

HIGHLIGHTS OF THE GOVERNOR'S STATE OF THE STATE

"LET ME BE CLEAR... NEVADA'S EMPLOYERS CANNOT AFFORD HIGHER TAXES, AND I WILL NOT SUPPORT THEM."

—Governor Brian Sandoval, January 16, 2013

YOU CANNOT PLEASE ALL THE PEOPLE ALL OF THE TIME, BUT

Governor Sandoval's speech had something for everyone. Following are some highlights:

TAXES Payroll Tax Cut

At present, businesses are not required to pay the modified business tax on the first \$62,500 of their payrolls. The Governor has proposed to increase that exemption to \$85,000. The budget provides \$25 million for further tax relief and eliminates the burden on almost 3/4s of Nevada's small businesses.

Unemployment Taxes

The Governor plans on restructuring the nearly 703 million dollars Nevada owes the federal government used to pay the unemployment benefits to Nevadans who were out of work. This step will save employers 9 million dollars, stabilize the rate paid by businesses, and ensure the entire amount is paid off by 2016. (See story on page 2)

JOB

The Governor's goal was to create 50,000 jobs in his first term of office. Halfway through his term, he has created 30,000 jobs. Following are proposed jobs projects:

Project Neon

This major new highway project will meet the most critical transportation needs of Southern Nevada. This is perhaps the largest public works project in Nevada since the construction of the Hoover Dam.

Affordable Care Act

The federal law allows Nevada to shift mental health and other state spending to Medicaid sources, saving the General Fund nearly 25 million dollars over the biennium. Over the next 6 years, this comprehensive approach will create up to 8,000 new health care jobs and inject over half a billion dollars into our economy.

Higher Ed Projects

Funding is included in the Governor's proposed budget to begin the planning and construction of a new

Hotel Administration School at UNLV, and a Student Achievement Center at UNR.

Online Poker

The Nevada Gaming Control Board will bring legislation to eliminate Nevada's statutory barriers to interstate online poker, and ask for authority to enter into interstate agreements. The Governor asked the legislature to pass the bill in 30 days.

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STATE OF THE STATE *Continued from page 1*

EDUCATION

K-12 Literacy

Ensure children can read by the third grade as those who cannot, rarely graduate from high school. To help with this, money will be appropriated to assist at-risk schools in providing all-day kindergarten.

Teach for America

A unique corps of brilliant young leaders from America's top universities who give their time and talent as teachers in schools that need them most. The Governor proposed a new investment to help recruit, train, develop and place top teacher and leadership talent in Nevada

JAG

Jobs for America's Graduates helps prevent dropouts by putting a specialist in the school to work with the most at-risk students. The work continues even after graduation and transitions students from high school to college or a career. The Governor is proposing a pilot program in seven schools.

School choice

When he ran for governor in 2010, Sandoval vowed to pursue a voucher program that would allow parents to use public dollars to send their children to private school. He's proposed a new tax credit for businesses

that donate to an opportunity scholarship fund that Nevada students could use to pay for private school.

Database

The Governor wants to establish a database that links student performance to teacher effectiveness in an effort to expand teacher accountability.

HIGHER ED

The Knowledge Fund

This fund's purpose is to help universities fund research that could be put to commercial use. The Governor is proposing



\$10 million be directed to the Fund. The Fund was established in 2011, but the Legislature failed to appropriate any money for it. ■

UNEMPLOYMENT TAX BONDS

USING SOME CREATIVITY, GOVERNOR BRIAN

SANDOVAL has come up with a unique way to handle the \$703 million that Nevada employers owe the federal

government for unemployment insurance benefits paid over the last few years.

By using revenue bonds from the private sector, which would be backed by the present

unemployment insurance taxes, the state would be paying a lower interest rate than the U.S. Department of Labor charges. The change could save Nevada employers \$9 million.

