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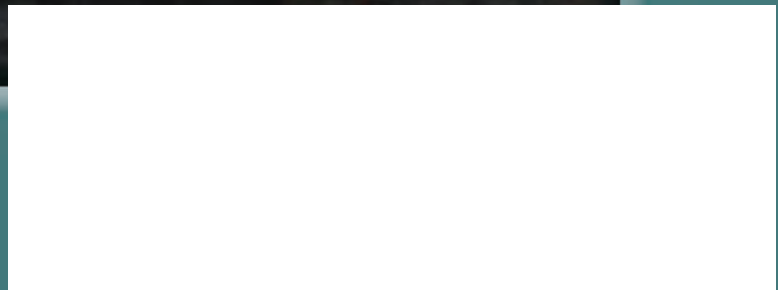
Volume 102, No. 8

August 2016

What's
WRONG



With This Picture?



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To: Illinois PHCC
821 South Grand Avenue West
Springfield, Illinois 62704
Telephone (217) 522-7219
BEV@ILPHCC.COM
WWW.ILPHCC.COM

EDITORIAL AND EXECUTIVE OFFICES

821 South Grand Avenue West
Springfield, Illinois 62704
Telephone: (217) 522-7219
FAX: (217) 522-4315
1(800) 795-PHCC

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PRESIDENT'S THOUGHTS

by Steve Stimson
Illinois PHCC President

WOW!! July got really hot! I hope everyone stayed cool! The much needed rain and warm temps sure have helped the crops in the central part of the state. Before we know it the farmers will be back in the fields for harvest. Fall means cooler temps, but for me and my family it means sports. Our daughter Ashton plays high school volleyball and our son Trey plays JFL football. I'd like take just a few minutes to talk about Ashton & Trey, as well as my nephews Jacob & Garrett, and my niece Morgan.

My nephew Jacob is 19 and is a laborer working for G.A. Rich. He is getting a taste of water plant work as he assists in the installation of the large diameter site piping, the installation of the smaller interior process piping, chemical feed piping, and everything in between. Jacob is truly learning what it takes to protect the health of the nation. His younger brother Garrett is going to be a junior in high school and has spent the summer working his butt off wrestling, going to camps from one end of the state to the other, and most recently competing at the cadet/junior Greco national championships in Fargo, ND. In his spare time he gets to work in the family business.

My beautiful niece Morgan will be starting her sophomore year at Greenville College in southern Illinois. She has spent her summer really stretching herself physically, mentally & spiritually. Morgan spent 8 days in Grenada on a mission trip helping to teach young children. Then during our hot July weather she spent 10 days hiking in the Smoky Mountains learning how to lead and trust in God's direction & plan for her life.

Our daughter Ashton, whom we haven't seen much, like Garrett spent the summer working her butt off at volleyball camps and physical training workouts. She spent a week at Emory University in Atlanta at a Global Young Innovators Initiative learning how to help a Nigerian businessman solve different issues. In her spare time she babysits and also works at the family business.

Let's not forget about the baby of the family, our son Trey. He has also had his share of skills & drills camps, basketball camps, fishing & trap shooting. Trey like the others works at the family business mowing and keeping the offices looking great. But best of all, Trey got to spend quality time with both grandpas helping with everything from seeding grass to mowing, to helping Grandpa Rich at the farm house he is remodeling. The house was built by Trey's great, great grandpa Rich in 1904.

Summer will soon be over and school will start again, for some of us in only a few weeks. Football, soccer and volleyball will be in full swing. Let me remind you to watch out for school buses and slowdown in school zones. If you have the opportunity, talk to a high school student about their future plans. Many students are unsure of what they are going to do. Take the time to discuss the skilled trades. In the plumbing trade alone, we are short roughly 138,000 plumbers. The trades are an excellent way to get a higher education without debt and make a great wage while learning.

REMEMBER: Registration is open for Connect '16 which is being held in San Antonio October 19th –

PRESIDENT'S MESSAGE CONTINUED

21st. It's not too late to take advantage of the early bird discount. Tammy and I would love to see you there and have the opportunity to get to know you better. Go to www.phccweb.org to register online today.

