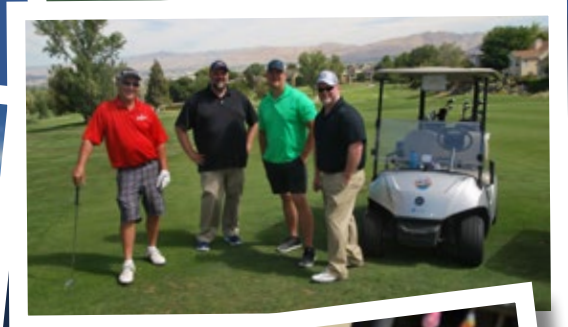




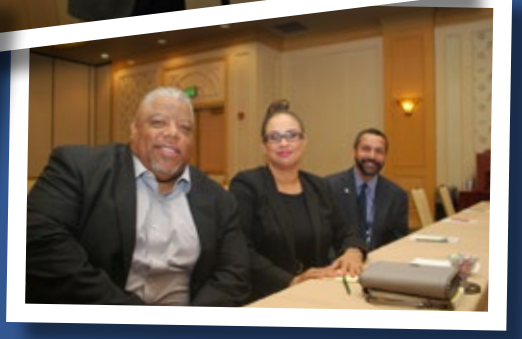
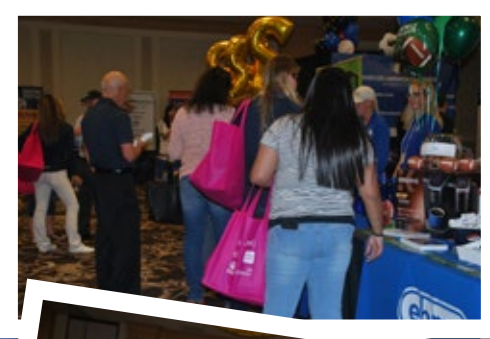
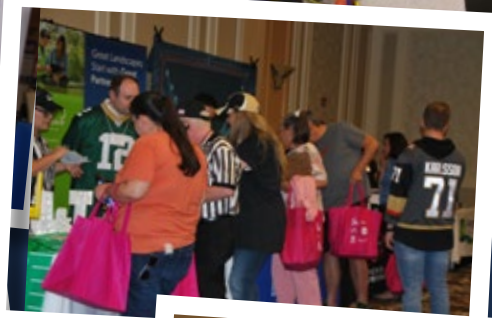
Northern Nevada Golf Gallery



CAI Nevada members enjoyed a beautiful day at the Lakeridge Golf Course in Reno. Thank you to our team sponsors, hole and event sponsors and especially the Golf Committee, Jeff Gardner, Kim Brown, Ron Wright, Val Hand, Tony Troillo and Kevin Phillippi!



CA Day Gallery



Thank to our attendees and sponsors who all " Showed Us Their Sporty Side" at our annual CA Day Trade Show & Seminar! Seventy themed business partner booths were visited by a sell out crowd by homeowner and community manager attendees. Thank you to the CA Day Committee, Adam Clarkson and Cheri Hauer, seminar speakers, LAC/Pac speakers, Greg Kerr, Mike McKelleb, Sharath Chandra and Chuck Niggemeyer.

Vegas Strong Remembrance Gallery

A poignant tribute to honor several Route 51 heroes was held at our October luncheon in Las Vegas near the first anniversary of the tragedy. Thank you to the committee: Kathryn Pangus, Julie Nagy, Charlene Lundquist, Julie Lang, Sharon Bolinger, and Shani Fazzi. These ladies had a vision to honor these remarkable individuals, and a sense of awe and admiration filled the room that day. Thank you also to Goodtimes Barbershop Quartet and our luncheon sponsor Wolf Rifkin Shapiro Schulman and Rabkin.



Felines and Canines and Horses, Oh My!

