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San Luis Obispo Chapter
California Landscape Contractors Association
Representing the Landscaping & Irrigation Industry

Big Information on Running Your Business - CLCA Webinars

Tuesday, August 4 • 2-3:30 p.m. Mid-Year Labor Law Update

Our dynamic speaker will bring you up to speed on the hottest 2020 employment laws in effect since January. Join us to ensure you haven't missed any new California employment laws. We'll take your questions throughout the session and discuss:

- Minimum wage increases amid COVID conditions
- New ruling on paying for boots in the workplace
- COVID changes to I-9 forms
- Age discrimination lawsuits
- Employee handbook updates
- Coronavirus and FFCRA rules

Tuesday, August 11 • 2-3:30 p.m. Pros and Cons of Alternative Workweeks

In California, employers may create Alternative Workweeks that allow their employees to work longer shifts and avoid overtime penalties. However, implementing an alternative workweek schedule requires strict adherence to state guidelines. Join us to learn:

- All of the steps that must be followed for the successful implementation of an alternative workweek
- What mistakes to avoid
- What to do if you realize you have done it all wrong

Wed., August 19 • 2-3:30 p.m. Building Engaged Teams

Leaders spend most of their time focused on improving their teams. They want their teams to perform better, innovate more, resolve conflict, and independently solve any problem that emerges. This training focuses on how to utilize strengths on teams and in the workplace. Participants will be given practical tools to develop team trust and develop their leadership style.

- Recognize dysfunctional team behaviors
- Improve your team's engagement
- Increase team performance for enhanced results
- Recognize the role of strengths when building, managing, and supervising teams

All webinars are presented by the HR experts at the California Employers Association, the voice of CLCA's HR Hotline member benefit, these August webinars are FREE for CLCA members! (\$50 non-members).

Registration

Register online at <https://bit.ly/3hyd-MpX> or call the CLCA at (916) 830-2780.

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Employee Survey Overview

Steven Cesare, Ph.D.

The Harvest Group, Landscape Business Consulting
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A business owner from Indiana recently inquired about doing an attitude survey to gauge employees' perceptions of the workplace. The business owner drafted some standard questions and was prepared to distribute the document to his employees, and then he decided to seek my input. While he certainly would have conducted any type of survey he wanted to, I suggested a more thoughtful approach that caught him by surprise which ultimately dissuaded him from using his original questionnaire.

My first recommendation was to identify the goals of the survey. "Why are we doing this?" He didn't really have a sound answer to that basic question. For example, most surveys should have 5-7 topics that management wants to assess to improve performance, morale, efficiency, teamwork, etc. Common survey topics include: communication, safety, compensation and benefits, job design and satisfaction, supervisory relationship, trust in management, tools and equipment, company direction, training and career path, and company culture.

Second, I suggested that a cross functional team of employees be established to identify the specific survey goals and then begin drafting 4-5 items for each goal, thereby providing appropriate targets for each topic. For example, potential survey items dealing with compensation include the following:

- I believe I am paid fairly for the work I perform
- The company pays employees at a higher rate than the local competitors
- If I work harder, the company will pay me more money

- My annual performance evaluation is tied directly to my wage rate
- Work performance is more important than tenure, in order to get paid more

The rule of thumb is to never ask a survey item that the company will not address if poor results are received. To that end, management should have an action item list for every possible item to show the employees it is committed to improving the workplace. If management is not going to take action, do not ask the item in the survey; too much credibility can be lost.

Third, once the survey has been developed, proof-read, and approved, inform the workforce that an anonymous survey will soon be distributed, with its goals specified directly. By the way: Never do a survey alone; always pair it with follow-up interviews. Surveys are best at assessing broad topics superficially, though inherently negligent in addressing the underlying drivers of the results. In short, surveys cannot ask the insightful "why?" question. Interviews can, should, and must do so to give the results clear direction. Accordingly, let the employees know that random confidential interviews will be conducted as part of this survey process.

Next, distribute the survey as desired: all employees, sample of employees, certain divisions, etc. Tabulate the survey results (e.g., average score, frequency counts), coordinate the random interviews to seek potential explanations for the results, and then schedule a series of meetings to feed the survey and interview results back to the workforce. Upon presenting the results, make sure to schedule follow-up meetings to track the action items that will be implemented to improve the performance on the originally-identified goals of the survey.

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CLCA Pauses, Looks Forward to Hawaii Convention in 2021

Recognizing the challenges and opportunities of the fluid nature of the COVID-19 pandemic, the CLCA Board of Directors has postponed the association's annual convention in Hawaii until 2021 and stepped up efforts to innovatively offer members online education, resources and networking.

"With the health and well-being of our community in mind and following the guidance of local government and public health officials, CLCA is reconfiguring its 2020 Annual Convention," CLCA President Regan Barry said.

