

ISNEWS **THE CHIMNEY SWEEP NEWS**



MARCH-APRIL 2019
Volume 40, Number 4
©Copyright, Jim Gillam, 2019
ISSN: 07372205
\$12

ISNEWS THE CHIMNEY SWEEP NEWS

Voice of the Sweep since 1979

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ON THE COVER
Two French climbing boys.
Photo courtesy of Steve Snyder

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The Chimney Sweep News is published
6 times per year, bi-monthly.
Subscription Rates (US Currency):
\$69 print in the USA
\$99 print outside USA
\$69 PDF emailed anywhere
Single Copy, \$12

Advertising rates available upon request.

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Printed at Sutherland Printing
Montezuma, Iowa USA

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photos, anecdotes, quips, newspaper clippings, verse and
short stories by, for and about chimney sweeps, their
customers and the chimney service trade.
We treat contributions with care, but cannot assume
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Safe Use of Extension Ladders

Workers who use extension ladders risk permanent injury or death from falls and electrocutions. These hazards can be eliminated or substantially reduced by following good safety practices.

Extension ladders usually have two sections that operate in brackets or guides allowing for adjustable lengths. OSHA's requirements for extension ladders are in Subpart X—Stairways and Ladders of OSHA's Construction standards.

Because extension ladders are not self-supporting, they require a stable structure that can withstand the intended load.

Ladders are tools. Many of the basic safety rules that apply to most tools also apply to the safe use of a ladder.

Preparation

- The ladder you select must be the right size for the job. The duty rating of the ladder must be greater than the total weight of the climber, tools, supplies, and other objects placed upon the ladder.
- Use a ladder that is the proper length for the job. Proper length is a minimum of 3 feet extending over the roofline or working surface.
- A competent person must visually inspect all extension ladders before use for any defects such as missing rungs, bolts, cleats, screws and loose components. Where a ladder has these or other defects, it must be immediately marked as defective or tagged with "Do Not Use" or similar language.
- Read the safety information labels on the ladder. The on-product safety

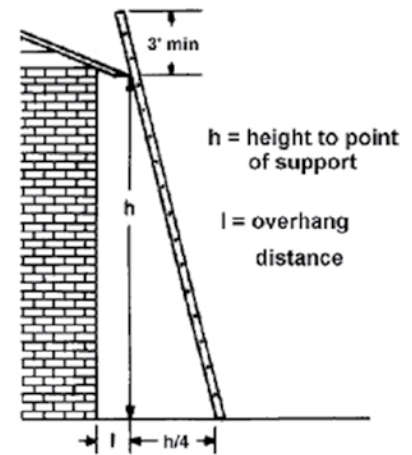


Defective ladders should not be used.

information is specific to the particular type of ladder on which it appears. The climber is not considered qualified or adequately trained to use the ladder until familiar with this information.

Set Up

- Follow the manufacturer's instructions and labels on the ladder.
- Before starting work, survey the area for potential hazards, such as energized overhead power lines. Ladders shall have nonconductive side rails if they are used where the worker or the ladder could contact exposed energized electrical equipment. Keep all ladders and other tools at least 10 feet away from any power lines.
- When the ladder is set-up for use, it must be placed on firm level ground and without any type of slippery condition present at either the base or top support points.
- Ladders must not be placed in front of closed doors that can open toward the ladder. The door must be blocked open, locked, or guarded.
- When using a ladder in a high-activity area, secure it to prevent movement and use a barrier to redirect workers and equipment.
- Set the ladder at the proper angle. When a ladder is leaned against a wall, the bottom of the ladder should be one-quarter of the ladder's working length away from the wall. For access to an elevated work surface, extend the top of the ladder three feet above that surface or secure the ladder at its top.
- Set the base of the ladder so that the bottom sits securely and so both side rails are evenly supported. The ladder rails should be square to the structure against which it is leaning with both footpads placed securely on a stable and level surface.
- Be sure all locks on extension ladders are properly engaged.
- Secure the ladder's dogs or pawls before climbing.



- Allow sufficient room to step off the ladder safely. Keep the area around the bottom and the top of the ladder clear of equipment, materials and tools.
- Do not use ladders in high winds or storms.
- Never leave a raised ladder unattended.

On the Ladder

- If you feel tired or dizzy, or are prone to losing your balance, stay off the ladder.
- Wear clean slip-resistant shoes.
- Only one person at a time is permitted on a ladder.
- When climbing the ladder, use three points of contact — keep one hand and both feet or both hands and one foot in contact with the ladder at all times.
- Never carry any load that could cause you to lose balance.
- Keep your body centered between the rails of the ladder at all times. Do not pull, lean, stretch or make sudden moves on a ladder that could cause it to tip over. A scaffold or other safe working surface may be a better choice for your task.

Sources: U.S. Occupational Safety and Health Administration, Consumer Product Safety Commission, American Ladder Institute, State of Washington Department of Labor and Industries

FROM THE EDITOR



Dear Readers,

We have a special emphasis on ladder safety in this issue. Too many of our friends and colleagues have been injured and some even killed in ladder accidents. We appreciate the help of the American Ladder Institute (ALI) to promote ladder safety in our trade. ALI is promoting March as National Ladder Safety Month. Please take advantage of the resources ALI offers.

This issue marks 20 years since Harriet & I purchased *The Chimney Sweep News (SNEWS)* from Jay & Tim Hensley. We are both happy and sad to announce that the next issue will be the last. We are ready to take the next big step: retirement. It has been an amazing journey.

See you in May-June for our final edition. We thank all of you for your generous support over the years! We wish you all success!

Chimney Jim

The Three Point-of-Contact Climb

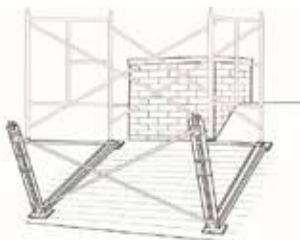
By American Ladder Institute

Factors contributing to falls from ladders include haste, sudden movement, lack of attention, the condition of the ladder (worn or damaged), the user's age or physical condition, or both, and the user's footwear. Although the user's weight or size typically does not increase the likelihood of a fall, improper climbing posture creates user clumsiness and may cause falls. Reduce your chances of falling during the climb by:

- wearing slip-resistant shoes with heavy soles to prevent foot fatigue;
- cleaning the soles of shoes to maximize traction;
- using towlines, a tool belt or an assistant to convey materials so that the climbers hands are free when climbing;
- climbing slowly and deliberately while avoiding sudden movements;
- never attempting to move a ladder while standing on it;
- keeping the center of your belt buckle (stomach) between the ladder side rails when climbing and while working. Do not overreach or lean while working so that you don't fall off the ladder sideways or pull the ladder over sideways while standing on it.

When climbing a ladder, it is safest to utilize Three Points-of-Contact because it minimizes the chances of slipping and falling from the ladder. At all times during ascent, descent, and working, the climber must face the ladder and have two hands and one foot, or two feet and one hand in contact with the ladder steps, rungs and/or side rails. In this way, the climber is not likely to become unstable in the event one limb slips during the climb.

It is important to note that the climber must not carry any objects in either hand that can interfere with a firm grip on the ladder. Otherwise, Three Points-of-Contact with the ladder cannot be adequately maintained and the chance of falling is increased in the event a hand or foot slip occurs.



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Why Ladder Safety Training Should Be Mandatory for Your Employees

By the American Ladder Institute

It is a call no business owner wants to receive: An employee fell from a ladder while on the job and is on the way to the hospital.

Ladder-related injuries and accidents are all too common. Fall protection repeatedly ranks at the top of the Occupational Safety and Health Administration's (OSHA) Top 10 most cited violations, and more than 700 ladder injuries happen each day.