Before I wrap things up, I would like to talk about hometown heroes/role models. Every big city and small town has one and Deer Creek-Mackinaw is no different. We know a special young man who is a text book example of the All American Boy. He is a 3rd degree black belt in the art of Shoto Kon Karate. In high school he was an honor roll student, on the homecoming and prom court, and is Dee Mack's all-time leading rusher. He went on to attend Aurora University where he played all 4 years of football, 3 of them as their starting running back. He received a degree in criminal justice with a minor in homeland security. His name is 2nd Lieutenant Brandon Evans, Armor Tank Division United States Army and he will be leaving August 10th for Fort Benning Georgia for further training and deployment. With all of that said, what impresses me most about Brandon is the time he spent, one on one for an entire evening, riding carnival rides with a thirteen year old boy that looks up to him as if he was a super hero. Even after being thrown up on you would have thought that would be enough to call it a night. Nope, Brandon wiped both of them off and headed to the next big ride. The discipline it takes to get a 3rd degree black belt, to the patience of being thrown up on, and all the things in between are qualities that as a contractor we hope to find in potential employees. Salute your hero today!

Brandon, my family will pray God keeps you safe and that he gives you strength to do whatever task is given to you and that he comforts your mom and dad while you are away. Most of all, that you come home to a community and nation of people grateful for your service.

Thank you and God Bless!

Steve Stimson 

CALENDAR OF EVENTS

SEPTEMBER 9, 2016

IMSCA Meeting
Springfield, IL

SEPTEMBER 21, 2016

IL PHCC & Federated Insurance
Risk Management Academy
East Peoria, IL

SEPTEMBER 23, 2016

Illinois PHCC CEU Class
John A. Logan College
Carterville, IL

SEPTEMBER 24, 2016

Illinois PHCC CEU Class
Holiday Inn Express
Vandalia, IL

OCTOBER 14, 2016

Illinois PHCC CEU Class
Ramada Inn North
Springfield, IL

OCTOBER 19 – 21, 2016

PHCC Connect '16
San Antonio, TX

NOVEMBER 2, 2016

ERTC Backflow Symposium
Doubletree Hotel
Bloomington, IL

NOVEMBER 4, 2016

Illinois PHCC CEU Class
Rend Lake College Marketplace
Mount Vernon, IL

NOVEMBER 12, 2016

Illinois PHCC & Auxiliary Board Meetings
TBD



LEAD IN DRINKING WATER BROCHURE AVAILABLE

The Illinois PHCC, in conjunction with the PCA Midwest and Plumbing Council Midwest, has developed a “Lead in Drinking Water” brochure for use by PHCC member contractors.

The brochure provides an easy way for contractors to explain to customers about issues related to lead in water. It includes answers to frequently asked questions, links to helpful websites, and a Consumer Acknowledgement & Release Form.

Contractors doing any work related to removal/replacement/repair of lead water services or distribution systems will find this to be a very helpful tool, especially the release form.

The brochure can be customized to include the PHCC member’s logo and company information. If you are a member of PCA Midwest, you can obtain the brochure from the PCA/Plumbing Council website. Members other than PCA should contact the Illinois PHCC office at 800-795-PHCC, or bev@ilphcc.com or shelly@ilphcc.com.

WHAT’S WRONG WITH THIS PICTURE?

Is there a violation of the Illinois Plumbing Code on this month’s cover photo?

Let us know your thoughts by emailing the Illinois PHCC at bev@ilphcc.com or faxing to 217-522-4315. All correct answers will be put in a drawing for an Illinois PHCC logo item.

PLUMBING CONTRACTOR REGISTRATION RENEWAL TIME

All plumbing contractors registered with the Illinois Department of Public Health should receive a renewal post card in early August. Even though you are renewing online, you must still fax or email the insurance and bonds. Only send those documents by ONE of these methods. Do NOT email and then follow up with a fax. This only causes confusion and delays the process.

Please make sure you look at all the materials carefully and submit your renewal as soon as possible - DON’T DELAY. Questions on renewals may be directed to the IDPH Plumbing Program at 217-524-0791 or to dph.plumbing@illinois.gov.

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IN MEMORY

Leonard (Len) Harris Fassett, 82, of Bloomington, IL, died Thursday, July 28, 2016 at Sugar Creek Alzheimer's Special Care Center, Normal IL.

He is survived by his wife Nan, sons Peter and Erik Fassett of Bloomington, and daughter, Sara Carlton Fassett of Portland, Oregon.

Len founded the manufacturer's rep firm Fassett Sales Company Inc., in 1971. Fassett Sales is an Associate Member of the Illinois PHCC and Len was always a big supporter of the Association. He was active in the industry and served many years on the board of the American Society of Plumbing Engineers (ASPE). He also served on several State of Illinois building code committees. Len had a knack for putting the right people together for meetings to discuss and solve industry issues.

There will be no service or visitation. The family suggests memorials be made to the Boys and Girls Club of Bloomington.