Nevada is presently paying the U.S. Department of Labor a 2.58 percent interest rate. The rate can vary and go much higher. If conditions are right, a rate in the private sector could be as

low as 1 percent. The interest affects the amount employers are charged for unemployment insurance. Employers are paying 1.2 percent on the first \$7,000 of an

employee's wages. Under the present circumstances, that rate could go up to 1.5 percent next year. If the Legislature enacts the Governor's plan and pays off the debt by November 9, the tax rate for employers

will drop to 0.6 percent. According to the *Nevada Appeal*, there is a small assessment on businesses to pay the interest on the private bonds. Federal law prohibits using the tax to pay the interest. However

the assessment will be offset by the lower federal unemployment tax. Unlike some other states, employees in Nevada do not pay into their unemployment insurance. ■

"By using revenue bonds from the private sector, which would be backed by the present unemployment insurance taxes, the state would be paying a lower interest rate than the U.S. Department of Labor charges."



BDRs TO WATCH

By Lea Tauchen

AS THE 77TH LEGISLATIVE SESSION BEGINS,

more than 900 bill draft requests (BDRs) have been submitted. These ideas for legislation have been proposed by legislators, legislative committees, the Governor's office, state agencies, and local governments. Each BDR has been given a number and a brief, one-sentence description, but the bill language has not yet been released. Here are some BDRs to watch that may impact grocers and general merchandisers.

FOOD/ALCOHOL/TOBACCO

• **BDR 57:** Imposes a fee on sales by fast-food businesses on certain

- items of prepared food.
- **BDR 81:** Requires nutrition labeling in chain restaurants.
- **BDR 129:** Revises provisions governing the inspection of food as it moves from the farm to dining tables.
- **BDR 460:** Makes various changes to provisions governing dairy products and dairy substitutes.
- **BDR 607:** Provides for the licensing and operation of craft distilleries in Nevada.
- **BDR 689:** Prohibits minors from committing certain acts relating to the possession and use of tobacco products.

CONSUMER PROTECTION

• **BDR 556:** Establishes a program for recycling

- electronic devices.
- **BDR 789:** Makes various changes to the chemical regulation of consumer products.
- **BDR 800:** Enacts provisions designed to provide consumer protections.

EMPLOYMENT

- **BDR 8: and 580:** Creates the Task Force on Employee Misclassification.
- **BDR 48:** Prohibits employers from requiring employees or prospective employees to disclose passwords for the purpose of accessing personal electronic data.
- **BDR 2947:** Revises provisions governing compensation for overtime.
- **BDR 796:** Enacts anti-theft wage legislation.

ADMINISTRATION OF JUSTICE

- **BDR 105:** Makes various changes concerning premises liability.
- **BDR 153:** Revises provisions prohibiting participation in an organized retail theft ring.
- **BDR 845:** Revises provisions relating to crimes against businesses.

Please visit our website at www.rannv.org for a complete list of legislation that may impact the retail industry. Or, feel free to contact the RAN team for updates as the session progresses. For additional information on the legislative session or to watch live committee hearings, go to www.leg.state.nv.us. ■

LEA TAUCHEN OF THE RETAIL ASSOCIATION OF NEVADA RECEIVES IOM RECOGNITION

A Leadership Training Program Produced by the U.S. Chamber of Commerce Foundation

WASHINGTON, D.C.— INSTITUTE FOR

Organization Management (IOM), the professional development program of the U.S. Chamber of Commerce Foundation, is pleased to announce that Lea Tauchen, Senior Director of Government

Affairs for the Retail Association of Nevada, has graduated from the program and has received the recognition of IOM. Awarded to all graduates of the Institute program, the IOM Graduate Recognition signifies the individual's completion of 96 hours of course instruction in nonprofit

management. "Institute graduates are recognized across the country as leaders in their industries and organizations," said Raymond P. Towle, IOM, CAE, the U.S. Chamber Foundation's vice president of Institute for Organization Management. "These

individuals have the knowledge, skills, and dedication necessary to achieve professional and organizational success in the dynamic association and chamber industries." Since its commencement in 1921, the Institute program has been educating tens of thousands of

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STATE BOARD OF PHARMACY UPDATE

By Liz MacMenamin

BOARD MEMBERS AND STAFF

The Board of Pharmacy met in Las Vegas on January 16th and 17th for the first meeting of 2013. Governor Sandoval appointed Leo Bausch to the board for the next three years. He is currently employed at Sunrise Hospital in Las Vegas has an impressive resume showing experience and knowledge in all areas of the pharmacy industry. He replaces Beth Foster, who is currently employed at the Veterans Hospital in Reno.

