



CONTRACTOR CONNECTION



July August September 2020

IN PHCC: Lessons & Best Practices From the Pandemic

Essential Workers.

Two simple words that define what the professional p-h-c contractor means to the world. During the COVID-19 crisis there were many salutes to health care workers and first responders. These fine folks could not have done their jobs if it weren't for the plumbers and HVAC folks making sure there was clean water and safe air flowing.

We asked IN PHCC members what lesson they learned during the pandemic -- the good, and the bad -- and their answers indicated why they are true professionals.

I learned how much I appreciate my employees that came to work every day and stayed employed to take care of our customers during this Pandemic and therefore provided for their families! They could have easily stayed home and took unemployment. We kept "clean kits" in every vehicle, had the employees check their temperature daily and kept our office sanitized. We did allow our customers in our office only a couple at a time. Also our customers were SO Appreciative that we were actually open and able to help them when they were in a crisis during the Pandemic.

--Gina Canady, Bolinger's Warren Service & Supply, Warren

I learned to NOT get behind while working remotely, especially with some vendors pushing lead times out. Very hard to get caught

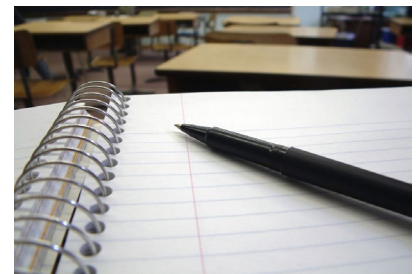
back up! I found myself not being as productive as when working in the office (with all the distractions at home), and got backed up. Got caught up over a very long weekend of basically working most waking hours. Don't want to do that again!!

--Scott Weddle, R.T. Moore Indianapolis

We are still learning new lessons daily at times it seems. One thing we learned is how flexible, resilient, and willing to go the extra mile that our team has been throughout the crisis, everyone has been willing to do what they can to support one another, keep everyone working and keep helping customers. Another big lesson we learned is the importance of communicating regularly and openly with our entire team including our employees, our customers, our vendors and suppliers, our bankers, etc. with as much or as little new information we have as it comes available, even though the situation continues to change. Some days all you can do is move forward with the current information that you have, encourage everyone to do the right thing based on that information, and continue to plan as best you can for the future based on current facts.

--Kevin Kratzman, Korte Does It All Fort Wayne

Not really a lesson learned but more a confirmation of our business model. The business climate is very fragile as has been proven by the pandemic we have been dealing with in the first half of the year. We have been fortunate to have a business model that provides us with strong diversity and re-occur-



ring revenue through our maintenance base of clients. Having a strong maintenance base and performing the maintenance activity at a very high level has helped us retain clients and keep their repair bills very low through these tough times.

Our industry is essential and in our business model it is essential for us to perform at a high level for all of us to win.

--Roger Mooney, Vasey Commercial Zionsville

We must put the health of your employees and customers first at all times. Everyone has different comfort levels and fears, we must be empathetic and understanding as leaders.

--Cathy Stegmoller, Steg Plumbing Indianapolis

One lesson we have learned from all of this was no one has all the right answers and to lean on God more for guidance.

--Gabe Ritter, Ritter Electric, Heating, Cooling & Plumbing Syracuse



THE PRESIDENT'S PERSPECTIVE

Adam Meny is President of the Indiana PHCC. Adam is a licensed plumbing contractor PC11003582 with SR Meny, Inc., Haubstadt

As I sit here and write my final article as the President of the PHCC, I look back on how everything has changed so drastically in the past year. At the time of my first article, Covid-19 might have been a blip on the news headline about something happening across the world in China. I never imagined the virus making its way to us, or at least I never imagined how bad it would be if the virus did make it to us.

The world, the United States, and our plumbing industry have gone through the most significant economic and sociological transition in a lifetime, if not ever! Masks, gloves and disinfecting are now at the forefront of the service industry. What was once a hassle at the beginning now seems normal. Some things are sure to stay, as some will fade, and it will dismiss in time. Masks will most likely fade as well as disinfecting everything you touch will fade (unless

you are just extremely clean, but what plumber is ha!) Gloves on the other hand, have always been a staple in our industry and will probably stay.

Make sure you are following proper protocols and wearing the proper PPE (Personal Protective Equipment) to

Good plumbing prevents more disease and illness than hospitals could ever cure.

keep yourself safe and healthy! Whatever the changes will be, time will tell, and we will adapt, not only as an industry, but as United States Citizens. The key thing in this storm, is to be the calm. Keep your head up and keep looking forward, one day at a time, one step at a time, because plumbing defines the idea of essential work.

Clean water and sanity drainage are the key to any healthy society. I always come back to the same motto: good plumbing prevents more disease and illness than hospitals could ever cure. Healthy societies start with us. Take pride in your job and company every day because the sanitation starts with you!

I enjoyed serving as your President of the PHCC this past year, even if it was extremely different. I want to thank you all for this opportunity and all the support you have given me. I hope to see everyone in person soon!

Stay Safe and Healthy!

Adam Meny
PHCC President

The Road Ahead: Are You a Young Contractor Looking To Advance Your Career?

IN PHCC is looking for young contractors who want to build their resume by serving on our Board of Directors or Executive Committee. Who do you know who would be a good fit?

They need to have a passion for the p-h-c industry and want an opportunity to shape the future. In return for their fresh ideas we will offer an onboarding session and private coaching.

