



Series 40, Edition 4, Winter 2012

**Editor: Juste Fanou** 

**Content Coordinator: Stephanie Fargas** 

CSC (Construction Specifications Canada) is a non-profit association committed to the ongoing development and delivery of quality education programs, publications and services for the betterment of the construction community.

#### 2012

September 11th Energy Codes

October 2nd

Point Supported Glazing

November 8th ATLAS Plant Tour

December 4th
Lansdowne Park Redevelopment

#### 2013

January 8th Re-roofing Garden Roofs

February 5th
Green Buildings

March 4th
No Frills Trade Show

April 2nd Specifying Hardware

May 7th
Glass Technologies & AGM

August 15th
Annual Golf Tournament

### **DINNER MEETING NOTICE**

date: Tuesday, December 04, 2012.

topic: LANSDOWNE PARK STADIUM

This presentation qualifies for self-directed OAA credits. (see more details inside)

speaker: Robert Claiborne, Architect

Iocation: Toronto Skating Curling and Cricket Club

141 Wilson Ave., Toronto(1 block east of Avenue Rd.)

time: 17:15 Cocktails 18:00 Dinner

SSUE

Z

19:00 Presentation

cost: \$40 + HST members, \$50 + HST non-members

\$55 + HST at the door, \$200 + HST Booklet of 6 dinner

tickets (members only)

reserve: Please make your reservation with Donna Fournier

of the CSC Toronto Chapter Office at 1-888-494-9350.

info: Chris Hunter, CTR, RRO Firestone Building Products Canada

Phone 416-930-8766

# Chair's Message 2 Getting to Know...Jean Louis Tourikian 13 Dinner Meeting Notice 4 Professional Development Officer Report 13 Bird Friendly Design Strategies 6 Productivity Bits 14 Manufacturer/Supplier Officer Report 9 Legal Corner 15 Interior Designer Officer Report 9 Careers 18 Director's Report 10 Other Chapter News/Events 20

## Chair's Message: Death by PowerPoint

By: Russ Snow



"If your words or images are not on point, making them dance in colour won't make them relevant." - Edward Tufte Professor Emeritus, Yale University

It's hard to believe, but the Christmas season is upon us already. It seemed like only yesterday I was at a gas

station having my tank filled by Gumby on Halloween...the things I see when I travel!

Over the past few weeks, I have been sitting through a number of presentations - both good and bad - as well as creating a couple of new presentations for some upcoming meetings. What is the basis of all of these presentations? You guessed it, PowerPoint!!

As I put these together, one of my main thoughts is... how to avoid "Death by PowerPoint"? We've all been there, haven't we? Sitting through computer presentations with endless screens of boring text; it's amazing how much some presenters can fit on one slide! As the struggle to keep your eyes open continues throughout the presentation, [one can't help but wonder] how effective the actual presentation (and presenter) is at getting their message across? Keep in mind, it is not the program that is the problem, PowerPoint is an effective presentation tool, it's the USE of the program that is the problem.

Technology has come a long way! I remember my first presentation with my company using slides and a slide projector. For the young readers, that is where they used actual individual photographs and prints that had to be inserted into a projector one by one, in the correct configuration and order. Certainly not as efficient as today.

So, if you ever have to make a presentation, here are a few tips that I have learned over the years, and for the most part, try to adhere to.

#### 1. Limit the number of words on each slide

Do not include everything on the slide that you are going to discuss.

I am sure all of your audience can read. A few words on a slide are enough. This will allow you to emphasize or reinforce the idea. That's it, that's all that is needed. When Steve Jobs was alive, his presentations included slides limited to three points (although, I'm sure he never used PowerPoint:)). If you have ever seen one of his presentations, he knew how to do it.

#### 2. Use a bold, simple and large font

Now, I'm not going to tell you what font to use, but make sure that it is easy to read both at the front and back of the room. Also, keep it consistent throughout the presentation.

#### 3. Use transitions wisely

There is nothing worse than sitting through a presentation where the presenter has [just] discovered slide transitions. Words and graphics fly in from every direction with every sound effect under the sun. The effectiveness of the presentation is lost at this point. The presenter needs to realize that the audience is there to see and hear what they have to say. The screen is supporting your message. The transitions will take away from the message. In my presentations, I keep my transitions to a minimum, sometimes not even using any. If I do, I am usually using a dissolve or wipe function.

#### 4. Avoid stock templates

Custom templates are [better] to use than the standard templates that come with the program. Put the time into your presentation and it will go a long way. Choose a design template where the words are easily distinguished from the background. Avoid busy backgrounds, or ones with hard-to-read fonts; or fonts with equal color density as the background. Try to avoid dark backgrounds as it is usually very hard to distinguish between a number of different coloured fonts and graphics. To keep it simple and clean, I use a white background with very little graphics on my template.

## Chair's Message: Death by PowerPoint (Cont.)

By: Russ Snow

#### 5. Let the audience know where you are going

PowerPoint is great to help audiences know where you are in a program. Include your objectives, key points, slide headers, and summary. It will allow the audience to follow your presentation and if they know where you are going, the more they will stay with you and learn.

#### 6. Use a wireless advance mechanism

Or as us guys call it...a clicker. There is nothing more annoying than having the presenter "head bob" in front of the screen to advance the slide. Also, being wireless gives the presenter the freedom to move around and not be tied in to the computer. One interesting thing I have noticed is that I can use my iPhone as a remote. Not only is this effective, but in front of younger audiences, I look pretty cool!

#### 7. **Use pictures and graphs**

Do not just use words...refer to point #1. We've all heard that a picture is worth a thousand words...well it is!! It can add interest and can show what you are talking about. The audience will understand in seconds what would take a few minutes to read.

Although there are many other methods of presenting, PowerPoint has been found to be the most common tool, and I hope you find these points above useful when you are putting together a presentation. Most importantly, remember that the audience is there to see and hear YOU!

Sasha A. Donskov

**Business Development Manager Construction Markets Engineered Architectural Solutions** 

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As this is the last issue of the Specifier of the year, I would like to wish each and every one of you a great holiday season and all the best for the upcoming year.

Happy Holidays!

RUSSELL SNOW STACEY BOGDANOW MIKE MOONEY

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#### WELCOME NEW **MEMBERS**

Please join me in welcoming the following new members to the CSC Toronto Chapter

Mr. Jean-Louis Tourikian Tourig<sup>TM</sup> Consultants / Agent for Cardinal CG

Mr. Sunny Onadipe **DIALOG** 

Mr John Kataila Professional Building Science Inc.

Please order YOUR name tag for only \$12.00!!!