Larry Pinson, executive secretary of the Board of Pharmacy, introduced Dave Wuest, the new deputy executive secretary. This position was created at the last board meeting after a discussion regarding Mr. Pinson's succession planning. Carolyn Cramer will be retiring after this meeting and the new attorney for the board will be Paul Edwards, who was an associate with Lewis and Roca law firm before accepting the staff attorney position on the board.

The board also elected new officers at this meeting. Kam Gandhi was elected president and Kirk Wentworth will continue as the treasurer.

BOARD PRESENTATIONS

The board heard a presentation from Dynamex, a company from California that is hoping to do business

in Nevada. This company provides a delivery system for prescription drugs to patients who may otherwise be unable to obtain these medications. Currently, NRS 639.710 prohibits this practice unless the "employee is a bona fide employee of the licensee". Dynamex is petitioning the board to amend this regulation and allow the company to provide this service in Nevada. It appears the company places a very high standard on the employees in the company that will be providing transportation of medications.

REGULATORY HEARINGS

There were two regulations that were included in the public hearing of this meeting. Law enforcement, in an effort to curb abuse of unregulated substances, requested LCB File No. R187-1. This regulation will be adding certain substances to the controlled substance list. This process will be ongoing, according to testimony from the chemist with Las Vegas Metropolitan Police Department.

LCB File No. R816-12 will require that records be kept for two years on a mechanical device for dispensing medication and that date of a fill on the machine must be place front of each cell of the device, or requires a log of a label that contains this information. The board

believes this will ensure that the correct medication is in the appropriate section of the dispensing device. These regulations will now be heard by the Legislative Commission to Review Regulations. The regulations will not become law until such hearing takes place. RAN will keep the members posted on the next date of the commission.

PROTECTIONS FOR THE PUBLIC

The board had a great deal of discussion on the current issue that has impacted patients who order a specialty drug from a compounding pharmacy due to deaths that have occurred in other parts of the country. Nevada has some of the strictest regulations for a compounding pharmacy and it is believed that the protections they have put in place could well be model language for other states to follow. The major concern of the board is out of state compounding pharmacies applying for licenses in Nevada are not put through the same rigorous inspection process as the pharmacies located within our state. They are now requiring these pharmacies to also provide the board with their latest inspection from the state where they are headquartered. They also discussed the possibility of requiring these pharmacies to allow Nevada to send in their

inspectors and the burden of cost would be on the company. This would assure the board that drugs shipped into Nevada would be held to the same standard as the Nevada compounders. This discussion highlighted how board members are being proactive in protecting the citizens of Nevada.

CANADIAN DRUGS, BUYER BEWARE

The citizens of Nevada should be on notice that any drugs they may purchase in Canada will not be approved by the board and there will be no protections in place for the patient. There are no pharmacies in Canada that have applied for a license in Nevada and the few that has held licenses here have not renewed their license. This licensing was put in place to help assure a patient would know that the drugs they ordered were safe and met the standards that are in place in the United States. This is no longer the case, therefore, if you order your drugs from Canada or know someone that does, please let them know about this change of status. They may be getting a phony drug or a drug made in some remote country where the ingredients could be substandard.

If you have any questions or concerns, you may always call our office at **775-881-1700**.