By Peggy Rew

Making our communities a safer place for your entire family to enjoy has been the focus of Washoe County Regional Animal Services (WCRAS) in Reno. This county office has evolved over the years into an efficient, law-enforcement and compassionate stand-alone agency. Serving over 440,000 residents currently living in Washoe County, WCRAS officers and facility employees are animal professionals who work diligently to provide solutions to animal-related problems and issues offering a wide array of services to our Northern Nevada community.

Facility employees strive to care for stray pets and/or confiscated pets whose lives have been disrupted by any number of social or domestic disorderly reasons. Special kennels and safety zones exist for aggressive dog situations, for pets awaiting court hearings, a clinic for those who may be sick or injured, and a maternity ward for unexpected litters that may appear after a pet has been welcomed into the system. Safety, order, and cleanliness are top priorities.

The front desk staff must deal with the positives and negatives of pet owners depending on the reason they've come into the shelter or call on the phone. It's a happy time when they reunite people with pets, when they offer to microchip pets and license dogs, but sadness and anger are also dealt with. An average of 1,300 dogs, cats, goats, horses, birds, tortoises, and other exotics come through the shelter every month, so it takes strong

leadership and training to keep the staff on a professional, yet compassionate level.

The primary responsibility of field officers is the enforcement of city, county, and state laws pertaining to domestic animals. Officers respond to approximately 35,000 calls-for-service each year.

WCRAS strives to stay involved by doing community outreach at events, educational presentations within schools, monthly low-cost vaccine clinics at the Reno facility, and pet food distribution and vaccine clinics for seniors as often as possible.

WCRAS has evolved into a well-oiled machine making Washoe County a very pet-friendly, yet more educated population. For years, WCRAS has offered free presentations

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for Washoe County residents with topics like dog bite prevention, promoting responsible care of animals through education, proactive outreach, and regulation, plus information on how you can make Washoe County a safer community.

Most presentations are done at local elementary schools and can be requested by any Washoe County School District teacher or principal. They also encourage HOA board members to consider a presentation at neighborhood meetings so neighbors can become as informed as any other civic group.

WCRAS offers free microchipping for all Washoe County pets. The belief that microchipping is your pet's best chance of being returned home should it become lost or stolen, WCRAS encourages residents to take part in this free program. Since the Maddie's Fund grant program's inception in 2012, WCRAS has microchipped over 23,056 dogs, cats, goats, and horses.

Pets are personal property and cannot be kept without legal consequences. If you find a stray pet, please take it to the Longley Lane shelter or call dispatch. Officers can come to your location, scan the pet in the field, and hopefully return them to their home without ever having to be brought into the shelter. It's a win-win situation.

For those unfamiliar with the painless process of microchipping, it's a small chip inserted under the skin between the shoulder blades. Being the size of a grain of rice, it takes a few minutes, but lasts a lifetime. WCRAS uses HomeAgain microchips which are easily read by any shelter or veterinarian scanner. Pets microchipped at WCRAS will be registered in both the local database and the HomeAgain national database for free. Most pets can be microchipped; so consider this free service for your bunnies, horses, goats, etc. Chips are available Monday-Friday from 10 a.m.-4 p.m. only or at monthly clinics.

One misconception about microchips is that they are not a GPS unit. Your pet cannot be tracked by WCRAS nor any other tracking system. Chips are simply a way to put your ownership information on your pet. Unless the original owner changes the information with the microchip company, the pet will always have your information and can be returned if lost or stolen. 🐾



Peggy Rew is the Sparks-based author of *Dog Bite Prevention: Don't Be Scared, Be Prepared!* Rew is also a member of Washoe County Regional Animal Services (ART) Animal Response Team assisting with vaccine clinics and community events as well as evacuation and disaster situations.

She is a Local Pet Rescue Liaison and Pet Nanny, owner of RewCrew Collaborations, and serves on the Miramonte HOA Social Committee.

Gala Tickets on Sale Soon!

By the Gala Committee

That's right ... tickets for the CAI event of the year will soon be available! Watch for the blast from CAI Nevada with the Cvent notice and follow the prompts for your purchase. Tickets go fast, and there is limited seating, so don't put off getting your tickets once you have received the notice.

