

## Daryl Sharkey

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**From:** MSCC [daryl@mcac.ccsend.com] on behalf of MSCC [daryl@mcac.ca]  
**Sent:** Wednesday, December 09, 2009 8:06 AM  
**To:** Daryl Sharkey  
**Subject:** MSCC Dispatcher - December 2009



# *MSCC Dispatcher*

*December 2009*

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### HCFC Phase Out

**New Year, New Rules** - As you well know , HCFC's continue to be phased out in favour of more ozone-friendly refrigerants. The next step of the phase-out kicks in January 1, 2010 after which the annual allowable amount of HCFC's in Canada will reduce by 75% - 65% percent of which will come from the cooling sector. In addition, the manufacturing and importing of new R-22 equipment will end.

Though there will be less R-22 available, and no new R-22 equipment, a recent clarification of terms means that contractors will still be able to service existing R-22 equipment with new parts after December 31, 2009. Initially, Environment Canada said that it would ban the import and manufacture of R-22 product, creating confusion for some in the industry.

Environment Canada has clarified the issue, stating that it will still be possible to import individual service parts, such as compressors, provided that they are not pre-charged with R-22. This will allow contractors to continue servicing R-22 equipment.

(Source: Mechanical Business Magazine, Nov/Dec 2009. Author: Dave Bowden)

For more detials visit [www.ec.gc.ca/ozone](http://www.ec.gc.ca/ozone).

## Dispatcher Educational Programs

**DISPATCHER TRAINING COURSE** - This all new two-day **Dispatcher Training Program**, will provide dispatchers with all the skills they need to dramatically improve job performance. This program goes beyond traditional technical training to cover such critical dispatcher skills as leading technicians rather than letting technicians lead them, becoming the service manager's partner, prioritizing customer emergencies, evaluating technician abilities, and managing their own careers in dispatching. After attending this program, dispatchers will be able to improve their job performance by learning how to: identify the service life cycle and the critical contact points that impact service success; recognize the importance of the dispatcher's job and its impact on the organization's profitability; communicate effectively with technicians and customers; and use good decision-making approaches for optimum priority setting and effective resource allocation.

**Who is the Presenter** - Richard Worr has spent 35 years in the construction industry as a chief estimator and project manager for many large-scale mechanical & electrical projects in the Industrial, Commercial and Institutional marketplace. He has also acted as Manager Mechanical & Electrical, Electrical Commodity Manager, Regional Manager, Project Manager Mechanical, Millwrighting & Electrical projects, and Cost Controller.

These are the only times these courses will be offered in Canada this year.

[December 10 & 11, 2009 - Toronto, Ontario](#)

[April 15 & 16, 2010 - Moncton, NB](#)

[February 18 & 17, 2010 - Victoria, BC](#)

For information on upcoming courses please contact the MSCC office by phone at 613-232-0492, Toll Free at 1-877-622-2668, or email [daryl@mcac.ca](mailto:daryl@mcac.ca).

## Welcome New Board Members

**MSCC NEW BOARD OF GOVERNORS** - Scott Munro, Chairman of the Mechanical Service Contractors of Canada is pleased to welcome two new members to the MSCC Board of Governors.

Joining the Board as Vice Chairman Eastern is **Mr. Craig Stanford** from Atlantica Mechanical. Craig is the HVAC Services Vice President and has a wealth of experience in the mechanical service industry.

Also joining the Board as Associates Council Representative is **Mr. Tim Meadows**. Tim is Vice President of Sales for Victaulic and the Chairman of MCA Canada's Associates Council.

The new Board of Governors includes - **Scott Munro**, Chairman; **Scott Grobel**, Vice Chairman; **Craig Stanford**, Vice Chairman; **James Derksen**, Vice Chairman; **Tim Meadows**, Associates Council Representative; **Bob Hoare**, MCA Canada Chairman; **Richard McKeagan**, MCA Canada President; **Daryl Sharkey**, MSCC Executive Director.

### Employment Insurance Benefits for Self-Employed

**LEGISLATION TO EXTEND E.I. BENEFITS TO SELF EMPLOYED** - The Honourable Diane Finley, Minister of Human Resources and Skills Development announced that the Government of Canada has introduced the Fairness for the Self-Employed Act, legislation that would extend Employment Insurance (EI) special benefits, including maternity, parental, sickness and compassionate care benefits, to the self-employed. To read the complete article go to <http://news.gc.ca/web/article-eng.do?nid=493319>. (Source: MCAC Just The Fax, Nov.23/09)

### Welcome New Members

**MSCC CONTINUES TO GROW-** Please join us in welcoming two new members to the Mechanical Service Contractors of Canada.

**Newmarch Mechanical Inc.**, Stouffville, ON - Contact: Wayne Newmarch  
Tel: 905-640-8031 Email: [wnewmarch@gmail.com](mailto:wnewmarch@gmail.com).

**Plomberie Siena Plumbing Inc.**, Montreal, QC - Contact: Pietro Signore  
Tel: 514-969-2222 Email: [plomberiesiera@sympatico.ca](mailto:plomberiesiera@sympatico.ca).

### Happy Holidays - MSCC Office Hours

**Happy Holidays** - On behalf of the Board of Governors and staff at the Mechanical Service Contractors of Canada, we hope you have a wonderful Christmas season and a fantastic New Year. All the best to you, your families and all your staff.



Scott Munro  
Chairman  
Mechanical Service Contractors of Canada

Please Note: The MSCC office will be closed December 24, 2009 - January 3, 2010.

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