



NEVADA NEWS

THE FOCUS IS ON...

By Bryan Wachter

WITH THE PRIMARY ELECTION ONLY DAYS

behind us, we are already being bombarded with early predictions and election-cycle noise. It's easy to lose sight of the fact that this election isn't the main event, but only the selection process.

Our focus as a retail industry remains on the difficult challenges that will come before the 80th session of the Nevada legislature. The conversations surrounding those difficult challenges are already taking place and in the biggest challenge—Education—the business community is largely absent. Not only is that unfortunate, but it's also dangerous.

Take for instance the Clark County School District's (CCSD) latest budget crisis. Individual school budgets for next year had already been submitted by principals and their SOT committees before the district lost an arbitration ruling that resulted in an additional \$68 million dollars in personnel costs, obviously not factored into those original budgets.

This is nothing new for CCSD, in fact it's almost standard operating procedure. What makes

this crisis different from last year's budget crisis is the reorganization of the district.

The legislature has mandated that 80 percent of all district funding must be allocated to individual schools. Without this new requirement the district could have manipulated the budget some and reduced the overly pronounced effects of this cut on schools, but because of that mandate, in order to balance the budget, 80 percent of the cuts must also come from schools themselves.

So if they balanced the budget, why should I as a business owner be overly concerned you might ask? Well the district contracts with five bargaining units still lack contracts for next year, and three of them are still in arbitration over last year's contracts. All of those potential arbitration decisions will have to be addressed when the legislature gavel into session and the conversation always returns to funding.

The biggest problem however, is that neither the education community nor the business community really know how to talk to each other and that's a problem that needs to be addressed.

The school district needs to do a better job of exposing the challenges they face and the constraints they struggle against and the business community needs to do a better job of listening to those concerns and then do what it does best, innovate and problem solve.

As a business owner there will be a lot to consider during this general election. Consider pausing the noise for a few minutes and have a conversation with a teacher or a principal and start to bridge that gap of understanding. ■

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CEO's Corner

MARY LAU, PRESIDENT/CEO

THE AMAZING EVOLUTION OF FOOD AND HOW WE SHOP FOR IT

AS THE CEO OF THE NEVADA RETAIL ASSOCIATION

(RAN) I have a front row seat to witness the innovation and creativity of our members.

At a recent luncheon with RAN's Board Chair, Marsha Gilford, we got on the subject of blockchain technology and the successful summit that McDonald Carano Wilson hosted in February. *

As Kroger's Regional Southwest Region Corporate Affairs Director, Gilford helped me understand the changing face of the grocery industry and the Kroger Company. Through this single conversation I was enlightened regarding the amazing evolution of technology in the food delivery business – commonly known as grocery stores. Realizing that people get stuck in only knowing what they know until such a time that more knowledge comes their way, I learned

blockchain technology has transformed the ability of shoppers to check and source their food, and other retail items.

Blockchain has also revolutionized front-of-the-store operations, such as self-checkout, click and go, mobile POS, payments, and loyalty programs. It has even modernized back-office operations, supply chain, reporting and analytics, marketing, security, and many other operations. Not everyone is on blockchain technology at this time but it is a wave of the future.

As consumers of groceries, we all understand at some level how the grocery industry is changing. However, according to Gilford the industry has come to understand organics have become a strong market; branded meals and in-store brands are growing, and grocers now understand the how's and who's of who might actually be shopping. For instance, age and affluence

are no longer inhibitors to online shopping as 61% of all millennials, 55% of Generation X, 41% of Boomers, and 39% of the Greatest Generation purchase on-line, according to FMI Smartbrief (4/25/18).

Not only do Kroger shoppers (Smith's in Nevada) demand more, they have, or will soon have, six different ways to shop, check out and pay for their groceries. Grocers understand that by 2022 up to \$100 billion might be spent online in grocery purchases (FMI website), and they also understand consumers demand more when shopping in stores.

To learn more, Gilford invited our RAN team to see for themselves what had recently changed in technology now, and what the grocery store of the near future might look like.

As a result, we toured two Kroger facilities— Smith's stores as they are known locally—in Las Vegas, Nevada. Our tour started out with a briefing



Mary F. Lau RAN's President/CEO

from the regional Salt Lake headquarters Kroger Team and from the local Las Vegas operating team that included the store manager.