As a company owner, recognizing the hazard ladders present in the workplace is critical to protecting the health of your employees and your business. But you can't stop there. Owners need to equip their teams with the education

and resources they need to do their jobs safely. After all, most ladder accidents are preventable.

To arm your organization's workforce with the information they need to work safely and effectively, the American Ladder Institute (ALI) created a free Ladder Safety Training program and National Ladder Safety Month to inspire safer ladder use and reduce the rate of injuries. These programs will not cost you a dime, but they will be among the greatest investments you will make in the people who keep your business running.

Recognize the Risk Posed by Incorrect Ladder Use

Ladders are an essential and ubiquitous piece of equipment for trade professionals and homeowners all over the world, leading many to underestimate the dangers they pose.

Ladder accidents are serious. More than 100 people die from ladder-related injuries each year. Thousands of others suffer with crippling pain and disability that prevents them from working or enjoying

their daily activities.

If an employee falls from a ladder while on the job, it affects the business owner and organization in several ways.

First, the rest of your work force may begin to question their own safety at work. This leads to low morale, and it may eventually harm your company culture.

Second, the business owner may be financially liable for the worker's injuries. Each case is unique — and different parties may be liable based on the specific situation — but if the cause of the accident was linked to you providing faulty ladders and/or not properly training your workforce on how to safely do their job, you may be found financially responsible. Depending on the seriousness of the ladder injury, this may be costly enough to threaten the future of your business.

Can company owners prevent these worst-case scenarios from happening? While some ladder accidents are out of anyone's control, most are preventable. Getting employees engaged about safe ladder practices will reduce their risk of injury—and ALI's Ladder Safety Training and National Ladder Safety Month are two great tools to achieve that goal.

Resources to Reduce Fall Risk: Certification and National Ladder Safety Month

Requiring that your employees receive ladder safety certification ensures that your workforce has the most up-to-date safety information. ALI offers an

NATIONAL LADDER SAFETY MONTH

MARCH 2019

Every year, more than 300 people die in ladder-related accidents, with thousands more suffering disabling injuries.

Help spread ladder safety awareness and participate in National Ladder Safety Month this March.

Learn more at www.LadderSafetyMonth.com.

#LadderSafetyMonth

online certification program — the Ladder Safety Training — aimed at promoting safe ladder use, selection and care.

The Ladder Safety Training is a 100% free educational offering from ALI, so you can require all employees undergo the program without any training cost implications.

The training is appropriate for both professionals and homeowners, and it teaches participants how to safely use and care for different types of ladders, including:

- Stepladders
- Single and extension ladders
- Articulated ladders
- Mobile ladders

Participants who complete the Ladder Safety Training program will receive a certificate of completion, and company owners will have the assurance that their employees are receiving the most current and reputable ladder safety

information.

The more employees know about ladder safety, the more likely they will be to use safe practices on the job to mitigate their injury risk. ALI's Ladder Safety Training is offered year-round for training when you need it.

Another initiative — National Ladder Safety Month — is a special annual event that emphasizes getting people engaged about safe ladder use. This is a great time to brush up on ladder safety education.

ALI has created special shareable resources that company owners and employees can use to promote safer ladder behaviors throughout National Ladder Safety Month and beyond, including training videos, posters and infographics.

While company owners cannot be at every jobsite all the time, they can provide their employees the tools they

5 Most Common Ladder Mistakes People Make

1. Ladder is not the right size for the job
2. Ladder is not on level ground
3. Lack of three points of contact
4. Overreaching while on the ladder
5. Missing the last step of the ladder when climbing down

need to work safely anywhere, anytime. Through the Ladder Safety Training and National Ladder Safety Month, ALI makes it easy for your employees to work safer and smarter.

Learn more about the American Ladder Institute at www.americanladderinstitute.org.



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Dave Laverdiere - Owner of Boston Brick & Stone - Pasadena California

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Recruiting Good People

By Jim Gillam

“We needed people!” exclaimed Kent Wessley (Ashbusters Chimney Service, Smyrna, TN) at the 2018 HeatShield Summit in Dayton, Ohio. It was August and the busy season was looming. “How do you compete in a labor market with 4% unemployment?”

“Nobody wakes up in the morning and thinks, ‘Hey, I’m going to sweep chimneys!’” acknowledged John Meredith of SaverSystems, sponsor of the HeatShield Summit. It can be challenging to recruit people to work in a field that they may not know exists.

Mark Stoner hired Kent to recruit technicians for Ashbusters’ Nashville and Charleston, South Carolina locations. When Kent started with Ashbusters, he first put a help wanted ad on Indeed.com and then trained in the field for three weeks. At the end of his training period, Kent asked a secretary for the resumes. None had been submitted.

“When you are recruiting, ask yourself if what you are doing today is getting you closer to where you want to be tomorrow,” Kent advised. “You are all facing the same challenges — you are posting ads and typically, no one shows up. Or, the people who do show up cannot pass a background check or they have no construction skills.

“If we continue to put an ad out and take whoever walks in the door, that’s who we are going to get,” he predicted. “If this is your recruiting strategy, you will never staff your business to its potential — even worse, you may go backwards when you have turnover.

You need to invest a significant amount of your time on recruiting and building your team,” Kent insisted. “Our team is the most important thing that we have.”

Passive or Aggressive

Recruiting can be done passively or aggressively. “A passive approach is probably what most of you do,” Kent surmised. “It is what I tried when I first came to Ashbusters. You post an ad. You wait and hope that you are going to get applicants. You are battling against every other company that has postings. A person applying for your job may be applying for many more.”

An aggressive approach involves finding “candidates based on your criteria,” Kent said. “Reach out to them. Package your company so the applicant feels like a part of something bigger.

“You need to talk about your company’s story in recruiting, and hit it hard,” Kent emphasized. “Regardless of whether your company is five years old or thirty years old, first generation or third generation, each of you has a unique company story.

“At Ashbusters,” he continued, “we talk about our company’s story in the recruiting process, we talk about it when we are making a sale, and we talk about it when we are in the home doing a sweep.

“Your company story is very important. If you don’t have one, you need to develop one — soon!” he exclaimed.

Searching and Selling

Most job boards have a resume



Kent Wessley

search feature. “My experience has been that for blue collar positions, Indeed has always produced the best results,” Kent reported.

Most candidates will not list “chimney sweep” as one of the jobs they are seeking, so reach beyond that category. “Be creative in searching for applicants who have done any of the skills you are searching for,” Kent advised. Other service industries may be sources of candidates. “When I do a search, I look for laborer, construction, masonry, HVAC, pest control, chimney, gutters, installers and roofing,” he said. “Open your mind to good potential candidates.” Searching will demand considerable time initially, “but you can get it down to five or ten minutes a day,” Kent promised.

On the job board (such as Indeed), create template introductory letters to send to the candidates you have found. “It is an introduction that you found their resume, and it will have your company’s story. It costs a dollar to send this to a candidate.”

Phone Screen

The next step after making contact with a candidate is a telephone inter-

view. "The phone screen has two purposes," Kent explained. "First, to qualify the candidate, and second to tell your company's story." Remember that you may be competing with hundreds of other companies for your candidate's attention. "This is your opportunity to tell the candidate why your company may be a good fit for them," Kent said. "Get them excited about what you can offer them and being a part of your team."

Save Time, Attract Better People

"Once you implement this system, you will reduce your recruiting time and attract better candidates," Kent predicted. "Recruiting is the most important challenge we face," he concluded.



Dear SNEWS

The Aluminum Can Trick

I was cleaning a chimney. I looked into the stove.

