

A PARTNERSHIP UNIQUE

2005-2015 Ten-Year Update



The History of the Plumbing-Heating-Cooling
Contractors - National Auxiliary

By Lynne C. Finley

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Special Chapter on the Donation of the Auxiliary Records
Special Chapter on the Care of Mrs. Hornbrook's Grave

This ten-year update of *A Partnership Unique*, the history of the Plumbing-Heating-Cooling Contractors National Auxiliary, covers the period from the 2005 National Convention up to the 2015 Convention.

Chapters with no changes are excluded from the update. This update will be introduced at the 2015 Convention in electronic form and will become a part of the 100th Anniversary edition in 2020.

There are two special chapter sections in this report. The first documents the donation of the Auxiliary's records to Smithsonian's National Museum of American History Archives. The second is a report by Diane & Roger Peugeot documenting their care of our founder Emily Hornbrook's grave.

My personal thanks go to all those who created this history and to those who have assisted in documenting it. I also offer my thanks to my mother-in-law, Lois K. Finley for helping me understand that history.

~ Lynne C. Finley

Chapter VIII ~ The Two-Thousands

2004-05~Kathy Tindall presided at the Orlando, Florida, Convention



This year will be remembered for many accomplishments including the success of the Marketing and Logo Awareness campaigns of the year. This program will, for a long time to come, set the bar. President Kathy Tindall began the year with meetings with incoming PHCC President Mary Garvelink and Executive Vice President Ike Casey. They discussed ways in which the two organizations

could work more closely together toward common goals. The result was a list of projects and associated funding proposed to the PHCC National Board. As a result of her presentation, Kathy was given \$20,000 to accomplish the list. The Auxiliary funded the balance of the projects and all projects were completed as proposed. Kathy updated the PHCC Board of Directors at the Winter Board Meeting saying, "PHCC educates their members and the Auxiliary educates the public."

During her presidency, the PHCC Board and membership voted the Auxiliary an Ex Officio position on the PHCC Board of Directors. She requested and received a bylaw amendment granting the Auxiliary President the seat on the Board. Previously, attendance was as a guest even though the early 90's history indicates a seat. The bylaw change was the necessary step to formalize the position.

A Partnership Unique, the new book on the history of the National Auxiliary was introduced at the 2005 Convention. The book documents 122 years of work and 85 years since the formal organization of the National Auxiliary. Both hardcover and softcover editions were available, both in black with copper foil-inlayed covers. Its 319 pages document the role of women in small business in America, the political and social contributions that they made and the milestone accomplishments of each generation. The history is rich and remarkable. It is interesting to note that the National Association of Master Plumbers Board approved the formation of the Auxiliary two years before women received the right to

vote in America. At the 2005 Orlando Convention, each Auxiliary sponsor and each past National Auxiliary President in attendance received a hardcover copy of the book signed for them by the author, Lynne Finley.



Nancy Eberhardt, Lynne Finley, Patty Jones, Jeanette Newman & Judy Driscoll at the Auxiliary Marketing display.

Another initiative of the year was increased membership. As a result of those efforts, there was a net gain of 19 new members for a total of 562. Two new charters were issued to Shreveport, LA, and Baton Rouge, LA. President Kathy's attendance at the Western States Convention netted 27 new members including 25 from California alone. Her attendance at the Leadership Conference resulted in 13 new members, followed by 12 at the New York/New Jersey Convention.

At the Annual Business Meeting, a resolution to dissolve the Educational Loan Fund was approved. It provided for the continuation of the Committee members' terms until the remaining loans were repaid. It provided for the transfer of any remaining funds to the Scholarship Fund. It was later amended to move \$10,000 to a CD. The annual interest would be used for the Scholarship Fund and the principle would be distributed to the Scholarship Fund as needed at the discretion of the Executive Board.

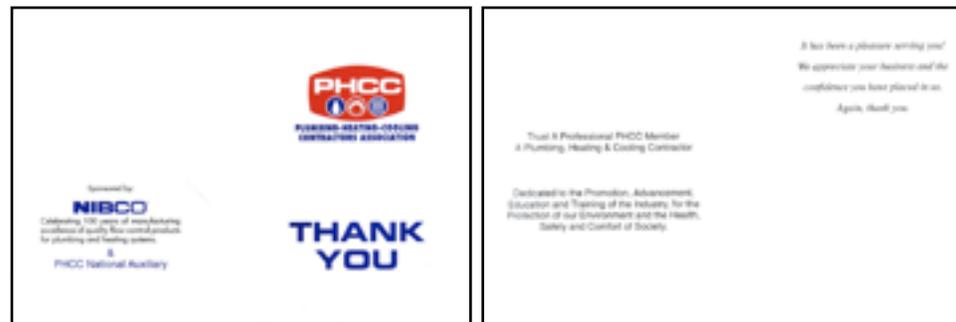
Dave Weiner, long-time supporter of and contributor to the Auxiliary was inducted as the fourth National Auxiliary Honorary Life Member. Beginning with the first InSinkEerator Luncheon in 1963, Mr. Weiner and his company, Marketing Support, contributed time, talent, energy and money as the marketing agent for InSinkEerator, A. O. Smith, Universal-Rundle, LA-CO and many other industry partners. He was responsible for creating and producing many of the Auxiliary programs over the years ranging from the annual InSinkEerator Luncheon to “Energy Conservation Water Heater Month,” the Top Brass Club, the Woman of the Year Awards and the annual service awards including the Robert M. Cox Awards. He continues to be one of the greatest advocates of the Auxiliary’s role in the marketing of the industry and never misses an opportunity to recruit others in support of it. The other three Honorary Life Members are Bob and Phyllis Cox and Larry Dore.



Dave Weiner receiving Honorary Membership from Kathy Tindall

On yet another evolution of the role of women in the industry, we saw the first female PHCC President, Mary Garvelink. We also saw a female contractor, Ann Belus, as a candidate for Vice President of the National Auxiliary. Because of her contributions to PHCC, her historical service did not meet the strict interpretation of the qualifications to run. There was discussion on whether service on a PHCC National Committee met the criteria for an Auxiliary Vice Presidential candidate. It was voted that service on a National Committee would not strictly be interpreted as a National Auxiliary Committee, but could also include a PHCC National Committee. On this basis, the membership elected Ann Belus Vice President.

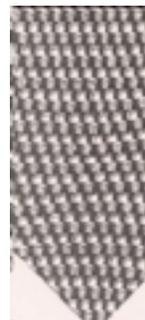
In her report as President-elect to the 2004 Convention, Kathy introduced the PHCC Thank You cards to be used as a fundraiser during the 2004-05 year. The cards supported logo awareness and served as a tool for the



The outside and inside of the Thank You cards.

contractor to show their appreciation to their customers. The card provided a die-cut insert for a business card. An alternate version was available as a holiday card.

President Kathy Tindall introduced “Construction Jack the Plumber,” an action figure, as an educational tool to introduce youngsters to the industry as well as a fundraiser for the Auxiliary. A “Parent’s Choice” award winner, the figure was accompanied with information on the trade, miniature tools and safety equipment carrying the PHCC logo.



President-Elect Lynn Lamont Heidler introduced the “Tie one on” toilet



ties were introduced in four background colors each with small gold toilets in a geometric pattern. PHCC-engraved wood pen and pencil sets in wooden cases were also offered.

Three Educational Expense Grants were awarded during the year to Contractor members. Plans were underway to produce a new industry-related version of the Opoly game, to be called PHC-Opoly. The game would be previewed and offered at the 2006 Convention, for shipping prior to Christmas.



PHCC President Mary Garvelink and Auxiliary President Kathy Tindall with the *Constructing Your Future* brochure.

Distribution continued with a second printing of the "Constructing Your Future" brochure directed at the junior and senior high school level. It was supplemented with a new tri-fold pamphlet version for broader distribution.

PHCC-logo'd backpacks filled with PHCC promotional tools and Florida accent items were provided to each PHCC-booked room at the Convention. It

included a welcome card from the Auxiliary Board and the new full-color promotional tools flyer.

In 2004, InSinkErator sponsored the "Invest in Your Future" campaign as a raffle with a prize of either a new Cadillac, an Alaskan cruise or \$25,000 cash. This year, 2004-05, was the first year that the "Invest in Your Future" Scholarship fundraiser became a gift donation. InSinkErator changed their contribution to a 25% match of funds raised, up to a \$25,000 donation to the Auxiliary Scholarship fund. The successful effort resulted in the traditional \$100,000 for scholarships awarded by the National Educational Foundation and the National Auxiliary.

2005-06~Lynn Lamont Heidler presided at the Chicago, Illinois, Convention

The Chicago Convention was held at the beautiful and historic Palmer House, for the first time since 1951. Convention co-chair Dorothy Sharpe Clem opened the business meeting. She reported that the last convention held here in 1951 was the first that she attended in and that she had only missed three between her first and this one.

The Winter Board Meeting was held in Philadelphia in January. The Summer Board Meeting was held in Grand Rapids, Michigan, where Bradford White hosted a plant tour and dinner. The future joint objectives of the two organizations were discussed. Federated Insurance continued to sponsor the Long Range Planning Meeting held in Washington, DC, in conjunction with the Leadership & Legislative Conference.

Once again, the Auxiliary Resource Table was staffed during all non-meeting times at the convention to offer the Auxiliary's promotional tools, printed materials and the newly-released A Partnership Unique history book of the Auxiliary.

At the InSinkErator Luncheon, the scholarship awards by state were announced and the first-place winners of the Larry Dore and Robert Cox Awards were presented. The Bradford White Scholarship Award was presented during the Bradford White Breakfast. Kohler sponsored the evening "Kohler Night" for all attendees. The 3D Award was presented at the Auxiliary Luncheon. The Larry Dore and Robert Cox Runner-Up awards were presented at the Auxiliary Business Meeting. Kohler sponsored the Auxiliary Luncheon that again included a silent auction. A.O. Smith sponsored the State Leaders Breakfast, as well as a scholarship contribution. LA-CO again sponsored the Life Members Breakfast. Federated Insurance continue their long-standing support of the Long Range Planning Committee.

Convention Co-Chair Dorothy Sharpe Clem with President Lynn Lamont Heidler



The PHC–Opoly Game was presented at the 2006 Convention, as promised. The very professional game presentation reflected twenty-seven companies and organizations that contributed to the expense of the game in return for a space in their name. PHCC was given a position at no cost. QSC sponsored the game money and the National Education Foundation was featured on the Board and in one square. All three along with the Auxiliary were featured on the box. The text used throughout the game highlighted the professionalism of PHCC, its members and the industry. It provides an educational opportunity for all who use it. The game pieces are specific to the industry as well. They include a disposer sponsored by InSinkErator, a water heater sponsored by Bradford White, a toilet, a claw-foot tub, a radiator and a technician.

For the first time since the 1997-98 year, PHCC President Jim Stack and Auxiliary National President Lynn Heidler issued a joint pin. The motto was “Honor the Past, Create the Future.” There was also a joint Presidential Reception following their installation.



L-R: Linda Bienvenu, Lynn Heidler, Lynne Finley, Sonia Casey, Jorja Dickemann, Pat Blank, Ann Belus & Rhonda Robillard

President-Elect Linda Bienvenu and Vice President Ann Belus began a monthly email newsletter to all the State Association Executives to keep them current on the resources that the Auxiliary offered. An informational flyer solicited applicants for the four Educational Expense Grants for the year.

In response to a Long Range Planning Meeting recommendation, Kathy Tindall was appointed as the Auxiliary Representative to the Partners in Professionalism committee of PHCC. The new membership brochure and application were created and printed. With a membership of 508, one charter was issued to the San Diego Chapter and one from New York City was surrendered. The “Constructing Your Future” brochure was translated into Spanish as another resource for recruiting.



PHC-Opoly Game

The 2006 Winter and Summer Board Meetings were held in conjunction with the PHCC Board Meetings in Scottsdale, AZ, and Seattle WA, respectively. As had become tradition, the Auxiliary actively participated in the Leadership and Legislative Conference in Washington, DC.

By resolution, the bylaws were amended to broaden the requirements for Vice President. It provided that if there was no candidate with the required qualifications at the time of the election, any willing member could be elected with a two-thirds vote of the members present at the Annual Business Meeting. Another change provided for the evidence of a State Auxiliary disbanding. In addition to surrendering their charter, they must provide a copy of the Minutes of Meeting at which it was voted to disband. Another resolution changed the Zone Director’s term from two years to three years to allow the orderly rotation of the twelve-member group.

In addition to the game, President-Elect Linda Bienvenu introduced the plumbing clocks. The miniature porcelain fixtures were offered in several



colors and styles. They included the toilet, lavatory, claw-foot tub and the rubber-ducky claw-foot tub.

All of the Auxiliary promotional tools were advertised on a new double-sided "Promote Your Industry for All from Big to Small" full-color order form. The Membership Recruiting and Retention Manual was updated and redistributed to all state and local Auxiliary leaders, as well as all members of the National Board.

In February, 2006, we learned of the passing in November, 2004, of Mildred Nihell Barthell, Past National Auxiliary Secretary.

President Lynn represented the Auxiliary at two Challenge Air fly-days and personally funded their square on the Opoly game. Federated Insurance continued their long-standing support of the Long Range Planning Committee. As always, Bradford White held their annual scholarship breakfast. InSinkEerator sponsored the annual Scholarship and Awards Luncheon. A.O. Smith sponsored the State Officers Breakfast. BrassCraft sponsored the Annual Auxiliary Luncheon and Nu-Flo sponsored the Luncheon entertainment. LA-CO continued to sponsor



The Blues Brothers were a huge hit at the closing installation and banquet held at the Navy Pier.

the Life Members Breakfast. Kohler sponsored the evening "Kohler Night" for all attendees.

2006-07~Linda G. Bienvenu presided at the Anaheim, California, Convention

Again in 2006-07 a joint presidents' pin was created for both PHCC President Jo Rae Wagner and Auxiliary President Linda Bienvenu. The theme was "Together, so much is possible."

The latest promotional project for the year was a single-sided flyer that provided information on the industry. The draft of it was edited by PHCC Staff and Axiom, a marketing advisor to PHCC, for the Auxiliary. It was offered for legislative and public education, newspaper advertising and recruiting into the industry, promoting PHCC logo recognition. The Auxiliary provided the artwork for the front of the single-page, two-sided, full color ad along with a grant of up to \$1,000 to run it in local area newspapers. The back of the ad could contain the names of the member companies in the area or other information specific to the local objectives. The artwork was posted on the Auxiliary website for download by PHCC



PHCC President Jo Rae Wagner and Auxiliary President Linda Bienvenu



affiliates. It was not to be used to promote individual companies. In addition to PHCC's sponsorship of the inserts, Hodes, NIBCO, Bob Sinton and The Training Center and QSC sponsored grants for the inserts to be run locally. As a result of the effort, 90,000 copies of the flyer were distributed in five (5) local newspapers.

The Educational Expense Grant Program was amended to one grant per member-company and to specify a limited number of grants for the year to be awarded on a first-come, first-served basis. The rules were changed to specifically include the Leadership and Legislative Conference. For 2006-07, there were three approved, two for attendance at Leadership & Legislative and one for attendance at a QSC Meeting.

The newsletter featured an article promoting the use of the PHCC logo. Pressure sensitive decals were proposed for vehicles, toolboxes and shop windows. The embroidered patches were suggested for uniforms, caps and shirts. Stickers or digital images were recommended for letterhead, proposals, invoices, folders, business cards and other business materials.

In 2007, 5,000 copies of the "Constructing Your Future" brochure in Spanish were printed. Past President Sandy Stack prepared a plan for distribution of both the "Constructing Your Future" brochure and pamphlet similar to the program she created in the '90's for the Career Videos. Her plan was distributed to all Zone Directors and State Presidents as a guideline for implementing programs in their areas. To feature this and other programs during the year, the President-Elect and Vice President alternated months in creating articles for state and local newsletters. One of the first of these provided information on inviting the Auxiliary officers to attend state conventions. President-Elect Ann Belus and Vice President Ann Rivers met with the Association Executives Group during the 2007 Convention to introduce the "Constructing Your Future" brochure and other promotional items. To encourage distribution of the brochures, they were offered for the cost of shipping only.

The Winter Board Meeting was held in conjunction with the Contractors Board Meeting in McAllen, TX. Both the PHCC Board and the Auxiliary Board were included in a one-day factory tour of the NIBCO plant in

Newspaper Ad Insert

Your Family Deserves The Best.



For the protection and safety of your family and your home, it pays to hire a professional plumbing-heating-cooling contractor.

Over 4,100 companies nationwide are qualified members of the Plumbing-Heating-Cooling Contractors Association (PHCC). Each member company stands for the health, safety and comfort of homeowners and protection of our environment. A professional p-h-c contractor will safeguard your home from carbon monoxide poisoning, water damage, sewer gas release, staining, mold, waste water leaks,

and potential injuries related to improper installation and maintenance. Whether you're modernizing an entire system or simply need a repair, make sure you choose a trained, full-time professional-not someone who does this type of work "on the side." Do you really want to chance these important and potentially dangerous tasks to a non-professional?



Be Safe. Be Smart. Hire a PHCC Professional.

This public service message is provided by PHCC National Association, Quality Service Contractors, Hodes Company, NIBCO Inc. and The Training Center for Sales and Business Development.

For information on how to hire a professional contractor, visit our Web site at www.phcc.com and click on Find a Contractor. Or call our toll-free number 800-533-7694 and we'll put you in touch with a PHCC member in your area.

(Then-)Senator Barack Obama on the Hill with PHCC and Auxiliary members Frank North, Alice Ames & Ron Dunsmore.



Reynosa, Mexico, with a dinner following. The Legislative and Leadership Conference was also widely attended by the Auxiliary, continuing a tradition of supporting the legislative efforts of PHCC.