Hearing was one thing, seeing, however, was amazing. As the RAN team toured we learned firsthand about sustainability, energy management, stocking and merchandising, safety, brand identity, new store design with community needs in mind.

At some stores Kosher foods, select-imported cheeses, organics, deli,

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EVOLUTION OF FOOD *Continued from page 2*

and produce are offered depending upon demand.

We even learned that open refrigerated cases can be energy efficient due to the proven science of cold verses warm air technology which is employed in most new stores.

The store's sustainability impressed

us all as we learned recaptured cooling and heating energy were re-employed whenever possible to lower costs and save energy.

We saw the use of LED lighting throughout the store and various refrigerated cases as another energy saving measure. At another store,

we learned there are many ways to shop including self-scan, online ClickList®, Scan Bag and Go, home delivery, and so forth.

The tour was educational, and mind-boggling. Many thanks to the Kroger team including Marsha Gilford, Jim Green (Facilities Energy Manager), James Busick (Facilities

Engineering Manager), and Dave Williams (District Manager). If you would like the RAN team to tour your facility please contact the RAN office at **775-882-1700**.

*To learn more about Blockchain, read the RAN March 2018 *Nevada News* available on-line at **RANNV.org**. ■



Piper Brown, RAN's director of finance and administration, discusses the new "Prep-Pared" meals concept with Dave Williams, district manager for Smith's Food & Drug Stores.



THE RIGHT TO REFUSE SERVICE?

By Jason Sifers, Attorney, McDonald Carano

THERE HAVE RECENTLY BEEN SEVERAL HIGH-PROFILE

incidents involving patrons removed from businesses, often by law enforcement, for what the patrons alleged were discriminatory reasons.

Despite the familiar refrain that businesses “reserve the right to refuse service for anyone,” they do not reserve the right to refuse service for any reason.

A business that refuses service to a patron risks violating federal, state, and local non-discrimination laws if it does not handle this delicate process carefully.

Defending against these types of claims can be costly even for a business that eventually prevails. Perhaps worse still, the reputational risks of a misstep in this area are substantial—one only needs to look at the widespread social and conventional media coverage of recent incidents to see the problems a business’s refusal of service can cause when not handled properly.

Businesses need to be aware of federal nondiscrimination laws as well as any relevant state and local laws in their jurisdiction. There are two key federal laws businesses need to be aware of when refusing service to a patron: Title II of the Civil Rights Act of 1964 (“Title II”) and the Americans With Disabilities Act

(“ADA”).

Title II prohibits discrimination or segregation on the basis of race, color, religion, or national origin in a “place of public accommodation.” Under Title II, places of public accommodation include hotels, restaurants, gas stations, theaters, and related facilities.

The ADA prohibits discrimination on the basis of disability in a public accommodation. The ADA has a broader definition of public accommodation, encompassing essentially all private businesses open to the public. The ADA imposes requirements on businesses that differ from Title II in one other significant regard.

Complying with Title II generally requires a business to treat patrons without regard to their race, color, religion, or national origin. The ADA can require businesses to make “reasonable modifications” to their policies, practices, and procedures to accommodate individuals with disabilities.

ADA regulations surrounding service animals provide an example of how the ADA imposes additional obligations on businesses. A business is generally free to prohibit animals from their premises. Indeed, some businesses are required to prohibit animals by local health and safety regulations. The ADA generally requires

businesses to accommodate bona fide service animals to accompany patrons anywhere open to the public. While there are exceptions, businesses generally cannot force patrons to remove bona fide service animals from areas open to the public without incurring liability under the ADA.

Nevada has state nondiscrimination laws that exceed Title II and even the ADA. Nevada prohibits discrimination or segregation in places of public accommodations based upon race, color, religion, national origin, disability, sexual orientation (actual or perceived), sex, gender identity or expression.

Nevada’s definition of “public accommodation” largely tracks (but is even broader than) the ADA’s broad definition and includes to “any establishment or place to which the public is invited or which is intended for public use.”

Finally, local jurisdictions may enact their own nondiscrimination regulations, which may include categories not protected under state or federal law.

It is important to remember that the above laws limit the reasons a business may refuse service; a business is free to refuse service for reasons not prohibited by law, so long as those reasons are applied in a nondiscriminatory fashion. For example, customer-



Jason Sifers

only policies for restrooms are generally permissible in Nevada unless applied in a discriminatory fashion.