Cremation service provided by Calvert & Metzler Memorial Home, Bloomington, IL. 


REVISIONS TO THE ILLINOIS ACCESSIBILITY CODE

The Capital Development Board, as mandated by the Illinois Environmental Barriers Act, has updated the Illinois Accessibility Code (IAC) so that it is more closely modeled after the 2010 *ADA Standards for Accessible Design*. The updated IAC also includes *Accessibility Guidelines for Pedestrian Facilities in the Public Right-of-Way* and *Shared Use Paths*. A new comprehensive IAC is being created by combining these documents.

The IAC is currently written as an administrative rule and must be updated through the Illinois Joint Committee on Administrative Rules (JCAR.) In order to gain consensus and make the rulemaking process go more smoothly, CDB is reaching out to the public prior to filing the IAC with JCAR.

If you are interested, please review the Code and provide CDB with feedback by August 17, 2016. Use the following link to access the draft document:

<http://www.illinois.gov/cdb/howdoi/Pages/How-to-Comment-on-the-Illinois-Accessibility-Code.aspx>

Please send all comments to CDB.BuildingCodes@illinois.gov. 

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and how doing the little things can really add up.

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2016-2017 Continuing Education for Illinois Licensed Plumbers

<u>Date/Time</u>	<u>Location</u>	<u>Fee</u>
<input type="checkbox"/> **September 23, 2016 – 1:00 pm-5:00 pm	John A. Logan College, Carterville, IL	\$50.00
<input type="checkbox"/> **September 24, 2016 – 8:00 am-12:00 pm	Holiday Inn Express & Suites, Vandalia, IL	\$50.00
<input type="checkbox"/> **October 14, 2016 – 1:00 pm-5:00 pm	Ramada Springfield North, Springfield, IL	\$50.00
<input type="checkbox"/> **November 4, 2016 – 1:00 pm-5:00 pm	Rend Lake College Marketplace, Mt. Vernon, IL	\$50.00
<input type="checkbox"/> **January 13, 2017 – 1:00 pm-5:00 pm	*Heartland College, Bloomington/Normal, IL	\$50.00
<input type="checkbox"/> **February 24, 2017 – 1:00 pm-5:00pm	*Heartland College, Bloomington/Normal, IL	\$50.00
<input type="checkbox"/> **March 24, 2017 - 9:00 am -1:00pm	Drury Lane, Oakbrook Terrace, IL	\$35.00

No Walkins – No Exceptions. All Registrations for the March 24 class must be received before March 1, 2017

<input type="checkbox"/> **April 7, 2017 – 1:00 pm-5:00 pm	Rend Lake College Marketplace, Mt. Vernon, IL	\$50.00
<input type="checkbox"/> **April 21, 2017 - 1:00 pm-5:00 pm	*Heartland College, Bloomington/Normal, IL	\$75.00

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Fee must accompany application.

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To register, complete this form by checking the location you will attend,
provide your complete address, make checks payable to Illinois PHCC and mail to
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Name: _____ License # **058-** _____

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Email address: _____

IMPORTANT:

You MUST bring your Plumbers License with you to the program. Please arrive no later than 30 minutes prior to complete the registration process. Directions are available on our website at www.ilphcc.com

Cancellation Policy: IL PHCC reserves the right to cancel a course due to insufficient enrollment. If we cancel a course, you will be notified and your pre-registration will be refunded to you or you may transfer to another location.

There is no refund for any registration not cancelled (10) working days prior to the class. Cancellations made prior to (10) working days will be charged a \$15.00 cancellation fee. There will be a \$50.00 service charge for any checks returned due to insufficient funds.

In compliance with the Americans with Disabilities Act of 1990, the Illinois PHCC Association will make all reasonable efforts to accommodate persons with disabilities at its meetings. Please call 217-522-7219 with any special requests.

PHCC NATIONAL NEWS

PHCC Members to Get Discounted Call Answering Service Through New Partnership with Time Communications

Round-the-clock call answering services are part of a new benefit available to members of the PHCC through a partnership with Minnesota-based Time Communications. PHCC members can sign up online to explore how this new service can meet their company's needs.

Recognizing that – especially in a service industry – emergencies can happen at any time and every customer call impacts a company's bottom line, this latest PHCC Preferred Service Provider offers PHCC members a discounted monthly rate on a host of call management services, including:

- 24/7/365 call answering
- Paging and dispatch services
- Emergency response
- Appointment scheduling
- On-call scheduling
- Dedicated Operators

“What will be most reassuring to PHCC member companies is that our call center representatives will treat their customers just like they would ... taking time to listen carefully to customers, to ask the right questions, and to respond quickly to their needs,” says Time Communications' Jamie DesJardins. “We consider ourselves an extension the company's own staff.”