The Summer Board Meeting was also held in conjunction with the Contractors Board Meeting, during the SkillsUSA National Leadership and Skills Conference in Kansas City, MO. Both PHCC and the Auxiliary participated in the opening and closing ceremonies, as well as the judging of the events. Over 14,000 people including students, teachers and business partners participated in the weeklong event. More than 5,000 outstanding career and technical education students, all state contest winners, competed hands-on in 87 different trade, technical and leadership fields. A space the size of 16 football fields provided the setting. It was estimated that over \$30 million in time, tools and equipment were donated for the competition.

“Contractor” magazine, “Plumbing and Mechanical” magazine and “Wholesaler” magazine all continued to sponsor the Cox Award runner-ups and honorable mention. In June, 2007, they all ran articles to highlight the PHC-Opoly game. Each was thanked with a complimentary copy of the game. To further support the games, state auxiliaries were offered product samples and 20% of donations received plus one game in return for representing the National Auxiliary promotional tools at their state convention.

President Linda introduced a large blue PHCC-logo'd umbrella at the 2007 Convention. There were samples of other items delivered to the Convention for display and later assembled into a gift basket for the Auxiliary Luncheon Silent Auction. In June, 2006, the coloring books, puzzle books and Constructing Your Future pamphlets were offered for the cost of shipping only to encourage distribution for recruiting into the industry.

In September, 2007, the Missouri State Auxiliary Charter was reissued. It is significant to note that the founder of the Auxiliary, Emily Virginia Hornbrook, was from Independence, MO. Her grave is in perpetual maintenance there and each year the Auxiliary places flowers on her grave to honor her contributions. In April, 2007, we learned of the passing of Ruth Spaniol Ketcham, past National Auxiliary Secretary. We

were saddened at the death of 1973-74 President Helen “Kitty” Clemens on February 26, 2007.

Three members were recognized for 50 or more years of Auxiliary membership. L-R, Bernadine Stockmeister (59 years), Dorothy Sharpe Clem (54 years), President Linda Bienvenu & Louise Schumacher (50 years).



A membership contest was held. The prize was an Auxiliary convention registration. For each new member recruited, the recruiter had a chance in the drawing for the free registration. Each new member also had a chance at winning a free registration. In 2007-08, the National Auxiliary began billing membership dues directly to each member. The resolutions for the year included a specific clarification to preclude the members of the Executive Committee and the Nominating Committee from endorsing a nominee for office. One changed the deadline for receipt of resolutions to 45 days prior to the Annual Meeting rather than the Convention. A third provided for the organization of a local auxiliary where no state auxiliary existed, with the local functioning as the state auxiliary.

On his retirement from Bradford White in February, 2007, Ted Sikorski was named the fifth Honorary Member of the National Auxiliary. The others were Bob and Phyllis Cox, Larry Dore and Dave Weiner.



Ted Sikorski

The 2007 Convention was the 125th annual PHCC National Convention and kicked off the one-year celebration of PHCC's 125th Anniversary. The upcoming year was marked by many special events, the largest of which would be National Plumbing Industry Week in Washington, DC, in conjunction with the Leadership and Legislative Conference.

InSinkEerator and Elkay sponsored the Opening Reception. Bradford White held their annual Scholarship Breakfast. InSinkEerator sponsored the Scholarship and Awards Luncheon. BrassCraft sponsored the State Leaders Champagne and Cheese Reception. Moen sponsored the

Auxiliary Luncheon. PlumbMaster and Wolverine Brass contributed office equipment for the Auxiliary. LA-CO again sponsored the Life Members Breakfast. Federated Insurance continued their long-standing support of the Long Range Planning Committee Meeting.

2007-08~Ann Belus presided at the Atlanta, Georgia, Convention

Adopting as her theme, "Expanding our Horizons, Accelerate in 2008," President Ann Belus led the Auxiliary through the 125th Anniversary of the Plumbing-Heating-Cooling Contractors Association and National Plumbing Industry Week in Washington, DC, April 27th – May 3rd, 2008. This event was in conjunction with the Annual Legislative and Leadership Conference, April 30th – May 3rd. The project was patterned on the very successful campaign held in 1972-73 by then-PHCC President Bob Wark. Proclamations were requested and received from both houses of Congress and the President of the United States. Many state and local associations obtained proclamations as well, using the opportunity to bring recognition to the industry. The campaign was used to educate the general public and legislators on the contributions made by the industry and to identify the industry as an attractive career choice.



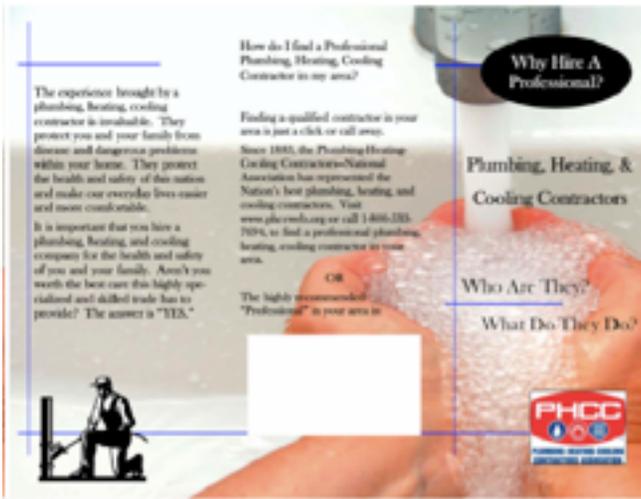
The newsletter suggested several types of events to celebrate Plumbing Industry Week including elementary level coloring contests, middle school level puzzle contests and a high school level essay contest on "What Plumbing Means to Me". The first two offered coloring books and puzzle books for the cost of shipping only to support the effort. The National Auxiliary offered funding for state contest winners submitted to compete at the national level. At the same time, the Constructing Your Future brochures were also offered in both English and Spanish for the cost of shipping only to be used for recruiting into the industry.



President Ann Belus,
Lynne Finley
& Linda Bienvenu



The 2007 Joint Installation



Front & Back of "Why Hire A Professional" Brochure



With a career in the Plumbing-Heating-Cooling industry you will be in demand for a lifetime.

With security, education, advancement, plus employment. What other career path offers this combination? It's time to make the right decision by starting your career in the Plumbing-Heating-Cooling industry. If you have mechanical aptitude and the ability to solve problems, then this is the perfect career for you.

As a P-H-C professional you will find unlimited career opportunities, high starting salaries, no student loan debt and the satisfaction of working with your hands and mind. Plus, you will learn on the job while attending

school and earn a salary at the same time.

If you want a career that can't be outsourced, then the Plumbing-Heating-Cooling industry is right for you. There will always be demand for people with the know-how to install, maintain and repair our ventilation and control systems. Not only can't these jobs be outsourced, they can't be taken over by unskilled cheap labor. Journey-level plumbers who have completed apprentice school make a starting salary between \$30K and \$35K. Are you ready now?



Let PHCC help you choose a career in the P-H-C industry.

To learn more about choosing a career in the Plumbing-Heating-Cooling, visit www.phccweb.org or call our toll free number, 800-533-7694, and we'll help you with the next step.

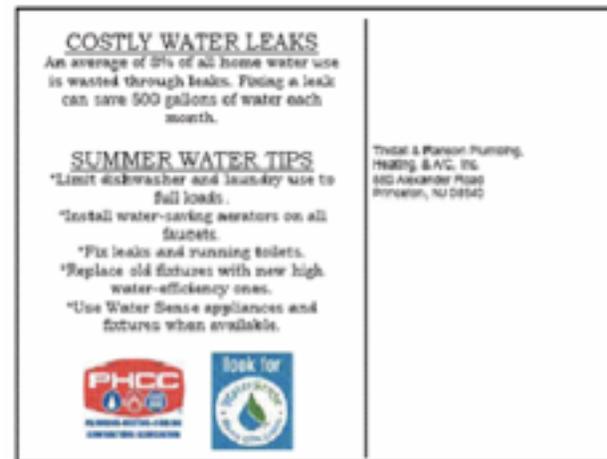
Recruiting Flyer

The Auxiliary received additional funding from PHCC to support representation at State Conventions. The National Auxiliary Executive Board had a representative at almost every state convention to deliver the message of its work and the benefits of membership. A gift basket was donated to each state auxiliary for them to use as a fundraiser. The success at the state level was outstanding. The Executive Board also sent representatives to encourage the formation of organizations at state conventions without auxiliaries. Recruitment of members-at-large helped strengthen membership numbers.

At the Long Range Planning Meeting in 2008, Jim Stack suggested a tri-fold brochure along the lines of "Plumbing and HVAC Technicians, Who are they and what do they do?" They would be made available to distribute to customers, social organizations, clubs and any other venue where the industry could be spotlighted. He showed a sample of one that had been created for the orthopedic professional. He also provided copies of a New York Times article on building relationships between owners and contractors. He suggested that the Auxiliary create something similar for use in local newspapers across the country. The result was the "Why Hire a Professional?" brochure. It was made available to PHCC member companies through the website as a free download. President Ann also worked with PHCC staff to create a single page flyer for recruiting into the industry. It, too, was made available to PHCC member companies as a free download from the website.



Front & Back of Water Conservation Audit postcard



The Newspaper Insert program continued with ten (10) \$1,000 grants offered to assist with expenses to run them in local papers. Three (3) Educational Expense Grants were also offered for Contractor attendance at educational functions. One was awarded for attendance at a QSC workshop and three Newspaper Insert grants were awarded.

As part of PHCC's Summer Water Conservation Initiative, Heather Tindall, an Auxiliary member and daughter of Kathy and Kevin Tindall, created a postcard for PHCC members to be used to contact customers to promote Water Conservation Audits. The design could be customized to the individual company for only \$50. Heather also provided information on very economical printers. She graciously donated 5% of the customization fee to the Auxiliary to continue the marketing programs.

The Winter Board Meeting was held in New Orleans in conjunction with the Contractors Board Meeting. The Summer Board was held in San Diego in conjunction with Long Range Planning.

To encourage membership and attendance at the National Convention, the Auxiliary again held a membership contest. The new member and the recruiter were entered into a drawing for a convention registration or the cash equivalent. In support of the membership recruitment initiative, the Auxiliary membership flyer was completely redesigned with the help of Hudson Ink. There were 4,500 copies mailed to all PHCC member companies, Auxiliary members, State Association Executives and Auxiliary sponsors.

For the first time in eleven years the membership dues were increased, from \$50 to \$75, effective with the 2008-09 year. It was voted to increase the dues \$5 per year for an additional five-year period, capping Regular Member dues at \$100 over six years. Senior Member dues were increased from \$30 to \$40 and were not subject to increase annually thereafter.

The position of Marketing Secretary was added by resolution at the 2008 Convention Business Meeting. It moved the Marketing Committee under the Secretary and increased the Executive Board from six to seven members.



President-Elect Ann Rivers and husband Steve donated 120 bottles of dipping sauce, dressings and barbecue sauce as a fundraiser for the Auxiliary. They were custom-labeled for the Auxiliary under the "Auxiliary Chefs" label.

Federated Insurance continue their long-standing support of the Long Range Planning Committee. Bradford White and InSinkErator co-sponsored the Convention Opening Reception. Bradford White again held their breakfast for all attendees and presented their Auxiliary scholarships. InSinkErator held their annual luncheon and presented the scholarship winners in addition to the winners of the Larry Dore and Robert Cox Awards. Once again, BrassCraft sponsored a Wine and Cheese Reception for the State Leaders group. This annual Auxiliary

Luncheon began the tradition of sponsorship by Bob Sinton and the The Training Company. It included the installation of Auxiliary officers, live entertainment and a Silent Auction. This was the first Silent Auction that

featured a chance on a piece of jewelry for each \$100 in tickets purchased. Kohler sponsored the evening "Kohler Night" for all attendees. LA-CO again sponsored the Life Members Breakfast.

National Plumbing Industry Week
in Washington, DC,
April 27th – May 3rd, 2008,
in conjunction with the
Annual Legislative and
Leadership Conference,
April 30th – May 3rd, 2008.



2008-09~Ann K. Rivers presided at the New Orleans, Louisiana, Convention



President Ann K. Rivers

President Ann Rivers chose for her theme for the 2008-09 year, "Anything is Possible With Teamwork." A new project of donating PHC-Opoly games to children's hospitals, Ronald McDonald Houses and USO and other military children's programs was begun. The games were made available to state and local auxiliaries for distribution in their areas. The games were accompanied with a letter of introduction to the PHCC Association and the Auxiliary. They were also accompanied with a copy of the "Why Hire a Professional" brochure.

The Nebraska State Auxiliary donated a game and \$1,200 that they raised to the Nebraska Family Readiness Group, an organization that prepares the families of National Guard personnel for the deployment of the family members. The Minnesota Auxiliary chose donations to their Ronald McDonald House including a game. They visited and toured the facility during their state convention.

Auxiliary support continued for the Legislative efforts of PHCC. In addition to excellent representation at the Legislative and Leadership Conference, the National Auxiliary again became a member of the 535 Club. Both the National Auxiliary President and President-Elect attended the 535 Club dinner during the Conference.

One of the two "Hire a Professional" 10' x 20' billboard banners was made available for transfer to anyone who could display it prominently for a period of six months or longer based on traffic flow and the waiting list for it.



2009 Winter Executive Board Clockwise from top left: Kathy Tindall, Lynne Finley, Jorja Dickemann, Stacey Ziegler, Pat Blank, Ann Rivers & Barb Kreifels

Technology had allowed a number of changes in the structure of the organization by easing the workload and improving communication methods. One of these changes was the elimination of the Keeper of the Charters. The duties were combined under the Membership Secretary. The number of Zone Directors was reduced from twelve to eight, keeping the Zone structure, but combining some states with others within the Zone. By careful planning, the four three-year Zone Directors scheduled to go off the Board were not replaced and the remaining eight one- and two-year Directors assumed those states. The term was changed to a two-year term to provide for an orderly cycle. The Bylaws were changed to be silent on the number of members on the Marketing Committee, leaving that to the Executive Board.

In 2008, we suffered the loss of three past presidents, 1970-71 President Ardis Anderson, 1972-73 President Louise Heitmuller and 1980-81 President Nancy Frommel Mirlisena and past national treasurer and long-time member of the Educational Loan Fund Committee Louise Schumacher.

In July, 2009, we were saddened by the loss of Honorary Member Phyllis Cox, the week following her 91st birthday. Phyllis was the wife of Bob Cox for whom the Cox Awards were named. We suffered the loss of Helen Kokesh, National Secretary 1969-70. When she passed away September 4, 2009, she had been a member of the National Auxiliary for 80 years. President Darlene Moyer honored her in 1995 for 65 years of membership with a plaque and roses. At that time she had attended 45 National Conventions. That same week we lost our 2005-06 National Auxiliary President Lynn Lamont Heidler and Past National Secretary Lisa Hansen. It was a huge loss of talent and friendship.



In August, 2009, the Auxiliary honored Ben Harris on his retirement from PHCC. We are all far better for all the kindness and friendship over his more than 35 years of service with PHCC. He will be missed, but will not be forgotten. He is shown here after one of the hundreds of famous Ben Harris tours of PHCC Headquarters in Falls Church, VA.



Both PHCC watches and PHCC shoe covers were introduced at the New Orleans Convention. Each attendee at the PHCC Annual Business Meeting received a pair of shoe covers and literature on them and other Auxiliary industry promotional products.



In a cost-cutting measure, two Executive Officers graciously opened their homes for the Winter and Summer Executive Board Meetings. The Winter Meeting was held at Jorja and Kent Dickemann's home in Glen Carbon, IL. Kathy and Kevin Tindall offered their home on Long Beach Island, NJ, for both the Long Range Planning Meeting and the Summer Meeting that followed Long Range Planning. While both settings were extremely cost-effective, all the participants agreed that they'd gained a great deal more than just cost savings. The camaraderie allowed them to get to know each other better and as a result of many late-night discussions achieved a far greater level of productivity from the meetings.



The 2009 Convention was the first in many years that was solely a PHCC National Convention without partner organizations participating. It was the first time in twenty-one years that the convention had been in New Orleans. It was the most widely attended convention in the ten years prior with a final registration of 761. It closed with a voluntary service day allowing attendees to assist with Katrina reconstruction through the volunteer organization Rebuilding Together.



Heidi Everly, Barb Kreifels & Jorja Dickemann at the New Orleans School of Cooking

During the convention, all attendees

were encouraged to submit concerns or ideas to make the Auxiliary a better organization. A box was provided and the submissions were discussed during the Annual Business Meeting. For those unable to attend, calls, emails or mailed letters to President-Elect Pat Blank were solicited.

To encourage attendance at the 2009 New Orleans Convention, the Auxiliary sponsored a \$500 cash prize. Each Auxiliary registrant received one chance in the drawing for the prize. For each registration by the Early Bird deadline, a second chance at the prize was offered. For each new member recruited before the Convention, yet another chance to win was offered. Gerry Calfo, Auxiliary Life Member and Past National President from Wilmington, DE, won the drawing which was presented during the Auxiliary Luncheon.

The Auxiliary hosted a separate luncheon following the Annual Meeting on Thursday. The Luncheon, sponsored by Bob Sinton and The Training Center, was the biggest in many, many years. It featured the 3-D Award presentation, the Robert M. Cox Award Honorable Mention presentations the drawing for the Cash for Convention Contest, the introduction of Auxiliary sponsor representatives and a Silent Auction which again featured a chance on a piece of jewelry for each \$100 in tickets purchased. The entertainment was provided by The Sassy Steppers, a line dance team led by Past National Auxiliary President Linda Bienvenu. In addition to their performance, others joined them for the finale.



The installation held during the Auxiliary Luncheon featured pictures from over the years of the organization. This installation used the 1958 installation ceremony updated for current offices and duties. This was also the first presentation of the orangewood gavel by PHCC of Florida since 2005. Oran Ellis once again produced the gavel for presentation to Pat.

