

ILLINOIS MASTER PLUMBER

ILLINOIS ASSOCIATION OF PLUMBING • HEATING • COOLING • CONTRACTORS

Volume 101, No. 8

August 2015

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PRESIDENT'S THOUGHTS

by Erik Graybeal
Illinois PHCC President

Greetings to all the readers out there.

Well, this summer is passing us by quickly. It seems like it goes by faster every year. Our family has been so busy lately with something always going on every weekend. I think that's why time flies by so fast.

The rain has finally slowed down a little bit in July. I think that has helped some construction jobs progress a little more. I'm sure there are a lot of jobs behind this summer due to all the rain. Hopefully everyone can meet the deadlines, especially for the work at any schools before they start.

I would like to talk about a very important issue in our state right now. Everyone is aware of the stoppage of all CDB work due to the state budget not being passed. This has definitely affected our company. We had our CDB job stopped that employed five workers. We didn't have another job to put all five employees so we had to lay off a few of them. They were great workers and when the job starts back up I hope we can get them all back. Another way this stoppage affected us and cost us money is we had to have all our tools & equipment hauled out of the job site. This was about two days of work for five guys. This is very wasteful spending because we will have to also remobilize again once the job starts back up. I hope the politicians realize

the outlying effects of not passing the budget are adding expenses to business owners, as well as, costing workers their jobs. I'm sure everyone out there has been significantly affected in some way. Hopefully they can agree and get it passed soon so that the projects can restart again soon.

I want to remind you of the PHCC National Convention September 30 through October 2, 2015. The early bird registration ends August 31st. There will be many great contractor sessions and the UAC is having some sessions for the union contractor as well. There will also be a trade show and apprentice contests.

This month's issue includes the CEU registration form. Check out the dates that work best for you. Remember that the next PHCC Board Meeting will be held August 22nd in O'Fallon, Illinois at the Hilton Garden Inn. I'll see you there. Have a great ending to your summer.

**Until
next month...**

**Erik
Graybeal**



DIRECTORY CORRECTION

The listing for PCA/PAMCANI member firm Roughneck Concrete Drilling & Sawing Company was inadvertently omitted from the Illinois PHCC Directory.

Please add the following information to your Directory. We apologize for the omission.

Roughneck Concrete Drilling & Sawing Company

Karen Johnson

8400 Lehigh Ave.

Morton Grove, IL 60053

Ph: 847-966-6666

Fax: 847-966-6577

www.roughneck1.com

Karen@roughneck1.com

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CALENDAR OF EVENTS

AUGUST 22, 2015

Illinois PHCC & Auxiliary Board Meetings
Hilton Garden Inn
O'Fallon, IL

SEPTEMBER 18, 2015

Illinois PHCC CEU Class
John A. Logan College
Carterville, IL

SEPTEMBER 19, 2015

Illinois PHCC CEU Class
Kaskaskia College
Vandalia, IL

SEPTEMBER 28 – OCTOBER 2, 2015

PHCC National Convention
Hollywood, FL

OCTOBER 16, 2015

Illinois PHCC CEU Class
Hilton Garden Inn
Springfield, IL

NOVEMBER 6, 2015

Illinois PHCC CEU Class
Rend Lake Resort
Whittington, IL

NOVEMBER 12, 2015

ERTC Backflow Symposium
Doubletree Hotel
Bloomington, IL

NOVEMBER 14, 2015

Illinois PHCC & Auxiliary Board Meetings
Bloomington, IL

MARCH 18, 2016

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





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PLUMBING CONTRACTOR REGISTRATION RENEWAL TIME

All plumbing contractors registered with the Illinois Department of Public Health should have received a green renewal post card. Online renewals are preferred and encouraged. Even though you are renewing online, you must still fax, email or mail the insurance and bonds. **Only send those documents by ONE of these methods.** Do NOT email or fax and follow up with a hard copy in the mail. This only causes confusion and delays the process.