Let us know if you are interested or know someone who is! Contact Brenda Dant at (317) 575-9292.



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IN PHCC STATE “UN”CONVENTION: New Plan

The leadership of IN PHCC has made the difficult decision to cancel the in-person State Convention at French Lick in September. The risks to attendees and the uncertainty of the environment at that time made it the right thing to do.

The new “UnConvention” utilizes the professional speakers we had engaged for the event for a series of once a month webinars. These will be 45 - 90 minutes in length and will be recorded for those who can't attend at the given time.

We are grateful for the amazing sponsors who have continued their commitment to this revamped event. Because of their support these will be free. Registration info will be sent through various channels or contact the Association office. (317) 575-9292.

Aug. 19 - 2:00 p.m.
Nate Hoyle - Federated Insurance
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“A Lasting Legacy”
Planning for a time when you're no longer running your business can be overwhelming. Let Federated Insurance help you get started. Join us for a business succession and estate planning conversation. We will discuss how you can avoid frustration, taxation, and litigation

tion when the time comes to exit your business. Gain some peace of mind by learning the basics of business succession and estate planning.

Sept 17 - 2:00 p.m.
Heather Haas, Advisa

A D V I S A **“Developing the Next Generation of Leaders: Women in the Industry”**

Leaders are culture carriers. What kind of culture will it take for your organization to succeed in the future and how can you invest in developing leaders today who will be able “carry” that culture? How might attracting and advancing more women into leadership roles accelerate your change efforts and benefit your organization in the long run? Attendees will walk away from this session with an understanding of the connection between leadership, culture and business results and gain practical strategies for creating a culture where women can lead and thrive.

Oct. 15 - 2:00 p.m.
Todd Richardson, EDGE Mentoring

“Whole-Person Development and the Importance of Leveraging Generations”

Employers that thrive are the ones that care for and develop their employees, both personally and professionally. One effective tool in this development is the use of intergenerational mentoring. Learn about the importance of whole-person mentoring and best practices in setting up and executing internal programs.

Nov. 19 - 2:00 p.m.
John Bain, Growth Junkies

“Strategic Planning for Attracting, Retaining and Developing Talent”
The success of any organization rises and falls with its ability to attract, retain and develop talent yet most organizations and leaders never think or plan strategically for this. In this series, you'll be equipped with insight and tools on how you can move your organization forward, become more profitable, and enjoy being in the business more by winning with talent.

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INDIANA PHCC NEWS

Frame the Future

The Indiana PHCC Board of Directors has endorsed David Frame, Bob Frame Plumbing Services, South Bend, as candidate for the office of Vice President of PHCC--National Association.



The election will take place virtually at the 2020 PHCC Annual Business Meeting on Oct. 1, 2020, during PHC-CONNECT2020, likely using ZOOM video conferencing.

Bob Frame Plumbing Services, Inc began over 86 years ago. Today, four generations later, they remain dedicated to the same core values important to Samuel Frame in 1932: honesty, quality, integrity and service.

A PHCC member since 1975, Dave says *"The Association has helped me be more successful. We are in unprecedented times but I believe we can use PHCC to frame a new future for us all."*

Dave is a past local President of St. Joe Valley, past IN PHCC President, UAC Trustee and Chair of the PHCC National Safety and Risk Management Committee. He also serves on the Federated Insurance Board of Directors.

He serves as CEO of the company and his son, Tyler is President. Tyler is the President-Elect of the IN PHCC. According to Dave *"The way we can*

go far in the future is to leverage the power we have when the locals, states, and national work together. I am running to harness that power to create a unified plan to build a stronger PHCC at all levels. We are, indeed, essential workers needed now more than ever."

Ciriello-Benedict New Zone Director

Laura Ciriello-Benedict, President, Ciriello Plumbing, Beech Grove, will serve as Zone 3 Director on the PHCC National Board. She was endorsed by the Indiana PHCC Board of Directors and will represent the states of Indiana, Illinois, and Michigan for a three year term.



For three generations Ciriello Plumbing has maintained an excellent reputation. As a female owner in a predominately male arena

Laura represents the industry on panels and often works at career fairs.

Laura was named the PHCC National Association Plumbing Contractor of the Year in October 2019.

She is a Past President of IN PHCC and recently completed a 3 year term as Chair of the Mechanical Skills Board of Directors. She has chaired the IN PHCC Auction for Workforce Development bringing in record amounts for the program.

New Procedure Available To Take Indiana Journeyman/Plumbing Contractor License Exam

The Plumbing Commission through PROV now has an alternative Journeyman Plumber and Plumbing Contractor testing format that will allow candidates to test from home.

The new "at home" online testing product is called "Exam Room". The updated Bulletin will explain the procedures and equipment requirements for candidates to utilize Exam Room. There will also be hardware test so candidates can verify if their computer hardware / software is compatible with the test platform. PROV proctors will administer the test and actually watch the candidate throughout the entire session.

Remember:

1. A student must graduate from an approved 4 year apprenticeship program with a passing grade.
2. A student must have their 7600 OJT hours documented and recorded.
3. A student must have completed 4 calendar years of apprenticeship. Their time started when the student first submitted paperwork for acceptance to a program. Their OJT sheets should have started on that date.

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JULY/AUG/SEPT 2020



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*The individual firms listed, each a member of Indiana PHCC, have pledged their financial support toward the continued operation of this publication as they believe it is an asset to the Association and the p-h-c industry.