I saw, I stared.

I looked at the customer. He said, "It helps to get rid of the soot."

I said, "You have got to be kidding me."

What was it?

It was a whole bunch of burned aluminum cans and aluminum wrap!

I said, "I don't think so."

I pulled the fireplace insert, and sure enough the stove top and all around the sides and the back was SOOT. Soot, wonderful soot, as we chimney sweeps would say! I knew it was there because I had swept the chimney down from the top and saw that wonderful soot!

I shoveled it into a 5-gallon bucket, and when that was full I started filling paper sacks. There was even more soot on the smoke shelf.

I think he was convinced when he helped me carry the bucket and bags out to his trash can that aluminum cans were not an alternative to getting his chimney cleaned.

Happy memories.

—David Liddle,
Pasadena, Maryland



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Warrior Horse Leadership Conference

*By Ruthie Francisco
Windswept Chimney Service
Scotia, New York*

The Warrior Horse Leadership conference was a once in a lifetime opportunity held in Shreveport, Louisiana, January 23-25.

The conference, sponsored by Lindemann Chimney Company and National Chimney, was chock full of motivational speakers! Most spoke about subjects such as adversity faced



Arena under construction at the Warrior Horse facility. Photo courtesy of Warrior Horse

in their careers throughout their lives and how it shaped them into the people they are today. So much information in such a short amount of time was really mind blowing. All speakers were engaging and informative. If you missed it, you missed a chance to grow!

On the other side of this is Kevin and Teresa Russell's (New Buck Chimney Services, Frierson, Louisiana) program known as Warrior Horse. This program is life changing for soldiers who

suffer from PTSD. They have obtained horses, mostly retired thoroughbreds, through donations. So many people in our industry and locally are bringing to fruition their dream of helping at risk veterans. They have raised tens of thousands to be able to bring this program to our veterans at no cost (estimated costs to exceed \$100k per year).

The opening ceremonies banquet at the Horseshoe Casino in Bossier City, La. featured speakers such as Mark Stoner (Ashbusters Chimney Service, Smyrna, TN), Chuck Hall (Winston's Chimney Service, Fairfax, VA), John Meredith (SaverSystems), veteran Johnny "Joey" Jones, and singers Neal McCoy and Ryan Matthew. A guitar donated by Neal McCoy and signed by Charlie Pride sold



William Dawson, Rob Lindemann and Mike Schaefer of Lindemann Chimney Company at the Warrior Horse banquet.

Photo courtesy of National Chimney



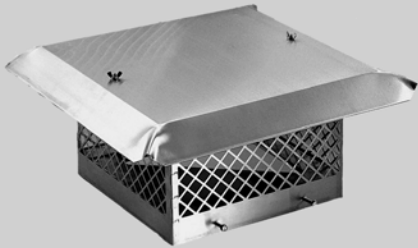
Ruthie Francisco and Kevin Russell at the Warrior Horse Leadership Conference in Shreveport, LA.

for \$5000 to our own Jasper Drengrer (Chimney Mechanix, Shawano, WI)! The room was filled to the brim and the night was magical. Attendees donated over \$60,000 to Warrior Horse.

Bless the Russells as their vision is heaven sent. You too can help! Please take a moment and donate to this cause at WarriorHorse.net. This program is saving and changing lives! Kevin and Teresa need our help (and they are a 501C3, so your generous donation is tax deductible)! 🎩



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NCSG Heads to Norfolk, VA!

*By Darcy Marlett
NCSG Communications Director*

The National Chimney Sweep Guild is headed to Norfolk, Virginia to host the 2019 National Convention and Trade Show April 17-20, at the Waterside Marriott.

The convention's schedule will open with a keynote address from nationally renowned speaker and author Eric Chester. Since 1998, Chester has been the leading voice in attracting, managing, motivating, and retaining the emerging workforce.

Award winning sportscaster Howard Kellman will be delivering the closing address, "Becoming a Champion." Kellman has been the voice of the Indianapolis Indians since 1974 and has interviewed everybody from Michael Jordan and former Major League Baseball Commissioner "Bud" Selig to Pete Rose and Larry Bird.

In between, there will be more than 30 hours of education during break out sessions offering a mix of technical and busi-



Norfolk Waterside Marriott

ness classes. This year's schedule will also feature hands-on courses in chimney crown construction and scaffolding safety.

The trade show will feature more than 50 companies. Exhibitors will be onsite at the show to demonstrate and discuss new products and services during sessions on Thursday afternoon and Friday morning.

After a full day of education, attendees can have fun at nighttime social events. This year's opening celebration will be held on the dinner cruise ship, the Spirit of Norfolk. Join us for a cash bar, games and a cruise on the Elizabeth River! The Chimney Safety Institute of America will be holding its annual benefit auction on Friday. This year's theme will be superheroes! The convention will close with the NCSG Banquet and Awards Ceremony.

Attendees can also register to attend CSIA Certified Chimney Sweep® and CSIA Certified Dryer Exhaust Technician® review and exam sessions on April 16 before the official start of convention.

Companies sponsoring the 2019 convention include Chim-Scan, Copperfield, National Chimney, Olympia, CSIA, SureFire, SaverSystems, Spark Marketer, Veracity Insurance Solutions and Z-Flex.

Please visit www.ncsgconvention.org or call 317-837-1500 for more information. See you in Norfolk!



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Waterside Marriott - Norfolk, VA

April 17- 20, 2019

www.ncsgconvention.org

Dark History of the Chimney Sweep Profession — The Truth about Great Britain’s “Climbing Boys”

By Dalton Hooker

Illustrations courtesy of Steve Snyder

When asked to picture a “chimney sweep,” most think of the character portrayed by Dick Van Dyke in the first *Mary Poppins* movie. Few would picture small children doing this work, but that was once the cold, hard reality.

During the late 1700s and 1800s, orphans and young children purchased from poor families were enslaved to work as apprentices for master chimney sweeps. Boys and girls would usually start service as early as age six (or younger) to work as “climbing boys.”



Two young French climbing boys.

Wriggling Up the Chimney

Their small stature made them ideal for working in narrow flue passages within chimneys. In caterpillar-like fashion, these small children would wriggle their way up a chimney by wedging their back, knees, elbows, and feet outward for support.

Two tools were typically used, a large bristle brush and a metal scraper. The brush was held overhead to dislodge soot and ash. The scraper was used to loosen any solid deposits left behind by the brush. As the climbing boy pushed upwards, a continuous rain of dust and ash rained down upon them from above, making it impossible to see and very difficult to breathe.

If the master sweep thought a climbing boy was moving too slowly or needed some extra encouragement to get moving, he might purposely light a fire within the fireplace below. This is where the term “light a fire under someone” is said to originate.

Once the climbing boy reached the very top, he slid back down the chimney to the fireplace, bagged up the accumulated pile of soot, ash, and debris, and then removed it to the master’s cart waiting out in the street. A trained



Climbing boy from Vienna, Austria.

climbing boy was expected to perform this task at least four or five times every day.

May Day and the Chimney Sweep

Other than room and board, their only reward was a single day off work each year. That day was May 1, known as “Sweeps’ Day” in Great Britain.

Constant Risk

This occupation was not only miserable; it was highly dangerous. In addition to frequent burns, cuts and scrapes, climbing boys faced the constant risk of getting stuck within a chimney. If they



Climbing boys faced constant risk.

could not free themselves, the master sweep would send another child up the flue from below to help prod or push them free. If this did not work, the sweep might drop a rope and hook down from the top in an attempt to snag the child. If neither method worked, the climbing boy was bound to die from suffocation or exposure.