To limit exposure under federal, state, and local nondiscrimination laws, businesses should adopt policies regarding refusing service to avoid real or perceived violations of nondiscrimination law.

The specifics of the policy will vary based upon industry, location, and other factors—a nightclub, for example, will likely have a more detailed and formal policy than a hardware store—but there are some general best practices that will work for most businesses.

First, while it is legal to refuse service for any reason not prohibited by law, businesses should not refuse service arbitrarily. Rather, businesses should adopt a policy of only refusing service when justified by business necessity, such as, for example, when a patron is unruly, violates the businesses

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LEGISLATIVE COMMISSION REGULATIONS UPDATE

By Liz MacMenamin

THE LEGISLATIVE COMMISSION, A STATUTORY

committee, that meets during the legislative interim period, convenes regularly to determine the priority of all studies and investigations assigned to it by the full legislative body.

During the meeting held on May 16, 2018, the Commission reviewed several regulations affecting pharmacies and the Nevada Department of Health and Human Services. Of note were regulations regarding controlled substances, the result of which showed the continued commitment to effectively regulate controlled substances, while at the same time ensuring adequate access to patients, and best practice methodologies for healthcare providers.

The Nevada State Board of Pharmacy proposed the following specific regulations:

LCB File No. R132-17

A REGULATION relating to pharmacy; revising provisions concerning the authority of certain advanced practice registered nurses to dispense controlled substances, poisons, dangerous drugs and devices; and providing other matters properly relating thereto.

This regulation revises the amounts that advanced practice registered nurses are authorized to dispense.

LCB File No. R014-18

A REGULATION relating to pharmacy; authorizing the State Board of Pharmacy (BoP) to issue an order for a hearing to show cause under certain circumstances; and providing other matters properly relating thereto.

This regulation authorizes the BoP to issue an order to appear at a hearing to show cause to a respondent who fails to comply with an order

imposing discipline. This order to show cause requires proposed action by the BoP for this failure, requires the respondent to respond as to why this action should not be taken and further requires the BoP provide prompt notice to respondent's attorney of record, Regulation R014-18 also includes action for failure to comply.

This agenda also included a couple of regulations that had been worked on in co-operation by the Board of Pharmacy and veterinarians for the continued efforts regarding controlled substances. It is often times forgotten that our four-legged family also are in need of pain killers and the control and care of these products while ensuring adequate care in a very important part of the medical community.

LCB File No. R146-17

A REGULATION relating to pharmacy; defining the term

"consignment" and certain related terms for purposes governing the purchase, transfer and dispensing of certain drugs; authorizing licensed veterinarians to engage in a consignment; establishing the procedures and requirements for a consignment; authorizing certain wholesalers to enter a consignment; authorizing certain pharmacies to enter a consignment; and providing other matters properly relating thereto.

LCB File No. R015-18

A REGULATION relating to pharmacy; establishing the requirements for a licensed veterinarian to obtain a certificate of registration from the State Board of Pharmacy to dispense controlled substances or dangerous drugs; revising the fees for a licensed veterinarian to dispense controlled substances or dangerous drugs; and

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REFUSE SERVICE? *Continued from page 4*

policies, or would cause the business to exceed a safe or lawful capacity.

Second, policies should serve legitimate, nondiscriminatory purposes. For example, reasonable dress codes are fine, while a dress code that is arbitrary

or discriminatory, in policy or application, may subject a business to liability.

Third, policies should be applied consistently to avoid the appearance of discriminatory application. To that end, businesses should identify which employees

have the authority to refuse service, and make sure those employees are properly trained in nondiscrimination law and the businesses' policies.

As with many other risks, businesses may avoid or mitigate discrimination claims by taking a proactive approach

to establishing well-designed policies and properly training the employees who will implement them. ■

(Editor's Note: Jason Sifers is an attorney at McDonald Carano, where he focuses on commercial and complex litigation cases. He works with Josh Hicks, a McDonald Carano partner and RAN's General Counsel.)



Nevada Notes

NEVADA MINIMUM WAGE, DAILY OT RATES WON'T INCREASE

The rates for the upcoming year will remain unchanged from last year, the Nevada Department of Business and Industry said.

The 2006 Minimum Wage Amendment to the Nevada Constitution requires an analysis of the minimum wage each year based on increases in the federal minimum wage or if greater, by the cumulative increase in the cost of living, the state said.