Bradford White again held their breakfast for all attendees, presenting their Auxiliary scholarships. The entertainment was a Second Line led by a full brass band.



Foundation Chair Bill Jones, President Ann Rivers & Scholarship Committee Chair Gail McWilliams



InSinkEerator held their annual luncheon and presented scholarships and the winners of the Larry Dore and Robert Cox Awards. Once again, BrassCraft sponsored a Wine and Cheese Reception for the State Leaders group. LA-CO again sponsored the Life Members Breakfast. Federated Insurance continued their long-standing support of the Long Range Planning Committee.

In support of President Ann Rivers and incoming President Pat Blank, the Auxiliary Luncheon was sponsored by New York PHCC, New York PHCC Auxiliary, Western New York PMCA, California PHCC and Bob Sinton and the Training Center. In support of President Ann Rivers and incoming president Pat Blank and as the host city and state, the following organizations sponsored other Auxiliary events this year: Kohler - New Orleans Branch, LCR of Metairie, LA, PHCC Alameda County, PHCC of CA, PHCC of LA, PHCC- LA Auxiliary, Metro New Orleans PHCC, PHCC - NE Auxiliary, PHCC - NJ, PHCC - NY, WDNJA - PHCC and Western NY Association of Plumbing & Mechanical Contractors.

2009-10~Patricia Blank presided at the Las Vegas, Nevada, Convention



Installation of 2009-10 Officers—Back, L-R: Terry Giebelhaus, Barb Kreifels, Lynne Finley, Pat Blank, Gerry Calfo, Stacey Ziegler, Jorja Dickemann, Kathy Tindall, Noma Roberson. Front, L-R: Dottie Schmidt, Gail McWilliams, Kathy Lewis, Pat Kreifels, Judy Driscoll, Corinne Riley, Sandy Stack.

National Auxiliary President Patricia Blank adopted as the focus of her presidency the year-long celebration of the 90th anniversary of the formal organization of the Auxiliary and its 126th year of contributing to the industry. Her theme was, “Meeting our Goals through Participation.”

In preparation for the Las Vegas Convention and having learned from the benefits achieved the year before, the Winter Executive Board Meeting was held in a home rented in the Las Vegas area. During the week-long rental, the Bylaws, Duties & Procedures Committee held their meeting, working on a five-year complete revision of the Bylaws and a major overhaul of the Duties & Procedures Manual.

The Long Range Planning Meeting followed with an active discussion of insuring the future, subsequently, the Winter EO Meeting followed. The Executive Officers were also able to tour the 2010 Convention Hotel, The Paris, during the week. Repeating last year’s success, the Summer Executive Board Meeting was held at the home of Jorja and Kent Dickemann in Glen Carbon, IL.

Ways of simplifying Auxiliary operations at all levels were explored. The committee method of staffing local and state auxiliaries was discussed. Updating the educational videos to reach our recruiting market was another priority identified.

Using social media and mass emails were discussed as realistic methods for communication. In January 2010 the National Auxiliary Facebook and Twitter pages came into being and continue to be a great source of information exchange.



Ann Rivers, Pat Blank & Barb Kreifels at the Legislative Conference

Auxiliary participation in PHCC’s Government Relations Committee remained strong under the care of our representative Joan Schmitz. The Auxiliary representation at the Legislative Conference was again substantial. We continued to support the PHCC PAC. Prevention of identify theft was the subject of a two-part newsletter article, the first mention of it in Auxiliary communications.

The promotional items for the year included a 14-kt gold faucet charm. All Auxiliary registrants at the convention were entered into a drawing to win one. Gail McWilliams of Urbana, IL, was the lucky winner.



The detailed five-year history update was made available electronically with a few printed copies for those who do not have electronic capability. In addition to the five-year history update, a 90th Anniversary Convention Journal was planned and produced for the 2010 Convention. It included state auxiliary focus pages and a four-page summary of the



history of the Auxiliary. In support of this undertaking, a Sponsor Committee was created to build stronger relationships with our sponsors and develop a better understanding of their objectives in the partnership. The talents and contacts of the Life Members were tapped to fill the committee.



Auxiliary sponsors were featured in the Journal spotlighting their contributions to the Auxiliary and the products and services



that they offer. Heather Tindall designed the signage logo for the 90th Anniversary celebration.

For the first time in many years, the 2010 Leadership Conference was held in conjunction with the National Convention. Quality Service Contractors (QSC) also added their Power Meeting to the schedule, making the event in Las Vegas even more valuable.

The complete Bylaw revision passed at the Annual Business Meeting. One of the changes was to rename the "Executive Board" the "Executive Officers". This was done to avoid confusion with the Board of Directors. The Executive Committee was identified as the Executive Officers, the Chaplain, Historian and Parliamentarian. For the first time in a long time we had two candidates volunteer for the Vice Presidency at the Annual Meeting.

A separate Auxiliary Luncheon was held following the Annual Business Meeting. Again it was sponsored by Bob Sinton and The Training Company. It featured the presentation of the 3-D Award and the Cox Awards. Dennis Broderick and Ginny Carlson



One of the true highlights of this Convention was the Presidents' pin exchange at the Business Meeting. Dorothy Linek presented her own past president's pin to Pat Blank after Barb Kreifels received the President's Pin from Pat.

were both presented with Honorary Membership in the Auxiliary at the Luncheon.

The entertainment featured award-winning ventriloquist Dan Horn and his "Cast of Several", including his puppets Orson and Polly Ester. Our own Bernadine Stockmeister was the model for Polly's recent update.

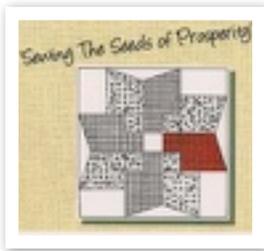


Federated Insurance continue their long-standing support of the Long Range Planning Committee. Once again, BrassCraft sponsored a Wine and Cheese Reception for the State Leaders group. LA-CO again sponsored the Life Members Breakfast. Bradford White again held their breakfast for all attendees and presented their Auxiliary scholarships. InSinkEerator held their annual luncheon and presented scholarships in addition to the winners of the Larry Dore Award. In support of President Pat Blank and incoming president Barb Kreifels, PHCC - Nebraska Auxiliary, PHCC - NY and Western NY Association of Plumbing & Mechanical Contractors sponsored convention events.



Fred Vattimo presenting Bradford White Scholarship check to President Pat Blank

2010-11~Barbara Kreifels presided at the Minneapolis, Minnesota, Convention



President Barb Kreifels adopted as the theme of her presidency "Sewing the Seeds of Prosperity", depicting the history of Nebraska in both farming and sewing. She was installed at a separate Auxiliary ceremony during the Annual Convention in Las Vegas and then participated in a joint ceremony with PHCC at the Closing Banquet.



A major focus of the year was improved electronic communications and offering members information to allow them to improve their digital presence. The 2011 convention offered an Auxiliary-sponsored how-to class using our phones and FaceBook.

After the new PHCC website rollout, information was distributed to the Auxiliary membership on how to navigate the website and how to use it as more of a distribution tool for Auxiliary information. For the first time the newsletters were available in digital form on the Auxiliary website..

Supporting State Executives on new member recruitment and renewals was another emphasis of the year, encouraging them to use the Auxiliary Zone Directors as a resource in this effort. A short meeting during the National Convention allowed an exchange of ideas between the two. The AEC Members were invited to attend the State Leaders Meeting so that they would have first-hand knowledge of the resources of the Auxiliary. The result was an invitation to attend their Spectrum Conference in 2012. President Barb attended the Minnesota, Illinois and Nebraska State Conventions in support of this effort.

The Auxiliary Life Members were tapped to mentor new members in their area to make them feel welcome and to encourage them to become involved in the organization.



2010-11 Officers & Zone Directors, L-R, Back row: Gerda Fischer, Debbie McMahon, Judy Driscoll, Corinne Riley, Kathy Tindall, Lynne Finley, Gerry Calfo, Linda Bienvenu & Kathy Lewis. Front row: Heidi Everly, Gail McWilliams, Sandy Stack, Barb Kreifels, Terry Giebelhaus, Cheryl Mosier & Patty Jones

In addition to the usual fundraising efforts in support of Invest In Your Future, the Auxiliary donated some of the proceeds from the Auction to the Educational Foundation. On his retirement from InSinkErator, the Auxiliary awarded a \$1,000 scholarship in honor of Dennis Broderick. A new sponsor information sheet was prepared for use in introducing new companies to the Auxiliary.

In May of 2011 we lost a National (Auxiliary) Treasure, Bernadine Stockmeister. At ninety-two, she had been an Auxiliary member for over 64 years. She was one of the first female Master Plumbers in the US. Her support of the Auxiliary will be missed almost as much as her beautiful smile!



Filming began at Connect 2011 on a new career educational and recruiting video. With emphasis on careers in the industry, interviews and taping of the Apprenticeship Contest was done. Contractor and Auxiliary member interviews were also conducted. The completed video was released in 2012.



Once again the Auxiliary held a separate luncheon during Connect 2011. And, once again it was sponsored by Bob Sinton and The Training Center. It featured the inspirational speaker Jodi Hills, sponsored compliments of our hosts, the Minnesota Auxiliary. A very successful Silent Auction and the presentation of the Copper Development Association 3-D Award to Kathy Tindall and the Robert M. Cox Awards completed the program.



L-R: Patty Jones, Gail McWilliams, Barb Kreifels, Terry Giebelhaus, Sandy Stack, Cheryl Mosier & Heidi Everly.

The Auxiliary continued to promote World Plumbing Day and created a CD and letters to be used in contacting schools in Fall of 2011. Support of Fix A Leak Week also continued with advertising on Social Media. This was yet another year of the Auxiliary asking "What can we do for you?", and then doing it.

Bradford White again held their breakfast for all attendees and presented their Auxiliary scholarships. InSinkErator held their annual Awards Luncheon where the Foundation and Auxiliary scholarships were announced in addition to the winners of the Larry Dore Award. Once again, BrassCraft sponsored the State Leaders Meeting. LA-CO again sponsored the Life Members Breakfast. Federated Insurance continue their long-standing support of the Long Range Planning Committee. The 2011-12 Executive Officers were installed during a separate Installation Ceremony.



2011-12 Executive Committee,
Back l-r: Patty Jones, Gail McWilliams, Nancy Eberhardt, Janet Dugger, Kathy Tindall, Heidi Everly. Front, l-r: Cheryl Mosier, Terry Giebelhaus & Sandy Stack.

2011-12~Terry Giebelhaus presided at the Philadelphia, Pennsylvania, Convention



President Terry Giebelhaus chose for her theme for the 2011-12 year, "Making It Happen." And they did Make it Happen! A full-color 20-page magazine replaced the first newsletter of the year, sharing the pictures of all the wonderful events at the Connect 2011 in Minneapolis. This year saw the first post of a digital copy of the newsletter on the Facebook page. The website source "Drop Box" was utilized to make materials available to the membership. World Plumbing Day and Fix A Leak Week

were actively supported via mail, email and the website. The Auxiliary website became a greater source of materials for the members.

The educational videos were finished and premiered at the 2012 Convention. They included three short separate segments, each concentrating on a different part of the industry. They, too, were posted on the Auxiliary website. They offered a valuable current resource to those making presentations at career days.



In April, 2012 two more charms were added to the marketing promotional items, one an old-fashioned fan and the other depicting the four seasons. At the same time, PHCC logo'd jackets and vests in both men's and women's styles were introduced. Logo's tee shirts were added later in the year.



In July 2012, Past President Barb Kreifels attended the Association Executive Council's Spectrum Conference to discuss how the two organizations could work together more effectively. This was the result of an invitation to all Association Executives to attend the State Leaders Meeting at the 2011 Convention. She presented and distributed a brochure on the activities of the Auxiliary. There was extensive discussion on how the two organizations could work together. As part of the membership drive for the year, a \$100 gift card was offered to the Association Executive who brought in the most new auxiliary members. Greta Flynn of Washington State won the gift card presented.

The Opening Reception at the Philadelphia Convention was held at the Fairmont Water



Works, the nation's first major urban water supply system that dates back to 1815. The Reception offered tours of the entire facility which were enjoyed by all. Thanks to InSinkEerator and Bradford White for sponsoring this remarkable event.

Again the Auxiliary held a separate Luncheon on Thursday following the Annual Business Meeting. The Larry Dore Award Runner-up, the 3-D Award and the Robert M. Cox Awards were all presented at this Luncheon. There was a Silent Auction and a separate one for "a tree of gift cards" both held during the Luncheon. The two together raised a record \$3,683 for the Auxiliary General Fund. We sincerely thank Bob Sinton & The Training Center, PHCC-National Association, MGM Sales and Westbrass for sponsoring this fabulous Luncheon.



Dennis Broderick's retirement from InSinkEerator was announced. As a goodbye gift, he was presented with a 36-page full-color bound memory book of his years with the Auxiliary.

During the year Kathy & Kevin Tindall announced the Fran Williams Memorial Scholarship to be presented to a student going into the medical field. Others were invited to donate to increase the amount of the award. Educational Foundation and Auxiliary scholarships were announced during the InSinkEerator Awards Luncheon. Also announced during the Awards Luncheon was the Larry Dore Member of the Year first place Award to Harley Perry of National City, CA. Harley was the first male winner of this award.



Dennis Broderick with Paula Friedrich & Anne Williams

Again Copper Development awarded a beautiful brass platter to the 3D recipient. Pat Blank. Federated Insurance continued their long-standing support of the Long Range Planning Committee. Once again, BrassCraft sponsored the State Leaders Meeting. LA-CO again sponsored the Life Members Breakfast.



Foundation Chair Bill Jones, President Terry Giebelhaus & Scholarship Chair Noma Roberson

Bradford White again held their breakfast for all attendees and presented their Auxiliary scholarships. We were honored to have Ted Sikorsky, retired Vice President of Bradford White and a Philadelphia native, make a special appearance. On his retirement in 2007, he was named the fifth Honorary Member of the Auxiliary.



President Keith Bienvenu & Ted Sikorski

2012-13~Sandy Stack presided at the Las Vegas, Nevada, Convention

President Sandy Stack shared her theme for the 2012-13 year with PHCC President David Dugger, "Go Big." We kicked the year off with a project spearheaded by Kathy, Heather & Kevin Tindall to provide needed supplies in the name of PHCC and the Auxiliary to the first responders along the New Jersey coast following Hurricane Sandy. This resulted in the delivery of ten Port-a-Potties and four truckloads and a 14' trailer of food, water, cleaning supplies, clothing and building materials. Many of the first responders were working 24/7 and had also lost their homes. In December, a highly successful follow-up campaign provided gift cards collected by the group to "Save the holidays for first responders".

Following the theme "Go Big", many have said, this is about as big as it gets. The announcement to the membership on February 15th, 2013 read:

We Have Gone Big!

It is with quiet humility and tremendous pride that we are able to announce the donation of the historical records of the Plumbing-Heating-Cooling Contractors – National Auxiliary to Smithsonian's National Museum of American History Archives Center, Washington, DC. The acquisition was approved by their Collections Acquisitions Committee on February 5, 2013. The records were physically placed in their facility on February 19, 2013. It has been an amazing year. The celebration will continue for the rest of this year and beyond as members have the opportunity to see our records in this most prestigious facility.

A special section follows this update on the Records Donation.

In conjunction with the archiving of the National Records, Jeri Ann Browne offered her expertise in assisting state and local auxiliaries in their efforts to place their records.

In March of 2013, the Auxiliary once again participated in the promotion of both the EPA Water Sense Program's Fix-A-Leak Week and the World Plumbing Day annual poster contest.

The Auxiliary continued to support the Legislative Conference and the PAC with attendance and donations. In April of 2013 we debuted Constant Contact as a means of emailing the membership with news and information. It continues to be a ready resource in the communications arsenal.



PHCC President David Dugger & the 2012-13 Auxiliary Executive Officers, L-R, Kathy Tindall, Teresa Mayes, Jan Dugger, Heidi Everly, Cheryl Mosier, Sandy Stack & Patty Jones



President Sandy Stack & Lynne Finley at the Auxiliary Post-Luncheon Entertainment Event.

Throughout the 2013 year, there were celebrations via communications. Only at the Convention though did everyone get the opportunity to really celebrate as a group. The story of the journey was told during the Auxiliary Post-Luncheon Entertainment and again at the Life Members' Club meeting.

Both Executive Officer Meetings were held in Tennessee in 2013, the first in Nashville and the second at the cabin of Jan & David Dugger in the mountains outside of Knoxville. The camaraderie and productivity increased with the fabulous hospitality. As part of the Summer Meeting, food, toiletries and clothing were purchased and donated to the Smokey Mountain Area Rescue Ministries in their outreach to those in the community in their moment of need.



L to R: Heidi Everly, Sandy Stack, Jan Dugger, Cheryl Mosier, Kathy Tindall, Teresa Mayes & Patty Jones

In 2013, the traditional teacup Auxiliary Silent Auction during the Auxiliary Luncheon moved to a whole different level. Chairman Jan Dugger, along with Teresa Mayes and Denise Thompson, restructured it into a major Auxiliary fundraiser. It moved to the main rotunda of the hotel for all attendees to participate. We could not have asked for a more perfect venue. The very popular event resulted in an amazing gross amount of \$11,000 for the Auxiliary General Fund. This tradition continues today and is the largest outside source of revenue for the Auxiliary. Also, for the first time and also attributable to the Tennessee Three, Nordstrom's provided makeovers to make us all glamorous for the Closing Banquet.



There was a membership drive during the year with two separate prizes offered, a \$100 gift card to the Zone Director that brought in the most new members and another \$100 gift card to the Auxiliary member that brought in the most new members. The prize was presented at the Annual Business Meeting in Las Vegas to Iris Maddalon and accepted for her by Kathy Tindall.