Where flues combined into a single chimney, a climbing boy could become disoriented on the way down, and work his way backwards into the wrong flue. If that flue was active, it could lead to a quick death from asphyxiation.

In addition to common lung ailments due to breathing soot and ash, climbing boys often contracted a condition known as "chimney sweeps' carcinoma" (cancer of the scrotum).

Moving Up

If a climbing boy survived his seven-year apprenticeship, he was eligible for promotion to journeyman sweep status. This gave him the freedom to choose to

work for another master sweep. If his or her master died or was too elderly to continue working, they might then have the opportunity to assume the role of master sweep.

Child Labor Eventually Abolished

While political debate towards prohibiting child labor in the sweep profession appears on the public record in Great Britain as early as 1775, the practice continued for at least a hundred years. In 1834, the parliament finally began setting rules and restrictions, but enforcement was lax. As a result, young children would continue working as sweeps and climbing boys right up until 1875, when the Chimney Sweepers Act was passed, and child labor within the sweep profession was finally abolished.

Great Britain was not alone in this practice. There is plenty of evidence to show young children were at work as climbing boys in many countries around the world during this same period of history.


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Dalton Hooker is Regional Manager, Western Canada - Residential HVAC / Hearth Product Venting for Security Chimneys International. He is a WETT certified chimney sweep. 



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Investing in Your Fireplace

By Karen Foreman

According to the National Association of Realtors, fireplaces have a strong, positive effect on the selling price of houses, with each fireplace adding about 12 percent. A fireplace consistently adds value across counties. If you have a fireplace, you are likely to get more out of your home than your neighbor who does not. The key to your fireplace maintaining value is to make sure it looks and works well, and is up to code.

Does the Fireplace Match the House?

If you have remodeled your home to create a more contemporary feel, yet left your fireplace out of the project, now might be the right time to update your fireplace with a makeover. Adding tiles, special trim, or changing the mantle, are just some of what you can do to create a new look. Be sure that whomever you hire to work on your fireplace has the knowledge and skills to do so.

Damage Control

The fireplace and chimney are unique because they have heat going on inside and likely cold weather, rain, and pollutants attacking it from the outside. If your fireplace and/or chimney have damage from water, age degradation, leaching creosote, broken firebricks, or lack of maintenance, now is the time to get it maintained.

The longer you let damage continue

on a fireplace or chimney structure, the more costly it will likely become to repair it. The longer you put off repair, the more there will be to fix, and it may be more difficult to schedule work quickly enough to fit the time you need to close a sale on your home.



Types of Fireplaces

There are more fireplace options available today than ever before. Masonry fireplaces may be built on site brick by brick. Fireplaces assembled on site from pre-cast materials are another popular option.

A factory-built fireplace has, as the term suggests, a firebox and chimney made in a factory, and then installed by a dealer. It may look similar to a brick fireplace, but the inside of the firebox behind the brick panel is metal. A metal chimney pipe usually protrudes through a chase in the roof.

A gas fireplace is easier to install than

a more traditional wood-burning fireplace. Some gas fireplaces can vent directly out of the side of the home. Although they may not bring as much value as a traditional "brick and mortar" fireplace, they offer convenience with a remote control, and an instant fire.

An electric fireplace has its place. Typically portable, the electric fireplace can go with you when you move. With a more realistic look than in decades past, they usually employ logs and/or crystals, and a repeating flame pattern. Electric fireplaces often come with a remote, and have more placement options than other fireplaces.

Value of a Fireplace

To maintain or increase the value of your house, make sure your fireplace is in good working condition and aesthetically pleasing. Fireplaces increase the value of your home, and when it comes time to sell, will only net you more money if you maintain it.

The warmth and flame of a campfire that drew people together centuries ago still draws people closer together with a fireplace. In that, there is value.

Karen Foreman, an employee at Copperfield Chimney Supply, has been in the industry for 27 years. She is the author of "Design Ideas for Fireplaces" published by Creative Homeowner Press.

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Growing Your Business with Networking & Referrals

*By Taylor Hill & Carter Harkins
Spark Marketer*

We would all love to bring in new clients without spending more on advertising — and there is one way to do that that few business owners take advantage of. What's the secret? Networking and referrals.

With anything, having a little help can make things easier and faster, and the same goes with dominating your local market and growing your business. When you choose to build relationships with customers and other professionals in your community, and reward the loyal, you expand your reach and multiply your opportunities. The best part is you do it all without investing more in advertising and branding.

Before we move forward, let's address the elephant(s) in the room.

To the INTROVERTS: Yes, we know that the idea of networking is agonizing enough to make your palms sweat, your pulse race, and your eyes dart around the room checking for exits. It's all going to be OK, just stay with us.

To the PENNYWISE: Yes, we know referral marketing sounds expensive, and that you have already peeked inside your wallet to make sure those greenbacks are still there. We promise you that, if you do referral marketing right, you won't have to worry about your wallet shrinking — you will see real returns.

Whichever camp you fall into, by the end of this article, we think you will have enough info and helpful tips on networking and referral marketing to make

you more excited about the idea and less fearful. Let's get started...

The Why Behind Networking & Referral Marketing

Amazon is great, but the reality is, the majority of people (even diehard Amazon fans) still love to support local businesses. According to the Vistaprint 2017 Consumer Small Business Shopping Report, when U.S. consumers were asked how important it was for them to shop at/use the services of a small business, 46.3% answered "very important," while 30.7% answered "somewhat important to me." Less than 6% said it wasn't very important or important at all, while less than 18% were indifferent. Those numbers point to one fact: the majority of us want to support local.

How do we decide what local businesses to support? We look at reviews, company values, reputation, how the business fits with our community, and who in our circle has used them or recommended them.

If someone we trust or deem an authority recommends a company, we skip a lot of that front-end research. It is still common practice to look at the company's website and reviews after they have been recommended to us, but we are less likely to shop around before giving them a call. In other words, the referred business has a leg up on competitors from the start.



Taylor Hill & Carter Harkins

Check out these stats from multiple consumer studies:

- Referrals are trusted by 80% of people, regardless of generation (Gen Z, Millennials, Gen X, Boomers).
- Referred customers have higher lifetime values (LTV) (16% higher) and lower churn rates (18% lower) than non-referred customers.
- 85% of consumers trust online reviews as much as personal recommendations.
- Positive reviews make 73% of consumers trust a local business more.

Five Easy Ways to Make Networking & Referrals Work for You

With higher LTVs, lower churn rates, and more eyes on your company and website without the aid of Google Ads or Facebook Ads, clearly, there is a financial benefit to getting business through referrals and recommendations. How do you get more of those great referrals and recommendations? Here are some top tips:

Join local chambers & associations.

You want other professionals and locals in your community to think of you when someone asks them for a referral or recommendation in your space. One great way to meet more people and spread awareness about who you are and what you do so you stay top of mind is to join local chambers and associations, like BNI (Business Network International), Lions Club International, Gold Star Referral Clubs, etc.

While there are typically membership costs for some of these groups, it can be a great investment that brings a lot of business your way. To find local chambers and associations in your area, type “associations + your area” or “chamber of commerce + your area” into the Google search bar or ask other local professionals about groups in your area.

Establish relationships and referral partners in verticals where it makes sense. Think of other professionals in other trades who will be going into homes or coming into contact with your ideal customers. Get to know those professionals! Joining trade groups, associations, and networking groups in your area can help with this, but you can also just introduce yourself to others in compatible verticals as you come across them.

Many times, homeowners will ask professionals to recommend other professionals when they need services that are outside of their wheelhouse. For example, a house painter who is in a home painting a living room may be asked if he knows a good chimney sweep who can remove stains on the fireplace facing or install a new insert. Be the name that comes to mind and you will have others doing your advertising for you at no cost to you.