WASHOE COUNTY LIQUOR ORDINANCES

By Lea Tauchen

THE WASHOE COUNTY COMMISSION HAS APPROVED

a request by the Community Services Department to initiate proceedings to amend Washoe County Code Chapter 25 (Business License Ordinance) and Chapter 30 (Liquor and Gaming License Ordinance). The proposed changes would consolidate regulations concerning intoxicating liquors from Chapter 25 into Chapter 30, which will make the Code easier to read and less confusing for liquor license applicants, license holders, and staff.

In addition, Chapter 30 would be amended to: enable civil and administrative enforcement methods rather than criminal only; enable the County Commission to establish liquor license fees by resolution rather than through ordinance; revise penalties for late payment of license fees; add provisions for persons serving liquor at special events; add provisions for persons providing liquor samples at grocery stores; create a liquor license for caterers; and create a temporary liquor license.

Please note that the County is not seeking to increase liquor license fees

at this time. However, they are proposing the addition of three new intoxicating liquor license categories: liquor tasting, temporary, and catering. The liquor tasting license will require application, but will not require a license fee. The temporary intoxicating liquor license will cost \$125 for each service bar per quarter. The liquor catering license will vary depending upon whether it is in conjunction with another liquor license or not, and will cost either \$125 or \$225 per quarter plus \$1 for each \$1,000 of annual gross liquor receipts.

County staff will prepare

a business impact statement that will be sent to all current intoxicating liquor license holders. They will then have an opportunity to review the proposed changes and submit comments or suggestions prior to the approval process. Draft amendments can be seen at: http://www.washoecounty.us/comdev_files/business_license/chap_25_30/chap30_110912.pdf.

If you have questions or would like additional information, please contact Lea Tauchen at lea@rannv.org or (775) 882-1700. ■

IOM RECOGNITION *Continued from page 3*

association, chamber, and other nonprofit leaders on how to build stronger organizations, better serve their members, and become strong business advocates. Institute's

curriculum consists of four weeklong sessions at five different university locations throughout the country. Through a combination of required courses and electives in areas such

as leadership, advocacy, marketing, finance, and membership, Institute participants are able to enhance their own organizational

management skills and add new fuel to their organizations, making them run more efficiently and effectively. Graduates of Institute receive the IOM recognition, signifying completion of 96 hours of course instruction in nonprofit management. In addition, participants can earn credit hours toward the Certified Chamber Executive (CCE) or Certified Association Executive (CAE) certifications. Nearly 1,000 individuals attend Institute annually.

Institute for Organization Management is the professional development

program of the U.S. Chamber of Commerce Foundation. It is the premier nonprofit professional development program for association and chamber professionals, fostering individual growth through interactive learning and networking opportunities.

The U.S. Chamber of Commerce Foundation (USCCF) is a 501 (c)(3) nonprofit affiliate of the U.S. Chamber of Commerce dedicated to strengthening America's long-term competitiveness by addressing developments that affect our nation, our economy, and the global business environment. ■



Marianne Virgili, Lea Tauchen, Megan Lucas



BLIND IN ONE EYE

By James Larsen, Ph.D.

HAVE YOU EVER TRIED TO CHANGE A PROCEDURE

or eliminate it? Sometimes, employees refuse to change. Why? Markus Baer, from Washington University in St. Louis studies reactions to change, and he wondered if psychological ownership played a role.

Psychological ownership occurs when we feel something belongs to us ... clothes, cars, and houses for example. Baer believes that psychological ownership extends to non-material things like jobs. When people experience a feeling of usefulness because of their jobs, then it is likely they will develop a sense of psychological ownership of them, too, and they'll increase their commitment and effort. They'll feel more responsible and be concerned that their work gets done. However, they may also mark and defend their jobs, withhold critical information, and resist others' efforts to contribute to them. It was this resistance to useful contributions that Baer studied in his experiments.

Working with 102 people, Baer introduced three changes using two approaches to do so. The

first he called subtractive change: he eliminated three things. The second he called additive change: he added three things. Finally, he noted how people reacted to the change efforts, and he found that psychological ownership had a striking effect.