During the meeting, a dues increase to \$100 for regular members and \$50 for senior members was approved. Another resolution approved the donation of the Auxiliary Records to Smithsonian. Another named Lynne Finley as Historian/Archivist Emeritus. Yet another changed the officers term to calendar to correspond with the fiscal year.

At the Business Meeting, Sandy was presented with a Past President's Pin and charm that was worn by Mary Grace Whelan. It was pinned on by Doris Rahn, Past National President 1987-88.



The year represented three major milestone anniversaries. The longest of the three was the 50th anniversary of the InSinkEerator Auxiliary Luncheon, a program begun in 1963 by then-president Dorothy Sharpe Clem. The second was the 30th anniversary of the Bradford White Scholarship Breakfast. The third milestone was the 30th anniversary of the founding of the Educational Foundation. Between these milestones and the donation of our records, there were big celebrations throughout the 2013 National Convention.

The 30th Anniversary of the Bradford White Scholarship Breakfast was a big celebration for all attendees. Bradford White presented their annual report on their operations and then presented their Auxiliary scholarships. The Convention Keynote Speaker followed.

The Auxiliary held an Entertainment Event sponsored by InSinkEerator and Bob Sinton and The Training Center, that followed the Awards



Luncheon. In honor of the 50th Anniversary, the Executive Officers performed a tribute to InSinkErator. Then Elvis performed and we're pretty sure it was the real Elvis.

Federated Insurance continued their long-standing support of the Long Range Planning Committee. Once again, BrassCraft sponsored the State Leaders Meeting. LA-CO again sponsored the Life Members Breakfast.



2013-14~Cheryl Mosier presided at the New Orleans, Louisiana, Convention

President Cheryl Mosier chose for her theme for the 2013-14 year, "The Sky's the Limit, Working to Achieve Endless Possibilities." And, that theme was in the forefront at the Long Range Planning Meeting in January. The new Auxiliary Strategic Plan, an impressive single-page placemat-format document clearly defined the direction for the Auxiliary. At the same time the Vision was defined and the Mission and Objectives were revised to reflect the direction. That Committee led by President-Elect Jan Dugger included Vice President Angie Westman, Danielle Dorsey and Betty Gill. Bev Potts provided input as a member, but could not attend. President Cheryl served as Secretary.



L-r: Betty Gill, Cheryl Mosier, Danielle Dorsey, Angie Westman & Jan Dugger

2013-14 Executive Officers, L to R: Anne Williams, Patty Jones, Jan Dugger, Teresa Mayes, Angie Westman, Denise Thompson & Cheryl Mosier



at the Archives during the next Legislative Conference was discussed. The long-term goals were determined to be less financially dependent on PHCC and full implementation of the Strategic Plan.

The results included plans for an Auxiliary booth in the 2014 Product & Technology Showcase, a scavenger hunt for information during Connect to foster participation in all the meeting and events and promote an awareness of the Auxiliary. A separate website for the Auxiliary and an online store presence were suggested and continue in the works. A single page membership application was created to supplement a planned information flyer on the Auxiliary. A brochure for State Association Executives was also planned. The sponsorship brochure was reviewed for alignment with the Strategic Plan. A visit to see the Auxiliary records

Angie created the first National Auxiliary Facebook "Page", converting it from the Facebook Group. It continues to be used to promote initiatives, as well as recognize social events, holidays and news of interest. Member contributions are encouraged. At the same time, she created a Connect 2014 Facebook Event Page to encourage attendance and provide information on Convention activities.



In addition to the three newsletters, one in full color, Constant Contact continued as a means of frequent communications. The PHCC and AEC email lists were included on selected emails as a way of communicating what the Auxiliary was doing.

Recognition of World Plumbing Day, IAPMO's WPD Poster Contest and the Water Sense Fix A Leak Week were all email campaigns. As usual, the Auxiliary contributed both to the Invest in Your Future campaign and the PAC and supported each with solicitation of other contributors.



The Auxiliary was well-represented at the very successful 2014 Legislative Conference. President Cheryl attended the Minnesota State Convention and the PHCC West Convention. Vice President Angie attended the IAPMO Annual Convention to represent the Auxiliary and thank them for their support. The Auxiliary continued to be well represented on the Educational Foundation Board by Past President Sandy Stack.

For Connect 2014, three new logo'd items were introduced. They included a PHCC license plate frame, an 8-gig usb drive in either red or blue and a dual 12-volt usb car charger, available in a choice of six colors.



Strategic Plan

2014 - 2015

Adopted by the PHCC National Auxiliary Annual Business Meeting on October 9, 2014.
Developed by the Long Range Planning Committee on June 3, 2014.



<p>MISSION The PHCC National Auxiliary, in cooperation with the PHCC Association, promotes public awareness of the industry through education and communication.</p>		<p>VISION The National Auxiliary fosters & improves relationships throughout the p-h-c industry.</p>	
<p>COMMUNITY</p> <p>Public Awareness</p> <ul style="list-style-type: none"> Educate the public about the value of PHCC standards, excellence and professionalism. Enhance media relations and coordinate efforts with chapter programs. Support our members in their media relations efforts and feature their work. Strengthen the PHCC Brand. <p>Community Involvement</p> <ul style="list-style-type: none"> Encourage and promote member involvement in local community events. Engage the public and the community in PHCC activities. Support members to take leadership roles in their communities. Facilitate effective dialogue between members and the public. 	<p>EDUCATIONAL RESOURCES</p> <p>Professional Support</p> <ul style="list-style-type: none"> Identify career pathways for young individuals. Support overall success of all students. Build a strong foundation of p-h-c career options. Disseminate career information to high school guidance counselors. Participate in local career days and job fairs. Support HVAC and plumbing apprenticeship contests. <p>Liaison</p> <ul style="list-style-type: none"> Promote national industry days to schools, homeowners and consumers. Provide communication between National PHCC, staff, AEC and Auxiliary members. 	<p>SCHOLARSHIPS</p> <p>Financial Support</p> <ul style="list-style-type: none"> Be committed to removing financial barriers for those who wish to pursue post-secondary learning. Encourage and guide students to participate in scholarship programs to advance their education and career. Support efforts to encourage students, as early as the elementary grades, to aspire to and plan for education beyond high school. Continue to communicate all types of scholarships and financial aid offered for students. <p>Trade Education Support and Grants</p> <ul style="list-style-type: none"> Provide grants for PHCC programs and industry related approved programs. Identify additional funding sources to support PHCC approved schools. 	<p>MEMBERSHIP</p> <p>Value</p> <ul style="list-style-type: none"> Make membership in the Auxiliary invaluable to all industry members. <p>Recruitment & Retention</p> <ul style="list-style-type: none"> Create long-term recruitment and retention plans and goals for all membership levels. Facilitate new member involvement. Continuously deliver value to a sustainable, diverse & committed membership. <p>Engagement</p> <ul style="list-style-type: none"> Increase member awareness and engagement in programs, resources, the board and other opportunities. Empower the membership to support the PHCC through volunteerism.
<p align="center">PHCC National Auxiliary</p> <ul style="list-style-type: none"> Maintain strong organizational relationships with National PHCC, local Auxiliary chapters and AEC to support membership at all levels. Develop and empower viable committees that support the strategic plan and provide avenues for member involvement. Encourage alignment and efficiency of programs and initiatives by taking advantage of tools, resources and expertise. 			



The Opening Reception was sponsored by Bradford White and InSinkErator. It featured a cajun band, an excellent buffet of New Orleans food and an assortment of new pets.





The Silent Auction in the grand foyer for all convention attendees was again a record-setting success, grossing over \$13,000.



In the same area, Marketing and Registration offered information to all attendees.



BrassCraft again hosted an extremely successful State Leaders Meeting and Reception conducted by Richela Roy of Louisiana. The Bradford White Breakfast led into the Keynote Speaker, General Russel Honore.



The Auxiliary had a booth at the Product and Technology Showcase.



The Annual Business Meeting saw the passage of three resolutions. The first provided for a 25% discount on additional memberships for any company after paying for two full-price memberships. The second confirmed the three-tier structure of the Auxiliary. The third eliminated the requirement that new members be sponsored by a current Auxiliary member to join.



Jan and Cheryl exchanged the President's pin. Past President Ann Belus presented her daughter President Cheryl Mosier with a Past President's pin. They represent the first mother-daughter presidents in the history of the Auxiliary. Patty Jones completed her fourth year as Treasurer for the Auxiliary.



The InSinkerator Awards Luncheon was held on Friday. The Larry Dore and the 3D Awards were presented and Auxiliary Scholarship awards were announced.

The Auxiliary once again hosted a special event to present the Robert M. Cox Awards and provide the afternoon entertainment following the

InSinkEerator Awards Luncheon. This year the entertainment was Dr. Z, a very hypnotic comedian.



InSinkEerator's Tim Ferry & Rob Grimm presenting Becky Davis with a Cox Award.



We had makeovers to get all glammed-up for the Closing Banquet. Some more so than others, but it raised a lot of money for the Scholarship Fund. This year it was provided by the artists of Chanel.



PHCC President Steve Rivers & wife Ann

Our 2015 Louisiana Convention Committee, Seated: Sharon Ranchuso Vines, Richela Roy, Kristen Molinario; Standing: Linda Bienvenu, Carla Molinario



The Closing Banquet was held at Mardi Gras World and featured the presentation of the Colonel Scott Award to Mark Giebelhaus and a joint installation of the officers of PHCC, AEC and the Auxiliary.

Kathy & Craig Lewis at the Closing Banquet

2014-15~Janet Dugger will preside at the Hollywood, Florida, Convention

President Janet Dugger chose for her theme for the 2014-15 year, "Together We Will Make a Brighter Future." And, we certainly did.

Beginning with the Post-Convention Executive Officers Meeting, it was a year of organization and well thought-out plans. To add a visual aid, pictures were added to the officers information in the committee book for the year.

All Auxiliary members were listed in the book with a separate list of Life members.



The first accomplishment was a meeting of the Bylaws/Duties & Procedures Committee in New Orleans to update the Duties & Procedures Manual. The result was a complete digital file confirmed across the offices, correctly reflecting the changes in operations over the previous seven years. This supported the new officer development focus for the year.



The 2014-15 Executive Committee, L-r: Terry Giebelhaus, Nancy Eberhardt, Barb Kreifels, Denise Thompson, Teresa Mayes, Jan Dugger, Anne Williams, Angie Westman, Lynne Finley & Iris Maddalon



L-r: Terry Giebelhaus, Angie Westman, Lynne Finley, Linda Bienvenu & Pat Blank

Financial independence from PHCC was another focus of the year. With the success of the Silent Auction, the request for Convention registration sharing from PHCC was reduced from \$15,000 to \$10,000 for the year.

The Long Range Planning Meeting was held in January in Hollywood, FL, in conjunction with the Winter Executive Officers Meeting. Drawing from

previous successes a rental home was used to accommodate both meetings. The emphasis for Long Range Planning was the implementation of the Strategic Plan adopted in 2014. The shortage of workers coming into the industry was selected as a primary focus for initial work.



L-r: Cheryl Gammon, Danielle Dorsey, Lynne Finley, Angie Westman & Jan Dugger. Betty Gill was unable to attend.

Strengthening awareness of industry-related schools and the availability of the Bradford White Scholarships for trades training was highlighted. In support of the objective, the scholarship program will be reviewed for additional opportunities for trades training.

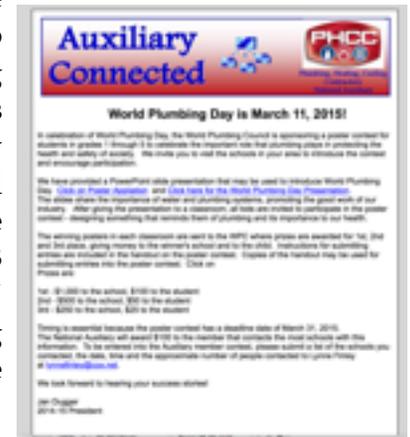
The meeting location allowed a preview of the Convention Hotel. The tour of the Diplomat Resort & Spa Hotel property provided a first-hand knowledge of the facility for meetings, registration, marketing and Silent Auction planning.

A Career Ladder and career comparison synopsis was drafted. It was sent to industry representatives for review and comment during the meeting. The final product will be introduced at 2015 Convention. It will be used on the web to attract attention to the industry as a viable and attractive career choice for both men and women. Other ways of demonstrating the value of the Auxiliary were discussed.

Federal, state and privately funded grants for career education were discussed. The membership will be surveyed for skills in the areas of grant application and management. Discussion of membership communication centered on obtaining information from the members as well as traditional top-down methods. The representation of the membership on the Auxiliary Board of Directors was discussed and submitted to the Bylaws Committee for consideration.

During the Winter Executive Officers Meeting that followed, a conference call was held with the zone directors to discuss the zone director role and recommendations for membership representation. Further talks with the state leaders during the year determined that there are currently eleven (11) state auxiliaries representing roughly half of the membership. It was proposed in the bylaw revision for the year that the state presidents be made National Directors, serving the historical role of Zone Director and that the remaining members-at-large be represented by a Member-at-Large Representative on the Board of Directors. The resulting twelve members of the Board would equal the number of zone directors prior to 2010 and provide direct communication with the state auxiliaries.

The Executive Officers adopted sponsor PAL's to work with during the year, supporting the mutual objectives of the organizations. A Giving Back program was announced to offer Auxiliary support of programs within the sponsor organizations. One result was the continued support of IAPMO's World Plumbing Day Poster Contest, using Constant Contact to promote it and offering a prize to the Auxiliary Member that generated the most entries into the contest. The Water Sense Fix A Leak Week was also spotlighted in Constant Contact, providing the link to materials for member mailings to their customers. The Auxiliary partnered with the Educational Foundation and Penton Media to provide volunteers to assist in their first ever "C3 Comfortech Contractor Competition" during Comfortech 2015. Two golf outing holes were sponsored during the year, one for Bradford White and one for IAPMO.



These and other events were scheduled on a calendar for Constant Contact for the year. Also included were selected holidays, solicitation of new members using the PHCC email list and promotion of the events and logo'd materials throughout the year. The newsletter assignments for three editions were given at the beginning of the year and each was delivered on time. Press releases were also discussed as a method of communicating milestone events. The newsletter and Constant Contact highlighted the newly-created Amazon "Smile" source for purchasing from Amazon with a portion of the proceeds going to the National Educational Foundation.

Talking Points for use in describing the work of the Auxiliary were created. They included a single page screen shot of the Auxiliary website with links to all the resources. Also provided were bulleted items to emphasize in representing the Auxiliary. These included the Strategic Plan with handout, our records donation to the Archives, getting Auxiliary educational material in the hands of the Parent-Teacher Associations and Career Day events. Suggestions were provided for use of the PHCC logo on member websites, facebook pages, twitter accounts, letterhead, quotes, invoices, vehicles, office signage, employee uniforms and billboard and print media advertising. Solicitation of candidates for office in leadership positions was mentioned. A thank-you to our sponsors was encouraged. The significance of supporting the Invest in Your Future Campaign was emphasized, adding that in addition to the scholarships awarded by the Foundation, this campaign represents \$25,000 of the annual Auxiliary scholarship awards.

The Talking Points were used in the representation of the Auxiliary at almost every state convention and many other industry events throughout the year. Jan and Teresa attended Spectrum 2015 in Seattle to provide information on the work of the Auxiliary to the Association Executives. Additionally the Auxiliary was represented at the Massachusetts Trade Show and the Minnesota, Illinois, Five-State, Ohio, New Jersey/Pennsylvania, PHCC West, Tennessee, Georgia, Louisiana and North Carolina conventions.

Work continued through the Summer Executive Officers Meeting held at Jan & David's beautiful home in Wears Valley, TN. Barb developed a

Time & Talents Survey to get to know the membership and identify the talents represented. Additionally, new members would be asked for a short biography and picture for the welcome section of the newsletter. A second piece explained all the offices and committees and where the member could select service.

Jan, Teresa and Denise took on the project of reworking the sponsor information brochure and it will be presented at the Convention.



L-r: Lynne Finley, Denise Thompson, Anne Williams, Teresa Mayes, Barb Kreifels, Jan Dugger & Angie Westman

During that meeting we were treated to a lesson in making handmade blankets to donate to the Linus Project. This program provides handmade blankets and quilts to seriously ill and traumatized children. The result was 21 beautiful blankets and 7 smiling faces!

Work continued through the year on utilizing an online store for the distribution of Auxiliary merchandise. It continues to be in the forefront of efforts to relieve the upfront cost of merchandise purchase, the overhead of receiving, storing and transporting the items, as well as accepting and processing orders to customers. A separate Auxiliary website continues to be a pursuit.



Two other new initiatives are in the works and will continue into the next year. The first is a Girl Scout Merit Badge. Contact has been established with the National Girl Scouts of America to express our interest in working with them to create a PHC Merit Badge. The Education Committee has accepted the project of developing Student Chapters of PHCC.

The Auxiliary continues to provide the industry coloring books, puzzle books and *Constructing Your Future* brochures and pamphlets for the cost of shipping only.

The Executive Officers will review the Scholarship selection process at the Pre-Convention Executive Officers Meeting. The rules for the Bradford White Scholarship will be changed for the 2016 awards to align them with the general scholarship rules. This change will add that one Auxiliary member may sponsor a maximum of two applicants.

This year the Auxiliary made contributions to the Invest In Your Future Campaign and the PHCC 535 Club. Additionally, a charm and chain will be donated to the PAC Auction.

Connect 2015 in Hollywood, Florida is coming up soon. The plans are as dynamic as we have ever seen. The Silent Auction will be in the fabulous main concourse near both PHCC and Auxiliary registration and at the entrance to the main ballrooms where the large meetings will take place.

A new PHCC logo'd hooded, zippered sweatshirt, long-sleeved tee and tote bag will be introduced at Connect 2015.



