

Daryl Sharkey

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To: Daryl Sharkey
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MSCC Dispatcher

September 2009

In This Issue

[Green Building Council Announces: LEED EB:O&M](#)
[Infrastructure Canada Update](#)
[Special Service Contractor Session - San Francisco](#)
[Welcome New MSCC Members](#)
[MSCC Supports Foundation Golf Tournament Fundraiser](#)

Quick Links

[Membership in MSCC](#)
[MSCC Website](#)
[Educational Programs](#)
[Business Tools](#)
[Discount Programs](#)
[2009 MCAC Conference](#)
[MCA Canada Website](#)
[CMCEF Education Foundation](#)
[Provincial & Zone Affiliates](#)
[Calendar of Events](#)
[Board Of Directors](#)
[Childfind Poster Program](#)

[Join Our Mailing List!](#)

MSCC Certification Program

MSCC Certification Program Update - The Mechanical Service Contractors of Canada (MSCC) Continues to work towards the establishment of a National Certification Program for our member organizations.

Over the past year, the MSCC Certification Committee, which consists of members from the *Building Owners and Managers Association* (BOMA), the *International Facilities Management Association*, the *Mechanical Contractors Association of Canada* (MCAC), and the *Mechanical Service Contractors of Canada*, has come together on several occasions to work on this national program and to prepare a draft criteria for Board approval. A final draft has been prepared for review at the next Committee Meeting scheduled to take place in the fall of 2009.

Scott Munro, CEO of Adelt Mechanical Works and Chairman of the MSCC said, " *The Certification Committee has been working diligently towards the completion of a national certification criteria and testing process which will establish MSCC members as the very best in the mechanicals service, repair and retrofit industry. The BOMA and IFMA representatives have been critical in designing the criteria to match the needs of their membership.*

This is a very exciting project with positive implications for the entire industry."

The program will focus on two levels of certification, an individual technician certification and a contractor (company) certification. These two criteria will be closely tied together such that contractor firms applying for certification will need to employ certified technicians as part of the application process. Technicians will be tested in their specific area(s) of expertise while companies must maintain a superior safety record, outstanding customer service, documented management systems and continuing education and training of employees.

MSCC Certification Committee Chairman, Scott Grobel, of Chisholm Mechanical in Calgary, AB is extremely pleased with the progress to date and hopes to have a final draft to present to the MSCC Executive prior to the scheduled mid-year meetings this winter. Said Grobel, "The consultative process with industry stakeholders such as BOMA, IFMA and the MSCC membership ensures we are working towards a program that will be accepted by both contractors and their clients. By ensuring a network of qualified companies and technicians, we will have effectively "raised the bar" so that certified contractors will be recognized by owners and facility managers across the country."

The Certification program is one of the four main "cornerstones" of the MSCC's focus over the short term. There is also a strong focus on membership recruitment, service specific education programs and services and the establishment of provincial service committees across the country.

Service Specific Educational Programs

SERVICE EDUCATIONAL COURSES - In today's fast-paced world, ongoing management training and technical education will keep you and your team ahead of the competition. That's why MSCC has partnered with the industries top teaching professionals.

Real-world experience combined with the very latest in-class delivery techniques ensures an understanding that goes beyond the classroom. MSCC is very pleased to offer the following courses for 2009-2010. Click on any of the courses to view

the course outline.

[Dispatcher Training Program](#)

[How To Determine Charge Out Rates](#)

[Small Projects Management](#)

[Your Million Dollar System and Four Ways to Grow Your Business](#)

[Building Your Service Team From The Top](#)

[Customer Service For Service Organizations](#)

[Proactive Service Workshop](#)

[Thriving As A Service Contractor](#)

[Electrical Troubleshooting for HVAC Service - Level 1](#)

[Electrical Troubleshooting for HVAC Service - Level 2](#)

[Complete 2009 - 2010 Course Catalogue](#)

Courses run from September to May. 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.

Service Committee Established - Manitoba

Manitoba Announces New Service Committee - Betty McInerney, Executive Director of MCA Manitoba has recently hosted the first *Mechanical Service Contractors of Manitoba Committee* meeting.

As a result, the Committee has chosen *Slobodan Suvajac*, Randal Plumbing & Heating Limited, as the first Chairman. The Committee has formulated "action plan" and has scheduled its next meeting for November 4th, 2009.

MSCC Executive To Meet In San Francisco

MSCC EXECUTIVE To Meet - The Mechanical Service Contractors of Canada (MSCC) Executive Committee is scheduled to meet Saturday, September 26, 2009 during MCA Canada's Annual National Conference in San Francisco, CA.

On the agenda for this meeting will be the four cornerstones, membership, educational programs and services, provincial service committee development and the Certification Program. Additional topics will include marketing plan development, partnerships and continuation of the popular one-day forums. Please look for additional information as a result of these meetings in future editions of the MSCC Dispatcher.

Facebook - Would You Believe ?

Facebook Social Media - For those of you familiar with Facebook, and those who are not, Facebook is a social utility that connects people with friends and others who work, study and live around the world. While people-to-people connections are the most popular use, there are also significant business uses as well.

One of the interesting facts released on September 8th, 2009 is that as of July 2009, if facebook were a country, it would be the 4th largest by population behind China (1,332,060,000), India (1,166,900,00), U.S.A. (301,010,000), Facebook (250,000,000).

Some other interesting facebook numbers:

250 MILLION: Number of current active Facebook users.

6 BILLION: Number of minutes spent on Facebook each day, worldwide.

40 MILLION: Number of status updates each day.

10 MILLION: Number of users who becomes fans of pages every day.

2 BILLION: Total number of photos uploaded to Facebook each month.

14 MILLION: Number of videos uploaded each month.

2 BILLION: Total pieces of content shared by Facebook users each week.

3 MILLION: The number of 'events' created on Facebook per month.

45 MILLION: Number of active user groups on Facebook.

65: Number of languages available on the site.

25: Current age of Facebook founder and CEO Mark Zuckerberg.

Contact Us

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