When confronted with subtractive change, people who felt psychological ownership were much less likely to adopt the changes. When confronted with additive change, people who felt psychological ownership were much more likely to adopt the changes. Adding and subtracting made all the difference. He also found that when people feel ownership and face subtractive change, they feel a sense of loss, a sense of diminishing the self, and it hurts. When they face additive change, they feel a sense of enhancement, a feeling of getting bigger and better. It feels good, and they embrace it. In both cases, for people feeling ownership, the effect is exaggerated. Too many subtractive changes are rejected, and too many additive changes are embraced.

Retailers can use these findings to guide their efforts to introduce

change: make it additive. If you really want to eliminate something, add something that makes it impossible to do what you want to eliminate. Retailers should also be aware that these findings apply to them, too, and in thinking this over, I have to tell you about my apple tree.

I visit my apple tree three times a year. In late February, before the sap begins to run, I prune the tree. In late April, after little apples appear, I thin the apples - one apple for every eight inches on a branch. In early September, I harvest apples.

In February, I'm struck with the great effort the tree has made to send out new branches. The tree throws out branches everywhere, and it creates a tangled mess. In April, I remove a dozen apples for each one I allow to grow. Again, the tree tries to produce too many apples. Finally, in September, I harvest fat, ripe apples. Limiting and focusing the tree's resources produces this fine harvest.

We need to do the same with our businesses. Ask yourself, are you like an apple tree, embracing the tangled mess of too many things to do while shunning the pruning and thinning that will allow

your business to focus its efforts and produce fine fruit? Baer calls it "blind in one eye." ■

Reference: <http://www.businesspsych.org/articles/345.html>
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UPCOMING EVENTS

NATIONAL GROCERY ASSOCIATION SHOW

Mirage Hotel & Casino
Las Vegas, NV
Feb. 10-13, 2013

NACDS ANNUAL MEETING

April 20-23, 2013
The Breakers
Palm Beach, Florida

NRF GLOBAL SUPPLY CHAIN SUMMIT

May 19-21, 2013
Adolphus Hotel
Dallas, TX

NRF LOSS PREVENTION CONFERENCE & EXPO

June 12-14, 2013
San Diego
Convention Center
San Diego, CA



CONGRESS AVOIDS FISCAL CLIFF, INCLUDES RETAIL TAX BREAKS IN FINAL PACKAGE

By J. Craig Shearman, National Retail Federation

CONGRESS NARROWLY AVOIDED THE LONG-FEARED

fiscal cliff, allowing a New Year's Eve deadline to pass before giving final passage to legislation that avoids income tax hikes for most taxpayers, delays federal spending cuts and renews tax breaks that help retailers remodel their stores and hire disadvantaged workers.

"With the economy still recovering, taking hundreds of billions of dollars out of consumers' hands was a risk we could not afford to take," NRF President and CEO Matthew Shay said. "This agreement might not be seen as perfect by everyone, but it gives American consumers and businesses the certainty they need to put worries over this issue behind them and get on with the

business of growing our economy and creating jobs." The fiscal cliff bill unexpectedly included the annual "extenders" package of business tax breaks that had been in limbo since they expired at the end of 2011, retroactively renewing the package through the end of 2013. Among the breaks are

"The Administration and Congress did what was politically easy but will soon have to return to deal with issues that are economically critical if we are to sustain a growing and vibrant economy."

MATHEW SHAY

the Work Opportunity Tax Credit, which encourages retailers to hire disadvantaged individuals, and a 15-year depreciation for remodeling and other improvements done to retail and restaurant buildings. Without renewal, the depreciation period had reverted to its previous 39 years. The legislation also renews a "bonus"

depreciation provision that allows half the cost of certain investments to be written off the same year they are made. While the provision can be used for retail and restaurant improvements, it applies only to leased property. NRF is continuing to work to get the provision extended to own property, as is the

case with the 15-year depreciation. Shay said the fiscal cliff agreement was only a first step in addressing the nation's economic issues. "The Administration and Congress did what was politically easy but will soon have to return to deal with issues that are economically critical if we are to sustain a growing and vibrant economy,"