(Membership Officer)

December 2012 www.csctoronto.ca

## **Dinner Meeting**

December 4, 2012

#### **Lansdowne Park Stadium**

This Presentation qualifies for self-directed OAA Credits

With Construction on the CFL stadium at Lansdowne Park in Ottawa now underway, Rob Claiborne will present the status of the project as well as the design concepts and processes that underlie the development of this unique development.



#### SPEAKER: Robert Claiborne

Robert Claiborne is an award-winning architect with many years of international design experience. Rob's commitment to architecture and to a unique understanding of each project is reflected in his interest in art, literature and the natural environment.

He believes that as architecture engages site, program, context and client; each building has potential to express a greater cultural meaning. Rob puts great emphasis and focus into understanding and reshaping the many forces that influence each project and strives to find a unique and inspired response to these conditions. Engaged and committed, Rob works closely with clients and colleagues alike and fosters a strong dedicated team approach to work within the studio.

Mr. Claiborne earned his Master of Architecture degree from SCI-Arc (Southern California Institute of Architecture) in 1993 and his Bachelor of Architecture degree from California Polytechnic State University, San Luis Obispo in 1985. He has taught architecture for many years at universities including McGill University, the University of Toronto, the University of Southern California and California Polytechnic University, Pomona.

### 5th Annual **Curling Bonspiel**

Following on the footsteps of the popular and highly successful Curling Bonspiel held over the last 4 years, the Toronto Chapter has once again organized the 5th Annual Curling Bonspiel followed by a cash bar and a sumptuous roast beef dinner on February 28, 2013 at the Toronto Cricket, Skating and Curling Club.

Please refer to the Flyer and Registration Form in this newsletter for further details. As this is a popular event which gets filled up rapidly, early registration is highly recommended especially if you want to form your own curling group.





(Program Committee Officer)



(Program Committee Officer

## **Henry**

PETER M. SAUNDERS, CSC, RRO MANAGING DIRECTOR. **BUILDING SCIENCE & TECHNICAL SERVICES** 

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## 2012-2013 Dinner Meeting Sponsors

				9 19013013
Date	Sponsors			
September 2012	Exterior Technologies Group (ETG)	CORE Contruction	Event Past Date	Event Past Date
October 2012	Thames Valley Brick & Tile	3M Canada	Exterior Technologies Group (ETG)	Alumicor
December 2012	LM Temperature Controls Inc.	3M Canada	Flextile Ltd.	Available Opportunity
January 2013	Exterior Technologies Group (ETG)	Chicago Metallic	ZinCo Canada Inc.	Available Opportunity
February 2013	TBD	Available Opportunity	Available Opportunity	Available Opportunity
April 2013	Available Opportunity	Available Opportunity	Available Opportunity	Available Opportunity
May 2013	Available Opportunity	Available Opportunity	Available Opportunity	Available Opportunity

## 2012-2013 Door Prize Sponsors

Date	Sponsors		
September 2012	Chicago Metallic	Reed Construction Data	
October 2012	Chicago Metallic	Reed Construction Data	Thames Valley Brick & Tile
December 2012	Chicago Metallic	Reed Construction Data	
January 2013	Chicago Metallic	Reed Construction Data	
February 2013	Chicago Metallic	Reed Construction Data	
April 2013	Chicago Metallic	Reed Construction Data	
May 2013	Chicago Metallic	Reed Construction Data	

#### **Dinner Meeting Sponsorships Available!**

Become a dinner meeting sponsor for only \$195, which includes a table-top display prior to dinner, one free dinner ticket and a one page marketing insert included in that month's Specifier. Contact Wayne Austin by email at <a href="mailto:wayne.austin@norr.com">wayne.austin@norr.com</a> to arrange your sponsorship.

As always, we would like to thank all of our dinner and door prize sponsors for their continued support.



## **'Bird-Friendly' Design Strategies Reducing Daytime Collisions**

By: Mark Clemmensen



Just recently I visited a facility and I was faced with an issue that is of growing concern in our industry. A topic that I now realize I was first introduced to when walking from the subway to the office one sunny morning, and many of you may also have faced similar experiences as well.

At the time I didn't understand the issue so I shrugged it off and went on with my day, but I realized that it was a serious problem when the Toronto Green Standard was issued in 2010, and under the Ecology Section of the version titled "For New Mid to High-Rise Residential and Industrial, Commercial and Institutional (ICI) Development, 4 Storeys or Higher", the topic was identified for all to see.

EC 5 - Glass and Other Design Features for Migratory Birds: Ensure that design features minimize the risk for migratory bird collisions.

When this article is published, the fall migratory season will have just concluded therefore reducing the number of bird 'collisions' or 'strikes'. During the two annual migration periods, the resident bird population experiences a significant influx of migratory birds. These are birds observing their annual cycle of migration; north in the spring to their summer breeding grounds and, south in the fall to warmer regions where they spend the winter. During their biannual flyovers they become confused by the combination of light pollution and the effects of glass in the urban environment. This often results in significant numbers of birds colliding with buildings¹. Spring and fall migration spans from mid-March to early June, and from mid-August to early November respectfully.

There are two main causes of bird collisions: night time strikes caused by light pollution from skyscrapers, and daytime strikes. Daytime strikes occur because birds cannot perceive images reflected in glass as reflections, and thus fly into windows that they think are trees or the sky. Clear glass also poses a danger as birds (like humans) have no natural sense designed to perceive clear glass as a solid object. Birds will strike clear glass while attempting to reach habitat and sky seen through corridors, or windows

positioned opposite each other in a room. The impact of striking a reflective or clear window in full flight often results in death<sup>2</sup>. An estimated minimum of one million birds die each year in Toronto due to collision with buildings.

There are three requirements outlined in the Toronto Green Standard which must be followed to meet EC 5.0, which will drastically minimize the number of daytime strikes:

- Treat glass with a density pattern between 10cm-28cm (4"-11") apart for a minimum of the first 10m-12m (32'-39') of a building above grade OR mute reflections for a minimum of the first 10m-12m (32'-39') of a building above grade.
- Where a green (vegetated) roof is constructed, that is adjacent to glass surface, ensure that the glass is treated to a height of at least 12m (39') above the level of the green roof.
- Ensure ground level ventilation grates have a porosity of less than 2cm x 2cm (13/16" x 13/16").

Muted reflections are created by distorting the visual image. This can be done by angling the glass surface a minimum of 20 degrees, providing awnings, overhangs or external sunshades. These systems help to reduce bird collisions but they are regarded as less effective then providing a density pattern on the glass, because the initial images are still visible to birds.

