lunch and learn session.

Our Master of Ceremonies, Dino Russo introduced a full roster of speakers that included Ron Geissman, Senior Engineer at [Vibro-Acoustics](#) with his topic 'Seismic is Coming' and the impact of earthquakes on the industry. Earthquakes occur a lot more than you think.

Attendees then heard ORAC Associate Member, Darren Keates of [Vista Credit](#) give a talk on 'Value Added Selling and Commercial Leasing,' which was voted the most popular presentation by the way.

Zach Greenberg of [Argive Financial](#) spoke to ORAC members and gave 'The Best Insurance Presentation Ever!' While he spoke, he also had a professional masseuse giving out free massages, which we're sure was greatly appreciated.

Yasmeen Tonnos of [Iambetr.com](#), spoke about what Millennial Leadership will mean and look like in 2019.

Finally, the moment many in the room were waiting for, the [TSSA](#) update. TSSA Technical Services Supervisor, Caslav Dinic gave a detailed update to recent regulatory amendments. He also spoke about changes to TSSA's website that would help make navigation and application submission easier.

After a break and some refreshments, ORAC members were treated to a mind-blowing experience with a show by [The Evasons](#), a husband and wife Mentalist Duo. An award-winning act, Jeff and Tessa Evason took the audience on an emotional roller coaster by reading minds with near 100 per cent accuracy.

Members enjoyed a great dinner and ORAC Member Milestone Awards were handed out. The evening at the Woodbine Racetrack couldn't be complete without horse racing. This year ORAC members got the opportunity to place their bets on some thoroughbred racing, a change from harness racing (with carts) in previous years.

We hope you'll join us at the next Fall Forum in 2019, scheduled for Wednesday, November 13th.

Thank you to our Fall Forum Sponsors



PHOTOS COURTESY OF THE ORAC TEAM!

Welcome ORAC Members!

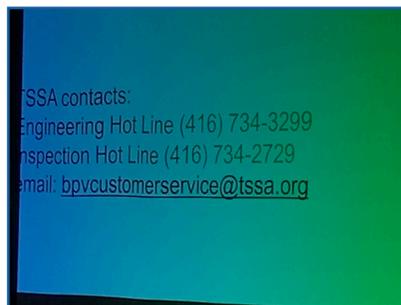


Informative Sessions

Great Speakers



2018 ORAC FALL FORUM PHOTOS
CONTINUED. COURTESY OF THE ORAC TEAM!



2018 ORAC MILESTONE AWARD RECIPIENTS	
M.A.S Mechanical Ltd Temp Air Control	40 Year ORAC Member
Springbank Mechanical Systems Ltd	20 Year ORAC Member
Kelson Service Sensible Heating & Air Conditioning Ltd	10 Year ORAC Member
BGIS Complete Comfort Niagara Inc DCS Innovative HVAC-R Solutions Drennan Refrigeration Inc	5 Year ORAC Member



2018 ORAC Fall Forum PHOTOS
CONTINUED. COURTESY OF THE ORAC TEAM!



When the HVACR Industry Heats Up, Answerplus Keeps Its Customers on Top

Since 1961, Answerplus has been serving the needs of the HVACR industry specifically.

The obvious advantages to this are the expertise that has been gained by working hand in hand within the industry, and most importantly; having a live voice answer the call means more business.

Your customer does not need to look elsewhere. That's the Answerplus Advantage™.

Answerplus offers a fully integrated communication solution that works with your existing infrastructure.

Whether you require urgent call response, reception, help desk or scheduling services, Answerplus can answer the call -



in both official languages. Our bilingual team makes it easy for your clients to get answers at any time of day, no matter where they are in Canada.

One of the most difficult aspects of growing a business in the HVACR industry is staying organized and on top of scheduling. Answerplus offers Customer Service Representatives that have specific experience with absentee check-ins and lone worker check-ins - We can prioritize emergency calls so you can dispatch effectively to on-call technicians, or defer non-emergency tasks to the following business day.

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When you have a need, Answerplus will answer the call.

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. We service Canada and the U.S. with offices in Edmonton, Hamilton, Toronto and Montreal.



New Member Spotlight – AIM Group Canada Ltd.

As a new associate member of ORAC, I wanted to introduce my firm and our reason for joining the association. Founded in 1990, AIM Group Canada Ltd. is a Toronto-based mergers and acquisitions advisory firm. Our primary service is helping clients with the sale of their privately-owned businesses.

