

## Clean Out Your Storage Areas—The Annual Surplus Drive is January 17-18!

What's a great way to support a worthy cause while clearing your facility of unneeded paper and office supplies? Donate these items to the RAISE Foundation's annual Surplus Drive! Instead of seeing things collect dust and take up space, you can enjoy knowing your donated paper and office supplies will be put to good use at the graphics programs at our area schools.

Over the past 30+ years, the Surplus Drive has grown into a three-day event at which an average of 75 pallets of materials are donated. Days one and two are devoted to accepting and organizing the donations. Day three is when the real fun takes place: Teachers from area schools "shop" for free supplies.

Kristy Villanueva, PIASC's Director of Member Services, explains how the give-away works. "Teachers are given a number as they check in. From 7:00 to 9:00 am, participants are able to look over the available inventory and prioritize which items they hope to be

<b>What:</b>	Tax-deductible donations for RAISE Foundation's Surplus Drive
<b>When:</b>	Donations accepted from 9:00 am to 2:00 pm on January 17 & 18; donations given away January 19
<b>Where:</b>	Advantage LLC, 1600 N. Kraemer Blvd., Anaheim, CA 92806
<b>Materials Accepted:</b>	Palletized paper, envelopes, label sheets, office supplies
<b>Items NOT Accepted:</b>	Rolled paper, equipment, inks, chemicals, solvents
<b>Benefits:</b>	Graphics programs at local schools
<b>For More Information:</b>	Contact Maribel Campos at 323.728.9500 or maribel@piasc.org

able to take back to their school. Then at 9:00 am, those who are representing printing programs are given first dibs on pallets of pristine paper, usually large-format sheets. After that we start calling numbers; each teacher has about five minutes to grab a half dollar's worth of materials. Most years we

are able to do two rounds, giving each participant two opportunities to select materials before we do a 'free for all' for anything that is left. In the end, every item donated is accounted for."

This will be the second year that the Surplus Drive will be hosted at Advantage LLC in Anaheim. What makes this



location unique is that on the day of the event, Advantage offers to cut large format paper stock down into whatever size the teachers need, such as 8½" x 11" sheets.

Given the continuing budgetary cutbacks at area schools, these donations *Continued on back*

### GOVERNMENT & LEGISLATIVE

## What the Election Results Mean for the Printing Industry

To say that California Democrats did well in the recent elections is a bit of an understatement. It was a blowout! Every competitive seat, as well as a few surprises, went Democrat, from State Assembly and Senate races to U.S. House and Senate contests. So what does this mean for the graphic communications industry?

To answer this question, we spoke with RJ Cervantes of Fernández Cervantes Government Affairs, PIASC's lobbyist in Sacramento.

#### The impact will be a mixed bag

In California, nearly all bills that affect our industry only require a simple majority vote in both houses to be passed. Mathematically speaking, the Democrats' wins mean that lobbying against bills will now be more difficult than it was before.

"Prior to this election," explains RJ, "Democrats held 55 out of 80 seats in the Assembly, and 26 out of 40 seats in the state Senate. This meant that to stop anti-business legislation we had to convince 14 Democrats in the Assembly and six in the state Senate to work with Republicans on that bill. As of today, with votes still being counted, the Democrats have added five seats to their Assembly roster plus three in the Senate. So when we want to get good amendments added to bills or stop bad bills from moving forward, we'll need to convince even more people to vote with us than before."

On some issues, such as taxation, gen-

eral business welfare and labor, the election results point to a harder environment in which to do business. On other issues, such as workforce development, which is very important to our industry, we're likely to find a lot of allies who won their races for various seats.

#### The elections also represent opportunity

The good news is, a number of those who won their races will be new to the

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state legislature. These new legislators may not yet know about our industry and how legislation impacts the jobs that we provide in their districts.

"Many of these people will eventually remain in the legislature for 12 years," RJ points out. "This means that right now it's all about first impressions. This is a great opportunity for us to hit the road, do plant tours, get to know these folks and allow them to get to know us.