"...buildings do not have to be skyscrapers to be lethal. A dead chickadee and red-breasted nuthatch lay at the base of a small industrial building that featured mirrored blue glass and reflected an adjacent woodlot."<sup>3</sup>

It has been documented that residential structures take more birds lives then commercial structures, due to the vast amount of residential buildings constructed, but one commercial skyscraper complex could receive hundreds to thousands of bird collisions per year compared to maybe one or two per residential property.

Applied visual markers must be installed onto the exterior surface of the glass to increase effectiveness, and the height of the markers should be determined by the height or anticipated height at maturity of the surrounding natural vegetation.

1 City of Toronto Green Development Standard; Bird-Friendly Development Guidelines, March 2007, pg#7 2 City of Toronto Green Development Standard; Bird-Friendly Development Guidelines, March 2007, pg#8 3 Ian Austen (2012, October 27), Casualties of Toronto's Urban Skies. The New York Times

## **'Bird-Friendly' Design Strategies Reducing Daytime Collisions (Cont.)**

Therefore, if the anticipated height of the surrounding tree species canopy is expected to average 18m, then best practice suggests that the visual markers extend to that height.

"The key to bird-safe buildings is to provide birds with the visual cues they need to alert them to the presence of glass and reflective building exteriors."

Visual markers can be accomplished by a number of methods, including but not limited to the following:

- Architectural Pattern: Design a denser exterior facade pattern by increasing angles, corners, and projections. This option would be typically utilized for new construction, and is the most costly of the applications.
- **Patterned Glass:** Decorative images etched or embedded in the glass.
- **Film:** Applied after glass installation, and can be utilized on new, retrofit or heritage buildings. Wide variety of patterns or images allowing for advertising or complementing the architectural design.
- **Decals:** Externally placed decals with clear spaces of not more than 28cm (11") is considered bird-friendly.
- Fenestration Pattern: Vertical and horizontal mullions create visual effects and like decals, must conform to providing not more than 28cm (11") of clear space between the pattern.
- Decorative Grilles and Louvers: Installed on the exterior.

Three major issues with implementing some of these birdfriendly design strategies indicated above would be identified as the following:

- Cost: Although all of these strategies would add cost to the project, some are extremely expensive when all the parameters are investigated. Wind loading, weight, attachment/support, and material cost are just some of the reasons why a few proposals could be value engineered out.
- **Project Type**: The project scope could greatly determine which type of bird-friendly measure would be taken. A small retrofit may not have the budget or a renovated historical site might not be able to drastically change the overall appearance to meet the minimum requirements outlined in the Toronto Green Standard.

By: Mark Clemmensen

• **Obstruction**: Designers and Owners may not be willing to visually influence the overall design by either drawing ones attention away from key design elements or minimizing the natural light or views that the Designer or Owner wants to achieve.

The real challenge is to reduce bird collisions and enhance rather than detract from the overall appearance of a building, without adversely affecting the overall budget cost. Exterior film treatment on surface one of the glazing does just that. It can easily be site applied to new or existing buildings, and the design can be adjusted to suit form and function of the building. The effectiveness is determined by the markers' size, colour and spacing on the film.

The denser the pattern in the design of the exterior, the more effective a building becomes in projecting itself as a solid object to birds.<sup>5</sup> Therefore the tighter the spacing of the markers, the smaller the birds will need to be to miss the marker and strike the glass. Typical marker sizes and spacing can range, but research by Dr. Daniel Klem Jr., Sarkis Acopian Professor of Ornithology and Conservation Biology at Muhlenberg College in Pennsylvania, has determined that markers of 6mm (1/4") in diameter or 6mm x 6mm (1/4" x 1/4") squares; and spaced at 100mm (4") vertically and 50mm (2") horizontally will yield the best results for all sizes of birds.

When asked if colour of the markers played a critical role in the effectiveness of the film, Vahid Seyfaie, Operations Manager at Convenience Group, stated that the "Colour of the visual marker is dependent on the colour of the glass and the surroundings. Blue skies and gray skies will reflect differently in clear or tinted glass, therefore each project is treated on a case-by-case basis."

Due to the custom nature of the bird-deterrent film application, designers are able to select the shape of the markers, and even adjust the markers size, spacing and colour. "Multiple colours of markers can be specified to positively adjust the film to react to different atmospheric conditions", said Todd Vogelsberg, A/D Consultant at Convenience Group, during a meeting outside their testing facility located just West of Toronto's downtown core.

4 Fatal Light Awareness Program. Retrieved from http://www.flap.org/commercial.php 5 City of Toronto Green Development Standard; Bird-Friendly Development Guidelines, March 2007, pg#14

## 'Bird-Friendly' Design Strategies Reducing Daytime Collisions (Cont.)

"A combination of white and red markers will counter the reflection of a changing sky and surrounding vegetation, allowing the birds to detect that the glass is a solid object between 2-5' away."

The City of Markham has already experienced the advantages to applying bird-deterrent film on buildings. The Markham Civic Centre, located at 101 Town Centre Boulevard, and the Markham Direct Energy building located at 8100 Warden Avenue have both seen bird collisions drop drastically since the installation of bird-deterrent film. In May 2011, the Markham City Council was presented a certificate for bird-friendliness and is regarded as the first municipality in Canada to successfully address one of the leading causes of bird mortality - collisions with buildings. FLAP, a non-profit organization whose abbreviated name stands for "Fatal Light Awareness Program", presented the certificate to Markham in thanks for their close collaboration in [the implementation of] bird-friendly buildings.

Michael Mesure, Executive Director of FLAP, commented that 8100 Warden Avenue employees provided positive feedback for visually enhancing the building facade by adding the film, and when told that the film would reduce bird collisions with their building, employees were delighted that the City of Markham had taken steps to better the natural environment.

FLAP has approximately 100 dedicated volunteers and is the first organization in the world to address the issue of birds in collisions with buildings. Since 1993, FLAP volunteers have picked up over 50,000 injured or dead birds from 164 species in the Toronto region. 64 of these species are in serious population decline, and this includes several species deemed at risk under Federal legislation. 40% of the injured birds rescued by FLAP, survived to be released back into the wild. FLAP has instituted leading-edge programs and policies that begin to address the issue of bird collisions and their research has resulted in the publication of collision prevention guidelines for use on both corporate and residential structures.

Mr Mesure also pointed out that FLAP's consulting arm can now provide a 'Building Assessment for Wildlife Sustainability' on residential or commercial property for a nominal fee. This assessment addresses key factors such as building height, glass type; reflectivity and visibility, surrounding area, and a number of other areas which increase the level of risk of bird collisions.