To make attendees feel welcome and special, the Life Members Hospitality Committee under Chair Ann Rivers has special greetings planned. At registration and at all events, this body of warm personalities will be tasked with making every attendee feel a special part of the celebration.

In celebration of the 95th Auxiliary Anniversary Celebration, Barb collected photos from over the years and created a special gift. The calendar will be produced in color and funded by Anne Williams in memory of her husband Fran. It will be the gift for those in attendance at the Annual Business Meeting and will be given to selected Auxiliary supporters.

The Silent Auction opening Wednesday at noon will kick off the Auxiliary schedule. It will be followed by the Annual Board of Directors Meeting and then the State Leaders Reception and Meeting, once again sponsored by BrassCraft. The Opening Reception will be held on Wednesday evening sponsored by InSinkEerator and Bradford White. The PAC event will feature a waterway cruise reception and an onboard auction.

Thursday will begin with the Bradford White Scholarship Breakfast and the presentation of their scholarships, followed by the keynote address and then the opening of the Product and Technology Showcase. The Auxiliary will have a booth in the Showcase to provide information on the work of the organization and the promotional items offered.

The Annual Business Meeting will follow on Thursday afternoon. Enhanced service group receptions will be held Thursday afternoon and evening.

Friday morning will see the Life Members Breakfast, the Auxiliary Post-Convention Executive Officers Meeting and the Information Exchange. The InSinkEerator Awards Luncheon will be held beginning at 11:30 and will include the Larry Dore Member of the Year Award and the 3D Award presentation. Auxiliary Scholarship Awards will also be announced.

The Auxiliary Entertainment Event following the InSinkEerator Awards Luncheon will feature Coach Bingo. It will be highly advertised in the hope of attracting all convention attendees whether Auxiliary members or potential ones. A distinguished group of Bingo callers is lined up to keep the event lively. There will be a fabulous array of Coach items to be awarded as bingo and as raffle prizes during the event.



2015 and Beyond

The Auxiliary continues to adapt to the changes in our culture and the various roles in it. In these days of hectic schedules, tremendous demands on personal time and dedication to careers, it has been difficult for some to resolve the role of the Auxiliary. The industry continues to represent a large portion of our personal net worth and we have a large stake in its continued success. Many who are directly involved in the Association have chosen to also contribute their time and talents in support of the Auxiliary's industry marketing program. There are a growing number of people involved peripherally in the industry, who have a vested interest in its success, but may not be directly involved as their primary profession. The Auxiliary offers the opportunity for them to contribute their skills in support of it.

In the 2002 Convention registration packets, we were given this quote from Theodore Roosevelt:

“Every man owes part of his time and money to the business or industry in which he is engaged. No man has the moral right to withhold his support from an organization that is striving to improve conditions within his sphere.”



Chapter IX ~ The Offices

At the Convention in 2005, the membership of PHCC voted the Auxiliary a permanent ex officio seat on the PHCC Board of Directors. This provided a clear structure to the eighteen-year practice of seating an Auxiliary Representative. As before, the current President will hold that seat.

For many years, the Legislative Committee was a one-person committee and the Chair was the Auxiliary Representative on the PHCC Government Relations Committee. The name was changed in 2006-07 to the Government Relations Committee representative. Also that year, PHCC requested an Auxiliary Representative to the Partners-in-Professionalism Committee. This group recruited and managed PHCC-logo'd products, generally for resale by PHCC contractors to their customers.

At the 2008 Annual Business Meeting, the Marketing Secretary position was added to the Executive Board. The position was needed to address the expanded role of the Auxiliary in marketing PHCC and the industry. It also provided for an even number of voting officers, with the President voting only in the event of a tie.

At the 2009 Convention, the number of Zone Directors was reduced from twelve to eight. This reflected the improvements in communication methods, allowing one person to more easily manage a larger number of members. It also reflected the difficulty in filling the twelve positions. To provide an orderly replacement cycle, the term was reduced from three years to two, with half going off each year.

That same year the Keeper of the Charters was eliminated and the duties consolidated under the Membership Secretary. This again reflected the improvements in the technology for managing data and for creating and distributing documents.

In 2009-10, the PHCC National Educational Foundation Board became separate from that of PHCC. Historically, the same body had served in both capacities. The Auxiliary was granted a voting seat on the Educational Foundation Board to be filled by the Immediate Past President to serve a one-year term. Past President Ann K. Rivers served as the first Board Member from the Auxiliary in 2009-10.

The Bylaw revision passed at the Annual Business Meeting in 2010 renamed the Executive Board the "Executive Officers". This was done to avoid confusion with the Board of Directors. The Executive Committee was identified as the Executive Officers, the Chaplain, Historian and Parliamentarian. The Board of Directors was defined as the Executive Committee, the Past President and the Zone Directors.

In 2011, the position of Auxiliary Representative to the Partners-in-Professionalism Committee was eliminated when the committee disbanded.

In 2013, the honorary title of Historian/Archivist Emeritus was extended to Lynne Finley for the work in documenting the history of the Auxiliary and the acceptance of the history records by the Smithsonian's National Museum of American History Archives Center in March of 2013.

For the year 2013-14 following the successful 2013 Silent Auction, the Silent Auction Committee and Chair positions were added to the Committee roster. Recognizing the emergence of social media and mass emails as a communications method, the positions of Social Media and Constant Contact editors were created and filled for the year 2014-15.

Chapter X ~ The Presidents

Updates on Past Presidents Through August, 2015 –

1970-71 President Ardis Anderson passed away December 28th, 2008.

1972-73 President Louise Heitmuller passed away in late 2008.

1973-74 President Helen “Kitty” Clemens passed away February 26th, 2007.

1979-80 President Ethel Epstein was honored in 2010 for her 55 years of service to the Suburban Symphony of Cleveland, Ohio. She was at the time the last Charter Member still actively playing. She continued to serve as the Life Member Club Sunshine Chair until 2015, following the death of her husband Herb and at the age of ninety-five. Her talents in that role will be remembered with big smiles.

1980-81 President Nancy Frommel Mirlisena passed away on October 16th, 2008.

1989-90 President Dorothy Linek passed away June 13th, 2012, after presenting her Past Presidents Pin to outgoing President Pat Blank in 2010.



The Seventy-First President, 2004-05

Kathy Lynne Tindall of Robbinsville, NJ, was installed as President at the 2004 Convention in Boston, MA, and presided at the 2005 Convention in Kissimmee, FL. The theme of her presidency was “Together We Can Make A Brighter Future.”

Kathy was born January 3, 1960, in Clifton Forge, VA. She and Kevin married in 1979. She has served as Corporate Secretary and Marketing Manager for Tindall & Ranson Plumbing, Heating & Air Conditioning, Inc. of Princeton, NJ, since it was started by she and her husband, Kevin, in 1993. Kathy plays an active role in the day-to-day operations of the business as the full-time bookkeeper and office manager. She also provides mentoring for special projects taken on by other staff members to further the image of the company and the industry. She is an active member of QSC.

Kathy has also made significant contributions in her community. Throughout their lives, Kathy has been involved in the activities of her daughters, Heather and Nicole. She served as President of the West Windsor Volunteer Fire Company Auxiliary from 1985 to 1988 and 1996 to 1999. During that time, she was instrumental in assisting the president and committee chairman in organizing and running the highly successful annual Fireman’s Carnival & Barbeque, the primary source of funding for the organization. She and Kevin continue to be actively involved in the Fire Company. Even with this schedule, Kathy still finds time to be actively involved in extended family activities and in her church, First Presbyterian of Dutch Neck, NJ.



In addition to State Auxiliary positions, at the National level she served four terms as Publicity Chair, two terms as Convention Co-Chair, a two-year term as National Recording Secretary and rose through the chairs to become National President in 2004-2005. She attended her first National Convention as an Auxiliary member in 1997. When she was presented as President-elect in 2003, she was described as enthusiastic and dedicated, organized, fun loving, hard working and creative.

She was installed by her daughter, Heather Tindall, in a separate Auxiliary installation ceremony. She received the last orangewood gavel to be given until 2009. Her term of office set the tradition of working closely with the Contractors Association to market the Association and the industry. The work that she began was carried forward and enhanced over the next many years. During her term of office the PHCC Board of Directors and the membership voted the Auxiliary an official Ex Officio seat on the Contractors Board. Construction Jack the Plumber, PHCC-engraved wood pen & pencil sets, Tie-one-on toilet ties and the customer Thank You cards were introduced during her presidency. The second printing of the "Constructing Your Future" brochure was completed and the tri-fold flyer version was introduced. The 85-year history of the Auxiliary documented in the book, *A Partnership Unique*, was delivered to the convention in Kissimmee, FL.

Membership grew during Kathy's year as president for a net gain of nineteen members. She personally signed up fifty-two new members. During her presidency, the Educational Loan Fund was dissolved, allowing those funds to be redirected to scholarships. Hers was the first year that the "Invest In Your Future" campaign became a donation instead of a chance at a raffle prize. Through many efforts, it was as successful as ever.

Since her presidency, she has served two years as Marketing Chair. That has been followed by three years as Membership Secretary, during which she served as the representative to Partners-in-Professionalism. She then served as Sponsor Committee Chair, Nominating Committee Chair and a two-year term as Recording Secretary.

The Seventy-Second President, 2005-06

Lynn Lamont Heidler was installed as President at the 2005 Convention in Kissimmee, FL, and presided at the 2006 Convention in Chicago, IL. The theme of her presidency, shared with PHCC President Jim Stack, was "Honor the Past, Create the Future." She had a separate Auxiliary Installation. She also participated in a joint Installation and incoming Presidents Reception with PHCC President Jim Stack.

Lynn was born June 12, 1954. She graduated from University of Maryland, College Park, with a degree in Interior Design. She owned and operated A & G Design Services in Annapolis, MD. Lynn and Steve married in 1998.

She attended her first National Convention in 1997, in Philadelphia, dating her future husband Steve. She is quoted as saying that she didn't know anything about the Auxiliary at the time, but the more she saw of the people and the quality and the character of everyone around, the more impressed she became. She contributed her considerable creative talents to the marketing of the Auxiliary. In 2003, she received the Larry Dore Member of the Year Award.

Lynn brought us "Construction Jack the Plumber" and conceived the PHC-Opoly game with then-President Kathy Tindall. The PHC-Opoly Game was introduced to the Convention in Chicago where she presided.



She captained the “Invest in Your Future” campaign for many years and represented the Auxiliary and the industry at the National Building Museum in Washington, DC. She was active in support of Challenge Air and represented the Auxiliary at two fly-days during her term as President. She personally paid for Challenge Air to have a square on the PHC-Opoly game board. She participated in Operation Air Conditioner, raising funds for seven air conditioners to be sent to U.S. troops stationed in Iraq.

At the 2003 Convention, Vice President Lynn provided a presentation on dealing with change, identifying the focus of the year to give value back to members, in work and personal life. Each member was presented with a copy of the book *Who Moved My Cheese* with the compliments of the auxiliary through a donation from Vice President Lynn. Lynn passed away the first week of September, 2009, in Asheville, NC.

The Seventy-Third President, 2006-07

Linda G. Bienvenu was installed as President at the 2006 Convention in Chicago, IL, and presided over the 2007 Anaheim, CA, Convention. She chose for her joint theme with PHCC President Jo Rae Wagner, “Together, so much is possible.” She was installed at a separate Auxiliary ceremony with her daughter Maria serving as Installing Chaplain. She then participated in a joint ceremony and Incoming Presidents’ Reception with PHCC President Jo Rae Wagner.

Linda was born March 8, 1952, in New Orleans, LA, and married into the plumbing industry when she married Keith Bienvenu on October 7, 1978. They have one daughter, Maria, who is married with three children. Maria continues as part of the fourth generation in the business.

She joined the Auxiliary in 1979 and has been active in the local and state auxiliary organizations. She served eight years as the New Orleans Auxiliary President and an additional eight years as Louisiana State Auxiliary President. Winning a contest, she named the National Auxiliary Newsletter, PIPE’N HOT! She received the 2002 Larry Dore Member of the Year Award. She attended her first National Convention in Las Vegas, NV, in 1985. She has attended almost all since then. She has for many years served and continues to serve on the National PHCC “Invest In Your Future” Educational Foundation campaign as captain along with Keith. She is a member of QSC, along with Keith, who is a founding member. She travels to the Power Meetings displaying Auxiliary projects and recruiting new Auxiliary members. Linda was a member of the Top Brass Club for several years.

During her term on the National Auxiliary Executive Board, she participated in the design, production and marketing of the PHC-OPOLY game. During her presidency, the paperweight plumbing fixture clocks and PHCC logo’d umbrellas were introduced. The newspaper insert was created and offered as a national campaign to increase logo awareness. She acquired funding for grants that were offered to those who ran the newspaper insert in their local papers.

Linda has made significant contributions in her community. At St. Rita Catholic Grammar School in Harahan, LA, she was a substitute teacher, room mother and chaperone for many years. She served as a Girl Scout troop leader for seven years in St. Rita Parish. In 1994, she was awarded Woman of the Year at St. Rita School. She is active in her church, St. Rita Catholic Church. She enjoys volunteering in the senior community, too. For the last



fifteen years, she has donated her time each week to teach line dancing to the seniors at the Harahan Senior Center. She organized an advanced line dance team called the Sassy Steppers at Elmwood Fitness Center, where she has been employed for 20 years. The Sassy Steppers perform in local and state competitions. They provided the entertainment at the 2009 New Orleans Convention Auxiliary Annual Luncheon.

She continues to be active in all levels of the Auxiliary, serving as Chaplain, Registration Chair, Photographer, Zone Director and a member of the Nominating Committee, the Bylaws/Duties and Procedures Committee and the Long Range Planning Committee. She was the 2009 and 2014 National Auxiliary Convention Chair and 2010 Convention Co- Chair. She continues to serve as Zone Director.

The Seventy-Fourth President, 2007-08

Ann Belus was installed as President at the 2007 Convention in Anaheim, CA, and presided over the 2008 Atlanta, GA, Convention. She chose for her theme, "Expanding our Horizons, Accelerate in 2008." She was installed at a separate Auxiliary ceremony during the Annual Luncheon and then participated in a joint ceremony with PHCC. She was the first PHCC Contractor Representative to become President of the National Auxiliary.

Ann was born February 28, 1941, in Bridgeport, CT. She married John in 1959. She started their company in San Diego, CA, in 1976. Two years later John joined her in the company. They have two children Cheryl and Brad who are active in the company. As the owner and President of the company and the PHCC representative, Ann served on the local PHCC Board of Directors, as Secretary and as President. In 2004, as a result of her work on the PHCC Legislative Committee, she provided testimony to the President's Counsel on Women Entrepreneurship. They have four children, all of whom work in the business, and six grandchildren.

Ann and John are avid hunters, traveling extensively with the sport. She served as president of the Coastal Range Chapter of Safari Club International and was active at the national level. She and John also enjoy big game fishing both at home on their boat and where their travels take them. Ann served as president of the Mission Bay Marlin Club, in addition to many other clubs in the course of raising her children.

She led the Auxiliary through the 125th Anniversary of the Plumbing-Heating-Cooling Contractors Association and National Plumbing Industry Week in Washington, DC, April 27th – May 3rd, 2008. She requested and obtained special funding to allow National Auxiliary attendance at almost every State Convention. The result was additional membership and greater communication on the role of the Auxiliary in marketing PHCC and the industry. Under her presidency, the "Why Hire a Professional" brochure was introduced and made available as a download for member companies to distribute. The Career Flyer was also created and made available to download, print and use as a career recruiting tool. In support of Water Conservation initiatives, the Auxiliary created and offered a postcard for member firms to use in marketing water conservation audits to their customers. She continues to serve as Zone Director.



The Seventy-Fifth President, 2008-09

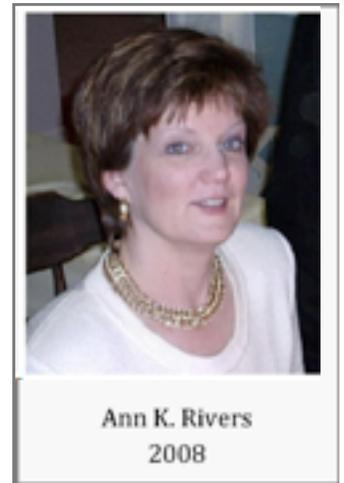
Ann K. Rivers was installed as President at the 2008 Convention in Atlanta, GA, and presided over the 2009 New Orleans, LA, Convention. She chose for her theme, "Anything is Possible With Teamwork." She was installed at a separate Auxiliary ceremony during the Annual Luncheon and then participated in a joint ceremony with PHCC.

She was born April 22, 1956, in Washington, DC, and grew up in the DC and Arlington, VA, area. She graduated from Marymount College with a degree in Early Childhood Education. She worked in several areas of government including the White House Correspondence Office. She and husband Steve expanded his contracting company into a plumbing, heating and air conditioning company in 1984.

They have one daughter, Kelley, and twin sons, Ryan and Pierce. Her hobbies include gardening, cooking and entertaining. Her dream is to one day have her own Bed & Breakfast. She has been active in the activities of her children, in her sorority Alumnae club and in her church through which she cooks for the homeless.

She became involved in her local Auxiliary chapter in the mid-eighties and attended her first National Convention in New York in 1987. She served as the California State Auxiliary Secretary in 2000 and 2001.

Ann introduced her Auxiliary Chef sauces as a fundraiser, as well as PHCC logo'd watches. The disposable shoe covers were created to promote PHCC logo awareness. A new project of donating PHC-Opoly games to children's hospitals, Ronald McDonald Houses and USO and other military children's programs was initiated, making games available to state and local auxiliaries for distribution in their areas. The games were accompanied with a letter of introduction to the PHCC Association and the Auxiliary and a copy of the "Why Hire a Professional" brochure. She continues to actively serve on the Membership, Financial Review and Silent Auction committees and as Zone Director.