The 2018 Gala Awards Banquet is once again being held at the Smith Center on March 29, 2019. This year there are more awards, more categories, a cocktail hour, a sumptuous three-course dinner, cocktail reception afterward ... it's an event that will be talked about for a long time. To sum it up ... "It's Just Plane Fun" ... which happens to be the theme.

So ... PURCHASE YOUR TICKETS and join in the fun ... you'll be glad you did! 🐾

Save the Date!

March 29, 2019 The Smith Center



Salute to All Veterans

Spotlight on U.S. Army Veteran George VanOosbree

By Vicki Niggemeyer, DCAL



George VanOosbree was born into a military family. His father and mother both served during WWII; he and his three brothers all served toward the end of and after Vietnam. The only family members who did not join any branch of the military were his two sisters.

George's father served in the U.S. Navy for three years, then another 36 with the U.S. Army. George's mother was an Army nurse serving in New Guinea during WWII. In 1943, both were sent back to the U.S. to Fort Bliss Army hospital; her for an illness, him for a back injury suffered from an explosion. They met at the hospital and two weeks later were married. After a very brief honeymoon, George's father returned to the Pacific as a staff officer for General Douglas MacArthur.

As the child of a career military man, George lived all over the world thanks to his father's career choice. He

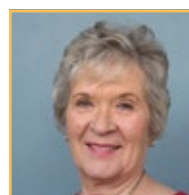
was born in Camp Sendai in Japan, started elementary school in Kaiserslautern, Germany, and graduated from high school in San Diego.

From 1972 to 1977, George followed his father's model and served in the U.S. Army, achieving the rank of E-4 Specialist Sergeant as a Military Policeman. During those years, George was stationed at Fort Lewis, WA; Fort Ord, CA; Camp Market in Korea, and Seneca Army Depot in NY. During those five years as a Military Policeman, George guarded warehouses, performed prisoner movement, guarded nuclear weapons, and made arrests. He was shot in the leg, bitten, run over by a car, and was spit in the face by Jane Fonda. "I just stood there," he recalls.

George's brush with celebrityhood was not confined to an anti-war protest by a famous actress. As a baby, George was baptized at Camp Sendai; one of the attendees was Douglas MacArthur.

George said that as a young man "there was no question about any of us boys joining the military." He enlisted in 1972 and "grew up fast! Being in the military taught me a lot about people. I loved the ceremonial part of the military. My favorite thing to do in the Army was to raise the flag." Part of each ceremony was to fire the 155 mm Howitzer. "It's a blank," he said, with a big grin on his face, "but still makes a lot of noise!"

To George and all our veterans: "Thank you for your service!" 🇺🇸



Vicki Niggemeyer, DCAL, chair of *Community Interests* magazine



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There's No Cliff Notes for That!

By Melissa Ramsey, CMCA, AMS, PCAM

Recently I was having a conversation with a high school student who took me back in time to the days of school. I was reminded of those last-minute cram study sessions before a big test and skimming through a book to try and finish a paper. During these times, we often relied on Cliff Notes. YES, you might be thinking! Those wonderful black and yellow books that would provide comfort and relief saved many of us hours of time as we could quickly get the answers we needed in the condensed, summarized version.

This really had me thinking about the CIC... THERE'S NO CLIFF NOTES! Whether we are owners, board members, or managers there is not a single book that can give us the condensed, summarized version of all things association related, in particular for Nevada. How do we do it then? Although we are not writing a paper or taking a test, we are making recommendations and decisions that have lasting impact on a community. We can't quickly flip to a single page to find the information we need for the particular item up for discussion. NO! We have to consider the CC&Rs, NRS 116, industry trends, owner input, and a slew of other 'what ifs.'

So, you might be asking: "How is this reasonable?" Well, it may or may not be up to you depending on your situation and role within the association. Each of us can create our own form of Cliff Notes for the community based on hot topics, trends, key issues, etc. We have to understand

that it is only a guide and cannot be used for the solid foundation. It's a reminder that we all need to work together with our knowledge, expertise, and historical data to provide a strong picture to guide the necessary decisions and actions of the community.