6 Ian Austen (2012, October 27), Casualties of Toronto's Urban Skies. The New York Times

By: Mark Clemmensen

Recommendations are then presented to the building owner, helping in creating a bird-friendly building. For more information about services offered by FLAP, or how you can volunteer or donate to this organization, please visit <a href="https://www.flap.org">www.flap.org</a>

An article recently published in the New York Times on October 27, 2012, titled 'Casualties of Toronto's Urban Skies', stated that although "there is no precise ranking of the world's most deadly cities for migratory birds,... Toronto is considered a top contender for the title."

Bird deterrent practices are not new to our industry. There are a few 'ineffective' techniques which have been thought to reduce bird collisions with glass:

- Single window decals: These only cover one small area of the window, and unless the bird is headed directly for that one spot, it will not be alerted.
- Shape of the window decal: Shape is unimportant and doesn't frighten birds.
- Noise deterrents and magnetic fields: These systems can interfere with the birds senses causing them to be disoriented and may cause bird collisions.
- **Plastic owls:** Birds soon learn that these are not a threat and they are not frightened.

Please note that the next time you are faced with designing an eco friendly/energy efficient building, remember that a 'bird-friendly' building is considered an important component of a 'green development'.

A special thanks to the Convenience Group team of Todd Vogelsberg, Goerge Turjanica, and Vahid Seyfaie, as well as Michael Mesure, Executive Director of Fatal Light Awareness Program (FLAP), who were instrumental in the creation of this article. As FLAP would say "No birds were harmed in the creation of this article".



#### Brian MacNeil

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www.csctoronto.ca 8 December 2012

## Manufacturer/Supplier Officer's Report

I thought that I would take this first opportunity for an article in the Specifier in order to introduce myself as the new Manufacturer/Supplier Officer for the Toronto Chapter.

For those who are not familiar with me, I have been involved in the insulation materials industry for over 28 years, all of it with one manufacturer! A quick look at the plaque on the office wall shows membership stickers for CSC dating back to 1998 and I have the feeling that some older ones may have fallen off. In that time, I have also benefited from the CTR courses offered by CSC in an effort to better understand and work within our industry.

I truly believe that a person will get out of an association the equal of what they put in to it. Based on this belief I have been looking for a way to become more active within the CSC Toronto Chapter and the opportunity presented itself with the Manufacturer/ Supplier Officer's role.

I am still getting a handle on what exactly this position does, but at the moment I see it as collecting and communicating relevant information regarding "news" from manufacturers or suppliers that could potentially impact the specification and design community in Toronto and more broadly in Canada. Hopefully the information flow can also work in the opposite direction by supplying manufacturers/suppliers with news from the specification and design community.

I would ask for the members support in my new position. Please give me a call or send me an email to let me know of any

significant changes, new products, special events or other items of interest from the manufacturers/suppliers servicing our industry. My end goal is to communicate relevant information to the members that can assist them with their jobs.



## New Fit-Up Standards: Technical Reference Manual

By: Nancy McPherson

Public Works and
Government Services
Canada (PWGSC) recently
announced that the Fit-up
Standards: Technical
Reference Manual has been
updated. The revised
version is called The
Government of Canada
Workplace 2.0 Fit-up
Standards and incorporates



changes related to the framework for *Office*Accommodation and Accommodation Services Space Allocation Standards and Workplace 2.0.

Workplace 2.0 provides the foundation for the revised fit-up standards and is based on the workplace, the back office, and the way we work. The objective is to modernize the workspace, update policies, processes and systems that support public servants in their work, and provide for the latest technologies to allow them to connect, collaborate and communicate within government and with Canadians.

The Space Standards Modernization initiative involves the transformation and modernization of federal government workplaces to reflect the current industry trends in office accommodation. This translates into workplaces that include flexible collaborative space and smaller workstations that integrate new technologies and reflect worker profiles.

The Space Recapture initiative will reduce departmental space as reductions of FTEs occur, resulting in a reduction of office accommodation requirements. New space allocation standards and the revised Government of Canada Workplace 2.0 Fit-up Standards are being implemented as occupancy instruments expire.

As Workplace 2.0 evolves, PWGSC will revise the Government of Canada Workplace 2.0 Fit-up Standards as required. The Government of Canada Workplace 2.0 Fit-up Standards will be available on the PWGSC website.

### **Board of Directors Meeting: September 29-30th, 2012**

By: Steve Leblanc



On September 29 – 30, the Board of Directors met for the annual fall board meeting held in Toronto. Our Vice Chair, Mark Clemmensen, was there to represent the Toronto Chapter, as I was unable to attend.

I would like to thank Mark for his time over the

weekend to ensure our chapter was represented at this meeting. Some of the highlights as reported by Mark are as follows.

#### **Technical Studies Committee Update**

#### **TEK•AID Program**

TEK•AID - DIVISION 00 AND 01: Author has completed final edits and corrections and submitted to CSC; reviewers had provided comments and corrections that added to the original scope of this document update, which was to revise requirements associated with the then new CCDC 2-2008. The document is ready for publication.

TEK•AID – SUSTAINABLE AND ENVIRONMENTAL: Final review has been undertaken and comments are that the document is very focussed on LEED® and that there are critical components of legal information surrounding this topic that should also be added into document. Review is not yet complete.

#### **CCDC Documents**

CCDC3 COST PLUS CONTRACT: Consultation Draft has been issued to constituent organizations for review and comments. CSC and CCA have responded and the Subcommittee is waiting for RAIC and ACEC to respond. Review of comments is expected to be initiated at the November meeting with endorsement draft expected to be submitted in late January 2013. The CCDC3 Guide Document continues to be developed and will undergo revisions as CCDC3 endorsement document is finalized.

CCDC23 GUIDE TO CALLING BIDS: The Subcommittee continues to develop the 1st draft based on the 2005 edition. CSC initiated a request for comments and suggestions on the CSC-DCC Website, and through

the LinkedIn Social Media Site. Development schedule is to have consultation draft completed by late 2013.

CONTINUED DEVELOPMENT: CCDC continues to develop a Procurement Document and a Master Service Agreement as well as CCDC40 Arbitration Document, and CCDC 14/15 (Design Build Contracts).

#### **Building Information Modeling (BIM)**

CSC continues to support buildingSMART International and two CSC representatives will be attending Building Smart International's conference in London, England.