The Office of the Labor Commissioner has released the annual bulletins for Nevada's minimum wage and daily overtime requirements that will take effect this July 1, the state announced.

The rates for the upcoming year, which took effect July 1, remain unchanged from last year.

The minimum wage for employees who are offered qualified health benefits from their employers will remain at \$7.25 per hour and the minimum wage for employees who are not offered qualified health benefits will remain \$8.25 per hour.

The rate for daily overtime will also remain the same because the minimum wage rate is not changing. Nevada is one of a few states with a daily overtime requirement in addition to the requirement to pay overtime for more than 40 hours in a workweek.

Employees who receive qualified health benefits from their employers and earn less than \$10.875 per hour, and employees earning less than \$12.375 per hour who do not receive qualified health benefits must be paid overtime whenever they work more than 8 hours in a 24-hour period.

Additional information regarding the minimum wage and daily overtime rates is available from the Office of the Labor Commissioner at 702-486-2650, Las Vegas and 775-684-1890 in Carson City.

Press Release

LVGEA PROJECTS 1,775 JOBS TO BE CREATED

The Las Vegas Global Economic Alliance (LVGEA) announced five Southern Nevada companies are expanding their operations and four are moving into the region as part of incentives approved by the state of Nevada.

The Las Vegas Global Economic Alliance, the region's economic development authority, projects 1,775 jobs will be created among the nine that were approved for state incentives by the Nevada Governor's Office of Economic Development board of directors.

Caremark (CVS), Sephora USA, KRS Global Biotechnology and Fortress Innovations are among the companies moving operations to Southern Nevada. Locally based companies expanding are Ritchie Bros.

Auctioneers, 3PEA International, Pictographics, Alpha Guardian and Cannae Holdings Inc.

Caremark said it will create 500 jobs with an average wage of \$25.73. It plans to create a prescription management service center that will support operations for pharmacy care services and disease management support for CVS/Caremark members, according to LVGEA. He said the company chose Southern Nevada because of the low cost of operations.

LVGEA also noted the trend towards more manufacturing jobs in Southern Nevada.

LV Business Press

SMALL BUSINESSES WORKING TO FILL POSITIONS

Many small-business owners in Nevada have hit a wall finding employees with the right skill sets. A 2018 survey by Nevada State Bank and Applied Analysis found more than two-thirds of businesses find it somewhat or very difficult to recruit qualified candidates. The state's education system and a lack of economic diversification may be at fault, experts say.

Nevada had the nation's highest job growth rate in 2017, according to the U.S. Labor Department. While this is a sign of a burgeoning economy, it can lead to a disproportionate labor market — one with more job openings than qualified candidates.

Today, about 26 percent

of the state's economy is in the leisure and hospitality industry, according to the Nevada Department of Employment, Training and Rehabilitation.

The state has been making efforts to diversify the local workforce's skill sets. Health care, technology and advanced manufacturing are high-growth, high-wage sectors that have been highlighted by the Governor's Office of Economic Development so far.

But there could be more underlying issues than just lack of skills. Some companies may have issues finding the right recruitment strategy, and others could be using inefficient ways to assess candidates. Using just an application or a resume' doesn't tell you about skill sets nor previous successes.

LVRJ

PRIMARY ELECTION

Nevada's primary election was held June 12, 2018. Results and analysis will be in the July issue of RAN's Nevada News. The general election is Nov. 6, with early voting from Oct. 20 to Nov. 2. The deadline to request a mail ballot for the general election is Oct. 30.

RAN

POT TAX REVENUE EXCEEDS EXPECTATIONS

Nevada is skating past its first-year goals for recreational marijuana revenue.

The state has collected \$48.97 million in total marijuana

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National Notes

NEW STUDY: MARKED INCREASE IN VACCINATIONS DUE TO ACCESSIBILITY AT PHARMACIES

A new study published in the Journal of the American Pharmacists Association shows that pharmacy-based immunization services have increased influenza and pneumococcal vaccinations by millions since immunizations became more accessible in pharmacies.

All the data researchers used came from 2006 through 2010, a time when changes in immunization policy led to a significant push to offer vaccination services in pharmacies. The researchers studied the data to determine whether more widespread availability of pharmacy-based immunizations had actually increased vaccination rates beyond national trends, as opposed to shifting immunization services away from other providers.