With more than 40 years of experience, Time Communications will work with interested PHCC members in developing a call management plan that works best for their business. They can help by qualifying true after-hours emergencies, followed by texting or calling the company's on-call staff directly and confirming the inquiries were delivered in a timely fashion.

“Our members know that every customer call – every customer experience – directly impacts their reputation ... and their bottom line,” says PHCC President Chip Greene, Greene & Associates, Macon, Georgia. “We're excited to offer our members a trusted, experienced provider that will answer their calls when they can't ... and treat their customers like they would.”

The new PHCC Preferred Service Provider recently offered a free webinar to PHCC members on how today's technology can keep them from missing crucial customer calls. “Beyond the Busy Signal: How to Handle Your Call Volume” is still available to members through On-Demand Viewing. PHCC members can sign up online to explore how this new service can meet their company's needs.

Positive Move on Workforce Development: Congress Introduces Reformed Carl D. Perkins Act that Strengthens Career and Technical Education

Both Republican and Democratic members of the House Committee on Education and the Workforce recently introduced the *Strengthening Career and Technical Education for the 21st Century Act*, a positive step for the PHCC - National Association, which has been advocating for increased support from Congress on crucial workforce development initiatives.

Representatives from PHCC reinforced those efforts this past spring at two legislative events on Capitol Hill – a special Workforce Development Roundtable in April and the annual PHCC Legislative Conference in May – where conference participants met face-to-face with policymakers about the critical workforce shortage in the p-h-c industry. A 21-percent increase in the number of plumbing and

HVAC technicians is projected by the year 2022.

This new legislation reauthorizes and reforms the *Carl D. Perkins Career and Technical Education (CTE) Act (Perkins Act)*, to help more Americans enter the workforce with the skills they need to compete for these high-skilled, in-demand jobs. Because the Perkins Act has not been updated in more than a decade, it no longer reflects the realities and challenges facing students and workers today. With that, the reformed act – among other things – promotes the implementation of more innovative CTE programs by increasing the amount of federal funding available for advanced state leadership strategies and activities that will best serve the current and future needs of students, employers and communities.

To ensure equitable access to federally-funded CTE programs, the U.S. Dept. of Education, under the reformed act, will have full authority to approve state and local plans, support program improvement and monitor and enforce statutory requirements that will ensure program quality and educational equity for CTE students.

“Today’s CTE programs work to prepare millions of students for lifelong success and help bridge the divide between high school and post-secondary education and training,” says Rep. Robert C. “Bobby” Scott (D-VA). “This bipartisan bill prioritizes equity of opportunity for all students to participate in, and benefit from, high-quality CTE programs and will prepare them for high-skill, high-wage jobs that lead to economic self-sufficiency in the 21st century workforce.”

Funding levels under this reauthorization of the *Perkins Act* indicate a step increase each year, from \$1.133 billion in 2017 to \$1.213 billion in 2022. The 2017 level reflects an increase of \$15 million over the existing 2016 level.

The reformed act also aims to improve current law by supporting the integration of employability skills into CTE programs. Employability skills were a

key discussion point between PHCC and the House Congressional Career & Technical Education Caucus at the Workforce Development Roundtable in April. PHCC’s representatives offered targeted solutions on how they’re helping to ensure that students – and eventually employees – reach businesses with those all-important “soft skills,” such as communication, courtesy, customer service, appearance, organization, teamwork, and leadership.

“PHCC is extremely pleased to see Congress initiating the expansion of the Perkins Act to include more innovative strategies to attract future workers to our industry,” said PHCC—National President Charles “Chip” E. Greene. “We look forward to working with Congress on this critical workforce development issue that will help recruit and train workers for our industry.”



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ATTENTION “OLD SCHOOL” CONSTRUCTION GUYS - IT’S CHANGE OR DIE TIME!

by John Zink, PHCC Educational Foundation VP of Education and Programs

The person on the phone asked, “Do you guys still have that in a book I can buy?”