## **Education Certification Committee Update**

#### **Education & Certification (ECC) Leadership Team**

Mike Garlinski CSC – Chair, Education Certification (ECC) Committee

Peter Semchuk FCSC, CCCA, RSW – Chair, Certified Construction Contract Administrator (CCCA) Committee; Jim Annable CCCA, Emme Kanji CCCA, Bob Spenst CCCA, CTR, William Thompson CCCA, Kim Tompkins CTR

Michael Schneider FCSC, CCCA – Chair, Certified Specification Practitioner (CSP) Committee; Mila Omelchenko RSW, Russell Snow CSP, CTR, David Watson FCSC CSP

Steve LeBlanc CTR – Chair, Certified Technical Representative (CTR) Committee; Mitch Brooks FCSC, Peter Hiebert CTR, Cam Munro CTR, Bob Spenst CCCA, CTR

Cathy Saar-Paradis RSW, CCCA – Chair, Registered Specification Writer (RSW) Committee; Rick Adams RSW, Colleen Barabonoff RSW, Mila Omelchenko, RSW Russel Snow CSP, CTR, Peter Semchuk FCSC, CCCA, RSW.

Tom Dunbar FCSC RSW – Chair, Education Maintenance Task Team (EMTT) Committee; Mitch Brooks FCSC, Brian Colgan FCSC RSW, David Wilson FCSC RSW

New Designations Received: (Received between April 1st, 2012 and Aug 31, 2012)

CTR: 9, CCCA: 1, RSW: 1, CSP: 4

### Boards of Directors Meeting: September 29th - 30th, 2012 (Cont.)

#### **Translation of the Courses**

Costs were proposed to the EC for each course to translate into French, and the funds are available for this translation, so this motion was approved by the Board.

#### **National Education Workshop**

This workshop started by Winnipeg two years ago, has once again come to light as an education tool provided by CSC. The Association Office has agreed to administrate the workshop and work with the host chapter to ensure that courses are not duplicated at the same time at the Chapter level. (i.e. PCD at the same time as the Chapters PCD course).

#### **National Seminars**

The challenge is creating content and providing instructors. Chapters are asked to provide information on topics and ideas and relay them back to the Association Office. The Association Office is going to try and roll out the seminar that was cancelled last year.

#### **Webinars**

CSI uses webinars to reach vast audiences to train individuals, 1 hour to 1.5 hours long. These sessions could be held during lunch hours in specific geographical areas, and chat boxes are also available to allow attendee's to ask questions and raise points.

#### **Conference Update**

#### **Conference Organizational Committee**

A new "conference organizational committee" structure has been created and parts of new structure will be implemented in 2013 and 2014 conferences. 2015 will be the first year that the new committee structure will be in full effect. The goal of the proposal was to allow for more input from across the Chapters and to lessen the burden on the organizing Committee of the host Conference. It provides year to year continuity from each succeeding Conference by bringing forward experience from past, host Chapter activities and introducing future host Chapters to concepts they need for successful Conference planning. The intent is to establish a core group of individuals to bring stability and predictability

By: Steve Leblanc

to budgets and presentation formats of the CSC Annual Conference.

#### **2016 Conference Committee**

A Request to change in location Fredericton, NB. to Halifax, NS. was approved by the Board.

#### **2013 Conference Committee**

Schedule and technical program have now been posted onto the Association website.

#### **Upcoming Conferences:**

- 2013 Calgary; Theme: Right Now! Share the Experience.
- 2014 Grand Valley/Hamilton-Niagara/Toronto; Theme: Tapping into the Future.
- 2015 Winnipeg
- 2016 Atlantic Chapter
- 2017 Open for offers by the 2013 spring board meeting.

#### **Awards Update**

#### **Eureka Club Award**

Proposed Name change to Russell W. Cornell Award.

• Although Russell Cornell has been deceased since 1977, the College of Fellows believes that CSC should publicly recognize the dedication and leadership of this gentleman during the early days of the Specification Writers Association of Canada (now CSC), as a founding member, volunteer executive director and editor of the Specification Associate magazine. At its May 25, 2012 annual general meeting, the CSC College of Fellows unanimously approved a motion urging the CSC Executive Council and Board of Directors to honour the accomplishments and our memory of the late Russell W. Cornell, FSWA, FCSC, by renaming the Eureka Club Award for the year's top sponsor of new members to the Russell W. Cornell Award.

### Boards of Directors Meeting: September 29th - 30th, 2012 (Cont.)

By: Steve Leblanc

#### **College of Fellows Update**

Changes proposed for nomination process for induction into the College of Fellows, which were previously voted and approved by the members of the College.

Members of the College in attendance at the AGM suggested that a review of the process for nomination to the College be undertaken. Changes to the nomination process discussed by members of the College included increasing the number of years for continuous membership from the present requirement of 5 years to 10 years, requiring that referral letters be included with the nomination and establishment of a jury to review the nominations before they are sent to members of the College.

#### **Membership Update**

#### **Membership Dues**

Recommendation to leave the membership dues at the current rate.

#### **Membership Incentive**

That CSC holds a repeat of the national membership sponsoring contest campaign, which will start Thursday November 1st, 2012 and finish at the close of business on Thursday, February 28th, 2013.

During the time period, CSC sponsoring member will be entitled to one ballot in the membership contest draw for every member they sponsor.

The draw for prizes will take place at the next CSC Board of Director's Meeting scheduled for March 2013.

Proposed contest prizes are as follows:

**Sponsor Prizes:** 

• 1st prize: \$750.00 Gift Card

• 2nd – 5th prizes: \$350.00 Gift Card.

Winners will have a choice of gift cards from the following outlets: Best Buy; Future Shop; Apple Store; Canadian Tire or Petro Canada.

Winning names and prizes will be published on the CSC website and through Construction Canada Magazine

#### **Membership Transfer**

It was agreed that membership transfer would be removed as an option since there was no fee associated with a transfer to cover the costs by the Association Office to process the transfer.

Board approved, effective immediately, that membership transfer was not allowed any further.

#### **Publications Update**

#### **Construction Canada Magazine**

With over 12,000 copies issued, and the French version growing in size (2 issues per year, instead of one), Construction Canada Magazine continues to be the preferred magazine in the Canadian AEC industry. Advertising in French is an issue that is slowing growth for the French version but the publication is positive that advertising will come. The Association Office has agreed to add information to the website about submitting articles to Construction Canada Magazine.

#### **Social Media**

CSC would like more presence on social media websites - LinkedIn, Twitter. It was discussed that Facebook was looked at as "Personal Media".

A presentation on Twitter discussed that tweets were a new form of communication - fast chat; and that individuals twitter about events, or from events to allow others to know what is happening and raise interest. Not focusing on audience but on a community.