Shay said. "Congress and the White House still need to develop long-term plans dealing with tax reform and other fiscal issues. We have avoided the immediate crisis, but there's much more to be done before our economy is fully restored. If tax hikes and spending cuts that make up the fiscal cliff had been

allowed to go through, retail sales in 2013 would have been flat for the year, with negative growth in the first half of the year, according to an analysis conducted by NRF Chief Economist Jack Kleinhenz working with the economics firm Macroeconomic Advisors. A November White House report said consumer spending could have taken a hit of nearly \$200 billion in 2013 if middle-class tax cuts were allowed to expire. ■

FORMER SECRETARY OF DEFENSE ROBERT M. GATES TO KEYNOTE 2013 NACDS ANNUAL MEETING

THE NATIONAL ASSOCIATION OF CHAIN DRUG STORES (NACDS) today announced former Secretary of Defense Robert M. Gates as the keynote speaker for the 2013 NACDS Annual Meeting.

The Annual Meeting will be held Apr. 20-23 at The Breakers in Palm Beach, Florida. "We are honored to have Dr. Gates as our keynote speaker at the NACDS Annual Meeting," stated NACDS President and CEO Steven C. Anderson, IOM, CAE. "His highly-regarded and distinguished career and experience as Secretary of Defense and nearly three decades as an intelligence professional under eight U.S. Presidents will no doubt engage and inspire attendees at this year's meeting."



Nevada Notes

BLOOMINGDALE'S STORE CLOSING

The Bloomingdale's store at Fashion Show mall is slated for closure.

Macy's, which owns the high-end department store chain, said Thursday it is closing six stores nationwide this spring: the Bloomingdale's in Las Vegas and five Macy's locations in California, Texas, Hawaii, Minnesota and Massachusetts.

Clearance sales begin Sunday at Bloomingdale's and are expected to last seven to 11 weeks. The 99,000-square-foot store opened in 2002 and employs at least 35 people. In a prepared statement, Macy's Chief Financial Officer Karen M. Hoguet said the company's commitment to a successful and growing business means it will open new stores where it sees fit and "selectively close underperforming stores."

LV Sun

CHAIN STORES PLAN CLOSURES IN 2013

Reno and Sparks are expected to see several chain stores close in 2013 as they continue to deal with the effects of the downtrodden economy.

Old Navy will shutter its stores at Reno's Firecreek Crossing and at Sparks Crossing. The JC Penney Home Store will close in May, joining Scolari's in Lemmon Valley, Firkin & Wolf and the Spanish Springs Office-Max as some of the biggest closures

in the past few months.

Reno Gazette-Journal

NEW OWNER BEHIND LOCAL ALBERTSON'S STORES

A multibillion-dollar deal for grocery stores puts a new corporate owner behind the Albertson's brand in Las Vegas.

Supervalu Inc., the nation's No. 3 traditional supermarket operator, said Thursday that the sale of 877 stores to an investor group led by Cerberus Capital Management will include Albertson's, Acme, Jewel-Osco, Shaw's and Star Market.

Albertson's has a local presence with several stores in the Las Vegas Valley and 35 stores across Nevada. The company laid off 2,500 workers in Nevada and California in 2012.

Supervalu has struggled for years to turn around its business. The broader supermarket industry has been facing growing competition from big-box retailers such as Target, drugstore chains and dollar stores. While bigger chains such as Kroger Co. have adapted by tweaking store formats and improving discount programs and product offerings, Supervalu has scrambled to keep pace.

LVRJ

RALEYS: MAKING A DIFFERENCE

It feels good to know that — together — we're helping folks right here in our communities. With your

support, and the Making a difference... support of Raley's employees and business partners, Food For Families has raised more than \$27 million and donated more than 17 million pounds of dry groceries to food banks in our communities since the program began as a holiday food drive in 1986.