I smiled through my answer, “*No, the last time we printed that publication on paper was 16 years ago. We even stopped putting it on CDs four years ago – it’s all a digital download now.*”

There was a pause on the other end of the phone. “*Oh. Well...you don’t happen to have any old copies of the book sitting on a shelf there that you can send us maybe? We’re kind of ‘old school’ around here.*”

“*No, but it’s time for your guys to start using the software. I can help get you started on that...*”

I have this same conversation every few months and each time I can’t believe that there are still companies doing millions of dollars of work with employees who don’t use the computer on their desk for anything but e-mail (sometimes even having someone print all their messages for them to read).

A few proud anti-technology holdouts may be thinking “*Yeah, that’s right, and we still make good money doing it ‘old school’ mister!*”

Well, maybe - but not as much as you could be making, and definitely not for much longer.

The construction market has traditionally been slow to change, but we have reached a critical moment of ferocious development of new technologies and processes.

It’s an exciting time for the companies who can capture the benefits those developments can bring. But for companies where everyone is getting along just “doing the job” the way they’ve been doing it for years, the story is quite different.

Look around – if you see outdated technology, cumbersome processes and employees who are reluctant to change, it’s time to close shop. You’re

already out of business – you just don’t know it yet.

Technology Tsunami – Ride the Wave or Get Swept Aside

We are at the most significant technological shift in the construction industry since the steam shovel and the internal combustion engine. The last few years have seen a host of technological improvements that have radically revolutionized our business, with much more coming soon.

Foremen armed with iPads or tablets that can communicate with systems back at the main office is baseline; we’re past the point where everyone should be doing this. If you’re not, your company is missing an easy opportunity to boost productivity via better communications between the office and field.

Beyond baseline –

- Are you collecting installation progress and materials usage data continuously from field employees?
- Where is your company at with becoming a Virtual Design and Construction (VDC) firm?
- Do you have an employee with a FAA commercial drone pilot license so you can get overhead jobsite imagery?
- What can you offer a customer looking for integrated building systems linked through the IoT (Internet of Things)?
- Are you coordinating with other subs to prefabricate entire walls or even rooms in your fab shop, before those sections are transported to the job site and dropped into place?

If you are striking out on the questions above, it’s time to send a “wake-up” shock into the heart of your company’s culture. Management and employee’s eyes

ATTENTION “OLD SCHOOL” CONSTRUCTION GUYS - IT’S CHANGE OR DIE TIME!

CONTINUED

must be opened to how the world has changed around them so you can start aligning company culture to fit with the breakneck speed and other realities of today’s competitive environment.

Even if you are not competing against companies doing all these things, at some point, you will be. Why not take the lead and be the one that your competitors have to run to catch up with?

The truth is, this moment ISN’T “Change or Die Time.” It **ALWAYS** has been. The difference now is that the rate of that change happening around us doesn’t take a whole generation to make everything we know obsolete anymore.

Remember, the first iPhone came out less than 10 years ago. Even the Internet was just gaining mainstream attention 16 years ago. Now what a Computer Science major in college learns Freshman year can be obsolete by the time they graduate!

Where Do I Start?

If you don’t know where to start or what it will cost or where to look for answers, we have good news. We can help!

The PHCC Educational Foundation runs several workshops designed to help construction companies keep up with changing times and prepare for the next wave of change:

- **Creating Super Foremen Workshop** – A two-day program offered by the Foundation and via PHCC state chapters on-demand throughout the year.
- **Essentials of Project Management Class** – A four-day boot camp for project managers to get up to speed on best practices, standardizing procedures and how to play the construction management game. Held each March.
- **Smarter Management Workshop** – A two-day workshop for P.M.’s and mid-level managers up to the company owner, designed to address the most

pressing topics on the minds of attendees. Topics are selected based on feedback from our audience, ensuring that the workshop is answering the questions you are facing today. Held once every other year.

We hope you can join us and stay ahead of your “old school” competition!

For more information on the Foundation and their many learning opportunities, visit www.phccweb.org.



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5 CUSTOMER SERVICE REMINDERS; WORTH BEING REMINDED ABOUT

by Nancy Friedman, The Telephone Doctor Customer Service

Nancy, How do you motivate employees, or even yourself, to give better Customer Service?

Well, as most of us know, it's difficult to motivate someone else. We are only in charge of ourselves. However, there's nothing wrong with giving employees a little nudge in the right direction. Some of it will stick. These are 5 motivating tips to help you along. Share away.