If we can get in there early and educate them, we have the opportunity to build industry champions who will be there for us over the long haul."

Want to get involved? See our previous article on "How to Effectively Participate in the Legislative Process," at <http://bit.ly/Legislative1>

### ADA Accommodations Go Beyond an Employee's Essential Job Functions

Many employers assume that under the Americans with Disabilities Act (ADA), "reasonable accommodations" are limited to ensuring that employees with disabilities can perform the essential functions of their jobs. A recent case, *Stokes v. Nielsen*, serves as a reminder that this is not the case. The ADA also defines a reasonable accommodation as: "Modifications or adjustments that enable a covered entity's employee with a disability to enjoy equal benefits and privileges of employment as are enjoyed by its other similarly situated employees without disabilities."

What types of benefits and privileges are covered? This is about equal access to lunch rooms, break areas, health programs, social events and other "perks," as well as equal access to training programs, team meetings and meeting materials (which is what *Stokes v. Nielsen* was about), and more.

As discussed in our previous article on "ADA Accommodations: Who

Gets to Choose?" (See <http://bit.ly/ChooseADA>), a "reasonable accommodation" does not have to be the best accommodation available, as long as it provides an equal opportunity. It also does not have to be the accommodation that was requested by the employee, although the employer is required to approach the issue in "good faith."

In addition, there is no obligation to provide any reasonable accommodation that would cause an "undue hardship" to the employer. In this case, "undue hardship" is considered on a case-by-case basis assessing if a specific reasonable accommodation would cause significant difficulty or expense.

**Action item:** If an employee requests an accommodation that doesn't affect an essential function of their job, carefully consider whether it fits under the "benefits and privileges" category of required accommodations.

### On Our Radar

Recently added to the list of proposed regulations and other issues that we're following:

- **Cal/OSHA indoor heat illness prevention** – New regulations would apply to indoor work areas where the temperature equals or exceeds 82 degrees F when employees are present. Among other things, the regulations would require access to cool-down areas, maintenance of a log of temperature measurements, and assessment and control measures in specific circumstances.

### HUMAN RESOURCES

## Increasing Retention with "Stay" Interviews

In today's tight labor environment, you just can't afford to lose good employees. One way to reduce employee attrition that's gaining popularity in corporate America is what's called the "stay" interview. A stay interview is a one-on-one discussion between a manager and an employee that is designed to let you know what makes employees stay with your company. What's working, what isn't working and what could cause them to leave?

#### How do you implement stay interviews?

If you'd like to implement stay interviews in your organization, here are some best

practices for doing so:

- **Understand that this is about giving the employee a chance to be heard** – A stay interview is not a performance review. In fact, stay interviews should be scheduled a few months away from performance reviews, to keep the two completely separate.

A stay interview is a one-on-one discussion between a manager and an employee that is designed to let you know what makes employees stay with your company.

- **Focus on employees who appear to be happy** – The idea is to find out what it will take to keep them happy. If the person already has one foot out the door, it's probably too late for a stay interview.
- **Have stay interviews at least once a year** – If there is a critical period

during which you usually experience high attrition, such as during a new hire's first few months on the job, schedule an extra interview during this time period.

- **Schedule stay interviews in advance** – Give employees a chance to prepare their thoughts.
- **Encourage honesty** – Make it clear that there will be no retaliation or negative consequences if the employee tells you something that you may not want to hear.
- **Set reasonable expectations** – If an employee brings up something that you cannot provide, such as a large

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### NATIONAL ASSOCIATION NEWS

## The 2019 President's Conference – A GATHERING OF IDEAS

What happens when the leaders from print companies large and small meet to share and learn together for three days in a beautiful desert setting? Plan to attend this March to find out! The 2019 President's Conference is a gathering of ideas with unlimited potential.