That was a snap shot of the fall board meeting. If you have any further questions regarding the activities of the board, or anything CSC related, please do not hesitate to contact me at <a href="mailto:sleblanc@contractglaziers.com">sleblanc@contractglaziers.com</a>.



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## Getting to know...Jean-Louis Tourikian! 5 Questions for a new CSC Toronto Member

By: Stacey Bogdanow

## Professional Development Officer Report

By: Paul Wong

#### 1. Tell us a little about Jean-Louis Tourikian.

I was born in France an moved to the US with my family. I graduated from the University of Missouri with a B.S. I served in The U.S. Navy as a line officer. Subsequently I obtained an M.A., Under the GI Bill, from Webster University in St. Louis, Mo. My wife, children and I moved to Toronto In 1982.

I have been in the glass and glazing industry for the past 36 years. I was the General Manager of Products Research and Chemical Corporation in Toronto from 1982 to 1993. Subsequently, I was the business manager from 1993 to 2008 for Cardinal Glass Industries in Canada. Since 2008, after retiring, I became the exclusive Canadian agent for Cardinal Glass responsible for introducing and explaining Cardinal Glass Products to the Architectural community of the Greater Toronto Area.

I am a past president of Fenestration Canada

#### 2. How did you learn of CSC?

I became aware of CSC in the early 80's when I moved to Toronto. In my earlier years in Canada, I was involved, through my association with Products Research & Chemical Corporation, in the construction field. I was not a member at that time, but I was well aware of CSC and the role it played in the construction realm.

#### 3. Why join CSC?

I want to broaden my outlook, meet people, be informed about the latest developments, and enlarge my network base. Hopefully I will be involved in some of the workings of the organization. I will be attending the meetings as frequently as I can.

#### 4. Do you plan on taking any courses?

The short answer is yes. As I become more familiar and learn about the offerings, I will narrow in on areas of interest and pursue course opportunities.

5. Would you encourage others to become members of the CSC – Toronto Chapter?

Without a doubt! [I'll do so] as I grow in the organization and increase my contact base.



Please let me use this opportunity to introduce myself as the new CSC Toronto Chapter Professional Development Officer.

I am a specification writer for my day job, and have just finished the PCD, Specifier 1 and

Specifier 2 courses [during the course of the past year]. So, for those professionals who would like to know the advantages of taking the courses, I am the right person to ask. I love to help people and the industry sustain and maintain a certain level of professionalism.

What does Professional Development Officer need to do for CSC? Well, I have to:

- promote the CSC courses to different professionals [in the industry],
- arrange for Principles of Construction Documentation (PCD), Specifier 1, Specifier 2, Technical Representative (TR), and Construction Contract Administration (CCA) courses to be organized for the students,
- set up Certified Technical Representative (CTR) panels for the technical representative students to do their final presentation before they get certified,
- and MOST IMPORTANTLY, reflect YOUR thoughts, comments, and suggestions to the Toronto Chapter executive council.

Please let me know if you are interested in taking the courses during the coming year. I NEED to hear YOUR voices and suggestions. Please let me help you, and HAVE A GREAT YEAR!

## Productivity Bits: Keep Your Stuff Together

By: Juste Fanou

Our best efforts to properly format our important documents can often be undone by Microsoft Word's nasty habit of fragmenting our text in places where we'd least expect.

While it is possible to manually fix these unsightly breaks by scanning documents and inputing carriage returns where appropriate, this method remains daunting and inefficient at best. Thankfully MS Word also provides options (albeit not very widespread ones) for keeping words, sentences and even paragraphs together as you type.

## - Hard Spaces and Hard Dashes (Tip Submitted By: Catherine Waterson, Specifier at TTC)

Due to the nature of our respective professions, dealing with units in our daily activities is inevitable. However, we can all relate to the frustration associated with writing the phrase "100 metres" only to see "100" and "metres" appearing on two separate lines. This can be solved by inserting "hard spaces" or "non-breaking spaces" in MS Word. In order to insert a "hard space", simply place the cursor where you'd like to insert the space, and hit the following key combination: Ctrl+Shift+Spacebar. Unlike simple spaces that move single characters to the next line, hard spaces will move entire strings of words (i.e 100 metres) over once you've reached the end of the line. In a similar fashion, the use of Ctrl+Shift+Hyphen (Dash) will keep words that are separated by hyphens together when being carried over to the next line (think about using this neat little trick when writing out Project numbers, Product codes etc.).

#### **Keeping Paragraphs Together**

For those times when you need to do more than just keep your words together, use the following steps to make sure your paragraphs are not broken up by page breaks and do not leave orphan parts in the process.

- 1. Select the paragraph or paragraphs you want to keep joined. If you want to make the change to a single paragraph only, you can simply make sure the insertion point is within that paragraph.
- 2. Make sure the Home of the ribbon is displayed. (See illustration)

Got Tips?

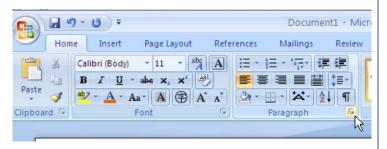
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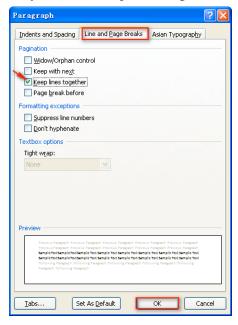
and educate the rest of us!

**CSC - Toronto Chapter** 

3. Click the icon at the bottom-right of the Paragraph group to display the Paragraph dialog box.



4. Display the Line and Page Breaks tab and make sure you check "Keep Lines Together". Click OK.



Hopefully these two little tricks will help you get a better hold of your paragraphs when formatting your documents. Wishing you all the best for the festive season and see you all in the new year!



### Legal Corner: Subcontract Drop-Down and Step-Over Clauses

By: Bill Preston

Do you know the risks which these clauses transfer to subcontractors? If not, you're in the majority. My years of experience has seldom found a contractor who adjusted their pricing of the Subcontract Work to include a margin for these risks. So, I thought I would report a couple of recent cases from Alberta and Ontario to warn you that these clauses can come back to bite a subcontractor very hard.

#### **Drop Down Clauses**

What do they usually look like? Here's one:

"The subcontractor shall supply all the labour, supervision, material, tools, and equipment necessary to construct, install and complete the following portion...all...in accordance with the requirements and on the terms and conditions of both the Prime Contract (including, without limitation, general and/or special conditions..."

