

The Healthy Home Report

Fall 2010



AtlasCare®

Pursuing perfect health for your home™

An Engineer's Opinion

What's your healthy home plan?

In his "At your Service" column, Dick Thomas touches on an important theme for us here at AtlasCare. He reminds our customers that our first-rate team of Healthy Home Technicians and Customer Care Specialists is more than a group of friendly "service people" - we are the first line of defence to ensure your family's long-term safety, comfort, wellness, and energy efficiency of your healthy home equipment - all while keeping an eye on your budget.

Over the years, I can't count the number of times customers elected to disregard our advice, only to find themselves with an uncomfortable "no heat" emergency, with poor indoor air quality that compromises the health of a family member, or by paying more for heating or cooling than they should.

In all that we do, we strive to be your healthy home "consultant" - a trusted source to get the work done, but also for planning and advice that

ensures your comfort today, and down the road. Our employees are trained to spend the time to talk with you about your family's specific needs, to help you plan for equipment upgrades or future replacements, and to offer sensible advice on how to keep costs low, be environmentally responsible, and most of all, be safe.

They say talk is cheap. With us, it's free. Spend some time with one of our consultants to look at your overall healthy home plan. Give us a call at 905 829 1296.

Roger Grochmal P.Eng.
President and CBO, AtlasCare



New additions to the AtlasCare family



We recently welcomed three new faces to the AtlasCare team. **Jim**

Jensen, CMA,

joins us as our Vice President Finance & Administration. Jim brings a wealth of experience in the housing industry. He will bring new leadership as we implement a new enterprise business solution. We look forward to some fresh ideas with Jim on the management team! He fully supports the AtlasCare values of trust, family, continuous learning and building relationships. Jim lives in Toronto and is married with two children.

We also welcome **Lindsay Vukovich** as a full-time



Customer Care Specialist. Lindsay's extensive experience in customer service oriented

positions and commitment to community support as a Distress Centre volunteer make her a great fit for AtlasCare.

You'll also notice a friendly new voice on the phones when you call the office - we welcome **Robyn Cole** as our Director of First Impressions.



Robyn has a strong history in customer service. As our frontline representative, she works hard to ensure every person who calls or visits the office has a great impression of AtlasCare!

AtlasCare partners with

AtlasCare will now be offering commercial duct cleaning services through an exciting new partnership with Sandcastle Energy Systems Alliance, a national group of commercial HVAC contractors.

"We are very excited about this partnership," says AtlasCare President **Roger Grochmal**. "Residential indoor air quality has long been a focus for us. This new partnership with Sandcastle allows us to bring our expertise to the commercial and retail sectors, ensuring employees and consumers alike enjoy a clean and healthy indoor environment."



Healthy Home Tip

Regularly take out kitchen garbage and compost.

Healthy Home Tip

Don't mask odours with air fresheners. Remove the source.

To all Spacepak and attic system customers

Beginning in April 2011, we've decided to start performing attic system tune-ups in the spring. This not only allows for us to maintain our high level of service, but also ensures any health and safety concerns are minimized while our technicians work in your attic. The off-season provides a much safer and cooler environment for our employees. When the heat arrives, you can turn your system on with confidence knowing it will work. If you do have any problems, AtlasCare will be there promptly to take care of you.

AtlasCare in the Community

Care to Share

In May, we launched our charitable-giving program **Care to Share** to an overwhelming response from the community. **All-A-Board Youth Ventures, The Dam** and **YMCA of Oakville** have been chosen through a random draw of charities nominated on our website as the first three organizations to receive \$1,000 donations from AtlasCare.



Remember, we start fresh every month, so if an organization you nominated hasn't won, keep trying at atlascare.ca, just click on the Care to Share logo at the top of the website. **NOMINATE OFTEN!**

Comfort Drive

It's a chilly thought – but winter will be upon us before we know it and the **4th Annual Comfort Drive** will be in full swing. Once again, we will collect gently-used, adult-sized winter coats, boots, scarves, mitts and hats in support of Out of the Cold. Please keep us in mind if you are looking to donate any clean and gently-used items. Watch for more information coming soon!

MS Society

In addition to the MS Walk AtlasCare staff participate in every year, we were pleased to be a presenting sponsor of the **MS Society's 10th Annual Golf Classic** held September 14, 2010. The MS Society remains a cornerstone of AtlasCare's community involvement and we will continue to support the organization in any way we can.



**In your home
and online**

If you haven't been to atlascare.ca lately, come and check us out. We've added lots of new and interesting content, videos and great deals and promotions. It's also where you can sign up to receive *The Healthy Home Report* in your inbox.

And while you're online – we hope you'll check us out on Facebook and tell us what you think! (Search AtlasCare and Care to Share).

In the Spotlight

AtlasCare is the only residential HVAC company in Canada to have achieved ISO certification.

We're very proud of this achievement. What customers often don't realize is what our ISO certification means to them. In a nutshell – we have to say what we do, do what we say and be able to prove we've done it. Our processes are continually monitored, improved and in compliance with ISO standards so we can serve you better.

Our high standards for quality also guide our relationships with our suppliers. We expect nothing but the best performance from the products we sell and will do whatever it takes to ensure our customers are protected – even if it means insisting manufacturers remove unacceptable products from customers' homes.

Quality, assurance and trust. We know - how comforting!



At Your Service

With Dick Thomas

We're more than just expert installers – the AtlasCare service team can play an invaluable role in helping you proactively plan for all your home comfort needs. We take the time to assess your home and provide the solutions that fit your family's needs and budget.

On a recent visit to a customer's home, we recommended replacing the cooling equipment because of its age and condition. A Healthy Home Technician also took the time to educate the homeowner on rebates and utility savings available at that time. A few months down the road, the air conditioner broke



down – leaving the customer without cooling during one of the stickiest heat waves of the summer. Our team acted quickly and within 24 hours a new system was installed. Planning the purchase ahead of time could have alleviated some stress and also could have helped the homeowners maximize the rebates available to them.

Take advantage of our expertise and have a thorough conversation about your needs, long-term replacement requirements and any other healthy home planning.

What's your IAQ IQ?

How much do you really know about the air you breathe? Take a deep breath and read on for some information that might surprise you.

A little dust in the air won't kill me. Right?

Right. But combined with other irritants, it could aggravate allergies and contribute to serious respiratory issues if left unaddressed. Staying on top of house cleaning and reducing the use of carpets in your home can help minimize dust build-up.

I have a new home. Do I really need to be concerned with indoor air quality?

Definitely. Energy conservation measures have led to airtight construction that minimizes the amount of fresh air entering and circulating within the home. Air contaminants build up and create a hazardous indoor environment. A heat recovery ventilator (HRV), which acts as the lungs of a home, is a great way to introduce fresh air while increasing the efficiency of your furnace.



One of the best ways to reduce indoor air pollutants is with a professional duct cleaning.

Do you have an indoor air quality question you'd like answered? Email it to us at info@atlascare.ca. If we use it in our next issue of *The Healthy Home Report*, you could win a free IAQ consultation from an AtlasCare Clean Air Specialist.



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Fax 905-829-2025
Email info@atlascare.ca
Web www.atlascare.ca

Burlington 905-331-5751
Hamilton 905-561-8774
Mississauga 905-829-1296

Oakville 905-829-1296
Stoney Creek 905-662-8752
Toronto 416-626-1785