Here's to creating our own Cliff Notes! 



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Having a Set of Exterior Color Schemes and Application Process Can Ease the Approval Process

By Gail Mayhugh

Is it time for your community to be re-painted? Do you have a process in place for homeowners to submit their paint colors for approval?

I work with numerous HOAs and all have an approval process for landscape and structural changes but was surprised to find that many did not have a set of approved color schemes or a formal approval process. Without approved color schemes and a process in place, it can create some challenges for the homeowners, HOA, and property managers.

First, most homeowners are overwhelmed with what colors to paint. It's a big investment and not everyone's area of expertise. Many will select from a brochure they pick up at a home improvement store. Although the color combinations are very nice, not all are right for our architecture or desert environment.

Without any direction, homeowners will select colors they like without taking into consideration their fixed materials,

such as roof tiles and stone. Right now, grey is all the rage but works on very few homes. In my opinion, it's not an exterior color here to stay. While for contemporary or midcentury modern style homes, such as we have in Las Vegas's older areas, greys work very well; ninety-percent of our architecture and roof tile colors are not compatible with grey, especially the blue greys being used.

Recently I worked with a homeowner where their HOA had a very good application process, but no approved schemes. It simply stated that the colors needed to work within the community. Unfortunately, this left an individual interpretation of colors that could be used. Many color failures resulted, ranging from yellow trim on a dark brown house to a light blue garage door. With a set of approved schemes, the homeowners will not be as overwhelmed in their selections and will make the approval process easier

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for the architectural committee.

Second, without a formal approval process the HOA may not have as much recourse when a homeowner paints their trim purple; yes, I have seen it! I

hate to say, but I've found many will ask for forgiveness versus permission, even with approved schemes and an application process. However, by having a process to follow with a detailed application it can give the HOA more leverage in requiring a re-paint.

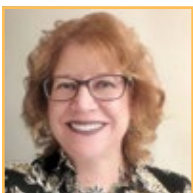
Have your homeowners submit an application calling out where each color will be applied. A homeowner may have submitted for tawny beige on the body and cocoa powder on the trim. Then when a site visit is conducted, it's found that the colors have been reversed. Not because the homeowner intentionally made the change, but because a friend or contractor suggested it. If not originally approved, there's backup documentation to require a re-paint if decided.

Do you require samples with their application? This would be advisable if there are not approved color schemes or the homeowner is asking for a variance. Photos of colors cannot be trusted as printers and computer screens all have different calibrations. Having actual samples allows the architecture committee to make an informed decision.

All colors are affected by light, especially exterior colors. They're what I call "living colors." They'll change throughout the day, be different on each exposure, and affected by the surrounding landscape. So it's important to view the colors outside, not in a boardroom. Approving colors under any interior lighting situation may result in a failed color scheme, both for the homeowner and the HOA.

Do you have a process in place to handle variances? Consider having an independent color consultant review the application. By having someone outside the community, all involved know the decision was made by a non-biased party versus a fellow neighbor who may or may not like the color or, unfortunately, the homeowner.

Having color schemes and a good application process in place will help ensure a smoother process and cohesive colors throughout the community. 🌐




Gail Mayhugh, Certified Color Consultant, GMJ Architectural Color Consulting


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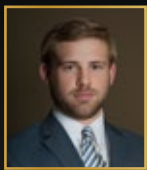




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Tips for Better Safety Conversations

By Edgar Larios

Naturally, accidents happen. However, with training and a strong safety culture, accidents can be minimized.

A strong safety culture needs to start at the top – if people in leadership and managerial roles aren't leading by example and adhering to OSHA and ANSI Z133 guidelines, then everyone working below them can't be expected to fully understand what's at stake. When this happens, workers may not feel enabled to take a proactive approach for finding and fixing hazards. This creates an uncomfortable, and potentially controversial, environment for everyone involved.

Safety conversations between colleagues shouldn't feel controversial, uncomfortable, or difficult.