Please make sure you look at all the materials carefully and submit your renewal as soon as possible - DON'T DELAY. Questions on renewals may be directed to the IDPH Plumbing Program at 217-524-0791 or to dph.plumbing@illinois.gov.

LOCAL CODE ORDINANCES APPROVED BY IDPH

The Illinois Department of Public Health Plumbing Program is receiving and reviewing ordinances submitted by local units of government. These ordinances allow municipalities to enforce requirements that are more stringent than the Illinois Plumbing Code. Below is a link to the IDPH website where you will be able to view any Department approved ordinances.

<https://data.illinois.gov/Public-Health/Illinois-Plumbing-Code-Ordinance-Approvals/cup9-8qhc>



WHAT'S WRONG WITH THIS PICTURE?

Is there a violation of the Illinois Plumbing Code on this month's cover photo?

Let us know your thoughts by emailing the Illinois PHCC at bev@ilphcc.com or faxing 217-522-4315. All correct answers will be put in a drawing for an Illinois PHCC logo item.



The advertisement features a red race car at the top with the text "2/3HP-60HP IN 24 HOURS" in a stylized, slanted font. Below the car, the text "Champion Pump" is written in a red, serif font. The main image shows a collection of various pump models, including large green and black units, smaller black units, and blue units. At the bottom, there is a black banner with the SSPMA logo on the left and the text "Champion Pump Company, Inc. Phone 419-281-4500 | Toll free 800-659-4491" on the right.

IMSCA-PAC RAFFLE WINNER

Congratulations to Illinois Chapter NECA for winning the IMSCA-PAC raffle prize package! The raffle prize package included four White Sox vs. Cubs tickets, four Bears vs. Raiders tickets, \$500 to StubHub and \$500 to Hilton Hotels.

The IMSCA staff would like to thank everyone for making our 2015 fundraising effort a HUGE success! With your help and support, we sold 349 tickets and raised \$17,450.00! We would not have been

able to make this happen without you. We are very appreciative of your efforts – THANK YOU!

In addition, we would also like to say THANK YOU to those who made this year's attractive prize package possible with their prize donations. Those individual include IMSCA President Tom Morton, Jim McGlynn, and SMACNA of Greater Chicago.

Thanks again to everyone, from your Illinois Mechanical & Specialty Contractors Association staff.



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2015-2016 Continuing Education for Illinois Licensed Plumbers

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

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

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

****State hours for Certified Plumbing Inspectors**
Please check the session you will be attending.

TOTAL AMOUNT ENCLOSED \$ _____

Fee must accompany application.

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To register, complete this form by checking the location you will attend, provide your complete address, make checks payable to Illinois PHCC and mail to Illinois PHCC ♦ 821 South Grand Avenue, West ♦ Springfield, Illinois 62704
Phone (217) 522-7219

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Address: _____

City/State: _____ Zip _____

Phone: _____ Fax: _____

Email address: _____

IMPORTANT:

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

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

SEVEN MINUTE SAFETY TRAINER

FROM

FEDERATED INSURANCE

The Seven Minute Safety Trainer *powered by BLR®* allows user friendly access to more than 350 safety meeting topics anytime and anywhere as an easy to use mobile application. Federated Insurance is excited to announce this *complimentary* new service that will provide our contractor clients with effective and efficient employee safety training resources.

Whether using a desktop or a mobile device, controlling your company's risk management culture is made easier by design to give you more convenience when holding your safety training meetings at the business or paper-free right at the job site. The Seven Minute Safety Trainer also allows you the flexibility to manage the training topics while recording the meeting topics and attendees. Besides helping you save time and money, it can also assist you to meet OSHA's requirements.

Injuries hurt your business, your employees, and their families. Federated clients interested in providing industry-leading safety training can access the Seven Minute Safety Trainer administration site by logging in to Federated's Shield Network®. Or, they may call our Risk Management Resource Center for assistance at (800)333-4949.