Having sold several contracting businesses in the past, we've developed a good understanding of the industry and its buyers. We believe ORAC members can benefit from our industry expertise and have therefore decided to become more involved with the association.



Selling a business is a complicated, difficult and time-consuming exercise. For brevity, we have summarized the process into the 13 steps as follows:

1. Estimate valuation
2. Prepare a Confidential Information Memorandum (CIM)
3. Prepare an approved List of Prospective Buyers
4. Prepare a secure, online Data Room with due diligence documentation
5. Contact prospective buyers and send out teasers and confidentiality agreements
6. Circulate the CIM to interested parties and respond to their questions
7. Meet with prospective buyers
8. Receipt of Letters of Intent
9. Negotiation of terms
10. Selection of winning bid
11. Due diligence with exclusive counterparty
12. Legal documentation
13. Closing

This process typically takes 6 to 9 months from start to completion. I would be happy to discuss this in further detail with anyone that is thinking about selling their business and can be reached by email at mark@aimgc.ca or by phone at 416-364-8464.



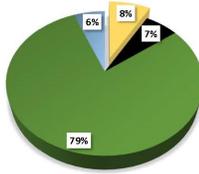
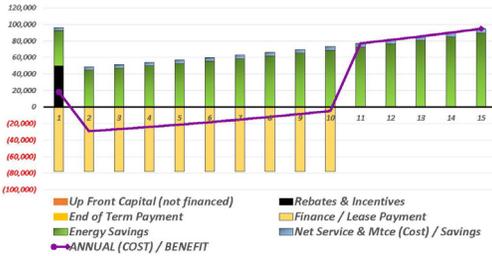
COMMERCIAL LEASE PROGRAM



MAKING NEW EQUIPMENT AFFORDABLE FOR YOUR CLIENTS

Commercial building owners don't always have the capital budget available to tackle much needed equipment replacement projects. A Commercial Operating Lease may be a better alternative to using up capital to upgrade their current equipment. Our program offers convenient monthly payments available on the Enbridge gas bill or pre-authorized payments. The program is flexible, providing multiple terms to choose from, optional maintenance plans, and potential tax benefits for the business.

SHOW YOUR CLIENTS THE RETURN ON THEIR INVESTMENT OVER THE TERM



Value Added Financing

- It's about price until you make it about something else. Leave an impression and stand out from your competition
- Offer your clients a company branded payment solution
- Access specialized documents and tools including: credit applications that provide payment estimates, cost benefit analysis tool, and an on-Line credit application that can be linked to your website

Benefits to the Customer:

- Payments collected on the Enbridge* bill or pre-authorized payments (PAP)
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 Commercial Sales
 ph: 647-971-7368
 admin: 877-318-4782
darren@vistacredit.ca



* Vista Credit is not owned by or affiliated with Enbridge Inc. or Enbridge Gas Distribution.

INTAKE 2 NOW OPEN! ACCEPTING APPLICATIONS NOW!

Intake 2 opened May 1st, 2019 and runs through to June 30th, 2019. We'll be accepting applications online at www.apprenticehvacr.ca.

Highly qualified first-year apprentices are currently available for hire on the www.orac.ca website. Simply log into your ORAC account and hit the "Hire an Apprentice" tab to access the list.

If you do not have your login information, feel free to contact Marshalette at 905-670-0010 or email marshalette@apprenticehvacr.ca anytime.



ORAC's ever-popular Spring Forum focuses on professional development...and golf of course. Email contact@orac.ca!

AGENDA

8:00 am	Breakfast
8:30 am	Climate Change & The HVAC Industry by David Phillips (Environment Canada)
9:20 am	The JTAC 2019 by Gino DiFebo
9:55 am	Break (15 mins)
10:10 am	The Future of Building Analytics By Vineet Sinha (AI and Machine Learning)
10:50 am	Cyber Security By Michael Nituda (BFL Canada)
11:25 am	How to get "Free Cash for Training" By Cory Haynes (The Ayming Consulting Group Canada)
11:45 am	ORAC Honorary Member Presentation --- HART HOLMSTROM ---
11:50 am	Lunch
1:00 pm	Shotgun Start (approx. time)
5:00 pm	Reception & Dinner

Richmond Hill Golf Club
 8755 Bathurst St
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Kathbern
MANAGEMENT

Fit is everything

PLATINUM SPONSOR



ORAC's annual charity golf event raises funds for the Lions Foundation of Canada Dog Guides, which provides dog guides for Canadians with medical or physical disabilities.