The Seventy-Sixth President, 2009-10

Patricia Blank was installed as President at the 2009 Convention in New Orleans, LA, and presided over the 2010 Las Vegas, NV, Convention. Her theme was, "Meeting our Goals through Participation." In her presidential year we celebrated the 90th anniversary of the formal organization of the Auxiliary and its 126th year of contributing to the industry. She created a 90th anniversary convention journal to commemorate the year. She was installed in a separate Auxiliary ceremony during the Annual Luncheon in 2009 and then participated in a joint ceremony with PHCC.

She was born September 29, 1945, in Buffalo, NY. They have two sons, Jonathan and Jeffery, and three grandchildren. She became involved in the Auxiliary in the early 1980's when husband Roger became the PHCC representative for his company. Pat has been active in all levels of the Auxiliary, serving as Secretary and President of the New York State Auxiliary and National Membership Secretary beginning in 2002 under President Noma Roberson and continuing until her run for Vice President in 2007.



She is active in her church, volunteering for over ten years on the liturgy committee. In addition to heading it, she did all the decorating for the Church services. This included working with the Priests to design the settings for the altar and around the church, designing and sewing banners and ordering flowers and other decorations for the church. She worked on various fundraisers and projects through the years in the schools her boys attended. She worked as a hairdresser. She teaches machine embroidery classes and is known for her beautiful custom-made quilts. In addition to treasured gifts, many of these have been donated to local, state and national auxiliary organizations to be used as fundraisers for their various projects. She continues to serve on the Duties & Procedures Committee.

The Seventy-Seventh President, 2010-11

Barbara Kreifels was installed as President at the 2010 Convention in Las Vegas, NV, and presided over the 2011 Minneapolis, MN, Convention. She chose as the theme of her presidency, "Sewing the Seeds of Prosperity," depicting the history of Nebraska in both farming and sewing. She was installed at a separate Auxiliary ceremony during the Annual Convention and then participated in a joint ceremony with PHCC.

She was born and raised in Lincoln, NE. She met Terry when they were attending Nebraska Wesleyan University and were married in 1981. They have 3 children. Daughter Amanda married Brett and they have a son, Carson and daughter, Taylor. They reside in Plainfield, IL, where Amanda works for Ferguson, Inc. Their son Justin has his Master's Plumbing License and works for his father at Action Plumbing, Heating and Air Conditioning. He is married to Ellen. Daughter Megan is a Registered Nurse and is married to Greg. They have two daughters, Emma & Morgan. The family business was started in the early 1970's by Terry's parents, Jim and Pat Kreifels. It has grown to having two brothers who run the business, Terry running Plumbing and Doug running HVAC, with the third generation now working there, too. It employs 40-45 people including two brothers, one sister, one uncle and three grandsons.



Barbara Kreifels
2010

Barb has been an Insurance Agent/Registered Representative with New York Life Insurance Company since 1983. She has also been blessed to work in a family business structure which included her father until his death, her brother-in-law and her sister. She served on the Local Association Board for the Insurance Industry, now called NAIFA. She became involved in the Auxiliary in the early 1980's when husband Terry became the PHCC representative for his company. She has been active in all levels of the Auxiliary, serving as Secretary, Treasurer, VP and President of the Lincoln Auxiliary and the Nebraska State Auxiliary. She served as National Recording Secretary in 2007 until her run for Vice President in 2008.

She is active in her church and worked on various fundraisers and projects through the years in the schools her children attended. She enjoys sewing, taking pictures, scrap-booking, spending time on their farm and hunting land with the dogs and the rest of the family, but, most of all, being a grandparent. She says, "I am so thankful for all the friendships I have made across this great Country through this wonderful Association."

The Seventy-Eighth President, 2011-12

Terry Giebelhaus was installed as President at the 2011 Convention in Minneapolis, MN. She chose as the theme of her presidency, "Making It Happen." She was installed at a separate Auxiliary ceremony during the Annual Convention and then participated in a joint ceremony with PHCC. She originally served as President and presided at the 1992 Convention in Atlanta, GA. Her theme then was "A New Dawn".

She was born in Phoenix, AZ, on October 31, 1951. After she received her Bachelors in Theater and Speech from Arizona State University, she worked in children's theater and on local radio. She married Mark in 1981 and they have one son, Marty, who is now active in the family business, Marlin Mechanical. Terry has been active in the PHCC Auxiliary since 1985 and has served on several local and state committees as well as serving as President. Nationally, Terry has also been the Top Brass Chair, Convention Chair, Educational Foundation Liaison, served on the Long Range Planning Committee and has been the Parliamentarian for many Presidents. She also served as President of the Life Members' Club for ten years.

During her first Presidency, a revision of the bylaws was presented, giving birth to the concept of two National Secretaries. The second Presidency saw the return of the Auxiliary magazine, newly dubbed "Auxiliary Connected". The premier of the Auxiliary/Educational Foundation video also occurred at this convention. Emphasis during this year was put on bringing excitement back to our National Auxiliary.



Terry Giebelhaus
2011

The Seventy-Ninth President, 2012-13

Sandra "Sandy" Stack of Kirkland, Washington was elected President for the second time at the 2012 Convention in Philadelphia, Pennsylvania and presided at the 2013 Convention in Las Vegas, NV. Sandy's theme for her year as President was shared with the PHCCNA contractor President's theme, "Go Big" to show continuity with the contractors and Auxiliary.

She was born on March 12, 1951 in Washington, DC. Sandy grew up way too fast and was married at 16 and had two daughters before she was twenty-one. She worked and continued her education in night classes. In 1973, she was hired as a Certified Podiatric Medical Assistant and assisted in surgery of the foot and ankle for 13 years. After divorcing her husband, Sandy went back to school to become a Realtor. In 1986 through 1989 she worked on a temporary basis for The National Plumbing-Heating-Cooling Contractors Association, until it turned into a permanent position in 1991.

Sandy is now married to contractor, Jim Stack. They met at a Leadership Conference and were married in 1997 and 90% of the attendees at their wedding were PHCC employees and contractors from around the U.S. Sandy and Jim have a blended family of five children and six grandchildren. Sandy still works as a Real Estate Broker and enjoys spending time with family, traveling and making jewelry.



Sandy Stack
2012

Jim and Sandy Stack continue to volunteer and serve on Auxiliary and Contractor committees on a local, state and national level. She is passionate about raising funds for scholarships for the Auxiliary and the PHCC National Education Foundation.

The Eightieth President, 2013-14

Cheryl Mosier was installed as President at the 2013 convention in Las Vegas, NV and presided over the 2014 convention in New Orleans, LA. Her theme was “The Sky’s the Limit – Working to Achieve Endless Possibilities”. Cheryl had a joint installation with National President, Steve Rivers, both being from California.

Cheryl was born February 4, 1964 in Bridgeport, CT and has two brothers and one sister. When she was five-years-old her parents packed up the kids – age six-months to five-years, and headed to San Diego, California, where she still lives today. Cheryl attended SDSU and graduated in 1988 with a Bachelor’s Degree in Criminal Justice.

In February of 1989 Cheryl had twin boys, Michael and Mark, who are her world. Mark is currently working in the family business and Michael is a United States Marine. It was at this time that she decided to go to work for the family business full time at Cable, Pipe & Leak Detection. She quickly grew to understand all aspects of the business.

Cable, Pipe and Leak Detection has been a member of the PHCC for over 30 years. In 2003, Cheryl took over the responsibility of being the PHCC Liaison, as her mother, Ann Belus (Aux. President 2007-08) was getting ready to retire. In 2005 and 2006, she served as a Director on the San Diego Chapter of the PHCC. In 2006 she attended her first National Convention and was introduced to the Auxiliary. She stepped right up by agreeing to do the quarterly newsletter. In 2009 she became the Recording Secretary and went on from there. Currently she is still doing the newsletter eight years later. She also had a big part in redoing the new Auxiliary Sponsorship brochure.

In her spare time she loves hanging out with friends and family. Her hobbies include working with the PHCC & Auxiliary, dancing, water sports, reading, creating things on the computer and of course, traveling. Currently Cheryl is serving her 2nd term as a Director of the PHCC of California.



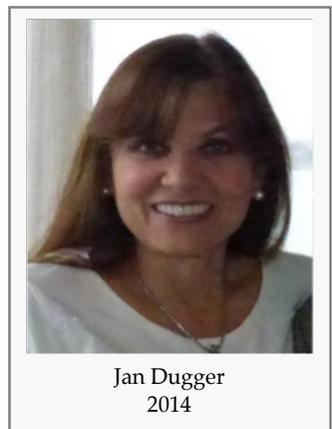
Cheryl Mosier
2013

The Eighty-First President, 2014-15

Janet Dugger was installed as President at the 2014 Convention in New Orleans, LA and presided over the 2015 Hollywood, FL Convention. She combined her theme with the PHCC National President, Kevin Tindall, which was “Together We Will Make a Brighter Future”. She was installed at a joint PHCC, Auxiliary & AEC ceremony during the annual Installation Dinner at Mardi Gras World.

She was born August 17, 1950, in Knoxville, TN. She graduated from the University of Tennessee with a degree in Interior Design. She worked in several areas of that industry, the latest of which is residential design.

Jan is married to David Dugger, 2012-2013 PHCC President. They have a blended family of four adult children and one son, Zachary, together. Currently they have five grandchildren and another on the way.



Jan Dugger
2014

Jan is very active in her church, Concord United Methodist Church, where she currently serves as chair of the Leadership Council. David and Jan enjoy University of Tennessee football. Her other interests include genealogy, travel, gardening and art history.

She joined the Auxiliary at the 2003 Convention in Las Vegas. She has served on the Long Range Planning Committee and as the 2011-2012 Historian. In 2013 Jan, along with Teresa Mayes and Denise Thompson, restructured the Auxiliary Silent Auction into a major Auxiliary Fund Raiser.

Chapter XI ~ The Loan Fund

After 2004, no more loans were made under the Loan Fund. In 2005, it was voted to disband the Memorial Loan Fund after all outstanding loans were repaid. In January, 2006, there were two loans being repaid, three loans that were not due yet and \$20,000 in cash in the Loan Fund. As directed by the resolution of the previous year, a \$10,000 certificate of deposit was purchased with the interest to be transferred to the Scholarship Fund. The balance of the money was transferred directly to the Scholarship Fund. The loans were repaid completely in April, 2009. In 2011 the \$4,000 remaining in the Loan Fund was set aside to be transferred to the Scholarship Fund on the request of the Scholarship Committee and approved by the Executive Officers.

Louise Schumacher served on the Loan Fund Committee from 1983 until it was voted to disband it. She then volunteered to continue to manage the outstanding balances until all were collected. In 2007, Louise resigned from a leadership position in the Auxiliary. Corinne Riley stepped in to complete the process with only two loans remaining, both being repaid.



Louise passed away in June, 2008 after many, many years of service as Historian, Treasurer, Financial Review Committee member and Election Teller in addition to her years on the Loan Fund Committee.

Appendix B ~ The Loan Fund Committee

Year	Office	Name	City, ST
2005-06	Chair/Secretary	Louise Schumacher	Clermont, FL
	Treasurer	Jorja Dickemann	Glen Carbon, IL
2006-07	Chair/Secretary	Louise Schumacher	Clermont, FL
	Treasurer	Jorja Dickemann	Glen Carbon, IL
2007-08	Chair/Secretary	Corinne Riley	Warwick, RI
	Treasurer	Jorja Dickemann	Glen Carbon, IL
2008-09	Chair/Secretary	Corinne Riley	Warwick, RI
	Treasurer	Jorja Dickemann	Glen Carbon, IL
2009-10	Disbanded		

Chapter XII ~ The Scholarships

PHCC and the National Auxiliary formed the National Educational Foundation in 1986 and has continued to play a large role in that success. Beginning in 1991, InSinkEerator donated \$25,000 in the form of a Cadillac to the PHCC National Educational Foundation to be raffled as a fundraiser. In 2005 it reverted to a matching gift contribution. Ferguson joined InSinkEerator and the two companies created a \$35,000 match. The Auxiliary continues to actively participate in the acquisition of donations to the Educational Foundation and, in exchange, receives a \$25,000 donation to the scholarship fund.

Bradford White continued their \$7,500 annual scholarship awards, presented at their breakfast during convention each year. Every year since 1985, Roland and Virginia Carlson have awarded the “Ginny” scholarship. It began as a \$1,000 award, but was increased to \$3,000 in 1988. In 2007, IAPMO began their scholarship donation of \$1,000. In 2009, they increased the amount to \$1,500 and in 2013 to \$5,000. American Standard’s \$1,500 Scholarship donation was last presented in 2008. A.O. Smith made a \$1,000 scholarship donation in 2005 and began an annual contribution in 2009. In 2012 Kathy and Kevin Tindall began the Fran Williams Memorial Scholarship. It continues today at \$1,000 per year. In 2012, the Auxiliary awarded a \$2,000 scholarship in Dennis Broderick’s name to honor him on his retirement from InSinkEerator.

In 2011 the money remaining in the Memorial Loan Fund was set aside for the Scholarship Fund, should it be needed. There have been no marketing projects to raise money for scholarships since 1996. There have been no High School Awards for the Trades since 2003 with the exception of those offered through the Bradford White Scholarships.

Year	Donations, Memorials Other	Sponsors & Project Revenue	Scholarships Paid	
			No.	Total
2004-05	1,665	36,500	34	35,800
2005-06	3,650	37,000	28	41,500
2006-07	3,545	38,610	31	47,200
2007-08	200	38,000	41	41,725
2008-09	5,290	38,000	24	39,600
2009-10	1,000	38,000	18	39,000
2010-11	1,150	43,000	42	44,150
2011-12	1,400	40,000	34	41,400
2012-13	275	42,500	35	42,775
2013-14	2,225	42,500	49	44,725

Additional funds from other sources including Memorial Loan Fund are not reflected in the income figures in this table.

Appendix C ~ The Scholarship Committee

Year	Name	City, ST
2005-06	Iris Maddalon	Trenton, NJ
	Judy Driscoll	Lumberton, NC
	Doreen Taecker	Watertown, SD
2006-07	Judy Driscoll	Lumberton, NC
	Gail McWilliams	Urbana, IL
	Lynn Lamont Heidler	Annapolis, MD
2007-08	Gail McWilliams	Urbana, IL
	Lynn Lamont Heidler	Annapolis, MD
	Kathy Lewis	Bryan, TX
2008-09	Gail McWilliams	Urbana, IL
	Kathy Lewis	Bryan, TX
	Corinne Riley	Warwick, RI
2009-10	Kathy Lewis	Bryan, TX
	Corinne Riley	Warwick, RI
	Noma Roberson	Amherst, NY
2010-11	Corinne Riley	Warwick, RI
	Noma Roberson	Amherst, NY
	Anne Steadman	Marblehead, MA
2011-12	Noma Roberson	Amherst, NY
	Anne Steadman	Marblehead, MA
	Jorja Dickemann	Glen Carbon, IL
2012-13	Anne Steadman	Marblehead, MA
	Jorja Dickemann	Glen Carbon, IL
	Ann Pfeffer	Canton, MA
2013-14	Jorja Dickemann	Glen Carbon, IL
	Ann Pfeffer	Canton, MA
	Ursula Whitney	Danvers, MA
2014-15	Jorja Dickemann	Glen Carbon, IL
	Ursula Whitney	Danvers, MA
	Kathy Tindall	Hamilton, NJ

Chapter XIII ~ The Motto, Song, Emblem, Name, Banner & Colors

The Past President's pin was updated with the production of three new ones in 2014 to reflect "Past Pres" and the initials PHCC-NA in lieu of the most recently used "NA PHCCA". The gavel was added on links in lieu of being on a chain. Three were purchased for President Cheryl Mosier and the next two needed.

Two Past Presidents, Dot Linek and Mary Grace Whelan, donated their pins to the outgoing presidents Pat Blank in 2010 and Sandy Stack in 2013, respectively.



Chapter XIV ~ The Conventions

With a greater emphasis on marketing the Association and the industry, Convention resources and time became dedicated to Auxiliary visibility at the Trade Show, the PHCC Annual Meeting and to staffing the resource table during all hours of registration and breaks between meetings. Over the five years, 2005-09, there was a reduction in the number of days of convention to 2 1/2. This created an environment favoring joint events rather than simultaneous parallel or consecutive functions. PHCC routinely made a booth available to the Auxiliary at no charge. Past National Auxiliary Officers made it a practice to visit the booths of sponsors to thank them for their support of the Auxiliary.

The convention themes were usually associated with the location. Orlando/Kissimmee had the Disney theme. In Chicago, InSinkErator introduced their new Pineapple advertising campaign and many events featured pineapples. Chicago held a Blues Brothers Closing Banquet that will always be remembered for the Blues Brothers-type sunglasses that were passed out as favors and worn by all throughout the event.

Anaheim featured the California theme including the state flower and Beach Boys-style music for the Luncheon. Atlanta had a southern hospitality theme. Both New Orleans conventions had a city theme that featured the fleur de lis, Mardi Gras and Cajun items at various events. The 2009 convention Closing Banquet was in the World War II Museum. The 2014 Closing Banquet was in the Blaine Kern Mardi Gras World facility. The highlight of the Philadelphia Convention was the welcoming by three adorable girls, Kathryn, Laura and Ashley, daughters of PHCC-PA members Kristy and John Luke, who greeted registrants and presented them with PHCC-PA bags of goodies.



In many years, the Saturday following the close of convention was offered as a day of service to the local community. Many convention attendees including PHCC staff participated.