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OSHA NEWS

OSHA Delays Confined Spaces Rule.

The U.S. Occupational Safety and Health Administration (OSHA) is delaying the full enforcement of its confined spaces in construction standard until October 3, 2015. OSHA is delaying its standard in response to requests for additional time to train workers. The rule is meant to protect construction workers laboring in confined spaces against hazards that include exposure to toxic substances, electrocutions, explosions and asphyxiation. The new standard is similar to the general industry confined spaces standard, but it includes construction-specific hazards and accounts for advancements in technology and equipment, among other things.

Updated comprehensive guide to OSHA training requirements now available.

OSHA has posted a fully updated version of its guide to all agency training requirements to help employers, safety and health professionals, training directors and others comply with the law and keep workers safe. *Training Requirements in OSHA Standards* organizes the training requirements into five categories: General Industry, Maritime,

Construction, Agriculture and Federal Employee Programs.

The safety and health training requirements in OSHA standards have prevented countless workplace tragedies by ensuring that workers have the required skills and knowledge to safely do their work. These requirements reflect OSHA's belief that training is an essential part of every employer's safety and health program for protecting workers from injuries and illnesses. For a list of educational materials available from OSHA, please visit <https://www.osha.gov/pls/publications/publication.html>.

OSHA provides guidance to compliance officers for enforcing the revised Hazard Communication standard.

OSHA has issued instructions to compliance safety and health officers on how to ensure consistent enforcement of the revised Hazard Communication standard. This instruction outlines the revisions to the standard, such as the revised hazard classification of chemicals, standardizing label elements for containers of hazardous chemicals, and specifying the format and required content for safety data sheets. It explains how the revised standard is to be enforced during its transition period and after the standard is

fully implemented on June 1, 2016.

OSHA revised the standard in March 2012 to align with the United Nations Globally Harmonized System of Classification and Labeling of Chemicals. The revised standard improves the quality, consistency and clarity of chemical hazard information that workers receive.

Under the standard, employers were required to train workers on the new label elements and safety data sheets by Dec. 1, 2013. Chemical manufacturers, importers and distributors had to comply with revised safety data sheet requirements

by June 1, 2015. Manufacturers and importers had to comply with new labeling provisions by June 1, 2015. Distributors have until Dec. 1, 2015, to comply with labeling provisions as long as they are not relabeling materials or creating safety data sheets, in which case they must comply with the June 1 deadline. Additional information on the revised Hazard Communication Standard may be found on OSHA’s Hazard Communication Safety and Health Topics page.



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Metropolitan Industries, Inc. 37 Forestwood Drive Romeoville IL 60586	Sept. 25, 2015 Start: 11 a.m. Food & Drinks from 12 p.m. - 4 p.m.	We're celebrating our 58th year of innovating the water industry.



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Contact Melissa Young
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Total amount enclosed \$ _____

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Springfield, IL 62704**

Make checks payable to the Illinois PHCC.

There will be a \$40.00 service charge for any checks returned due to insufficient funds.

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

(217) 522-7219

LEADERSHIP LESSONS FROM A FOURTH-GRADE CATCHER

by Mark Breslin

When I was a kid, my uncle was the manager of the AAA minor league team of the San Francisco Giants. As a result, I got to visit the 1968 Giants' clubhouse. I met Willie Mays, Jesus Alou, Willie McCovey, Juan Marichal and Bobby Bonds (Barry's dad). I watched them ice



down, joke around and (some of them) smoke cigarettes. They gave me autographed balls and told me to practice hard and play well. So, being a kid, that is precisely what I did. And what came of it were the first CEO lessons I ever learned.

Some of my best leadership lessons of my life took place that year when I played catcher for the Our Lady of Mercy fourth-grade team. I played catcher because the gear was cool, I liked being in the action and no one else would do it. I soon found out why they call the catcher

the “on-field” manager – even when you are only four feet tall.