**Participants will share ideas on how**

**you can...**

- Expand your business
- Improve your company culture
- Tap into the Millennial mind
- Be a better leader

Change comes fast in our industry. Getting the latest on emerging technology and business strategies is key to

maintaining your company's competitive advantage and ensuring profitability. Designed especially for visionary leaders and providing a path for creative innovation, the 2019 President's Conference will equip you with business strategies and tactics that cannot be found anywhere else in the industry. Join your fellow lead-

ers at the premier leadership event in our industry to share new ideas, collaborate and learn. Walk away inspired, rethinking the status quo, and ready to tackle your own business challenges!

Learn more at [www.presidentconference.com](http://www.presidentconference.com) and save the date for March 3-5, 2019 in Phoenix, Arizona.



## HUMAN RESOURCES

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raise, be truthful in your response. Be careful not to overpromise and under deliver.

- **Be willing to act on the input** – Stay interviews are helpful because they can give you specific, relevant information about both practices/policies to keep and things that need to be fixed. But once you start asking employees what makes them stay and what it would take to get them to continue to stay, they'll want to see evidence that you're acting on their suggestions. Otherwise, the stay

interviews will be seen as a sham.

### What should you ask in stay interviews?

Here are some suggested questions:

- What keeps you working here?
- What would cause you to leave our company?
- What do you enjoy the most about your job?
- What do you like the least about your job?
- How would you rate your happiness here on a scale of 1 to 10? What would

it take to get you to a 10?

- What motivates you at work?
- What kind of feedback or recognition about your performance would you like to get that you're not currently receiving?
- If you were to take a completely different role within our company, what would you miss the most about your current job?
- What did you love in your last position that you're not doing now?
- What work-related talents, interests or skills do you have that we haven't made

the most of?

- If you could change one thing about your job, your team or our company, what would it be?
- What's bothering you the most about your job or our company?
- Is there anything else you'd like to bring up?

**Action item:** If you decide to start conducting stay interviews, be sure to keep track of employee turnover. Hopefully you'll be able to increase your employee retention rates and employee satisfaction overall.

## Upcoming Events

## Profit Matters Webinar: 10 Attributes of High-Growth Companies

December 11, 2018 at a computer near you!

In our highly competitive industry, printers must focus on two things to succeed: efficiency and growth. The first delivers a better bottom line; the second produces a more robust top line. In this session, experts from New Direction Partners will share what they have found to be the 10 attributes of high-growth printing companies, providing insight to



owners and managers about how they can ensure high growth in their own businesses.

To register, contact Emily Holguin, 323.728.9500 ext. 262, emily@piasc.org

## WEBINAR: Top 10 Don'ts When Conducting Background Checks

January 22, 2019 at a computer near you!

This webinar will address some frequent and major mistakes employers make when conducting background checks. We will stress the importance of using the appropriate forms and releases when conducting screening. The topics covered will include Form I-9 verification, immigration issues, and the potential legal and financial consequences for non-compliance. Join us for this informational webinar



with our preferred partner, Employers Choice Online, Inc., and learn more about background screening.

To register, contact Emily Holguin, 323.728.9500 ext. 262, emily@piasc.org

## FEATURE ARTICLE

## Surplus Drive

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make a significant difference for our local students. Some participating teachers represent schools that have printing programs, while others are looking for supplies for use in their art and graphic design classes.

Glenn Laird, the graphic arts instructor at Eagle Rock High School, has been participating in the Surplus Drive for over two decades. The school boasts an extensive graphic production facility, with multiple inkjet printers, a

24" all black film printer, screen printing equipment, sublimation equipment and more.

"I am usually able to get 500 to 1000 pounds of paper at the Surplus Drive," Glenn shares, "primarily large format white sheets. The paper is all used for the



things that our students print for other schools in the district—we're currently producing printed products for about 60 schools within LAUSD—as well as for non-profit community groups and other governmental organizations. We print everything from posters and banners to t-shirts, mugs, awards and more. We do this work on a cost-only basis, and the donated paper enables us do production work at minimal cost."