- 1. Ask for help.** It's OK to do that. If you're in customer service (and aren't we all), there's an abundance of information available to you. Ask your management if they can suggest anything you can read, watch, or listen to about your industry. In the small chance they don't know of any (and I'd be surprised if they didn't), check out the library, ask a co-worker, check the Internet. Take the initiative yourself. One of the most effective customer service tips is JOB KNOWLEDGE. It's difficult to be motivated if you don't understand your job.
- 2. Stay positive.** OK, that's really easy to say and tell someone to do. But in reality, after you've been dumped on by someone or something's gone wrong in your life, it's not that easy. Sometimes when the stuff hits the fan we become all consumed in the negative. Staying positive is a choice. It's your choice. You are in charge of whether you feel positive or negative. When negative thoughts come into your head, STOP! Right, immediately stop what you're doing and replace it with something positive. It can be done. PMA (positive mental attitude) is one of the keys to motivating yourself. And others. Stay with positive people. Many years ago I personally made it a point to stay away from negative people. It's too hot...it's too cold...I'm too tall...I'm too thin...yada, yada, yada. Removing yourself from negative situations is a big start. Negativity is contagious, but so is being positive.

3. Say something nice to a stranger. Every day I find at least one person I pass in the store, see at the gym, at the airport, anywhere I can, and say one nice thing to them. It's amazing how good it makes them feel and you know what? It makes you feel good too. Try it! It boosts your self-image and makes the other person's day too. Yesterday, a stranger came up to me and told me how nice my outfit looked. It perked me up. It goes both ways. A few months ago, I passed an elderly lady. She had a big hat on, a bit too much makeup, dressed to the hilt and a big smile as she walked down the street. I stopped her and told her how beautiful she looked. Her smile got wider and her eyes sparkled with thanks. I felt good and I know she did too.

4. A phony smile is better than a real frown. That's a Telephone Doctor special. There are definitely days when we feel less than motivated. But when I put on that smile, whether I want to or not, somehow I always start feeling better. You will too.

5. Give thanks. The old saying your mother probably told you, "It could always be worse" is so true. Remember that other saying, "I cried because I had no shoes; then I saw a man who had no feet." It can always be worse. Be grateful for what you have.

Once you take on these tips – my bet is you'll start to feel motivated to do more and you'll share them with your staff. Good luck. 🍀

Nancy Friedman, president of Telephone Doctor Customer Service Training, is a featured Customer Service speaker at Franchise, association, and corporate meetings around the world. For more information, log on to Nancy Friedman's website www.nancyfriedman.com or call (314) 291-1012. Or you can email her at nancyf@telephonedoctor.com

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HR QUESTION ? of the month



Unsatisfactory Performance Excused by Disability?

Question: Is an employee who reports a reading/writing disability covered under a protected class? Are there suggestions on how to handle if this employee reported this after receiving a written reminder for performance related issues when no prior notice had been provided to HR either verbally or in writing. The employee in this instance has been employed by the company for 8 years.

Response: The federal Americans with Disabilities Act (ADA) generally defines a disability as a physical or mental impairment that substantially limits one or more major life activities. An individual can also be considered to have a disability if he or she has a record of such an impairment or is regarded as having such an impairment by the employer. That said, the ADA does not contain a list of medical conditions that constitute disabilities, rather an individualized assessment must be undertaken (using the foregoing definition) to determine if one exists. This means that some people with learning disabilities may indeed have a disability under the ADA, while some may not. Without additional information, it is difficult to opine whether the subject employee is disabled within the meaning of the Act. We recommend that you review the information published at <http://askjan.org/media/LD.html> for more information as to whether the employee in question is disabled by the ADA.

Whether the employee is protected by the ADA as having a disability or not, however, the employer is not required to excuse unsatisfactory performance on account of the condition. Indeed the EEOC has expressly stated that "[a]n employee with a disability must meet the same production standards, whether quantitative or qualitative, as a non-disabled employee in the same job. Lowering or changing a production standard because an employee cannot meet it due to a disability is not considered a reasonable accommodation. However, a reasonable accommodation may be required to assist an employee in meeting a specific production standard." See question 1 at <https://www.eeoc.gov/facts/performance-conduct.html#perf>. The EEOC also offers guidance as to the particular issue raised by your inquiry at question 4 at the aforementioned link as follows:



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HR QUESTION ? of the month



"4. If an employer gives a lower performance rating to an employee and the employee responds by revealing she has a disability that is causing the performance problem, may the employer still give the lower rating? Yes. The rating reflects the employee's performance regardless of what role, if any, disability may have played. Practical Guidance: If an employee states that his/her disability is the cause of the performance problem, the employer could follow up by making clear what level of performance is required and asking why the employee believes the disability is affecting performance. If the employee does not ask for an accommodation (the obligation generally rests with the employee to ask), the employer may ask whether there is an accommodation that may help raise the employee's performance level."