Reach out to local realtors or home inspectors and see if you can throw

a pamphlet or ad in their folders/handouts for new homeowners. When someone moves into a new home, even if they are not new to the area, they will be looking for help with some services. Some realtors and home inspectors provide the new buyer with a folder full of coupons for services, ads, and company names to help with this. Reach out to local realtors and home inspectors and get in those folders!

As a chimney sweep, it might make sense to provide a brochure or printout on the importance of Level 2 inspections. If you can, provide a little extra incentive, like a discount or a free sweeping with an inspection. You will be educating them and making their lives easier at a time when they are probably feeling a bit stressed and overwhelmed. Plus, you will know this information is in front of people who could really use it.

Get on preferred vendors lists. Another great way to use referral marketing is to get on local preferred vendors lists. These lists are typically provided to homeowners when they need things installed, repaired, or they just need a professional for the job. Check with local hardware stores, hearth and patio shops, and other stores to see if they have preferred vendors lists you can get on.

Create a loyalty/referral program. Nothing says as much about your service and a client's trust in you as a referral or recommendation. Think about it: your client is putting his/her reputation on the line to vouch for your reputation. That's a big deal.

Why not recognize what a big deal that is by rewarding your customer for their willingness and trust. Start a referral program and provide benefits to both the client recommending you and the new client they have referred. Rewards can be as small or as large as you would like, so if you are a

small business with a low budget, get creative — don't let money stop you.

Choose One Tip & Get Started!

Now that you have some ideas on how to get started, make an effort to focus on just one of these five tips for increasing referrals and recommendations this week. Once you have nailed one, work on another.

Remember that none of this matters if you don't provide excellent service and earn a reputation for quality. No one wants to be responsible for a bad experience, so if your clients and colleagues are not confident in your consistency and level of service, they won't feel comfortable recommending you to their friends and family. Give them the confidence they need by providing consistently great service and communicating your values, work ethic, and professionalism at all times.

Taylor Hill and Carter Harkins are the co-founders of Spark Marketer, a Nashville-based digital marketing company that works primarily with service businesses. They are the co-hosts of the Blue Collar Proud (BCP) Show, the podcast that's all about having and living the blue collar dream; co-authors of the book, Blue Collar Proud: 10 Principles for Building a Kickass Business You Love; and co-creators of the award-winning app, Closing Commander™, which helps contractors close more estimates effortlessly. Both regularly speak at service industry trade shows and conferences across the nation. @sparkmarketer, @bcpsshow, @taylorkhill, @carterharkins, facebook.com/sparkmarketer, facebook.com/bcpsshow/, facebook.com/groups/bluecollarproudnation/



Talking Installations in Japan with Kazoo

*By Charlie Dunn
Keeper of the Chimneys
Livermore, California*

Not long ago, I had a very pleasant surprise visit from Japanese chimney sweep / stove retailer Kazuyuki Yoshida, nicknamed Kazoo. I originally met him on Facebook. He operates five stove shops in Higashimatsuyama, a suburb of Tokyo. Crews at each location include trained chimney sweeps, fireplace, insert and stove installers and chimney reliners with masonry skills. This enables them to do anything from minor repairs to complete construction of fireplaces and chimneys.

A few months prior to his visit, Kazoo posted on Facebook that he was going on a working holiday through the United States, parts of Europe and the United Kingdom and hoped to meet with other chimney sweeps during his travels. I replied that my door was always open.

In mid-November, I received a telephone call from Kazoo. He was in California with a friend and wanted to stop by. The day we spent chatting was a real eye-opener for me regarding Japan's building codes, permits and contractor licensing.

Kazoo's Background

Kazuyuki became a chimney sweep and stove retailer after years working in his father's information technology business. He had become bored. He told his father that he wanted to start another professional career. His father asked him

what he had in mind — and told him that he would support him 100%.

They discussed a number of business projects that required individual daily challenges and involved working with his hands. Opening an auto garage was on the top of his list, as he enjoys working on cars, especially VWs. Not only does he collect them, but all of his current service vehicles are early 1970s VW buses!

After some serious researching on his part, becoming a chimney sweep and opening a stove shop was his entrepreneurial choice.

Golden Opportunity

Solid fuel for heating and cooking had just been introduced to the Japanese market. The heat sources typically used by homeowners in Japan — gas, electric, and heat cells — are expensive. Wood is plentiful. Jøtul Wood Stoves were one of his first product lines, and it has been very successful over the years. His business has grown from a one-man operation to his current five stores.

Kazoo personally trains all of his chimney sweeps and technicians. He has taken numerous chimney sweep classes in Europe and the United Kingdom.

No Professional Training Available in Japan

One of Kazuyuki's goals is to establish a professional association with pro-



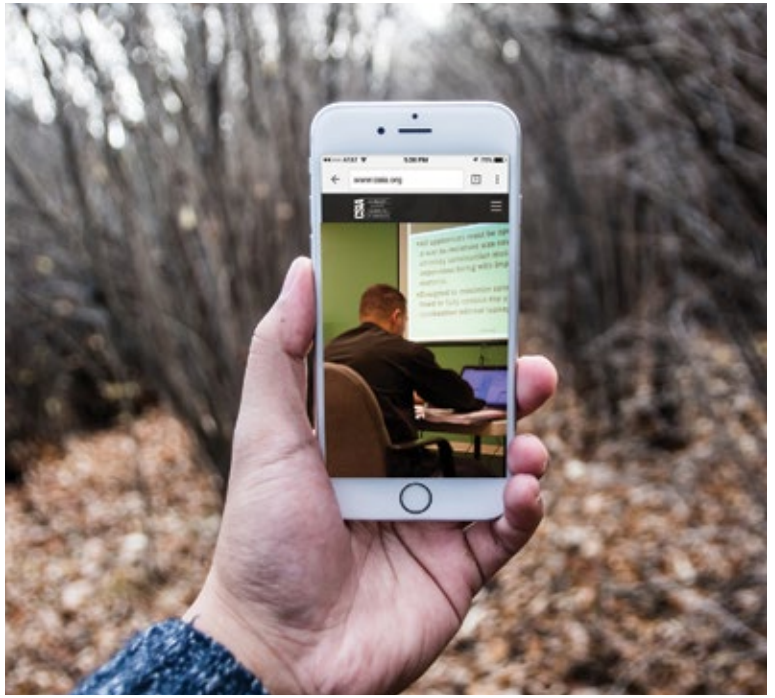
Charlie Dunn with Kazuyuki Yoshida of Japan.

fessional training programs for chimney sweeps, fire safety technicians and installers. Apparently, people in Japan generally are not familiar with wood burning fire safety issues such as proper installation, operation and maintenance. Installation permits are not required. No professional licenses are required. There are no professional associations of chimney sweeps or fire safety technicians.

I did my best to point him in the right direction with American, European and United Kingdom chimney sweep trade organizations and the National Fire Protection Association. I wished him well and the “good luck” of a retired American chimney sweep before he departed that afternoon.

For more information about Kazuyuki Yoshida's company, visit www.allumer-japan.com.





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It Wasn't Raining When Noah Built the Ark: Prepare for Family Business Quarrels Now

By Mitzi Perdue

There's no such thing as a family business without conflict. If you Google "family business feud," in less than a second, you will get roughly 1.2 million hits. And that of course is the tiniest fraction of the number of family business disputes that show up in the Google search engines.

At worst, a quarrel in the family business can become a threat to everything the family business holds dear, including relationships, wealth, and position in the community. Seventy percent of family-owned businesses won't make it to the next generation, and one of the biggest reasons for this sad fact is family quarrels.