Registration and Sponsorship Opportunities coming soon!

The Effective HVAC Manager

Getting More Done in Less Time

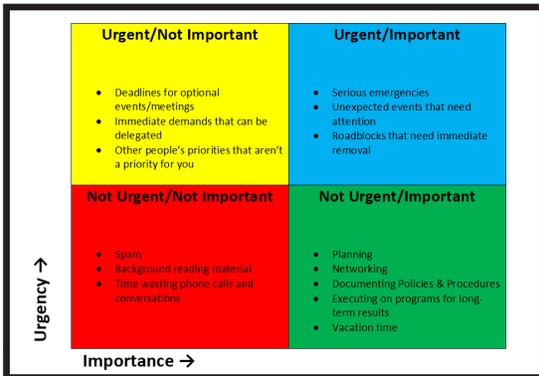
We are in the business of working on behalf of our HVAC clients to connect them with effective employees. But what are the ways that one can become an effective manager? Much has to do with effective time management and not only doing things right, but doing the right things in the right order.

Here is one way to organize your life to become more effective:

Stephen Covey's Four Boxes

In Stephen Covey's *The 7 Habits of Highly Effective People*, Covey uses a two by two matrix to differentiate activities according to their importance and urgency.

We allocate our time every day among activities in these four categories. It is easy to see how we can waste time and become ineffective by wallowing in the red zone of the Not Urgent and Not Important.



It is also easy to see how other people's priorities can supersede ours, or other seemingly Urgent but Not Important activities in the yellow zone can take us off course. Activities in the blue zone are Urgent and Important, so we can't really avoid those and they must be attended to immediately.



The phrase "I was too busy bailing to fix the leak in the boat!" comes to mind.

The beauty of Covey's representation comes through with the realization that by devoting most of our time to activities in the green Important but Not Urgent zone, we are making everything run better.

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We are "sharpening the saw" to use Covey's example of the efficient lumberjack and eliminating the number of activities that will require our attention in the blue Urgent and Important zone.

There will be fewer emergencies because of good planning and good procedures. This is almost counter intuitive for many managers who feel that they should be fighting fires and leading the troops in battle.

In fact however, the most effective action is calm and deliberate work done well before there is any chance of fire or war breaking out in the first place.

Kathbern Management is a management search firm based in Toronto, helping HVAC companies find the executives and senior managers who not only have the experience and credentials to fulfil their responsibilities, but also have the emotional and "fit" requirements that will enable them to be successful in a particular environment. We simplify the process and, through our deep research, are able to bring more and better candidates forward than would ever be possible through a do-it-yourself passive advertising campaign.

You can contact Larry Smith at larry.smith@kathbern.com or at 416-645-9120. You can also visit www.hvacteamrecruiting.com.

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MANAGEMENT

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Manage driver behavior



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ONTARIO COLLEGE OF TRADES
ORDRE DES MÉTIERS DE L'ONTARIO

Changes to the Skilled Trades and Apprenticeship System & College of Trades Fee Changes

Changes to the Skilled Trades and Apprenticeship System

The Government of Ontario has proposed the Modernizing the Skilled Trades and Apprenticeship Act, 2019 which, if passed, would establish a new governance model for the skilled trades and apprenticeship system. This would be a Ministry-led delivery model with industry input in training programs and regulation. You can find the bill as Schedule 40 at this link.

During the transition period the College will continue to deliver on its core services, including:

- Issuing or renewing certificates of qualification and other credentials,
- Verifying credentials on worksites for compulsory trades,
- Undertaking trade equivalency assessments, and,
- Supporting labour mobility through credential verification

College of Trades Fee Changes

Upon request of the Minister of Training, Colleges, and Universities, effective immediately, College of Trades annual membership fees have been reduced or eliminated to be:

- \$0 for Apprentice class members
- \$0 for Journeyman Candidate class members
- \$0 for Tradesperson class members
- \$60 for the Journeypersons class

In order to implement the technical changes necessary to enable the change in fees the College has placed a temporary pause on membership fee collection. Effective Friday, April 12th, the College has temporarily ceased sending out invoices or accepting payments and will begin again at the new rate as soon as possible, but no later than July 5th 2019. Please note that fees at the new rate will be assessed for the period of the temporary pause and will be due after it ends. Fees paid prior to the rate change will be credited towards either OCOT membership fees or the future fee model, as appropriate.