Thus, while the employer would be obligated to explore and, if necessary, provide a reasonable accommodation to the employee if the employee's recently-disclosed learning disability is a disability for ADA purposes (and you are entitled to ask the employee to support the existence of a disability with medical documentation), the accommodation does not have to include lowering performance standards or excusing or failing to discipline performance deficiencies. For more information, see question 6 at the link above as well as the guidance published on reasonable accommodation at <https://www.eeoc.gov/policy/docs/accommodation.html>.

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5 WAYS TO RECOGNIZE A HEAT ILLNESS

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What is a heat-related illness?

During a heat wave, it's important to know and be able to recognize the signs and symptoms of a heat-related illness. There are different types of heat-related illnesses, ranging from those that cause temporary discomfort to the generally fatal condition known as heat stroke. In all heat-related illnesses, the symptoms appear when a person is exposed to extreme temperatures.

What are the symptoms and signs of a heat-related illness?

The following list can help you recognize the symptoms of heat-related illnesses:

- 1. Heat Rash:** Heat rash is a skin irritation caused by excessive sweating during hot, humid weather. It can occur at any age but is most common in young children. Heat rash looks like a red cluster of pimples or small blisters.
- 2. Heat cramps:** A person who has been exercising or participating in other types of strenuous activity in the heat may develop painful muscle spasms in the arms, legs, or abdomen referred to as heat cramps. The body temperature is usually normal, and the skin will feel moist and cool, but sweaty.
- 3. Heat syncope:** Someone who experiences heat syncope (fainting) will experience the sudden onset of dizziness or fainting after exposure to high temperatures, particularly after exercising in the heat. As with heat cramps, the skin is pale and sweaty but remains cool. The pulse may be weakened, and the heart rate is usually rapid. Body temperature is normal.
- 4. Heat exhaustion:** Heat exhaustion is a warning that the body is getting too hot. Those most prone to heat exhaustion include elderly people, people with high blood pressure, and people working or exercising in a hot environment. A person with heat exhaustion may be thirsty, giddy, weak, uncoordinated, nauseous, and sweating profusely. As with heat syncope and heat cramps, the body temperature is usually normal in heat exhaustion. The heart rate (pulse rate) is

normal or elevated. The skin is usually cold and clammy.

- 5. Heat stroke:** Heat stroke is a serious, life-threatening condition that occurs when the body loses its ability to control its temperature. Victims of heat stroke almost always die, so immediate medical attention is essential when problems first begin. In heat stroke, a person develops a fever that rapidly rises to dangerous levels within minutes.

A person with heat stroke usually has a body temperature above 104 F (40 C), but the temperature may rise even higher. Other symptoms and signs of heat stroke may include confusion, combativeness, and bizarre behavior, feeling faint, staggering, strong rapid pulse, dry flushed skin, and lack of sweating. Delirium or coma can also result from heat stroke.

The best defense is prevention. Below are some prevention tips:

- Drink more fluids (nonalcoholic), regardless of your activity level. Don't wait until you're thirsty to drink. Warning: If your doctor generally limits the amount of fluid you drink or has you on water pills, ask your doctor how much you should drink while the weather is hot.
- Don't drink liquids that contain alcohol or large amounts of sugar—these actually cause you to lose more body fluid. Also, avoid very cold drinks, because they can cause stomach cramps.
- Stay indoors and, if at all possible, stay in an air-conditioned place. If your home does not have air conditioning, go to the shopping mall or public library—even a few hours spent in air conditioning can help your body stay cooler when you go back into the heat. Call your local health department to see if there are any heat-relief shelters in your area.
- Electric fans may provide comfort, but when the temperature is in the high 90s, fans will not prevent heat-related illness. Taking a cool shower or bath, or moving to an air-conditioned place is a much better way to cool off.

- Wear lightweight, light-colored, loose-fitting clothing.
- NEVER leave anyone in a closed, parked vehicle.
- Although any one at any time can suffer from heat-related illness, some people are at greater risk than others. Check regularly on:
 - ✓ Infants and young children
 - ✓ People aged 65 or older
 - ✓ People who have a mental illness
 - ✓ Those who are physically ill, especially with heart disease or high blood pressure
- Visit adults at risk at least twice a day and closely watch them for signs of heat exhaustion or heat stroke. Infants and young children, of course, need much more frequent watching.

If you must be out in the heat:

- Limit your outdoor activity to morning and evening hours.