Low costs, of course, help attract more work, and more opportunities for Glenn's students to increase their graphic production skills. After they graduate, many of Glenn's students go on to the Graphic Communications Technology program at Pasadena City College, and

then transition out to find jobs in the printing field.

The paper that Glenn picks up at the Surplus Drive benefits the rest of the Eagle Rock High student body as well. "We keep the facility open for several hours each day after school," Glenn adds. "We run it like a Kinko's and let kids come in and make posters, fliers and other items to support their coursework, all at no charge."

For over three decades it has been the generosity of PIASC members like you that has made the RAISE Foundation's annual Surplus Drive a big success and supported programs like the one at Eagle Rock High School. Let's make 2019 our best year ever!

## CONTACT US

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## HOLIDAY MESSAGE FROM PIASC PRESIDENT

Regardless of your situation, there is always something to be thankful for at this time of year. The last few days I have been involved in the inaugural PIASC Santa Ride to the City of Hope and student team presentations at Cal Poly SLO. In the midst of this, there has been plenty of time spent in car. A couple of thoughts that I would like to share:

- I can spell "Instagram" and have it on my cell phone. This is the extent of my understanding which is why my eyes clouded over a bit when the students proclaimed the apps importance.
- Sitting in a room surround by students nearing the end of their college days is surreal regardless of the school (i.e., Cal Poly SLO, Cal Poly Pomona, Fullerton College, Riverside City College, etc.). These young people are all incredibly bright. Their perspective and ideas are

different and challenging, which has to be the same thing our parents said about us! Clearly the future of our industry is dependent on these young people and their peers.

- Standing in the driveway of the City of Hope watching the outpouring of gifts and smiles from the Santas was incredible. My hat is off to Bill Rivera (The Dot) and Massis Chahbazian (The Printery) for working so hard to organize this first ever event. To see the smiles that came from a few patients that were allowed to come out and take their pictures with Santa, the COH staff that found time for a little joy and the visitors that stopped by on their way into the hospital for a little cheer will warm anyone's day. However, there is nothing quite like standing in the driveway and looking up and waving at patients in windows too ill to come down and visit.

- Our industry is an incredible part of the core of California. We employ about 45,000 people and directly contribute over \$8 billion to California's output! We are a hidden treasure that we need to expose.

At this time of year, with the holiday season around us, let's take time to be thankful for the many treasures that we have. The staff of PIASC and I wish all of our members and their families very happy holidays. It has been a true pleasure to serve your needs. Our offices will be closed December 24th and 25th. On December 31st we will close at 2pm and closed on January 1st. The next Native news issue will be January 7th. We look forward to a very rewarding 2019.

-Louis J. Caron, PIASC President/CEO

## PIASC Events Calendar

DEC.  
11

### Profit Matters Webinar: 10 Attributes of High-Growth Companies

11:00 am - 12:00 pm, PST  
At a computer near you  
Details: [www.piasc.org/events](http://www.piasc.org/events)  
Contact: Emily Holguin, Ext. 262, emily@piasc.org

JAN.  
22

### Webinar: Top 10 Don'ts When Conducting Background Checks

10:00 am - 11:00 am, PST  
At a computer near you  
Details: [www.piasc.org/events](http://www.piasc.org/events)  
Contact: Emily Holguin, Ext. 262, emily@piasc.org

JAN.  
17-18

### 32nd Annual Surplus Drive

9:00 am - 2:00 pm  
Advantage Inc., Anaheim  
Details: [www.piasc.org/events](http://www.piasc.org/events)  
Contact: Emily Holguin, Ext. 262, emily@piasc.org

MARCH  
3-5

### 2019 President's Conference

Including a Golf Outing at Raven Golf Club  
Phoenix, AZ  
Details: [www.presidentconference.org](http://www.presidentconference.org) Contact:  
Kristy Villanueva, Ext. 215, kristy@piasc.org

For full list of workshops and virtual classes, please visit [www.piasc.org/training](http://www.piasc.org/training).