Here are some tips for having better safety conversations in the workplace.

Involve employees in the process. The goal should be to get your entire team to buy into the workplace safety culture. What better way than enabling them to lead the conversation? Work with your employees by allowing them to present topics and lead conversation at daily tailgate

safety meetings. Allowing them to take ownership gives them a personal stake in the outcome of the conversation.


Looking for topics for your next tailgate safety meeting? What we do is look at what kind of incidents and accidents are happening in our industry, and then train about it to make sure it doesn't happen to us. It can be hard to remain neutral when observing risky behavior that could lead to a dangerous situation. By having regular safety conversations off the job site, you're able to remove any potential emotion, aggression, or judgment that may happen when having the conversation in the midst of a potentially dangerous situation. Supporting these regular safety conversations means that team members will be less surprised – and defensive – when risky behavior is called out.

OSHA's Safe + Sound whitepaper on better safety conversations is a great place to start.

Ensure that everyone on the team has the appropriate training. You wouldn't put a chainsaw in the hands of a new person without training and expect them to know how to use it safely, would you? Take that a step further – you can't expect to have a positive safety conversation with a team member who doesn't know what they're doing.

While it is common for members of your team to cross train, especially on smaller teams, it doesn't change the fact that each member of the team needs to have training that matches their role on the job site. We recommend using a mixture of on-the-job training and in classroom programs to help your team be prepared to handle their roles, and observe others, as safely as possible.

Remember, a positive safety culture enables everyone on the team to feel comfortable talking about safety and pointing out opportunities for improvement, regardless of their position.

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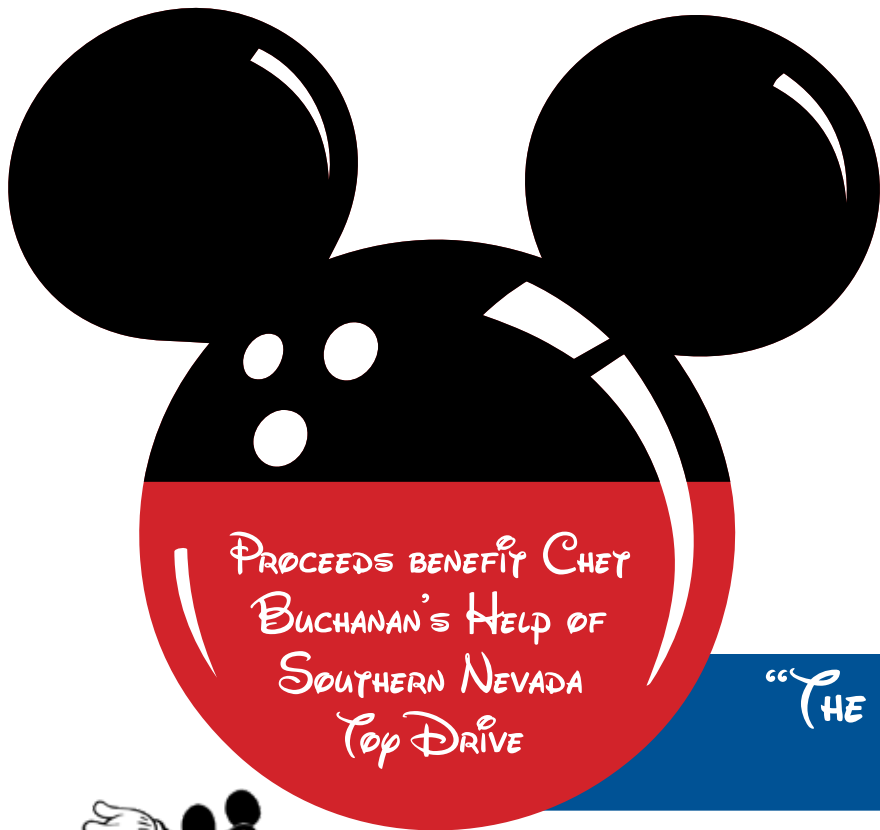
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