Appendix D ~ The Convention List

No.	Dates	Location Hotel(s)	City, ST	Convention Chair(s)
85	Sep 7-11, 2005	Disney Swan & Dolphin Hotels	Kissimmee, FL	Gerry Calfo
86	Sep 26-30, 2006	Palmer House Hilton	Chicago, IL	Dorothy Clem & Joan Flader
87	Oct 24-27, 2007	Anaheim Marriott Hotel	Anaheim, CA	Kathie Price & Mary Joan Kleinen
88	Oct 1-4, 2008	Atlanta Marriott Marquis Hotel	Atlanta, GA	Karen Rayburn & Debbie Belus
89	Oct 21-23, 2009	New Orleans Sheraton Hotel	New Orleans, LA	Linda Bienvenu & Kristen Molinario
90	Oct 27-30, 2010	Paris Hotel	Las Vegas, NV	Ann Belus, Ann Rivers & Linda Bienvenu
91	Sep 21-24, 2011	Hilton Minneapolis Hotel	Minneapolis, MN	Conni Biggerstaff & Nancy Bouwens
92	Oct 3-5, 2012	Philadelphia Downtown Marriott Hotel	Philadelphia, PA	Gerry Calfo, Pat Blank & Kathy Tindall
93	Oct 16-19, 2013	The Rio All-Suite Hotel & Casino	Las Vegas, NV	Terry Giebelhaus, Anne Williams & Sandy Stack
94	Oct 8-10, 2014	Marriott New Orleans Hotel	New Orleans, LA	Linda Bienvenu & Kristen Molinario
95	Sep 30-Oct 3, 2015	Diplomat Resort & Spa	Hollywood, FL	Bev Potts & Becky Davis

Chapter XV ~ The Installation Ceremony & the Orangewood Gavel

In 2005, 2006, 2009, 2010, 2011 and 2012 there was both a separate Auxiliary installation ceremony, as well as one conducted jointly with PHCC. Beginning in 2007, the separate Auxiliary installation was held during the annual Auxiliary Luncheon. Through 2009, American Standard sponsored both the installation and the reception.

It is significant to note that the 2009 installation used the 1958 installation ceremony updated for current offices and duties. This was also the first presentation of the orangewood gavel by PHCC of Florida since 2005. Oran Ellis once again produced the gavel for presentation to incoming National Auxiliary President Patricia Blank.



American Standard sponsored the Installation for many years.

The Installing Officers –

Year	Name	City, ST
2005-06	Joan Schmitz	Waukesha, WI
	Michelle Heidler	Annapolis, MD
	Anne Williams	Belmont, MA
	Corinne Riley	Warwick, RI
2006-07	Joan Schmitz	Waukesha, WI
	Anne Williams	Belmont, MA
	Maria Bienvenu	Harahan, LA
2007-08	Anne Williams	Belmont, MA
2008-09	Linda Bienvenu	Harahan, LA
2009-10	Anne Williams	Belmont, MA
2010-11	Pat Kreifels	Lincoln, NE
	Conni Biggerstaff	Lincoln, NE
	Nancy Bouwens	Lincoln, NE
	Karla Tinius	Lincoln, NE
2011-12	Anne Williams	Belmont, MA



Pat Blank receiving the Orangewood Gavel from Florida's Patty Irwin

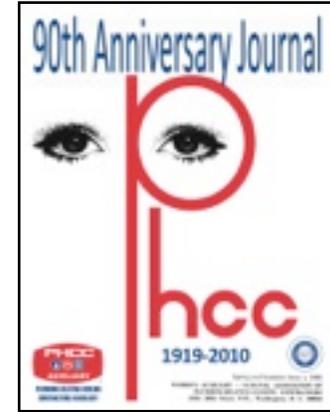
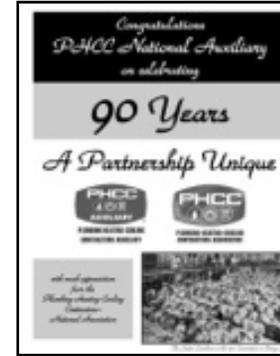
Chapter XVI ~ The Publications

In 2009, we entered the Social Media Network. Terry Giebelhaus created both Facebook and Twitter pages for Auxiliary communications. Steve Rivers created a Shutterfly page in 2009 for the Auxiliary to post and share photos.

In 2010 a 56-page Journal was created to document the 90th Anniversary of the formal organization of the Auxiliary. It included congratulatory ads from eight PHCC organizations, six PHCC members and twenty-three manufacturers & suppliers. Nine State and one local Auxiliary histories were also included. It contained a four-page summary of the entire history. The founder, Emily V. Hornbrook was spotlighted. The history of the Ginny Scholarship was documented in detail and both Mr. & Mrs. Carlson were able to enjoy the tribute.

Mass mailing had been difficult to manage because many email addresses were wrong and many messages were rejected as spam. Efforts continued to utilize mass emails effectively. Our long-term sponsor Famhost assisted us for many years in this effort. In 2012 we explored online mail capability and settled on Constant Contact. The first email sent via Constant Contact was on April 12, 2013 announcing the link to the Smithsonian On The Mall article entitled, "How did a Group of Plumbers Wives Change American History?"

PHCC-National Association's full-page tribute in the Journal



President Pat Blank wrote, "This Journal cover was chosen as it represents the eyes of our past, our present and our future. The background of this cover was on our Auxiliary magazine in the 60s and 70s. It has been adapted to fit the needs of this journal. You will see in the lower right hand corner the logo that was used by the Women's Auxiliary - National Association of Plumbing-Heating-Cooling Contractors.. In the lower left hand corner you will see our current logo which was adopted in 1997 to match the PHCC National Association's."



The Auxiliary Newsletter was used with a generic name until 2002. Linda Bienvenu won the "Name the Newsletter" contest with her entry of Pipe-N-Hot. The newsletter continued under the name of "Pipe-N-Hot" with three or four editions per year through the August 2013 edition. The January, 2014 edition introduced the new "Auxiliary Connected" banner.

"Auxiliary Connected" was first used in 2012 on the cover of Terry Giebelhaus' 20-page, full-color magazine which replaced the first newsletter in January 2012. The magazine featured Connect 2011 events, announced the new Apprentice Video directed at recruiting into the industry and ads for our sponsors. The Committee Book complete with officer's pictures was also included.

AUXILIARY
CONNECTED



PHCC
PLUMBING-HEATING-COOLING CONTRACTORS
ASSOCIATION - NATIONAL AUXILIARY

Chapter XVII ~ The Awards

~ The Robert M. Cox Awards



InSinkEerator's Dennis Broderick presenting a Cox Award to Gerry Calfo & Debbie McMahon & the State of Delaware in 2010

InSinkEerator continued to sponsor the Robert M. Cox Awards program. They awarded the first and second place prize in each of two categories, Image and Recruitment, in each of three organization divisions by size. First place was increased to \$1,000 and second place to \$500 with honorable mention at \$400. "Contractor" magazine, "Plumbing & Mechanical" magazine and "Wholesaler" magazine continued to sponsor the runner-up awards.



InSinkEerator's Tim Ferry & Rob Grim presenting a Cox Award to Becky Davis & the State of Illinois in 2014



InSinkEerator's Rob Grim & Tim Ferry presenting a Cox Award to Linda Bienvenu & the State of Louisiana in 2012

~ The Larry Dore National Auxiliary Member of the Year Award

InSinkEerator continued to sponsor the Member of the Year Award. The purpose of the award was to recognize the year's outstanding Auxiliary member, the one who has contributed the most to the organization, the industry and to the community. The nominees are entered by their State or Local Auxiliary or by Members-at-Large. These represent the best of the best.

The Larry Dore Award Winners

Year	Name	City, ST
2004-05	Darlene Moyer	Kutztown, PA
2005-06	Sandy Stack	Kirkland, WA
2006-07	Bernadine Stockmeister	Jackson, OH
2007-08	Corinne Riley	Warwick, RI
2008-09	Terry Giebelhaus	Phoenix, AZ
2009-10	Lynne Finley	Destrehan, LA
2010-11	Tammy Stimson	Mackinaw, IL
2011-12	Harley Perry	National City, CA
2012-13	Nancy Eberhardt	Adell, WI
2013-14	Kathy Tindall	Hamilton, NJ



Terry Giebelhaus receiving the 2009 Dore Award from InSinkEerator's Dennis Broderick



In 2012, Harley Perry became the first male to receive the Dore Award from Tim Ferry, Terry Giebelhaus & Rob Grim



Kathy Tindall receiving the 2014 Dore Award from President Cheryl Mosier & InSinkEerator's Tim Ferry & Rob Grim

~ The 3-D Award

Copper Development Association continued to sponsor the 3-D Award for Desire, Dedication and Determination. The award is presented to a “dedicated and loyal member who willingly gave time and talent to better the Auxiliary. This was someone you could always call upon for help and was usually the first to volunteer.” They presented a beautiful copper tray to the winner each year.



Judy Driscoll receiving the 3-D copper tray from Dale Powell in 2006

The 3D Award Winners

Year	Name	City, ST
2004-05	Lorraine Morin	Gilford, NH
2005-06	Judy Driscoll	Lumberton, NC
2006-07	Terry Giebelhaus	Phoenix, AZ
2007-08	Joan Schmitz	Waukesha, WI
2008-09	Corinne Riley	Warwick, RI
2009-10	Lynne Finley	Destrehan, LA
2010-11	Kathy Tindall	Beechwood, NJ
2011-12	Pat Blank	Buffalo, NY
2012-13	Iris Maddalon	Hamilton, NJ
2013-14	Linda Bienvenu	Harahan, LA



Kathy Tindall receiving the 3-D copper tray from Dale Powell in 2011



Linda Bienvenu receiving the 3-D copper tray from Dale Powell in her home town in 2014

~ The Lifetime Achievement Award

In 2013 the Auxiliary and InSinkErator presented the Lifetime Achievement Award to Lynne C. Finley. The award, accompanied by \$2,500, recognized the effort to document the history of the Auxiliary in the book *A Partnership Unique* and the subsequent updates, and to have that history archived at the Smithsonian’s National Museum of American History Archives Center. The award is an Italian cut crystal decanter from the Smithsonian’s gift shop that stands on an inscribed base.

~ Other Awards

There were no other awards in the years 2005-15 up to the time before Convention.



Lynne Finley receiving the Lifetime Achievement Award from InSinkerator’s Joe Maiale, President Sandy Stack and InSinkerator’s Rob Grim in 2013

Chapter XVIII ~ The Membership

Membership recruitment and retention have been major objectives each of the last five years. In busy households, it is difficult to find time for yet another organizational commitment. The reinforcing theme has been that the Auxiliary supports the industry and represents an opportunity for contractors, contractor employees and family members to support what is probably their single greatest asset, their companies and their industry locally, at the state level and nationally. The membership recruiting brochure was updated to reflect the marketing efforts as well as those identifying the industry as a viable career choice for both trade and academic students. Membership numbers reflect the success of special funding that allowed National Auxiliary representation at many state conventions to deliver the message in person.

Year	Membership
2004-05	562
2005-06	508
2006-07	511
2007-08	587
2008-09	520
2009-10	427
2010-11	396
2011-12	378
2012-13	367
2013-14	355

Chapter XX ~ The State Auxiliaries

In 2006, a resolution was passed that provided for the evidence of a State Auxiliary disbanding. In addition to surrendering their charter, they were to provide a copy of the Minutes of Meeting at which it was voted to disband.

In response to a 2006 request for a San Diego Local Association charter where no State Auxiliary existed, it was determined that a change in the bylaws was required. In 2007, a resolution was passed that provided for the organization of a local auxiliary where no state auxiliary existed, with the local functioning as the state auxiliary.

In September, 2007, the Missouri State Auxiliary Charter was reissued. It is significant to note that the founder of the Auxiliary, Emily Virginia Hornbrook, was from Independence, Missouri. Her grave is in perpetual maintenance there and each year the Auxiliary places flowers on her grave to honor her contributions.

In 2011, facing the decision to close the Wisconsin State Auxiliary, the group decided that it was too important to allow it to fold. They documented their two-year effort and won a first-place Cox Award. In 2012, the North Carolina State Auxiliary reorganized after a few years of inactivity.

In 2015 we have eleven (11) remaining state auxiliaries representing approximately half the membership. They are Arizona, Delaware, Illinois, Louisiana, Maryland, Minnesota, Missouri, Nebraska, New York, North Carolina and Wisconsin.

Chapter XIX ~ The Life Members Club & Officers

Throughout the last ten years, the Life Members Club held a Breakfast at the Convention that continues to be sponsored by LA-CO Industries, Inc. The group continues to be effective in mentoring members of the Auxiliary and keeping in touch with those who have served.



Pictured in 2014, Back, L-R: Barb Kreifels, Gerda Fischer, Ann Rivers, Pat Blank, Lynne Finley, Linda Bienvenu, Jorja Dickemann, Corinne Riley, Gerry Calfo, Terry Giebelhaus, Gail McWilliams, Anne Williams, Patty Jones. Front, L-R: Iris Maddalon, Kathy Tindall, Nancy Eberhardt, Teresa Mayes, Ann Belus, Sandy Stack and Cheryl Mosier.

Year	Office	Name	City, ST
2005-06	President	Terry Giebelhaus	Phoenix, AZ
	Secretary	Judy Driscoll	Lumberton, NC
2006-07	President	Terry Giebelhaus	Phoenix, AZ
	Secretary	Judy Driscoll	Lumberton, NC
2007-08	President	Terry Giebelhaus	Phoenix, AZ
	Secretary	Judy Driscoll	Lumberton, NC
2008-09	President	Terry Giebelhaus	Phoenix, AZ
	Secretary	Judy Driscoll	Lumberton, NC
2009-10	President	Corinne Riley	Warwick, RI
	Secretary	Judy Driscoll	Lumberton, NC
2010-11	President	Corinne Riley	Warwick, RI
	Secretary	Judy Driscoll	Lumberton, NC
2011-12	President	Corinne Riley	Warwick, RI
	Secretary	Judy Driscoll	Lumberton, NC
2012-13	President	Corinne Riley	Warwick, RI
	Secretary	Barb Kreifels	Lincoln, NE
	Treasurer	Jorja Dickemann	Glen Carbon, IL
2013-14	President	Corinne Riley	Warwick, RI
	Secretary	Barb Kreifels	Lincoln, NE
	Treasurer	Jorja Dickemann	Glen Carbon, IL
2014-15	President	Corinne Riley	Warwick, RI
	Secretary	Barb Kreifels	Lincoln, NE
	Treasurer	Jorja Dickemann	Glen Carbon, IL



Pictured in 2011, Back, L-R: Pat Blank, Sandy Stack, Gerda Fischer, Terry Giebelhaus, Gerry Calfo, Judy Driscoll, Anne Williams, Ann Rivers, Mary Mead, Nancy Eberhardt, Noma Roberson, Stacey Ziegler, Kathy Tindall, Front, L-R: Rhonda Robillard, Cheryl Mosier, Iris Maddalon, Corinne Riley, Barb Kreifels, Linda Bienvenu, Ann Belus.

Cheryl Mosier & Teresa Mayes receiving their Life Member cards from LMC President Corinne Riley in 2014



Chapter XXI ~ The State Leaders Club & Officers

For the past five years, the State Leaders Club met during the Convention. In 2005 and 2006, A.O. Smith sponsored the State Leaders Breakfast. In 2007, 2008 and 2009, BrassCraft sponsored a Champagne and Cheese Reception. This event continues to provide an opportunity for an exchange of ideas, building relationships among the state leaders and encouraging commitments from potential leaders.



Pictured are the 2009 State Leaders Reception attendees. Standing, L-R: Ann Rivers, Maria Bienvenu, Linda Bienvenu, Kathy Russo, Corinne Riley, Patty Frank, Kathy Lewis, Nancy Eberhardt, Heidi Everly, Gail McWilliams, Lynne Finley, Terry Giebelhaus, Judy Driscoll; Seated, L-R: Pat Kreifels, Pat Blank, Pat Lewis, Joan Schmitz, Barb Kreifels



Year	Office	Name	City, ST
2005-06	Chair	Kathy Stradley	Laurel, MD
2006-07	President	Marcia Shapiro	Leonardtown, MD
	Secretary	Steve Heidler	Annapolis, MD
2007-08	President	Marcia Shapiro	Leonardtown, MD
	Secretary	Steve Heidler	Annapolis, MD
2008-09	Chair	Nancy Eberhardt	Adell, WI
	Secretary	Patty Frank	Spring, TX
2009-10	Chair	Heidi Everly	Fremont, NE
	Secretary	Kathy Russo	Wilmington, DE
2010-11	President	Kathy Tindall	Robbinsville, NJ
	Secretary	Karla Tinius	Lincoln, NE
2011-12	President	Ann Belus	Jamal, CA
	Secretary	Ann Rivers	Pleasanton, CA
2012-13	President	Rhonda Robillard	Baton Rouge, LA
	Secretary	Richella Roy	Baton Rouge, LA
2013-14	President	Rhonda Robillard	Baton Rouge, LA
	Secretary	Richella Roy	Baton Rouge, LA
2014-15	President	Rhonda Robillard	Baton Rouge, LA
	Secretary	Richella Roy	Baton Rouge, LA



State Leaders Meeting & Reception 2014 in New Orleans.

Appendix B ~ The Officers List 2006-15

Please note that Convention Chairs, Scholarship Committee, Life Members Club & State Leaders officers are listed in their respective chapters.

