

QSC Update



Greetings from Your Chairman

I hope this Update finds each of you faring well and staying a step ahead of all that is going on right now. I know we are all ready to have all of this behind us and that we await with great anticipation our “new normal.”

Here’s to better days ahead!

Although the COVID-19 experience has brought about many challenges, QSC continues to move forward with the sharing of resources with you, our members. Our QSC Business Coaches have been providing mass amounts of input and information; they have enlisted the help of technology to keep their momentum going while travel restrictions are in place. Virtual coaching sessions and webinars for QSC members have been a wonderful way to share thoughts, ideas and suggestions for coping with situations unlike any we may have experienced before.



And, in an effort to keep our directives of heightening the awareness of QSC and its benefits, and the services that QSC provides moving forward, QSC Program Director, Dave Chic, and Dawn Dalton, QSC Manager of Member Communities, have dedicated themselves to making your QSC experience more “Member Friendly.”

To assist in this effort, the QSC website is in the process of being updated to accomplish two objectives. The first objective is to provide non-QSC members access to information about QSC and its many benefits. With this update they can now access resources, have questions answered **and join on-line!**

The second objective is to give current QSC members the forum for accessing their benefits. Whether those be business services, on-line education or events, it’s all there! Or, if it isn’t there currently – it will be soon.

Click [here](#) to check out these updates today! Forgot your password? Click [here](#).

Keep in mind that your satisfaction is a chief goal for your Board and our QSC staff members. So, any time you would like to share your comments, thoughts or ideas or if we can provide assistance, please know that we will be happy to hear from you.

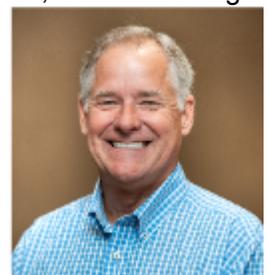
All my best,
Jeff Heger, QSC Chair

Another Day in the COVID-19 World...Thoughts for the Week

by QSC Business Coach Franc Exley

As we await the time when the country starts to re-open and the economy begins to come back, we are hearing more and more about the rules and regulations of the Paycheck Protection Plan (PPP). If you have received assistance from the PPP, we suggest that you make an appointment to speak with your accountant sooner than later, to confirm compliance and an understanding with specified regulations and how they apply to your business.

It also seems as though there is still some confusion surrounding the following. Often-asked questions include:



Q: The CARES Act excludes compensation in excess of an annual salary of \$100,000. Is that only cash compensation or non-cash?

A: The exclusions of compensation in excess of \$100,000 apply only to cash compensation.

Q: Do PPP loans cover paid sick leave?

A: Yes.

Q: If I use a third-party payroll provider to process my payroll, are their fees covered?

A: Generally, no. Those fees are not covered.

Q: When does the eight-week PPP time frame begin?

A: The eight-week period begins when the funds are deposited.

As the rules and regulations settle down we will continue to keep you informed. When you have specific questions, please reach out to one of the QSC Business Coaches. We will be happy to help you find the appropriate information, and we look forward to assisting you during these crazy times.

Industry Partners – We’re Working to Increase Your Exposure

As the QSC website is being updated QSC staff is striving to maximize the exposure of our very valuable Industry Partners and the products and services that they provide. These vital QSC stakeholders are now being highlighted by industry type. This will help current and future clients identify and engage with our associate members more easily and efficiently. To view updates click [here](#).

QSC Business Coaches’ COVID-19 ZOOM Webinars

QSC Business Coaches Franc Exley and Les Hanks continue to provide support, resources and information to QSC Members safely!

Franc provided tips and information on how to capitalize on business acquisition opportunities as they arise – currently and sadly, perhaps, on an even more often basis during his Friday, May 8, QSC Member webinar. Highlighted items included how to determine a company’s value and whether or not acquisition is a good option, based on current status.

“Four Pivotal Actions for Navigating Changes – Post COVID-19” will be discussed during Les’ upcoming webinar on **Friday, June 12 at 1:00 pm, EDT**. He will include suggestions for how to assemble a business crisis and contingency plan, the means for clarifying goals that are not suggestions (they are required!), what folks are/were doing during the COVID-19 crisis, and why adjustment of sales channels to meet changing demand is vital.

Mark your calendar to join Les and your QSC peers for another not-to-miss enriching education and discussion opportunity!

QSC @ CONNECT with a New Twist!

QSC’s presence at **PHCCCONNECT2020**, Sept. 30 – Oct. 2, in Dallas, Texas, will be different, exciting and provide non-QSC members information on coaching... while giving current QSC members time with their coaches, one-on-one!

All three QSC Business Coaches will deliver education during CONNECT, to all attendees. Education titles include “Leadership Isn’t Magic,” “Get Excited About Service” and “52 Weeks of Budget Planning.” In addition, “Coaches Corner” will be debuted, giving QSC members a place to mix and mingle and non-QSC members a forum for finding out more about the benefits of coaching.

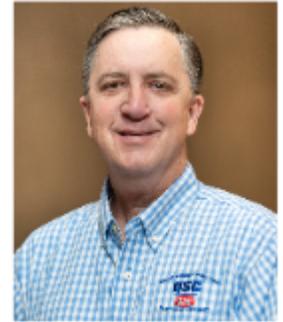
QuickRead



by QSC Business Coach, Les Hanks

Four Things Employees Want From Leaders During Uncertain Times

Leadership challenges seem significantly more pronounced as uncertainty about the economic future continues and employees express concerns about their health and safety. Essential employees face new challenges as they are asked to make unprecedented decisions that not only affect themselves but potentially those around them; they are scared. The following article provides direction for leaders in these uncertain times. Employees want their leader to lift their spirits and provide the familiar, reliable, consistency they are seeking. Please enjoy the linked article and see how you may reduce the fear and anxiety of your employees. [READ MORE](#)



Sponsored by:



Happy Birthday To You!

We would like to wish the following QSC members a very Happy Birthday!

May 3 - Dennis Schlekke, *Advanced Plumbing*

May 4 - Dale Carter, *Plumbright*

May 18 - Josh Nelson, *Plumbing & HVAC SEO*

May 24 - Geno Caccia, *James Caccia Plumbing*

May 25 - Steve Heidler, *Heidler, Inc.*

May 31 - Greg Palmer, *Bell Home Solutions*

Happy Anniversary!

We would like to wish the following QSC members a Happy Anniversary!

5 Years - M J Flaherty Plumbing & Heating Air Conditioning

10 Years - Modern Plumbing Industries, Inc.

20 Years - Magnolia Plumbing

Your QSC Team

Beth Dobkin
dobkin@naphcc.org
M: 916-835-5013

Franc Exley
exley@naphcc.org
M: 912-604-5464

Les Hanks
hanks@naphcc.org
M: 254-723-0791
O: 254-836-5259

David Chic
chic@naphcc.org
M: 317-441-2662

Dawn Dalton
dalton@naphcc.org
O: 703-752-9893

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Quality Service Contractors
Plumbing-Heating-Cooling Contractors-National Association
180 S. Washington St., Suite 100, Falls Church, VA 22046
Telephone: (800) 533-7694; Fax: (703) 237-7442
E-mail: qsc@naphcc.org
Web site: www.qsc-phcc.org

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