So from my sketchy memory banks, I share the top four leadership lessons learned behind the plate that year – lessons I have used over the decades as a CEO.

1. A leader has to over-communicate if he wants everyone on the same page.

It was my job to let everyone on the team know what was going on: how many balls and strikes, how many outs, when the ball was coming, etc... This was especially important with Jimmy Kesterson, who often had his hand down the front of his pants, accompanied by a slight lack of concentration. A leader has to communicate the plan, the score, and the role each team member should be playing – and they need to communicate it over, and over, and over. Assuming the players “just know” what to do is bad. I had to yell out instructions several times each inning. When you communicate to excess, a common vision emerges, along with better performance on the field (or in your company).

2. Don't let a little situational discomfort put you at an even higher risk.

Catchers wear a cup. That's it. But for me, I didn't like the feeling. It chafed. It rubbed and it was distracting when I was in the crouch... until the day Binker Murphy threw his scorching fastball. It hit the corner of the plate and bounced directly up into my crotch. Now, I don't know about you, but when you are nine, and the girl you really like is in the stands, the idea of grabbing your balls in a public forum is a real dilemma. So I grabbed my knee instead. I'm rolling on the ground thinking to myself, "Please God, make this stop hurting and I'll wear a cup 24-7". The lesson was simple: leaders have to experience ongoing levels of discomfort all the time. Chafing is part of the deal. Discomfort is the state of leadership. The consequences of avoidance are generally more severe if you try to bypass the discomfort. Get used to it, or find yourself with your knee in your hand.

3. You have to give a lot of individual coaching to your key players -- both when they are doing great, and when they are sucking badly.

Your key players determine who wins. On a nine-person team (or crew), you might have three to four people who are going to make the difference. In my little league days, one of those people was always the pitcher. When he had a bad day, we all had a bad day. A fourth-grade kid who walks batter after batter starts to lose it. He gets

close to tears, and it doesn't help that his parents are in the stands. The coach can't do anything in that situation either, so I would run the ball out to him on the mound as often as I could (often with the umpire yelling at me to get back behind the plate). I'd tell that pitcher whatever he needed to hear: that he was the greatest, maybe, or that he needed to get mad. The lesson is simple. Read the player and give them the individual coaching and attention that they need. It's possible for them to do it on their own, but they can perform so much better with a little help from you. The same is true for when they're killing it and doing a great job. At those times, remind them that they are demonstrating their true potential. Build their confidence. Make them set the benchmark for their future performance.

4. Don't avoid confrontation.

Catchers own the plate. If you block that plate, you're going to get hit. The physics are pretty basic. Imagine this scenario: a kid with a running start from third base of probably 70 feet is barreling directly toward me as fast as he can. His only goal is to score a run. Meanwhile, I'm standing stock-still, waiting for a throw from Sean Wallace in right field, and I cannot look at this guy coming down the line. Everyone is counting on my courage and resolve at that moment. All the gear in the world won't compensate for me getting "Buster Poseyed." But you have to stand up and take it. Leaders do not shy away from confrontation. Leaders do not back down at the crucial moment. Leaders often have to take one for the team. Leaders cannot lose their concentration at the moment of key business impact. And frankly, sometimes the leader has to lower their shoulder

and smash the tag into someone's face to get everyone's attention. It may only be 1% of the time on the field, but you will be measured by those moments for a long time afterwards.

When I look at the photo that accompanies this article, I don't see a kid really having fun. That kid doesn't look like he's living the "everyone gets a trophy" sports experience. The look in the eyes is pretty serious. I don't remember that day, or most of the games I played, for that matter. But I do remember those simple lessons, long after any thrill or disappointment with wins and losses have faded from memory. These same lessons are key to the success of our leaders today, especially foremen and superintendents. Often we send players onto the field without a clear idea of the requirements of the position and the tools to succeed while doing it. We forget to coach them and give them the feedback necessary to improve. They too are our on-field managers. In order to create a winning environment, the foundational elements of leadership are not complex. The key is remembering to apply these simple principles and reinforce them regularly.