These new findings are in alignment with another study that came out in 2017—by Avalere and NACDS researchers—which found that “overall, as states moved to allow pharmacists to administer influenza immunizations, the odds that an adult resident received an influenza immunization rose, with the effect increasing over time.”

NACDS

STORES ARE KEY TO MEETING IMMEDIATE SHOPPING NEEDS

Shoppers spend an average of 13 days researching a product, but one in three expect a purchase to arrive the same day they order it, according to a Google blog post.

In fact, mobile searches related to same day shipping jumped more than 120% since 2017. Google’s research indicated physical stores will play a growing role in consumer shopping activity, and retailers with a sound omni-channel strategy can benefit from consumers who need items immediately.

RetailDIVE

KROGER BUYS MEAL-KIT COMPANY HOME CHEF

Kroger Co. KR -0.59% is buying Home Chef, the largest private meal-kit company in the U.S. by sales.

Kroger, the largest U.S. supermarket chain by stores and sales, is quickly pushing to shake up its business model as it faces competition on all fronts. Deep discounters, meanwhile, have pressured Kroger to slash costs, as weak inflation in food prices haven’t boosted sales as grocers had hoped.

Kroger said they are aware of the changes sweeping the food retail sector, but were pursuing new ways to sell food in response to customer demand, and that talks with

other companies about deals were continuing. WSJ

WALGREENS HITS THE ROAD THIS SUMMER

Walgreens, a provider of trusted care in communities since 1901, will join The Skin Cancer Foundation on the road this year in support of its Destination: Healthy Skin Program— a national effort to educate the public about the importance of effective sun protection for skin cancer prevention, and the importance of early detection.

“As people spend more time outside enjoying their favorite summer activities, it’s especially important to remember that the sun’s rays can be very harmful if the proper precautions are not taken,” said Joe Hartsig, chief merchandising officer, Walgreens.

“Walgreens is proud to join The Skin Cancer Foundation to heighten awareness around the need for prevention, and to bring outdoors the caring expertise we deliver every day in our stores in the community.” The national mobile education program kicked off May 15, 2018.

“Since 1901, we have dedicated ourselves to serving our communities, and to always being there to help our customers feel good,” said Adam Holyk, chief marketing officer, Walgreens.

“Our trusted pharmacists and beauty consultants play

an important role in providing expert advice year-round. This summer, working together with Skin Cancer Foundation, we’re helping our customers better understand a healthy skin and sun care regimen.

With products including those in our own portfolio like No7, we hope to help more people enjoy the summer months starting with the kind of care they’ve come to expect from Walgreens.” Business Wire

TARGET TESTS RETAIL ‘FLOW CENTER’

Target Corp. is testing a new distribution strategy aimed at speeding up its restocking and making the retailer more nimble at stores and online as it competes with rivals.

The aim is to pare what Target calls its replenishment cycle from days to hours and reduce inventory at stores, especially at the retailer’s new small-format stores and locations in denser urban areas. The approach also uses the same pool of inventory to replenish stores and fulfill online orders, a departure from Target’s existing supply chain.

Under the operation, the company sends shipments to stores more frequently and in smaller lots tailored more precisely to demand rather than shipping big cases of products. The retailer is also creating a new warehouse management system intended to better integrate its distribution and

Continued on page 11



WITNESSES TO ABUSE

By James Larsen

THERE'S AN AWKWARD MOMENT THAT OCCURS IN THE

conversations supervisors have with employees when the subject of difficult customers comes up. Difficult customers can be angry, rude, insulting, obstinate, and sometimes aggressive, but the reactions we expect from our people are far different.

We want them to remain calm and polite. We want them to continue to try to help these customers and ignore their incivility. We expect them to control their own emotions, but it becomes awkward when our people ask follow-up questions. "You mean I can't react?" "I have to just take their abuse?"

In answering our people, even before we speak, we know they won't like what they hear. We'll talk about the atmosphere in the store and the experience of other customers, but the bottom line is that employees who fire up and return insult for insult are going to be fired.

Sandy Hershcovis from the University of Calgary is interested in workplace aggression and incivility, and she has noted that abusive customers are responsible for a large majority of the incidents that trouble employees, so the problem of abusive customers is huge, and there's not much we can do about it.

Hershcovis doesn't believe that repeating "the customer is always right" is going to help,

but there is someone else in the room when our people suffer abuse: other customers, and it was these other customers, these witnesses, that Hershcovis investigated in her most recent research.