"Our 2020 Annual Convention will feature everything that members have come to expect: The excitement of setting the future of our association at the General Membership meeting, the celebration of landscaping excellence at the Trophy Awards and the opportunity to connect with old friends and make new friends," he explained.

CLCA's 2020 successes include a continued focus on working with state and local governments and public health officials to keep CLCA members informed and on the job providing essential services.

Regan also encouraged members to stay active in their local chapters. "The opportunities to stay connected are even greater today, even from a distance."

Regan said. "Networking, education and social events — CLCA's chapters bring the association's resources directly to you."

As the association plans a reconfigured 2020 Annual Convention, General Membership Meeting and Trophy Awards ceremony, efforts are underway for virtual networking opportunities and educational offerings, including a weekly webinar series scheduled to start in September.

Enter the 2020 Trophy Awards

Save \$100 per entry: Submit entries by August 15 and save. Final Entry Deadline: August 31.

The California Landscape Contractors Association is now accepting entries for the 2020 Trophy Awards, a celebration of excellence in landscaping. CLCA presents the Trophy Awards to:

- Encourage interest in landscaping
- Recognize the professionals who produce outstanding landscapes
- Bestow public recognition on companies, institutions, municipalities and residents for their contribution to a beautiful California

www.clca.org/events/enter-the-2020-trophy-awards/

~KURAPIA~

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Preventing Heat-related Illness

Helpful tips for beating the summer heat

Summer heat can be more than uncomfortable; it can be a threat to your health. Unfortunately, you do not have much of a choice when it comes to job site. Follow these tips to stay safe in the searing heat.

Heat Exhaustion

Heat exhaustion occurs when a person cannot sweat enough to cool the body—usually the result of not drinking enough fluids during hot weather. Symptoms include:

- Dizziness, weakness, nausea, headache and vomiting
- Blurry vision
- Body temperature rising to 101° F
- Sweaty skin
- Feeling hot and thirsty
- Difficulty speaking

A person suffering from heat exhaustion must move to a cool place and drink plenty of water to avoid a more severe heat-related condition—heat stroke.

Heat Stroke

Heat stroke is the result of untreated heat exhaustion. Symptoms include:

- Sweating stops
- Unawareness of thirst and heat
- Body temperature rising rapidly to

above 101° F

- Confusion or delirium
- Possible loss of consciousness or seizure

Heat stroke is a serious medical emergency that must be treated quickly by a trained professional. Until help arrives, cool the person down by placing ice on the neck, armpits and groin. If the person is awake and able to swallow, have them drink a small glass of water every 15 minutes or until help arrives.

Tips for Staying Cool

The combination of heat and humidity in the summer months can be downright uncomfortable and even dangerous. Stay cool by following these safety tips:

- Drink plenty of water—enough water to quench your thirst. The average adult needs eight 8-ounce glasses of water a day, and even more during hot weather.
- Skip the caffeine and soda; drink water instead.
- Dress for the weather. When outside, wear lightweight clothing of natural fabric and a well-ventilated hat.
- Eat light. Replace heavy or hot meals with lighter, refreshing foods. And always eat smaller meals before work or intense activity.

Be safe and healthy on the job at with these helpful tips provided by **CLCA Insurance Solutions.**

Heat syncope is fainting or dizziness that occurs from prolonged standing in hot weather. **Avoid this by staying hydrated throughout the workday, even if you don't feel thirsty.**

This flyer is for informational purposes only and is not intended as medical or legal advice.

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Chapter Sponsor Spotlight



Madrone Landscape

Madrone Landscapes strives to design projects that create a unique experience, reflect a connection with the natural environment, and foster a relationship that goes beyond basic design practice alone. The feeling of being immersed in a Madrone design is unlike any other because the designers deeply explore how design decisions will affect the user experience.

Madrone's Construction Division employs multiple project managers who are able to take on projects large and small, with over 100 years of experience combined. They employ specialists in masonry, carpentry, irrigation, grading, planting, and drainage available to tackle any challenge, and utilize a network of subcontractors. Madrone has multiple

heavy-duty trucks, tractors, trenchers, power tools, and specialty equipment to get work done effectively. Construction projects are scheduled months into the future ensuring that when a project is started, it is well planned and will be finished quickly and professionally. Construction services are available for residential, commercial, and municipal work for general contractors, businesses, agencies, and the public.

Many projects are achieved through a Design / Build process. After the Design Process is complete, the design team continues to work hand in hand with the Construction Division to realize the vision, and share the insights gained through the design process.

The Maintenance Division at Madrone Landscapes focuses on building relationships with clients through good communication. The maintenance staff is trained to be detail oriented – focusing on plant health, aesthetics, and the effective use of water. Madrone offers weekly gardening services for residential clients in North San Luis Obispo County and estate maintenance for the broader San Luis Obispo County, Northern Santa Barbara County, and Southern Monterey County. They also offer high quality commercial, municipal, and HOA maintenance services in San Luis Obispo County.

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