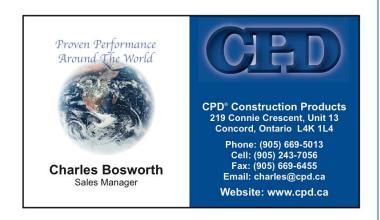
In the Alberta case of Online Constructors Ltd. v. Speers Construction Inc. this was the very term which became the eye of the storm in Court. For many years Priddis Greens Golf Club, just outside of Calgary, had depended upon an earthened dam for its water source. But, in 2005 the dam substantially failed so the Club engage AMEC to design a repair of the earthen works and a concrete spillway. AMEC thus eventually included in the Bid Documents of a Unit Price Contract a seldom used payment term:

The Owner to pay only for the volume of concrete as measure and required by the drawings and specifications ("neat line volume").

Speers could do the earthworks with its own forces and equipment, but it needed a concrete trade as a subcontractor to do the spillway. It thus sent Online the drawings and spec's because Online had worked well with them on an earlier project. Online did have the requisite knowledge to phone Speers to ask what was in the Prime Contract, but Speers wasn't much help. It simply faxed back that it seemed to have "all

the Standard Terms, but you should at least see it before you tender a price."

Online didn't see the Prime Contract terms; rather, it simply bid a unit price of \$711.13 per m3 on the premises that the measure for concrete was actual volume poured. Speers won the project and Online, still being unaware of the neat-line measure in the Prime Contract, drafted, signed, and sent to Speers the Alberta Standard Construction Subcontract form containing the above drop-down clause. At trial, a construction expert on behalf of Speers testified that Online's decisions in this regard were careless and noncompliant with usual industry standards. My reading of what I have learned over the years is that most subcontractors are thus careless!



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## Legal Corner: Subcontract Drop-Down and Step-Over Clauses (Cont.)

By: Bill Preston

Unfortunately for Online, the earthwork elevations levels left by Speers required a lot more concrete than AMEC's design contemplated, and it was not until near the end of the concrete pour that Online learned that it wasn't going to be paid in full for all of this concrete because of the neat line volume cap. Online's response was to abandon the balance of its contract work and eventually Speers and Online ended up in Court, with Online claiming that it was entitled to the actual concrete poured, while Speers relied upon the drop-down clause and counterclaimed for its costs of completing Online's Work.

The trial judge concluded that the drop-down subcontract clause clearly limited Online's contractual price claim to AMEC's neat-line measure. Still, he gave Online the win by ruling that Speer's had breached its duty to disclose the peculiar neat-line payment measure term to Online when it invited Online's bid. It was this latter finding which went to the Alberta Court of Appeal; it reversed the trial judge by rationalizing:

- Speers warned Online to check the Prime Contract;
- Online had a right to see the Prime Contract and had no reasonable excuse for choosing not to;
- And, Online could have drafted the Subcontract without the drop-down clause, but having done so it was bound by the clause.

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#### Just a note:

The CCA 1-2008 subcontract form does spec an optional drop-down term which does permit the subcontractor a little more wiggle room than the Alberta Standard Subcontract Term.

It reads:

Article 2A

2.1 The requirements, terms and conditions of the Prime Contract as far as they are applicable to the Subcontract, shall be binding upon ... the Subcontractor ...

This term recently was the eye of the storm in an Ontario case, Central Welding v. Man-Shield, where the Judge concluded that the words "as far as they are applicable" rendered this clause less clear than the Alberta Standard Subcontract form. Thus, Manshield could not force Central Welding to pay the costs of the lien bond to vacate a construction lien as required by Man-Shield's Prime Contract.

#### STEP-OVER CLAUSES

How do these clauses read? Here is a common sample:

"To the extent that the Contractor is required under the Prime Contract to obtain rights, powers or remedies for the direct benefit of the Owner as against the Subcontractor, the Subcontractor hereby grants such rights, powers and remedies to the Owner. The Subcontractor agrees that ... the Contractor is contracting as agent for the Owner in respect of the granting of such rights, powers and remedies in favour of the Owner..."

Subcontractors in the industrial sector, particularly for petrochemical and mining projects, have had them in their contracts many times, but we are now starting to see stop-over clauses creeping beyond the industrial sector. Their principle purpose is to empower an Owner to enforce a Subcontractor to complete its work and warranties even if the General Contractor has failed.

But, in this step-over, does the Owner necessarily have to pick-up the failed General's obligations to the Subcontractor, like paying defaulted progress payments and purchasing replacement insurance coverage and bonding?

## Legal Corner: Subcontract Drop-Down and Step-Over Clauses (Cont.)

By: Bill Preston

A recent Ontario insurance case, Castonguay Construction (2000) v. Commonwealth Plywood concluded, probably not. This case did not arise because of a step-over clause. Rather, the Prime Contract required the General to purchase a Wrap-up liability policy which would have included coverage for the Subcontractor's Design Consultant. But, the General never read the Prime Contract and never purchased the Wrap-up policy so, what happens when the Subcontractor's Design Consultant is sued?

The Court weaseled. It concluded that because the Design Consultant was not a party to the Prime Contract it is quite possible that the Design Consultant is not able to take advantage of the Prime Contract term. For Subcontractors, this is instructive when considering the risks of a step-over clause: given the clear language in all subcontracts that the subcontractor has no contractual claims against the Owner, if the Owner steps over and enforces the subcontract remedies against the Subcontractor, the Subcontractor can't complain that the General has failed its obligations. A Subcontract and facts on the ground which permitted it to pull its forces.

#### **Conclusion**

Here, as I see it, are the lessons for Subcontractors:

- 1. Before pricing a job, be sure to look at the Prime Contract you're entitled;
- 2. Or, if you must blindly bid/quote a job, be sure to clearly qualify your bid to proscribe drop-down clauses and step-over clauses;
- 3. While, if you must live with these terms in your Subcontract, then price the risk and assure that you can quickly pull your forces if the General defaults Insurance, Bonding and/or Payment obligations.



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Responsible for preparing specifications and contract administration to be utilized in construction, review plans and drawings, daily coordination of assigned projects, monitor all functions relating to contract administration.

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- · Review and prepare contract change orders and addenda
- · Review progress draws and issue certificate of payment
- Participate in review of construction documents for tendering of projects
- When required, the above work may include liaison with the client, contractor, manufacturer, sub-consultant etc.
- Perform other related duties as required or assigned.