In one experiment, Hershcovis and her students took over the dining room of a fast food restaurant in the mid-afternoon of a typical business day when traffic was light. Through the large glass windows, she watched for customers who came in alone.

When she spotted one, she and her students took their places and acted out a scene of abuse toward the counter clerk. The customers got a front row seat as next in line to place their orders. The purpose was to watch how they reacted and take note of what they said and did.

Customers reacted with both anger toward the abusive customer and empathy toward the clerk. They limited their expressions of anger to harsh opinions that they kept to themselves or expressed in conversation to the counter clerk after the abusive customer had left.

Their expression of empathy took three forms. First, they made supportive, sympathetic comments to the clerk as they placed their orders. Second, they gave high evaluations of the clerk's competence in a customer-satisfaction survey they were asked to complete. Many recommended the clerk

for employee-of-the-month. Finally, they significantly increased the amount of money that they left for tips in a tip jar on the counter.

Hershcovis replicated these findings in two subsequent studies, and she also tested what would happen if the clerk reacted to the abusive customer through harsh words of her own.

Hershcovis found that if the clerk reacted negatively, all the positive reactions she had observed from the customers who had witnessed the abuse disappeared: the anger toward the abusive customer, the supportive comments, the high evaluations, and the increased tips. They all simply disappeared!

Hershcovis explains that when customers witness abuse by another customer they experience a violation of their sense of justice and feel angry. They also feel empathy for the unjust suffering of another person, and they want to relieve this suffering.

However, Hershcovis also noted another outcome of witnessing abuse. Customers were uncomfortable with their experience and were less likely to return to this business. This final finding is important to retailers.

In many cases, our people and our customers find themselves in conflict because of policies we have created and asked our people to implement. Many times, if there is trouble, it's our fault. Expressions of anger and conflict are red flags

to alert us to policies that need adjustment.

So, there it is. Difficult customers offer an opportunity for our people to display their skill and earn the accolades of customer witnesses (and maybe increased tips), and they give us an opportunity to adjust policies that will improve the atmosphere in our stores. ■

Reference: businesspsych.org

UPCOMING

NRF PROTECT
People, Assets, Brands
Gaylord Texan Resort
Dallas, TX
June 11-13, 2018
nrfinfodesk@nrf.com
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NRF TECH/2018
Retail's Premier
Technology Summit
Ritz Carlton
San Francisco, CA
July 15-17, 2018
#nrfttech

**NRF'S SHOP.ORG
2018 CONFERENCE**
CEOs, startup founders
and top business
personalities will discuss
the shifting retail
landscape and how to
improve the customer
experience as more
than 2,500 leading
members of the retail
community gather in Las
Vegas September 12-14
for the National Retail
Federation's annual Shop.
org conference.



GRADUATION SPENDING TO REACH \$5.2 BILLION WITH CASH AND GREETING CARDS AS MOST POPULAR GIFTS

CONSUMERS SAY THEY WILL SPOIL HIGH SCHOOL AND COLLEGE

graduates this year by filling their greeting cards with gift cards and cash, according to the annual survey released today by the National Retail Federation (NRF) and Prosper Insights & Analytics.

The average person buying graduation gifts will spend \$102.51, on par with last year's \$104.92. Total spending is expected to reach \$5.2 billion, the third-highest number in the survey's 12-year history following the record \$5.6 billion set last year and \$5.4 billion in 2016.

"Graduation is a huge milestone for students and parents alike, and retailers are ready to help make it even more memorable," NRF President and CEO Matthew Shay said. "Cash might be the most popular item, but an assortment of graduation gifts from greeting cards and gift cards to clothing and electronics will tempt shoppers."

Cash will once again be the most popular gift, given by 55 percent of those surveyed as they seek to help students with the costly transition from high school to college or college to the "real world." Greeting cards — many of them with cash

inside — follow at 43 percent, gift cards at 32 percent, apparel at 14 percent and electronics at 10 percent.

"One growing trend we have noticed year over year is the fact that peers continue to give gifts to each other," Prosper Insights Executive Vice President of Strategy Phil Rist said. "Most prefer to give cash, along with the quintessential graduation gift card, to celebrate the new grad."

The survey found 45 percent of those ages 18-24 plan to give a gift to other

graduates, spending an average of \$73.87, with cash being their gift of choice. However, the

biggest spending, at \$119.86, comes from those ages 45-54 who may have a child at home. Those in the grandparent

bracket of 65 and above give an average of \$107.15.