- Cut down on exercise. If you must exercise, drink two to four glasses of cool, nonalcoholic fluids each hour. A sports beverage can replace the salt and minerals you lose in sweat. Warning: If you are on a low-salt diet, talk with your doctor before drinking a sports beverage. Remember the warning in the first “tip” (above), too.
- Try to rest often in shady areas.
- Protect yourself from the sun by wearing a wide-brimmed hat (also keeps you cooler) and sunglasses and by putting on sunscreen of SPF 15 or higher (the most effective products say “broad spectrum” or “UVA/UVB protection” on their labels).

While heat cramps, heat syncope, and heat exhaustion may all be present in mild degrees, you should always contact a doctor or seek emergency medical attention if the symptoms of these conditions are severe or worsen with time. *Heat stroke is a true medical emergency. If a person has the symptoms of heat stroke, you should notify emergency services (911) immediately.* 🚑

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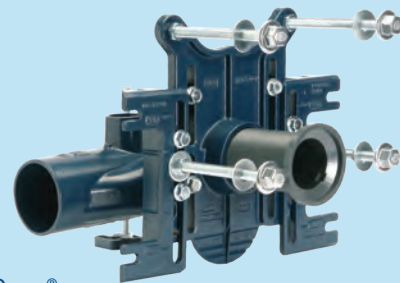
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SLOW DOWN: **BACK TO SCHOOL MEANS SHARING THE ROAD**

From the National Safety Council

School days bring congestion: Yellow school buses are picking up their charges, kids on bikes are hurrying to get to school before the bell rings, harried parents are trying to drop their kids off before work.

It's never more important for drivers to slow down and pay attention than when kids are present – especially before and after school.

If You're Dropping Off

Schools often have very specific drop-off procedures for the school year. Make sure you know them for the safety of all kids. More children are hit by cars near schools than at any other location, according to the National Safe Routes to School program. The following apply to all school zones:

- Don't double park; it blocks visibility for other children and vehicles
- Don't load or unload children across the street from the school
- Carpool to reduce the number of vehicles at the school

Sharing the Road with Young Pedestrians

According to research by the National Safety Council, most of the children who lose their lives in bus-related incidents are 4 to 7 years old, and they're walking. They are hit by the bus, or by a motorist illegally passing a stopped bus. A few precautions go a long way toward keeping children safe:

- Don't block the crosswalk when stopped at a red light or waiting to make a turn, forcing pedestrians to go around you; this could put them in the path of moving traffic
- In a school zone when flashers are blinking, stop

and yield to pedestrians crossing the crosswalk or intersection

- Always stop for a school patrol officer or crossing guard holding up a stop sign
- Take extra care to look out for children in school zones, near playgrounds and parks, and in all residential areas
- Don't honk or rev your engine to scare a pedestrian, even if you have the right of way
- Never pass a vehicle stopped for pedestrians
- Always use extreme caution to avoid striking pedestrians wherever they may be, no matter who has the right of way

Sharing the Road with School Buses

If you're driving behind a bus, allow a greater following distance than if you were driving behind a car. It will give you more time to stop once the yellow lights start flashing. It is illegal in all 50 states to pass a school bus that is stopped to load or unload children.

- Never pass a bus from behind – or from either direction if you're on an undivided road – if it is stopped to load or unload children
 - If the yellow or red lights are flashing and the stop arm is extended, traffic must stop
 - The area 10 feet around a school bus is the most dangerous for children; stop far enough back to allow them space to safely enter and exit the bus
 - Be alert; children often are unpredictable, and they tend to ignore hazards and take risks
- ### **Sharing the Road with Bicyclists**

On most roads, bicyclists have the same rights and responsibilities as vehicles, but bikes can be hard to

SLOW DOWN:

BACK TO SCHOOL MEANS SHARING THE ROAD

CONTINUED

see. Children riding bikes create special problems for drivers because usually they are not able to properly determine traffic conditions. The most common cause of collision is a driver turning left in front of a bicyclist.

- When passing a bicyclist, proceed in the same direction slowly, and leave 3 feet between your car and the cyclist
- When turning left and a bicyclist is approaching in the opposite direction, wait for the rider to pass
- If you're turning right and a bicyclist is approaching from behind on the right, let the rider go through the intersection first, and always use your turn signals

- Watch for bike riders turning in front of you without looking or signaling; children especially have a tendency to do this
- Be extra vigilant in school zones and residential neighborhoods
- Watch for bikes coming from driveways or behind parked cars
- Check side mirrors before opening your door. By exercising a little extra care and caution, drivers and pedestrians can co-exist safely in school zones.



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