Since every family is going to have conflict, the fundamental question is how do you deal with these quarrels so that they don't cause lasting damage?

Develop a Covenant Culture

An answer that has worked for many family businesses is to create a covenant culture. Do it long before it is needed.

In a family business, this means that family members make a covenant with each other that while they have a right to air their disagreements, when a decision is made, they come together. They agree ahead of time to close ranks and move on.

Part of a covenant culture is everyone gets to be heard. Participants agree to listen to all sides, and to value robust discussion.

Another essential element -- possibly the most important -- is a commitment that issues will be resolved within the group. The reason for this is, in cases where members of a family business go to the media or get into litigation to resolve a conflict they are likely to unleash an uncontrollable chain of events that predictably will endanger the entire family enterprise.

By the time a family business member exposes a conflict to the press or initiates litigation, there's usually no turning back. The chances of reconciliation are so slim that many family business counselors will not take on as a client a family business that has reached this stage.

At this stage, when the family is in litigation or dueling it out in the press, chances are that family business is on its way to joining the 70% of family-run businesses that don't make it to the next generation. What is all important is preventing conflicts from reaching this stage.

Ways to Prevent Out of Control Family Business Conflict

Since conflicts are inevitable, what can members of a family business do to support having a culture that commits to keeping quarrels within the family?

The answer is that the business family needs to consciously work on developing a culture for resolving conflict. Culture is "how we do things." If the

important work of developing a strong, supportive culture is left to chance, members of the family business may never learn the key



Mitzi Perdue

attitudes they will need to keep disputes from escalating. Without ways to keep conflicts from escalating, a covenant culture is not possible.

Developing a positive family business-friendly culture requires time together, discussions, and above all, role modeling. To prevent disputes from getting out of hand, practice these six attitudes and techniques.

Take a moral stand that it's wrong to move disagreements outside the family.

The experience of many thousands of family businesses shows that once a family starts down the road of a public dispute or litigation, the usual end result is the end of the family business. Positions harden and reason goes out the window. It is a rarity for any members of any family business to change course.

The usual end point is either severe weakening of the business or its complete destruction. Members of business families need to know that it is morally wrong to be the cause of this.

Let family members know that this isn't just about their wishes.

Because any public acrimony in a family business so often leads to the company's failing, it also threatens the well-being of innocent bystanders including the company's employees, stockholders, lenders, and even the tax base of the community. Members of family businesses need to know they have a responsibility to large numbers of people beyond themselves.

Emphasize the concept of "Family First."

Family businesses are unlike regular families because in the tug of war between individualism and being a member of the group, there needs to be a different balance. Members of a family business have a different level of responsibility because their actions influence all the stakeholders involved with the business.

Put relationships ahead of ego.

Members of family businesses need to know that there are times when they have a choice between getting their way and having a relationship. Being a member of a family business at times means sacrifice, and for the business to continue, this can mean giving up the ego gratification of getting their way. However, in return they will get something of vastly greater importance -- the chance for the family legacy to continue and thrive.

Compromise is the key.

Members of a family business need to learn to listen to each other and they

need to avoid the temptation to "stand on principle." In the context of a family business, "standing on principle" is a synonym for "being stubborn." It means, "I'm not going to listen to you." It also tends to shut down discussion because claiming the moral high ground can shut down the give and take that's essential for compromise.

Be careful of what is said in anger.

Angry words can be self-fulfilling, such as for example, disparaging someone's competence or expressing preference for a sibling. A person may say something in momentary anger, but the person hearing what was said may remember those words for a lifetime. Garbage can come out of Pandora's Box that can't be stuffed back in again.

Done right, the family business and all its benefits will endure. Done wrong, the family business blows up. By considering and practicing these six attitudes and techniques, you can quell any family business dissent before it jeopardizes the health of the company as a whole.

Mitzi Perdue is a celebrated speaker, businesswoman, and author of How to Make Your Family Business Last. A cum laude graduate from Harvard University and holder of an MPA from George Washington University, Mitzi draws from her direct experiences in two long-lasting family enterprises to assist businesses in preparing for lifelong success. She is a past president of the 35,000-member American Agri-Women, a former syndicated columnist for Scripps Howard, and the founder of CERES Farms. For more information on Mitzi Perdue, please visit www.MitziPerdue.com.



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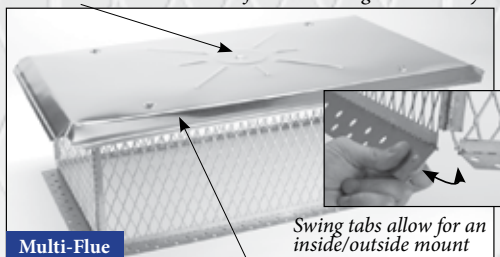
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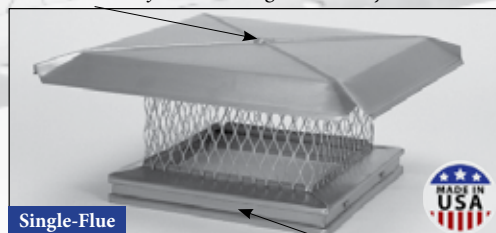
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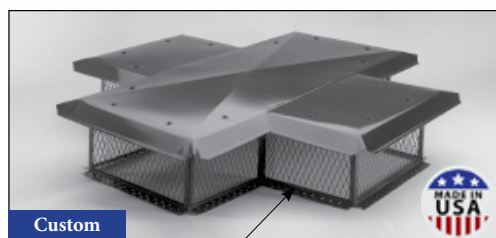
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IN MEMORIAM:

Elayne Edwards

Elayne Edwards, 75, of Seffner, Florida passed quietly from the physical to the spirit world on January 17 surrounded by her loving family. She was born in Waterbury, Connecticut on June 2, 1943.



Elayne was well known in the chimney sweep community as co-owner, with her husband Royal, of Royal Chimney and Masonry Services and then Royal Edwards Technical Services and for her service to the National Chimney Sweep Guild.

She worked for a UPS Call Center as a quality assurance supervisor and retired after many years of service.

Prior to her involvement in the chimney business and NCSG, Elayne was an instructor of Drafting and Design and History of Costume and Art at Kaynor Technical High School in Waterbury, Connecticut.

Beginning in 1981, she served as NCSG's General Manager for several years. "For a number of years when the NCSG was headquartered in Merrimack NH, Elayne was the Guild," recalled Jerry Isenhour of CVC Success Group. "She ran the NCSG office from a portion of the office of Royal Edwards Chimney Sweep business there in Merrimack.

"During the time that Royal served as the Technical Director of the NCSG, Elayne worked as a volunteer in the Guild office at each convention," Jerry added.

"Elayne was more than just a great leader," said David Hannah of the Massachusetts Chimney Sweep Guild. "She did more than keeping the trains running on time. She was an inspiration for every chimney sweep in America to be proud of their trade."

Elayne enjoyed music, traveling, gardening, cooking, and helping others. In recent years, she contributed recipes to Royal Edwards' Technical Newsletter.

She adored her family, especially her grandchildren and great-grandchildren. She is survived by her husband of 54 years, Royal Edwards, their three children, and numerous grandchildren and great-grandchildren.



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PRODUCTS & SERVICES

Olympia Chimney Supply Inc. Acquires Copperfield Chimney Supply

Olympia Chimney Supply Inc. has acquired Copperfield Chimney Supply, an industry leading national distributor serving contractors and retailers in the sales and service of hearth and chimney systems.

"We welcome Copperfield to the Olympia Chimney family," said Bryan Yourdon, CEO, Olympia Chimney Supply Inc. "We believe that their infrastructure and expertise as a leading national distributor will greatly contribute toward growing our business. I am very excited for the future of the combined organization."