The survey, which asked 7,681 consumers about their graduation gift-giving plans, was conducted May 3-10 and has a margin of error of plus or minus 1.1 percentage points. ■



LEGISLATIVE COMMISSION *Continued from page 5*

providing other matters properly relating thereto.

Also approved was a regulation implementing provisions of Senate Bill 539, which is more easily recognized as the diabetes drug-pricing bill. This regulation was part of an early review action requested by the Department of Health and Human Services. Basically, this regulation has been through workshop but has not had the public hearing before the Department.

There was concern by stakeholders that this was

premature and continued vetting was needed. The early review was, however, approved by a party line vote, with Senator Farley, Independent-Clark, voting with the Democratic majority.

LCB Draft of Proposed Regulation R042-18

A REGULATION relating to prescription drugs; providing that the Department of Health and Human Services will make available on an Internet website maintained by the Department certain forms that must be used

by manufacturers of prescription drugs, pharmacy benefit managers and pharmaceutical sales representatives to submit certain reports to the Department; authorizing a manufacturer or pharmacy benefit manager that submits such a report to request that the Department keep certain information confidential as a trade secret under federal law; establishing procedures for the Department to follow when it receives a request for public records seeking disclosure of information for which a

manufacturer or pharmacy benefit manager has submitted a request for confidentiality; prescribing certain requirements for reports compiled by the Department concerning the prices of certain prescription drugs; and providing other matters properly relating thereto. ■

All of these regulations can be downloaded on the LCB website under: <https://www.leg.state.nv.us/App/InterimCommittee/REL/Document/11842>



Important Information for SIG Members

*NRS requires all existing members of a self-insured group to be notified of all new members.
NRNSIG new members are listed below.*

Bainbridge Timbercreek dba BTmix
BDAH LLC dba Blue Diamond Animal Hospital
Couture Couriers LLC
Home Health Care of Northern Nevada LLC
Jose Campos dba All City Lawns
NAMI Western Nevada
North American Solutions Inc
dba North American Solutions

Red Rock Home Services LLC
dba Red Rock Pest Control
Sahara Motors Unlimited LLC
dba Newport Motors
Silver Line Delivery Services LLC
dba OK Furniture
Toiyable Title, LLC

CREDIT CARD PAYMENTS

*The Retail Association of Nevada is happy to announce
that you can now pay your annual membership dues by
credit card on the new website: www.rannv.org.*

Please contact Piper Brown if you have any questions, 775-882-1700.



NRNSIG members who wish to register a negative vote on a new group member, please write NRNSIG at 575 S. Saliman Road, Carson City, NV 89701, indicating which member and the reason(s) for the negative vote.



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(800) 480-1846 or (702) 740-4380

Elko Office
557 W. Silver Street, #206, Elko, NV 89801
(775) 753-7771



MEMBERSHIP INFORMATION: Find out more about RAN's self insured group. Call Pro Group, **800-859-3177**,

10 ♦ or the RAN office at **775-882-1700** (toll free in Nevada 800-690-5959). Don't forget to check out our website, www.RANNV.org.



NEVADA NOTES *Continued from page 6*

tax revenues since sales began.

Recreational marijuana sales have reached \$304.73 million in Nevada, according to the state's most recent data. The total for combined taxable sales -- including medical marijuana, adult-use marijuana, and marijuana-related tangible goods -- is \$385.99 million for the first nine months of the fiscal year.

The revenue from the 15 percent wholesale marijuana tax, along with fees, penalties and assessments, goes to fund the taxation department's costs

of administering the marijuana program, \$5 million per fiscal year goes to local governments, and the remainder goes to the state Distributive School Account

The retail marijuana tax rate is 10 percent; the revenues from this tax go the state Rainy Day Fund, which could be used for any number of government costs down the road.

Marijuana-related fees, penalties, and assessments have generated \$10.2 million to date. *RGJ*

RENO AIRPORT PLANNING FOR MAJOR EXPANSION

Four million passengers now travel through the Reno-Tahoe International Airport in a year, and that number is growing. The airport projects over the next two decades, that number could rise to 5.5 million passengers, so officials say the facility needs to grow, too.