#### **Qualifications:**

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- Graduate from an accredited university or college in a related discipline (bachelor's degree or diploma in engineering, architecture, building science or related field).
- Currently a Certified Construction Contract Administrator (CCCA) or willing to attain CCCA designation preferred

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At The

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11:30 till 2:30

\$25.00 per person (Cash bar)

(Includes a full hot buffet, with dessert)

R.S.V.P.: By December 14<sup>th</sup> jane.fish@melloul.com

As we struggle with shopping lists and invitations, compounded by December's bad weather, it is good to be reminded that there are people in our lives who are worth this aggravation, and people to whom we are worth the same. - Donald E. Westlake

#### **Grand Valley Executive**

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CSC (Construction Specifications Canada) is a national multi-disciplinary, non-profit association with chapters across Canada. CSC is committed to ongoing development and delivery of quality education programs, publications and services for the betterment of the construction community.





Advertising in the Toronto Specifier offers the benefit of distribution to a minimum of 700 members every month for 10 issues (September 2011 to June/July 2012). The issue preceding the No Frills Trade Show is forwarded to the four other Ontario

CSC chapters in addition to our regular e-mail distribution. The cost for the advertisement is as follows:

#### 3-1/2" x 2" business card ad \$300.00 + \$39.00 HST = \$339.00

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\$520.00 + \$67.60 = \$587.60

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- A table top display before and after dinner
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- A one-page electronic advertisement that is included in the previous month's *Specifier*
- Advanced notification of your display dates in the *Specifier*Choice of monthly dinner sponsorship is on a first-come, first-served basis. Cost of package if purchased individually: \$210 + HST



#### Bronze Sponsorship \$425+HST

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- Single Business Card ad placed in the *Specifier* for 10 issues (one name only/\$50 charge for changing the card during the print run)
  - Cost of package if purchased individually: \$510+HST

#### Silver Sponsorship \$685+HST

- One Dinner Sponsorship
- Double Business Card ad placed in the *Specifier* for 10 issues (three names maximum on business card/\$50 charge for changing the card during the print run)
- Company name and logo posted on CSC Toronto Chapter website (September through August) Cost of package if purchased individually: \$830+HST

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- Registration for CSC No Frills Trade Show: aisle table
- Two tickets to CSC Social Event (Curling Bonspiel or Fun Night)
- Website Package, which includes:
  - o Company name and/or logo recognition on the Toronto Chapter website, with hot link to your home page, or page link provided to us.
  - o Will run for 12 months (September through August)

Cost of package if purchased individually: \$1,920+HST

#### Platinum Sponsorship \$2,195+HST

- Gold Sponsorship Benefits, as well as the following:
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- Golf Day Package (includes four tickets for golf and dinner)

  Cost of package if purchased individually: \$2,660+HST

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- CSC No Frills Luncheon Wine Sponsorship
- Plaque presented to sponsor at upcoming dinner meeting recognizing Diamond Sponsorship. *Cost of package if purchased individually:* \$3,635+HST

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Monday, March 4, 2013

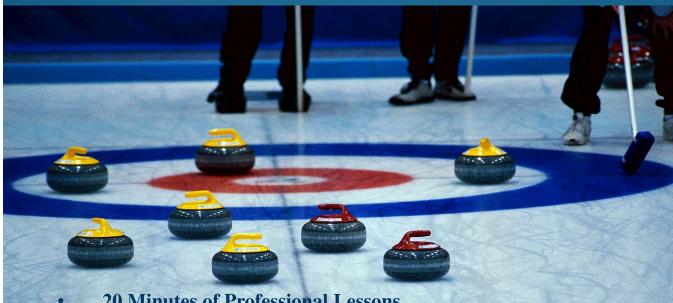
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1 2	Wall Tables(s) with Ele	ectrical Service	\$1000.00 ea	a. \$1280.00 ea
	Guest Speaker Lunch	neon S475.00 Table of	8 \$65.00 per	person + HST
	Wine Sponsor	\$300.00 + HST		
ancellation Policy:	A \$100 administration charge	will be deducted from all refunds of	f exhibitor <b>ADD</b> - 13	% HST # 106970973RT
-	eceipt of an exhibitor's request later than Friday, December 1	for cancellation. Cancellation reque 4, 2012 will not be refunded.	ests that are	TOTAL: \$
		Mail registration f	orm with cheque to:	
	Yes!	•	er Trade Show rive, P.O. Box 349	
	like to be a	Pontypool, ON	LOA 1KO	
-	onsor for the		1-888-494-9350 cheque payable to CSC	CToronto Trade Show
•	aker Luncheon	_		d cheque is your receipt.
My payment is enclosed with my registration.  To pay by credit card, please register on line at:  http://www.csctradeshow.com/forms.html			line at:	

www.csctoronto.ca 24 December 2012





## Thursday, February 28, 2013. 5<sup>th</sup> ANNUAL CURLING BONSPIEL



- 20 Minutes of Professional Lessons
- Six ends of Curling
- **Must wear Sports Attire**
- **Bring Curling Shoes or Clean Running Shoes (No Leather Soles)**
- Bring your Curling Broom if you have one
- **Business Casual Dinner (no jeans/running shoes)**
- Famous Roast Beef Dinner (please advise of dietary constraints)

Location: Toronto Cricket, Skating & Curling Club 141 Wilson Avenue, Toronto, ON. M5M 3A3. Curling & Dinner: \$70.00 per person + HST

Curling: 2-4 pm – Cocktails (Cash Bar) 4-5 pm – Dinner 5-8 pm





## Thursday, February 28, 2013. 5<sup>th</sup> ANNUAL CURLING BONSPIEL

### **Event Registration**

Name:	Email:		
Address:			
City:	Province:	Postal Code:	
Tel:	Fax:	Cell:	
	ADDITION	AL GUESTS	
Name :	Nam	e :	
Name :		Are your guests part of your team: Yes/No.	
	PAYMENT IN	FORMATION*	
Payment method:	Visa: Cheque:	Sponsorship Voucher:	
• Registration and payment by credit card is only through Karelo at www.csctoronto.ca			
• Registration and payment by Sponsorship; please send this form to the address below			
• Registration and payment by cheque; please send this form and payment to the address			
below			
GOLD, PLATINUM AND DIAMOND CHAPTER SPONSORS HAVE TWO FREE TICKETS			
TO THIS EVENT. NO ADJUSTMENTS OR REFUNDS WILL BE ISSUED FOR NON-USE			
FINAL BILLING			
I am registering:	persons @ \$79.10/each (\$7		
	persons & \$\pi/9110/euch (\$\pi/	(- · · · )· · )	
		be issued) Date:	
Construction S	Specifications Canada Toronto Cl	hapter; P.O.Box 349. Pontypool, ON. LOA 1K0.	

Curling & Dinner \$70.00 per person + HST

\*cancellation fee of \$10.00 p/p applies

www.csctoronto.ca 26 December 2012

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