Simply put, after reading your company P&L sheet, you don't want to find yourself rolling on the ground holding your knee.



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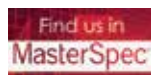


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RISK MANAGEMENT CORNER

ARE THERE HOLES IN YOUR UMBRELLA POLICY?

When was the last time you reviewed your umbrella limits? Four years ago? Five years? More? That's probably four or five years too many. Why? Can you name *anything* that costs less than it did five years ago? Probably not. That goes for legal costs and settlements too—they continue to increase exponentially.

Accidents happen. How they happen and the outcome typically defines the extent of the damages. For example, picture a slip and fall incident at your business, then imagine the claim difference between “just” a broken arm and a claim that involves a head injury resulting in traumatic brain damage. Or, what might be the consequences if your employee driver was in a head-on collision with a single-occupant vehicle versus one carrying a family of four?

It's easy to grasp the difference in claim costs when comparing a serious accident to a less severe one. If you haven't reviewed your umbrella limit recently, how confident are you it's enough to cover claims? Are you ready to pay for what it can't? Insurance is intended to help protect you after catastrophic events, but it can do so only if you have purchased adequate limits.

If it's time for a policy review, don't wait. Your provider should look at your umbrella limits; examine your exposures (large auto fleet, potentially hazardous product, etc.); and help you determine the business and personal assets you could lose, social responsibility, requirements of vendors or others you do business with, and any unique situations that should be taken into account when determining your policy limit.

If you don't have an umbrella, adding one now may be more important than ever. Ask your provider to explain the advantages and help you determine the limits you may need to protect the business you've worked so hard to build.

As your association's recommended insurance carrier, Federated Insurance is also ready to help you make sure your umbrella policy provides adequate coverage.

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



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7 DEADLY EMAIL PHRASES

by Nancy Friedman
Customer Service,
Communication Expert,
President Telephone Doctor,
Customer Service Training

We did a survey a while back at one of my speaking engagements. I wanted to know what really bugged folks about emails they receive. We got a lot of good frustrations, but the top 3 were:

- **Poor spelling and grammar (Your, you're; there, their; here, hear; to, too, two; and many more)**
- **Emails that ramble and are too long**
- **Wrong subject lines**

Let's take them one by one

- **Poor spelling & grammar** – Use the old saying “when in doubt, leave it out.” If you’re not sure it’s right – don’t use it. Simple. There are always alternatives. Use those.
- **Emails that are too long** – Two to three short paragraphs are perfect. Or if you have a lot of info, use an attachment. Remember, people are getting emails on iPad, iPhone, and even their iWatch. Long rambling emails are deleted or left for later a lot.
- **Wrong subject lines** – Yes, not changing the subject line when the

information in the email changed from one topic to another was a large irritant.

There were many more, but these 3 rose to the top.

Now I'm about to share some ineffective phrases used in emails. They are not bad; simply useless and unnecessary (i.e., not needed. Get it?) When these phrases are eliminated, the emails usually are stronger and read better.

Here we go:

- **“Just a note to let you know...” or “Just wanted to say...” or “I’m just checking back to see where we are on the order.”** JUST is a weak, wimpy, word. Not necessary. In fact, pretty lame and useless. Eliminate the word JUST in your sentences. Read those sentences without the word “just” and see how much stronger they become.
- **“As I (or you) mentioned on the phone” or “Pursuant to our call** (conversation, whatever).” Double work, not needed, not necessary. Confirm the statement instead with: “Glad you liked the proposal” or “Enjoyed our call” or “Here’s a handy recap of our call” or “Good call and excited we can make ‘X’ happen.” Email is a time to use your personality. Formal sayings,

unless you’re a lawyer (sorry), aren’t normally needed.