Today, food banks throughout Northern California and Nevada benefit from this non-profit program. Food For Families helps feed hundreds of thousands of hungry families year-round. Raley's Co-Chairman and Owner, Joyce Raley Teel, and CEO emeritus, Charles Collings, founded the program.

Raley's absorbs all administrative costs of the program with 100 percent of every donation going directly to help feed the hungry. Local food banks distribute all donated food. That means that the donations you make stay in your community.

Together, we're making a difference. Thank you.

Where Your Money Goes: Here's where your contribution goes in Reno:

- Food Bank of Northern Nevada, 550 Italy Drive
- The Salvation Army, 1931 Sutro Street

Press Release

FLU CASES ON RISE IN NEVADA, HEALTH OFFICIALS SAY

While there has been a national flu outbreak, there were only 22 confirmed cases

in Nevada by the beginning of January.

But that was up 57 percent from two weeks ago and the number of cases is increasing, said the division. The confirmed cases are spread throughout the state.

Martha Framsted, spokeswoman for the division, said the number of flu cases is underreported. Many Nevadans have influenza but don't go to a doctor or medical facility and decide to ride it out at home, she said.

LV Sun

MOVE TO STREAMLINE CITY BACKGROUND CHECKS ADVANCES

A proposal to streamline applications for alcohol sales and other privileged licenses in Las Vegas took another step forward, although some say it doesn't go far enough.

The City Council Recommending Committee voted 3-0 in favor of an ordinance to streamline the financial and criminal background checks facing license applicants.

The new ordinance would limit financial research to identifying the source of funds for the business in question. The idea is to reduce the likelihood the city would investigate the financial background of someone looking to own or operate a chain restaurant when it is obvious the money is coming from a credible corporate parent.

LVRJ



National Notes

WAL-MART TO HIRE VETS, BUY MORE AMERICAN PRODUCTS

Wal-Mart Stores Inc., the world's largest retailer and the biggest private employer in the U.S. with 1.4 million workers here, said that it is rolling out a three-part plan to help jumpstart the sluggish U.S. economy.

The plan includes hiring more than 100,000 veterans in the next five years, spending \$50 billion to buy more American-made merchandise in the next 10 years and helping its part-time workers move into full-time positions. Wal-Mart said its initiatives are meant to highlight that companies don't have to wait for lawmakers in Washington, D.C., to fix the economy.

"We've developed a national paralysis that's driven by all of us waiting for someone else to do something," Bill Simon, president and CEO of Wal-Mart's U.S. business.

Any changes that Wal-Mart makes to its hiring and buying practices garner lots of attention because of the company's massive size. Indeed, with \$444 billion in annual revenue, if Wal-Mart were a country, it would rank among the largest economies in the world.

NY Times

POPULARITY OF 'WALK-IN' RETAIL HEALTH CLINICS GROWING

The popularity of "walk-in" medical clinics located in pharmacies, superstores and workplaces nationwide is increasing rapidly, according to a new Harris Interactive/HealthDay poll.

Twenty-seven percent of all adults surveyed said they have used either walk-in retail clinics (19 percent) or work-based clinics (11 percent) to obtain medical care in the past two years. That's up from just 7 percent in 2008.

Younger adults were more likely to have used such a facility compared with older adults. Among the respondents, 40 percent of adults, aged 25 to 29, had used a retail or work-based clinic, versus only 15 percent of adults aged 65 and older.

The online survey of more than 3,000 U.S. adults was conducted in early December.

Convenience was key to consumers opting for retail clinic care. The most frequent reasons cited for using either a retail or work-based clinic was that the clinics didn't require an appointment, had a convenient location, involved short waiting times, had accessible hours, and were affordable and/

or accepting of the person's particular insurance.

HealthDay

POLICE TO USE FAKE PILL BOTTLES TO TRACK DRUGSTORE THIEVES

Seeking to catch and eventually deter addicts who steal painkillers, the New York Police Department will stock pharmacy shelves with decoy pill bottles that contain tracking devices.