Copperfield was founded by industry icon "Sooty" Bob Daniels in Tulsa, Oklahoma in 1978. Now headquartered in Fairfield, Iowa, Copperfield has grown to employ over 80 employees with five strategically located distribution centers, serving more than 5500 customers including chimney professionals, hearth specialty retailers and other distributors.

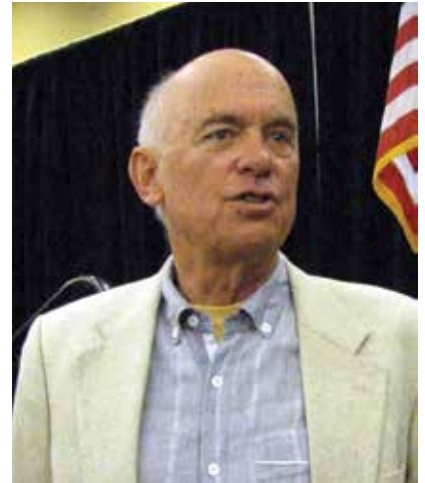
"Olympia's acquisition of Copperfield brings together two of the biggest names in the chimney and venting industry," said Will Kozlansky, founder of Olympia Chimney Supply Inc. "Each company has a unique history but we share a strong passion for high-quality products, innovation and exceptional customer service. Combining the two organizations makes a stronger single entity. Simply put, We are Better Together!"

The Copperfield brand will remain and Copperfield's customers will continue to use existing communications channels for transactions as usual. They will see minimal change with regard to daily business operations. Copperfield's management team will remain intact and their operational headquarters will remain in Fairfield, IA.

"Olympia is the perfect fit for us," said Julie Kobliska, Vice President, Copperfield Chimney Supply. "They manufacture some of the highest-quality products in the industry and are the thought leaders in chimney safety and industry education. We are united by a common passion for innovating and driving the customer experience."

Sooty Bob Joins Olympia

Olympia Chimney Supply Inc. is excited to announce that industry icon Robert "Sooty Bob" Daniels has joined the team as a consultant and will be participating in multiple industry events and speaking engagements in 2019.



Robert "Sooty Bob" Daniels

Bob began sweeping in 1977 and started selling chimney caps, dampers and other supplies out of his Tulsa, Oklahoma garage in 1978. This marked the founding of Copperfield Chimney Supply, Inc. He moved the company to Fairfield, Iowa in 1982 where it is headquartered today. Copperfield has grown to employ over 80 employees with five strategically located distribution centers, serving more than 5500 customers.

Sooty Bob is known as a pioneer in the chimney and hearth industry. He created and shared many of the business building programs and practices that chimney professionals use successfully today.

Bob will be appearing with the Olympia team at the National Chimney Sweep Guild trade show in Norfolk, VA.



Olympia CEO Bryan Yourdon on the Copperfield Acquisition

To learn more about the implications of Olympia Chimney Supply's acquisition of Copperfield, we reached out to Bryan Yourdon, CEO of Olympia Chimney Supply Holdings LLC.

Chimney Sweep News: What made Copperfield attractive to you as an acquisition?

Bryan Yourdon: Both organizations were founded on many of the same principles. The core that drives both businesses — taking care of customers, going above and beyond, being humble in how we go about our business — are the foundational elements of both organizations. Being able to bring the two companies together was very attractive. My role is to make sure we get the best people in the best spots to grow the business. We are a people oriented business. So when I had the opportunity to bring on close to ninety people who I believe have a good cultural fit, with great industry experience and reputation, I certainly wanted to take advantage of that.

Secondly, the reality that Olympia is primarily a manufacturer that does some distribution, and Copperfield is primarily a distributor with some manufacturing. We have the belief that we can combine these entities and get really good at both distribution and manufacturing. This acquisition lays the groundwork for building both organizations beyond where they are today.

We certainly make high quality products, but I think what both organizations are known for is taking care of customers, being committed to their customer's business, and to their customers' business growth. If we can help our customers' businesses grow, that is great for the industry and it is great for us.

Chimney Sweep News: Do you plan to retain all of the existing distribution centers?

Bryan Yourdon: I am not sure yet. We are focusing on learning in the next several months. Our team at Olympia needs to learn everything that is going on at Copperfield — what is going well, and what needs improvement. Conversely, the team at Copperfield will learn about Olympia — what we do well and what we need to improve upon.

The combined business will have nine total distribution centers. We will make some decisions about where are the best places to serve our customers

Chimney Sweep News: Will Copperfield's employees be retained?

Bryan Yourdon: We see their employees as a critical part and one of the biggest benefits of the acquisition. We were very happy to offer every single Copperfield employee a role with the new organization. To this point, we have had 100% acceptance. We are very excited about what we will be able to do as a combined team.

We have made the point at Olympia for some time now that if you are an individual who is focused on our core values and living up to what we believe makes a good Olympia employee, then you will have a job here. We will find work for individuals who meet those core values of humility, customer orientation and a get-it-done mentality. We extended that to the Copperfield folks and are really pleased by their fit and their response.

The world may look a little different a year from now. We have big plans relative to how the businesses are going to come together. We are not exactly sure what that will look like. We just know our rallying cry for this entire transaction is the truth that 'We Are Better Together' and that is our focus.



Bryan Yourdon

Chimney Sweep News: Will you continue to offer similar branded product lines such as Olympia's Forever Flex and Copperfield's HomeSaver liners?

Bryan Yourdon: Yes. One of the first things we realized in evaluating the business was Copperfield's strong relationships with some great industry suppliers such as Napoleon, DuraVent and Selkirk. Those organizations do a great job and create fantastic products. We want to continue to promote those products, to sell them and to help our industry. Having a broad selection of products is critical to our mission of doing whatever it takes to help our customers grow their businesses. We want to have the best product for their application available in our distribution centers to ship out quickly.

All of us recognize that our industry is constrained only by how quickly we can grow. If we continue to focus on educating consumers, educating our service professionals, supporting our retailers and service professionals, then we can continue to grow the overall industry. There is enough business out there for all of us if we do a good job growing the industry.



Chimneys of Camino Santiago del Norte

*Photos by Prem Mulberry
Wisconsin Dells, Wisconsin*

The Camino de Santiago (the Way of St. James) is a network of ancient pilgrim routes stretching across Europe. The routes originate at any devotee's doorway and lead to the shrine of the apostle St. James the Great (Santiago) in the Cathedral of Santiago de Compostela in northwestern Spain.

The pilgrimage began in the 9th century, and became one of the most important Christian pilgrimages in the Middle Ages. The tradition has endured and become more popular in recent years.

We featured chimneys photographed by Prem Mulberry along the most popular route, the Camino Francés, in the Sept-Oct 2016 issue. Prem returned to Spain in 2018 to walk the Camino del Norte route. It was his fourth trek along various Camino routes.

Describing his experience along the Way, Prem said, "Sometimes I wish I had never met you. I would see a whole lot more on the Camino if I weren't on the lookout for chimneys all the time." His companion, Karyn Aldin, added, "If Chimney Jim only realized the damage he did to your brain."



Tile covered chimney in San Martin de Meruelo, Spain.



Unique steel chimney cap in Montalpino, Spain.



Clever mural using a chimney in Nava de la Asunción, Spain.



Chimneys with brick caps in Los Huertos, Spain



Stuccoed chimney with arched cap in Navacerrada, Spain



Filagree chimney cap in Sahugun, Spain



Chimneys in Bilbao, Spain



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Upcoming Events

Information subject to change. Please confirm dates and locations of any events!