We will provide additional information on when we will resume fee collection as soon as possible.

As published on the College's website at www.collegeoftrades.ca.



Safety First

Lifting Gear Hire (LGH)

Is the largest single organization in North America exclusively focused on the provision of the safest hoisting and rigging equipment available for rental.

Comprehensive Inventory

LGH dedicates itself to improving everyday to better provide its customers the most comprehensive inventory of the most elite hoisting, rigging, jacking, material handling and safety equipment from the top manufacturers. LGH continuously evaluates our inventory to ensure each rental centre can meet market demands and rotates new gear into service to guarantee that their offerings come equipped with the most recent options available.

Committed to Safety

With the belief that safety is the most important aspect of equipment on a job, LGH implemented a specialized range of testing and maintenance processes that not only meets ASME, ANSI and OSHA standards, but far exceeds the guidelines in place, setting them above others in the industry.

To achieve the ability to test equipment in working conditions that mirror real-life situations as closely as possible, LGH added 300,000-pound dynamic horizontal and 125,000-pound heavy-duty load cell vertical proof-testing stations in each of their rental centres.

This allows customers to obtain safety certifications for their rented equipment directly from LGH on every piece of equipment.

Partnership

All LGH staff members undergo extensive training through 6 levels, amounting to a minimum of 90 hours, which is a level unsurpassed in the field. This training creates a uniquely knowledgeable staff of repair technicians and rental representatives capable of partnering with you and your crew from the bidding phases of a job all the way through completion with the ability to assist in selection, usage and on-site troubleshooting, ensuring your project runs smoothly.

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Visit www.RentLGH.com, email Rentals@RentLGH.com, or call 800-878-7305 with any of your equipment rental needs.



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Cannabis and the workplace

According to the federal government's website someone who is impaired may not be able to properly do their job and could put themselves and others in danger.

Causes of impairment from legal and illegal substances include: alcohol, cannabis, street drugs or even certain medications.

As listed on www.canada.com, Employers should:

- Ensure the health and safety of all employees at work
- Address physical and/or psychological hazards in their workplace, including when impaired.
- Work with employee representatives to develop, implement and evaluate a hazard prevention program to monitor and prevent hazards
- Include policies on substance use and impairment in hazard prevention programs when the use of cannabis and other causes of impairment represents a hazard.

Under the Canadian Human Rights Act, employers have a duty to accommodate, to the point of undue hardship, an employee that has medical authorization to use marijuana due to a disease, injury or disability.

For more information for the province of Ontario check out the www.labour.gov.on.ca website.

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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 Manager
- Sales Reps
- Project Managers
- 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

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You test your customers' controls. Who tests yours?



During my years as an accountant and business advisor I have taken way too many calls from clients literally sobbing tears when they discovered that a "trusted" employee stole or just did not care.

You and your service technicians would never leave a customer's premises without making sure all the controls are working properly. But in your company, who tests and ensures that your internal business and accounting controls are working?

When was the last time you ensured that?

- Are your computer systems backed up and secure, and if hacked and ransomed could they be quickly restored?
- Are work orders reviewed for completeness and proper pricing?
- Do you match truck GPS logs to work orders?
- Is profitability measured on each job and are quoted jobs properly budgeted and controlled?
- Who reviews the payroll and ensures that all time and the cost are properly allocated? Is overtime approved prior to being incurred?

- When was the last time a truck inventory count was done? How do you control it?
- Do you review bank statements and bank reconciliations? Who has use of credit cards and how are they controlled? Could someone make a bank transfer without you knowing?
- Are all contracts properly signed off by customers, and are they enforceable?

These are just a few of the many areas in business where your profits could seep away. You make sure your customers' systems don't leak. Who is making sure there are no leaks in your company?

Try this test, have a cheque prepared to yourself for \$100 but don't sign it. Deposit to your bank account at an ATM. I'll bet your bank will just let it go through. Now could someone do that in your business for a much larger amount?

Speak to your accountant or call me to discuss an internal control assessment.