- **“Please let me know if you have any questions.”** You gotta be kidding me! Hard to believe folks still use this, but they do. Most folks will let you know if they have questions. That’s a real junior statement.
- **“If there’s anything else I can do please let me know.” This one goes with #3.** Seriously? That’s a real ‘get rid’ of line. It’s normally OUR responsibility to follow up. So a better phrase would be: “Trust me to follow up to handle your questions.”
- “Thank you for supporting us” or “Thank you for your support.” I admit, I used this one for a while until I realized, “Thank you for your order” or “Thank you for your business” or “Thank you for being a loyal, valuable client” was more effective.

There are more, but in keeping with shorter emails...stopping here.

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Lawn Equipment Safety

Many injuries result from the misuse of power push mowers and power line trimmers. Many accidents involving power lawn equipment result in severe lacerations and often amputations. Wounds caused by these accidents are prone to infection due to the unsanitary conditions of the environment. Help reduce these accidents by following a few simple safety precautions.

Power Push Mowers

- Read the operator's manual and know how to operate the machine properly.
- Don't disable or bypass safety devices.
- Read all equipment warning labels.
- Protect yourself and others against thrown objects by clearing the work area of rocks,



sticks, toys, or any other materials that could become a missile if struck by the mower blades.

- Keep the discharge chute guard or grass catcher in place at all times.
- Keep bystanders, especially children, away from the mowing area.
- Keep hands and feet away from the mower blades while it is running. If the discharge chute clogs or the grass catcher is full, stop the engine before attempting to clear the clog or empty the grass catcher.
- Never leave a running mower unattended.
- Stop the engine before adjusting the wheels of the mower.
- Mow in a forward direction whenever possible.
- Do not walk backwards while pulling the mower toward you. If you trip, the mower could end up on top of your feet or legs.
- Mow across the slope of hillsides. Do not mow up and down the slope.
- To ensure good footing, wait until the grass is dry before mowing.

- Handle fuel safely. Before refueling, stop the engine and allow it to cool. Wipe up spilled fuel or allow it to evaporate before starting the engine.
- Never refuel gasoline-powered equipment indoors.

Power Line Trimmers

- Read the operator's manual and get proper instructions before operating a trimmer.
- Never operate the trimmer with the guard removed.
- Clear the work area of objects such as sticks, rocks, wire etc., before starting work.
- Clear the work area of people and animals for radius of approximately 35 feet around the operator.
- Always wear eye protection.
- Keep the cutting line or blade away from your feet and legs.
- Position the trimmer away from your body to avoid contact with the muffler or other hot engine parts.
- Move the trimmer in a sweeping motion away from your body.

Clothing and Maintenance

- Wear close-fitting clothes, long pants or slacks, and closed-toe shoes with traction soles. Do not operate any power equipment while barefoot, or when wearing thongs or sandals.
- Loose clothing, scarves, dangling jewelry, and untucked shirt tails can snag on controls or get caught in moving parts.
- Protect your eyes with safety glasses or goggles, and your ears with earplugs.
- Wear gloves to service or adjust equipment, especially when working on the blades.
- When working on equipment with the blade guards removed, take the spark plug and ground the spark plug wire to prevent accidental engine start.





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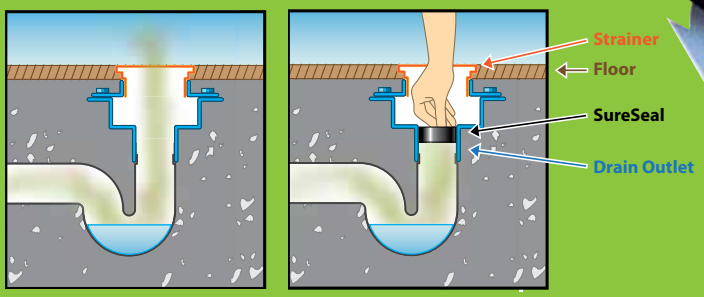
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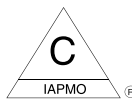
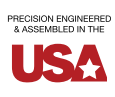
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