Year	Office	Name	City, ST
2005-06	President	Lynn Lamont-Heidler	Annapolis, MD
	President Elect	Linda Bienvenu	Harahan, LA
	Vice President	Ann Belus	Jamul, CA
	Membership Secretary	Patricia Blank	Buffalo, NY
	Recording Secretary	Lynne Finley	Destrehan, LA
	Treasurer	Jorja Dickemann	Glen Carbon, IL
	Chaplain	Sonia Casey	Ft. Washington, MD
	Historian	Rhonda Robillard	Baton Rouge, LA
	Parliamentarian	Lisa Hanson	Youngstown, FL
	Budget Committee Chair	Lynn Lamont-Heidler	Annapolis, MD
	Bylaws & Duties & Procedures Chair	Linda Bienvenu	Harahan, LA
	Keeper of the Charters	Karen Chamberlin	Robbinsville, NJ
	Education Committee Chair	David Shapiro	Rockville, MD
	Education Foundation Liaison	Mary Garvelink	Colorado Springs, CO
	Financial Review Chair	Corinne Riley	Warwick, RI
	Legislative Chair	Joan Schmitz	Waukesha, WI
	Long Range Planning Chair	Linda Bienvenu	Harahan, LA
	Marketing Committee Chair	Kathy Tindall	Robbinsville, NJ
	Membership Committee Chair	Ann Belus	Jamul, CA
	Newsletter Editor	Judith Speaks	Annapolis, MD
	Nominating Committee Chair	Judy Driscoll	Lumberton, NC
	Photographer	Rhonda Robillard	Baton Rouge, LA
	Registration Chair	Gerry Calfo	Wilmington, DE
	Resolutions Chair	Lynda Maniuszko	Oyster Bay Cove, NY
	Sergeant-at-Arms	Pat Venhoff	Louisville, KY
	Election Teller	Conni Biggerstaff	Lincoln, NE
	2006-07	President	Linda Bienvenu
President Elect		Ann Belus	Jamul, CA
Vice President		Ann K. Rivers	Pleasanton, CA
Membership Secretary		Patricia Blank	Buffalo, NY
Recording Secretary		Lynne Finley	Destrehan, LA
Treasurer		Jorja Dickemann	Glen Carbon, IL
Chaplain		Sherry Martin	Monroe, LA
Historian		Patty Jones	Houston, TX
Parliamentarian		Terry Giebelhaus	Phoenix, AZ
Budget Committee Chair		Linda Bienvenu	Harahan, LA
Bylaws, Duties & Procedures Chair		Ann Belus	Jamul, CA
Keeper of the Charters		Karen Chamberlin	Robbinsville, NJ
Education Committee Chair		David Shapiro	Leonardtown, MD
Education Foundation Liaison		Mary Garvelink	Colorado Springs, CO
Financial Review Chair		Gerry Calfo	Wilmington, DE
Legislative Chair		Joan Schmitz	Waukesha, WI
Long Range Planning Chair		Ann Belus	Jamul, CA
Marketing Committee Chair		Kathy Tindall	Robbinsville, NJ
Membership Committee Chair		Ann K Rivers	Pleasanton, CA
Newsletter Editor		Lynne Finley	Destrehan, LA
Nominating Committee Chair		Iris Maddalon	Trenton, NJ
Partners in Professionalism Rep.		Kathy Tindall	Robbinsville, NJ
Photographer		Maria Bienvenu	Harahan, LA
Registration Chair		Jeanette Newman	Okoboji, IA
Resolutions Chair		Anne Williams	Belmont, MA
Sergeant-at-Arms		Sonia Casey	Ft. Washington, MD
Election Teller		Conni Biggerstaff	Lincoln, NE

2007-08	President	Ann Belus	Jamul, CA
	President Elect	Ann Rivers	Pleasanton, CA
	Vice President	Patricia Blank	Buffalo, NY
	Membership Secretary	Kathy Tindall	Robbinsville, NJ
	Recording Secretary	Barbara Kreifels	Lincoln, NE
	Treasurer	Jorja Dickemann	Glen Carbon, IL
	Chaplain	Sherry Martin	Monroe, LA
	Historian	Cheryl Mosier	El Cajon, CA
	Parliamentarian	Sandy Stack	Kirkland, WA
	Budget Committee Chair	Ann Belus	Jamul, CA
	Bylaws, Duties & Procedures Chair	Ann K. Rivers	Pleasanton, CA
	Keeper of the Charters	Karen Chamberlin	Robbinsville, NJ
	Education Committee Chair	David Shapiro	Leonardtwn, MD
	Education Foundation Liaison	Mary Garvelink	Colorado Springs, CO
	Financial Review Chair	Gerry Calfo	Wilmington, DE
	Government Relations Representative	Joan Schmitz	Waukesha, WI
	Long Range Planning Chair	Ann K. Rivers	Pleasanton, CA
	Marketing Committee Chair	Joan Schmitz	Waukesha, WI
	Membership Committee Chair	Patricia Blank	Buffalo, NY
	Newsletter Editor	Lynne Finley	Destrehan, LA
	Nominating Committee Chair	Linda Bienvenu	Harahan, LA
	Partners in Professionalism Rep	Kathy Tindall	Robbinsville, NJ
	Photographer	Cheryl Mosier	El Cajon, CA
	Registration Chair	Dottie Schmitt	Dayton, OH
	Resolutions Chair	Anne Williams	Belmont, MA
	Sergeant-at-Arms	Lynda Maniuszko	West Hampton, NY
	Election Teller	Maria Bienvenu	Harahan, LA
2008-09	President	Ann Rivers	Pleasanton, CA
	President Elect	Patricia Blank	Buffalo, NY
	Vice President	Barbara Kreifels	Lincoln, NE
	Marketing Secretary	Stacey Ziegler	Schwenksville, PA
	Membership Secretary	Kathy Tindall	Robbinsville, NJ
	Recording Secretary	Lynne Finley	Destrehan, LA
	Treasurer	Jorja Dickemann	Glen Carbon, IL
	Chaplain	Sonia Casey	Ft. Washington, MD
	Historian	Cheryl Mosier	El Cajon, CA
	Parliamentarian	Sandy Stack	Kirkland, WA
	Budget Committee Chair	Ann K. Rivers	Pleasanton, CA
	Bylaws, Duties & Procedures Chair	Patricia Blank	Buffalo, NY
	Keeper of the Charters	Karen Chamberlin	Robbinsville, NJ
	Education Committee Chair	David Shapiro	Leonardtwn, MD
	Education Foundation Liaison	Mary Garvelink	Colorado Springs, CO
	Financial Review Chair	Gerry Calfo	Wilmington, DE
	Government Relations Representative	Joan Schmitz	Waukesha, WI
	Long Range Planning Chair	Patricia Blank	Buffalo, NY
	Marketing Committee Chair	Stacey Ziegler	Schwenksville, PA
	Membership Committee Chair	Barbara Kreifels	Lincoln, NE
	Newsletter Editor	Cheryl Mosier	El Cajon, CA
	Nominating Committee Chair	Gerry Calfo	Wilmington, DE
	Partners in Professionalism Rep	Kathy Tindall	Robbinsville, NJ
	Photographer	Cheryl Mosier	El Cajon, CA
	Registration Chair	Dottie Schmitt	Dayton, OH
	Resolutions Chair	Anne Williams	Belmont, MA
	Sergeant-at-Arms	Jeanette Newman	Okoboji, IA
	Election Teller	Jeanette Newman	Okoboji, IA
2009-10	President	Patricia Blank	Buffalo, NY

	President Elect	Barbara Kreifels	Lincoln, NE
	Vice President	Terry Giebelhaus	Phoenix, AZ
	Marketing Secretary	Stacey Ziegler	Schwenksville, PA
	Membership Secretary	Kathy Tindall	Robbinsville, NJ
	Recording Secretary	Cheryl Mosier	El Cajon, CA
	Treasurer	Jorja Dickemann	Glen Carbon, IL
	Chaplain	Noma Roberson	Amherst, NY
	Historian	Lynne Finley	Destrehan, LA
	Parliamentarian	Gerry Calfo	Wilmington, DE
	Budget Committee Chair	Patricia Blank	Buffalo, NY
	Bylaws, Duties & Procedures Chair	Barbara Kreifels	Lincoln, NE
	Keeper of the Charters	Karen Chamberlin	Robbinsville, NJ
	Education Committee Chair	Kathy Lewis	Bryan, TX
	Education Foundation Board Member	Ann K. Rivers	Pleasanton, CA
	Financial Review Chair	Rhonda Robillard	Baton Rouge, LA
	Government Relations Representative	Joan Schmitz	Waukesha, WI
	Long Range Planning Chair	Barbara Kreifels	Lincoln, NE
	Marketing Committee Chair	Stacey Ziegler	Schwenksville, PA
	Membership Committee Chair	Terry Giebelhaus	Phoenix, AZ
	Newsletter Editor	Cheryl Mosier	El Cajon, CA
	Nominating Committee Chair	Gerry Calfo	Wilmington, DE
	Partners in Professionalism Rep	Kathy Tindall	Robbinsville, NJ
	Photographer	Ann Belus	Jamul, CA
	Registration Chair	Jeanette Newman	Okoboji, IA
	Resolutions Chair	Anne Williams	Belmont, MA
	Sponsorship Committee Chair	Stacey Ziegler	Schwenksville, PA
	Sergeant-at-Arms	Jeanette Newman	Okoboji, IA
	Election Teller	Jeanette Newman	Okoboji, IA
2010-11	President	Barbara Kreifels	Lincoln, NE
	President-Elect	Terry Giebelhaus	Phoenix, AZ
	Vice-President	Sandy Stack	Kirkland, WA
	Marketing Secretary	Heidi Everly	Fremont, NE
	Membership Secretary	Gail McWilliams	Urbana, IL
	Recording Secretary	Cheryl Mosier	El Cajon, CA
	Treasurer	Patty Jones	Montgomery, TX
	Chaplain	Linda Bienvenu	Harahan, LA
	Historian	Lynne Finley	Destrehan, LA
	Parliamentarian	Gerry Calfo	Wilmington, DE
	Budget Committee Chair	Barb Kreifels	Lincoln, NE
	Bylaws, Duties & Procedures Com Chair	Terry Giebelhaus	Phoenix, AZ
	Education Committee Chair	Kathy Lewis	Bryan, TX
	Education Foundation Board Member	Pat Blank /Past Pres	Buffalo, NY
	Financial Review Chair	Iris Maddalon	Hamilton, NJ
	Government Relations Rep	Stacey Harp	Hatboro, PA
	Long Range Planning Chair	Terry Giebelhaus	Phoenix, AZ
	Marketing Committee	Heidi Everly	Fremont, NE
	Sponsorship Committee Chair	Kathy Tindall	Robbinsville, NJ
	Membership Committee Chair	Sandy Stack	Kirkland, WA
	Newsletter Editor	Cheryl Mosier	El Cajon, CA
	Nominating Committee Chair	Linda Bienvenu	Harahan, LA
	Partners In Professionalism Rep	Kathy Tindall	Robbinsville, NJ
	Photographer	Ann Belus	Jamul, CA
	Registration Chair	Kristen Molinario	Metairie, LA
	Resolutions Chair	Anne Williams	Belmont, MA
	Sergeant-At-Arms, Election Teller	Jeanette Newman	Okoboji, IA
2011-12	President	Terry Giebelhaus	Phoenix, AZ
	President-Elect	Sandy Stack	Kirkland, WA
	Vice President	Cheryl Mosier	El Cajon, CA
	Marketing Secretary	Heidi Everly	Fremont, NE

	Membership Secretary	Gail McWilliams	Urbana, IL
	Recording Secretary	Kathy Tindall	Robbinsville, NJ
	Treasurer	Patty Jones	Montgomery, TX
	Chaplain	Nancy Eberhardt	Adell, WI
	Historian	Janet Dugger	Knoxville, TN
	Parliamentarian	Lynne Finley	Destrehan, LA
	Auxiliary Archives Committee Chair	Lynne Finley	Destrehan, LA
	Budget Committee Chair	Terry Giebelhaus	Phoenix, AZ
	Bylaws, Duties & Procedures Chair	Sandy Stack	Kirkland, WA
	Education Committee Chair	Kathy Lewis	Bryan, TX
	Educational Foundation Board Member	Barbara Kreifels	Lincoln, NE
	Financial Review Chair	Corinne Riley	Warwick, RI
	Government Relations Representative	Stacey Ziegler Harp	Hatboro, PA
	Long Range Planning Chair	Sandy Stack	Kirkland, WA
	Membership Committee Chair	Cheryl Mosier	El Cajon, CA
	Newsletter	Cheryl Mosier	El Cajon, CA
	Nominating Committee Chair	Terri Linek	St. Louis, MO
	Photographer	Ann Belus	Jamal, CA
	Registration Chair	Heidi Everly	Fremont, NE
	Resolutions Chair	Rhonda Robillard	Baton Rouge, LA
	Sergeant-At-Arms/ Election Teller	Patricia Depew, NY	Depew, NY
2012-13	President	Sandy Stack	Kirkland, WA
	President Elect	Cheryl Mosier	El Cajon, CA
	Vice President	Janet Dugger	Knoxville, TN
	Marketing Secretary	Heidi Everly	Fremont, NE
	Membership Secretary	Teresa Mayes	Knoxville, TN
	Recording Secretary	Kathy Tindall	Robbinsville, NJ
	Treasurer	Patty Jones	Montgomery, TX
	Chaplain	Iris Maddalon	Hamilton, NJ
	Historian	Corinne Riley	Warwick, RI
	Parliamentarian	Nancy Eberhardt	Adell, WI
	Archive Committee Chair	Lynne Finley	Destrehan, LA
	Budget Committee Chair	Sandy Stack	Kirkland, WA
	Bylaws, Duties & Procedures Chair	Cheryl Mosier	El Cajon, CA
	Education Committee Chair	Kathy Lewis	Bryan, TX
	Educational Foundation Board Member	Terry Giebelhaus	Phoenix, AZ
	Financial Review Committee Chair	Jorja Dickemann	Glen Carbon, IL
	Government Relations Representative	Stacey Ziegler Harp	Hatboro, PA
	Long Range Planning Committee Chair	Cheryl Mosier	El Cajon, CA
	Membership Committee Chair	Janet Dugger	Knoxville, TN
	Newsletter Editor	Lynne Finley	Destrehan, LA
	Nominating Committee Chair	Ann Belus,	Jamal, CA
	Photographer	Linda Bienvenu	Harahan, LA
	Registration Committee Chair	Heidi Everly	Fremont, NE
	Resolutions Committee Chair	Ann Rivers	Pleasanton, CA
	Sergeant-At-Arms, Election Teller	Gerda Fisher	Seattle, WA
	Silent Auction Committee Chair	Janet Dugger	Knoxville, TN
2013-14	President	Cheryl Mosier	El Cajon, CA
	President Elect	Janet Dugger	Knoxville, TN
	Vice President	Angie Westman	Richfield, MN
	Marketing Secretary	Denise Thompson	Powell, TN
	Membership Secretary	Teresa Mayes	Knoxville, TN
	Recording Secretary	Anne Williams	Belmont, MA
	Treasurer	Patty Jones	Montgomery, TX
	Chaplain	Kathy Lewis	Bryan, TX
	Historian	Barb Kreifels	Lincoln, NE
	Parliamentarian	Nancy Eberhardt	Adell, WI
	Historian/ Archivist Emeritus	Lynne Finley	Destrehan, LA
	Budget Committee Chair	Cheryl Mosier	El Cajon, CA

	Bylaws, Duties & Procedures Chair	Janet Dugger	Knoxville, TN
	Education Committee Chair	Kathy Lewis	Bryan, TX
	Educational Foundation Board Member	Sandy Stack	Kirkland, WA
	Financial Review Committee Chair	Jorja Dickemann	Glen Carbon, IL
	Government Relations Representative	Ann Belus	Jamul, CA
	Long Range Planning Committee Chair	Janet Dugger	Knoxville, TN
	Membership Committee Chair	Angie Westman	Richfield, MN
	Nominating Committee Chair	Kathy Tindall	Hamilton, NJ
	Registration Committee Chair	Denise Thompson	Powell, TN
	Resolutions Committee Chair	Ann Rivers	Pleasanton, CA
	Sergeant-At-Arms, Election Teller	Ann Rivers	Pleasanton, CA
	Silent Auction Committee Chair	Kathy Tindall	Hamilton, NJ
2014-15	President	Jan Dugger	Knoxville, TN
	President Elect	Angie Westman	Richfield, MN
	Vice President	Lynne Finley	Destrehan, LA
	Marketing Secretary	Denise Thompson	Powell, TN
	Membership Secretary	Barb Kreifels	Lincoln, NE
	Recording Secretary	Anne Williams	Belmont, MA
	Treasurer	Teresa Mayes	Knoxville, TN
	Chaplain	Nancy Eberhardt	Adell, WI
	Historian	Iris Maddalon	Hamilton, NJ
	Parliamentarian	Terry Giebelhaus	Phoenix, AZ
	Historian/ Archivist Emeritus	Lynne Finley	Destrehan, LA
	Budget Committee Chair	Janet Dugger	Knoxville, TN
	Bylaws, Duties & Procedures Chair	Angie Westman	Richfield, MN
	Education Committee Chair	Kathy Lewis	Bryan, TX
	Educational Foundation Board Member	Cheryl Mosier	Santee, CA
	Financial Review Committee Chair	Ann Rivers	Pleasanton, CA
	Government Relations Representative	Stacey Ziegler-Harp	Huntington Valley, PA
	Long Range Planning Committee Chair	Angie Westman	Richfield, MN
	Membership Committee Chair	Lynne Finley	Destrehan, LA
	Newsletter Editor	Cheryl Mosier	Santee, CA
	Nominating Committee Chair	Sandy Stack	Kirkland, WA
	Photographer	Rick Thompson	Powell, TN
	Registration Committee Chair	Denise Thompson	Powell, TN
	Resolutions Committee Chair	Corinne Riley	Warwick, RI
	Sergeant-At-Arms, Election Teller	Paula Friedrich	Grosse Ile, MI
	Silent Auction Committee Chair	Kathy Lewis	Bryan, TX
	Social Media/ Constant Contact	Danielle Dorsey	San Diego, CA
		Cheryl Mosier	Santee, CA
		Angie Westman	Richfield, MN