For more information contact Stan Swartz, CPA, CMA, CFP, CMC of Sloan Partners LLP via email at stan@sloangroup.ca or call 416-665-7735.



If you're an employer looking to hire or train apprentices you may be able to take advantage of funding, programs and federal tax incentives.

The government's goal is to develop a modernized apprenticeship system which focuses on increasing completion rates, the participation of traditionally under-represented groups and creating clearer, better pathways for apprentices. The following is a short list of apprenticeship hiring and training incentives...

- Formerly known as the Apprenticeship Training Tax Credit (ATTC), GAGE (Graduated Apprenticeship Grant for Employers) is a graduated apprenticeship grant that can provide up to \$16,700 for training. You can receive an additional grant of up to \$2,500 if your apprentice is from an under-represented group, which means an employer can receive up to \$19,200 in grants through GAGE. Over 100 trades are eligible for this grant.
- The Apprenticeship Completion Employer Bonus (ACEB) provides a \$1,000 taxable cash grant for those trades not eligible for GAGE.
- With the Apprenticeship Job Creation Tax Credit (AJCTC) employers can claim a maximum \$2,000 per year for each eligible apprentice. The non-refundable tax credit is equal to 10% of eligible apprentice salaries and wages. Acceptable trades include those listed as Red Seal Trades. Unused credit may be carried back three years or carried forward 20 years.
- The Canada-Ontario Job Grant offers employers up to \$10,000 per person towards the cost of job training. Employers with 100 employees or more pay half of the training costs. Employers with less than 100 employees pay 1/6 of the training costs.

For more information regarding government hiring and training incentives go to www.ontario.ca.

ORAC ASSOCIATES COMMITTEE



Our Associates Committee continues to meet bi-annually to continually raise the profile and reputation of our industry through sponsorships, involvement in speaker recommendations, advertising ideas and continuous relationship building at our events.

Be sure to look out for them at one of our upcoming events.

Our next Associates Committee meeting will be held on Tuesday, September 10, 2019 at 11:00am at the ORAC office at 133 Milani Boulevard, Suite 104, Vaughan, Ontario L4H 4M4.

Provincial members, please visit our website for a list of our committed, loyal *Associate members*, along with a description of their products and services at www.orac.ca.

REFRIGERATION REFINED

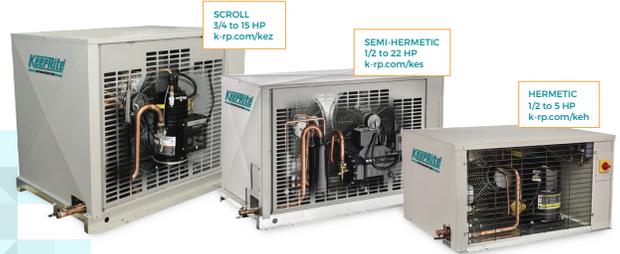
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Introducing our new generation of Condensing Units.

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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.

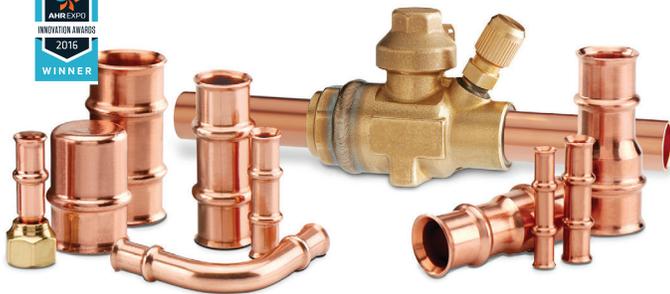


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2017-2019 ORAC BOARD OF DIRECTORS

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Ex-officio MCAT	Anthony McWatters	McWatters Mechanical Limited
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).

Brazing

Need your HVAC Technicians to be TSSA Brazing Certified?

ORAC in partnership with the JTAC, offers full day brazing training and testing services to technicians who are employed by ORAC Member companies every month.



Email us at contact@orac.ca
or call 905-670-0010
for more information.

2019 ORAC AGM THANK YOU TO EVERYONE WHO ATTENDED

52nd Annual General Meeting
Omni Nashville Hotel in
Nashville, Tennessee, USA.

See you at Niagara-on-the-Lake
April 30-May 3, 2020!



Ontario Refrigeration & Air Conditioning
Contractors Association (ORAC)
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