The new master plan would expand the airport from two concourses to three, adding the third on the north side of the property. They would modernize the two

existing concourses, which haven't seen an upgrade since the '80s and will boost the number of gates and the amount of restaurant and retail space.

In the plan, they would build additional parking to the north of the existing parking structures.

The project is slated to cost \$1.6 billion, but it still needs to be approved by the airport board and the FAA.

KTNV-TV

NATIONAL NOTES *Continued from page 7*

fulfillment operations, which now use separate systems even when they share the same building.

The explosive growth of e-commerce has put a premium on rapid delivery to online buyers and pressured traditional retailers to make better use of their real estate, an especially big share of overhead at "big-box" operators of brick-and-mortar stores. *WSJ*

RITE AID MAKES FREE OPIOID DISPOSAL SOLUTION AVAILABLE AT MORE THAN 2,500 PHARMACIES NATIONWIDE

Rite Aid Corporation announced that DisposeRx, a first-of-its-kind opioid disposal solution, is now available at all of Rite Aid's more than 2,500 pharmacies across the United

States. DisposeRx packets contain a biodegradable powder that, when mixed with water in the prescription vial, dissolves drugs, forming a viscous gel which may be safely discarded in the trash.

"DisposeRx packets are an innovative and easy-to-use drug disposal solution and as one of the nation's leading drugstores, Rite Aid is excited to offer this solution to our patients at no cost," said Jocelyn Konrad, Rite Aid executive vice president of pharmacy. "While there's no single solution to the opioid crisis, practicing safe medication disposal is an important and significant step we can all take. Rite Aid pharmacists, as medication experts and one of the most accessible healthcare providers, are well-positioned to engage

with their patients on this important topic."

For more information visit www.disposerx.com.

Business Wire

WHY CUSTOMER-SERVICE REPS SHOULD SAY 'I,' NOT 'WE'

"How can we help?" It is the sentence customer-service workers probably utter more than any other. And, according to one study, it has a fatal flaw: They should be saying "I" instead of "we."

According to a study set to be published in the Journal of Marketing Research, when using 'we,' you are signaling to the person you're speaking to that you're not personally involved according to Grant Packard, professor of marketing in the Lazardis School of Business and Economics at

Wilfrid Laurier University in Waterloo, Ontario, and the lead researcher on the study.

By contrast, a healthy use of "I" can indicate that the speaker takes personal responsibility for the situation. "The 'I' pronoun creates a perception that they care and are concerned in the interaction," Dr. Packard says. It helps the speaker appear more empathetic and subconsciously signals to the listener that the speaker is involved and can have an impact.

And in one experiment that looked at sales data in addition to employee pronoun usage, they found evidence suggesting that the more an employee used "I," the more likely customers were to spend more in the 90 days following the interaction than they had in the preceding 90 days. *WSJ*



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INVEST IN U.S. JOBS

THE NATIONAL RETAIL FEDERATION (NRF) SUPPORTS

policies that promote efficiency in taxes and regulation to generate investment and create jobs. At 35 percent, the U.S. corporate tax rate is the highest of any major industrialized nation and hampers job creation by keeping U.S. companies from being competitive in the global economy. NRF supports comprehensive tax reform that would eliminate tax breaks that benefit only a few industries in return for lower rates for all businesses,

including both corporations and small businesses.

NRF strongly opposes any form of value added tax or consumption tax, which would be devastating for the consumer spending that makes up two-thirds of the U.S. economy and the millions of jobs supported by that spending.

And NRF wants to level the playing field on sales tax by letting states require online sellers to collect sales tax the same as local stores, ending the unfair Internet price advantage that makes it increasingly difficult for Main Street merchants to keep their doors open and

continue creating local jobs.

Sales Tax Fairness —

The jobs created by Main Street retailers and the contributions they make to their communities should be protected by requiring online sellers to collect sales tax the same as local stores.

Comprehensive Tax Reform —

With the 35 percent U.S. corporate tax rate the highest among major nations, Congress needs to “broaden the base” by eliminating special tax breaks that benefit a few industries and lowering tax rates for all businesses

in order to restore U.S. competitiveness in the global marketplace.

No VAT — Proposals for a value added tax, national retail sales tax or other form of consumption tax should be rejected because studies show they would discourage the consumer spending that makes up two-thirds of the economy.

Regulatory Reform —

Policymakers should eliminate or streamline federal regulations that interfere with job creation and economic growth. ■