March 13-15: Hearth, Patio and Barbecue Expo, Dallas, TX. Kay Bailey Hutchison Convention Center. For more info, visit www.hpbexpo.com.

Mar 25-26: CSIA Inspection and Report Writing course, Plainfield, IN. CSIA Tech Center, 2155 Commercial Dr, 46168. Enhance your inspection process and learn to write narrative reports. Contact CSIA at www.csia.org or call 317-837-5362 for more info.

Mar 25-29: CVC Coaching Gas Hearth Training, New Cumberland, PA. Anderson Chimney Training Center. Bob Wise, instructor. Please contact info@cvcsuccessgroup.com for more info.

Mar 27-28: CSIA Chimney Physics course, Plainfield, IN. CSIA Tech Center, 2155 Commercial Dr, 46168. Learn to diagnose and resolve chimney performance problems. Contact CSIA at www.csia.org or call 317-837-5362 for more info.

April 1-5: CVC Coaching Fireplace Change-out Training, New Cumberland, PA. Anderson Chimney Training Center. \$1499/person. Please contact info@cvcsuccessgroup.com for more info.

April 17-20: National Chimney Sweep Guild convention, Norfolk, VA. Waterside Marriott, 235 E Main St, 23510. 757-627-4200. Visit www.ncsgconvention.org for more info.

May 1-4: Oregon Chimney Sweeps Association annual conference, Bend, OR. Riverhouse Convention Center, 2850 NW Rippling River Court, 97703. 866-453-4480. Education, trade show, OCSA certification. Contact Courtney Lee for more info, 503-758-4710.

May 13-18: CSIA National Chimney Sweep Training School, Plainfield, IN. CSIA Tech Center, 2155 Commercial Dr, 46168. Six-day course includes classroom and field instruction. Contact CSIA at www.csia.org or call 317-837-5362 for more info.

May 16-18: Midwest Chimney Safety Council meeting and workshop, Lake of the Ozarks, MO. Contact Marge Padgitt at 816-461-3665.

May 17: CSIA Certified Chimney Sweep Review & Exams, Scranton, PA. Hilton Scranton Conference Center, 100 Adams Ave, 18503. Call CSIA at 317-837-5362 or visit www.csia.org for more info.

June 3-7: CSIA Installing and Troubleshooting Gas Hearth Appliances course, Plainfield, IN. CSIA Tech Center, 2155 Commercial Dr, 46168. This 5-day course covers the service and installation, including appliance standards, combustion requirements, pipe sizing and installation, troubleshooting, carbon monoxide testing, and fuel conversion. Contact CSIA at www.csia.org or call 317-837-5362 for more info.

June 17: CSIA Certified Chimney Sweep Review & Exams, Plainfield, IN. CSIA Tech Center, 2155 Commercial Dr, 46168. Call CSIA at 317-837-5362 or visit www.csia.org for more info.

July 8-11: Golden State Chimney Sweep Guild convention, Oceanside, CA. Oceanside Marina Suites, 2008 Harbor Drive North, 92054. 760-722-1561. www.omihotel.com. Contact Michael Dempsey for more info, 559-732-6200.

Please visit our website, www.ChimneySweepNews.com, for the most complete and up-to-date listing of chimney & hearth industry events.

Unclassified Ads

The Chimney Sweep News is seeking a new owner. Contact ChimneySweepNews@aol.com.

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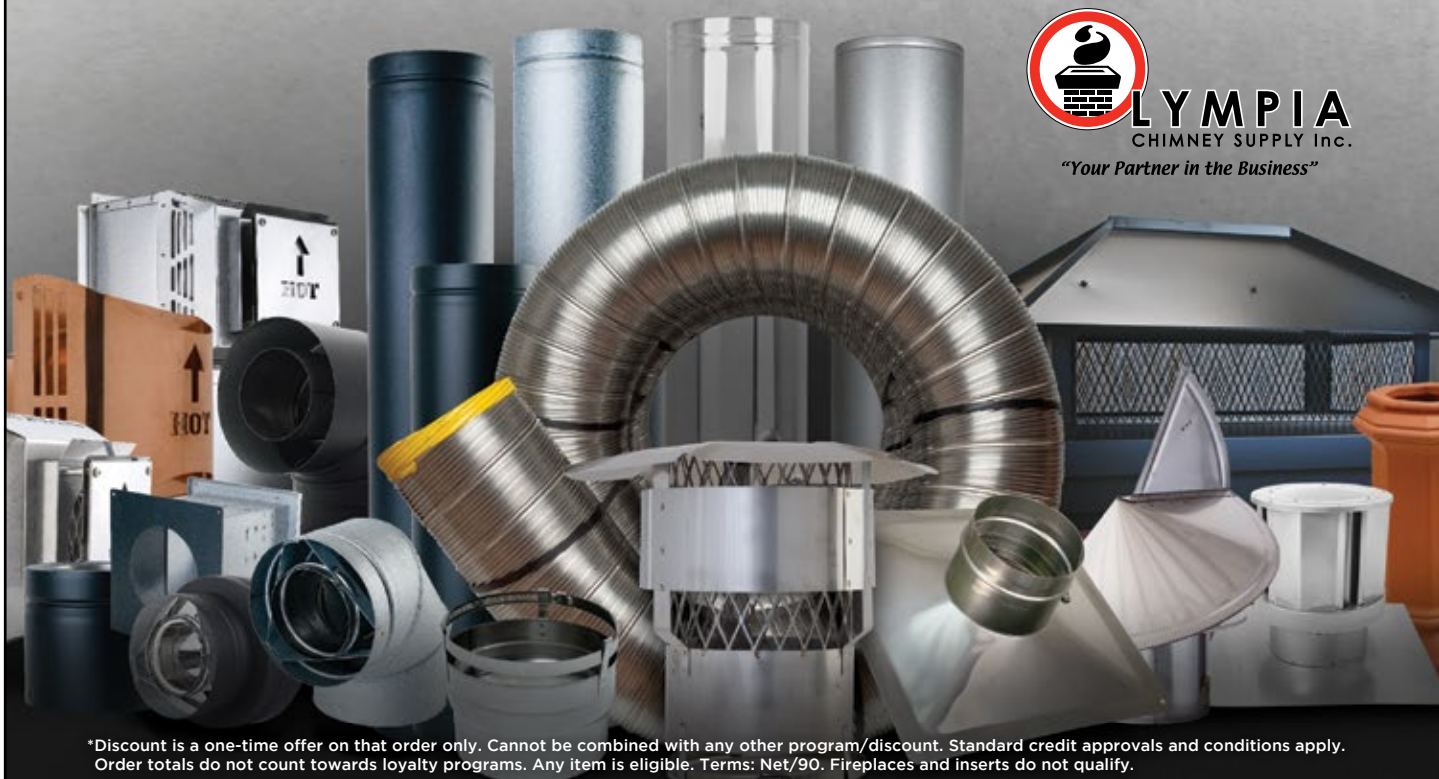
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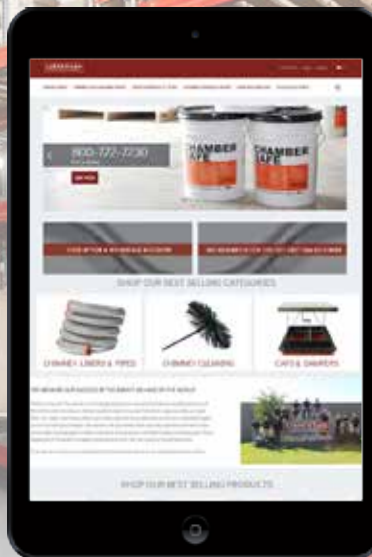


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