The novel response to a deadly increase in pharmacy robberies and burglaries over the last half decade appears to draw its inspiration from a tactic banks use: handing over a bundle of bills loaded with an exploding dye pack that stains both the cash and the robber red.

The decoy pill bottles appear to be sealed bottles of oxycodone, a powerful narcotic painkiller that is widely abused. The bottles will not actually contain any painkillers. Inside each bottle, however, will be a GPS device that will allow detectives to track thieves in the period immediately after a robbery or burglary.

The advent of the decoy bottles has led the New York Police Department to consider a somewhat fanciful idea: that the police may one day be able to track not just bottles, but also individual pills. *NY Times*

RETURN TO THE CITY: TIMES CHANGE

Times change.

The 1970-80's saw urban flight and suburban shopping centers sprung up everywhere in response to the trend. Now, there is a definite trend among young people to return to the city. The city offers more job opportunities, more lifestyle entertainment choices, and more shopping options. After decades of building suburban stores, many major retail companies are refocusing expansion plans.

A study by Jones Lang LaSalle estimates that home purchases by people under 44 years of age is down 66%. The reason: they cannot afford home ownership. Moreover, renting provides greater financial flexibility. The notion that owning a home was a sure way to build a nest egg is no longer perceived as valid.

Both Walmart and Target are expanding into more downtown locations with smaller store formats.

Urban shoppers have different needs than the suburban variety. Opening stores in the central business districts requires retailers to reconsider their merchandise assortment. In its city stores Home Depot suddenly found demands

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Important Information for SIG Members

The NRS governing self insured groups requires notifying members of all new members to the Nevada Retail Network Self Insured Group. New members for NRNSIG from January 1, 2013 to January 31, 2013 are listed below.

Dan's Welding and Machine, LLC

Lit'l Scholar Inc.

Lit'l Scholar Academy of Summerlin, LLC

Marmot Midtown LLC

Pinnacle Community Services

RLT Corporation dba McDonald's

Thomas Enterprises Management

Trimline of Reno, Inc.

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.

TIME TO REORDER FOR 2013

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at www.wecard.org
or, call 1-800-934-3968

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TAKE CONTROL OF YOUR WORKERS' COMP COST

Be Part of...
The Nevada Retail Network
Certificate #5004



• **Self Insured Group** •
• Membership in RAN Required •

- Greater management control that cuts overhead costs
- Pre-employment screening at a small co-pay for NRN members only
- Team Safety/Loss Control Program for all members
- Investigation and defense of claims
- Direct savings that give members greater incentive to control losses

Take Control Today...

Call Mike Olson
800-859-3177

Sponsored by:

The Retail Association of Nevada

410 South Minnesota Street
Carson City, NV 89703-4272

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



BARBARA WOLD'S RETAIL & CONSUMER TIPS

BUSINESS LESSONS FROM A MOUSE WITH BIG EARS

1. Focus on the right stuff and the money will come

— The top three priorities of Disneyland management are leadership excellence, cast excellence and guest satisfaction. The fourth priority is financial results. The interpretation is that if you do the first three things right, money is a natural outcome.

2. Take care of your employees (cast members)

— Disneyland has “team centers” to serve the needs of its employees. These centers provide insurance, discounts, tickets, transportation services and payroll services. The message is “be good to your employees, and they’ll be good to your customers.”

3. Everybody should do the “dirty jobs”

— How many people are there in the park sweeping up trash? Take a guess. The right answer is an astoundingly low number: eight. This is possible because

every employee is supposed to keep the park clean, not just the janitors.

4. Everybody is customer service

— How long do you think the training is for the people with brooms sweeping up the trash? — Six weeks. This is necessary because guests ask janitors questions, so the folks with brooms must be experts about the park. The training for parking lot attendants can be as long as eight weeks.

5. Pay attention to the details

— Walt Disney himself specified the type of trashcan for the park. These cans are currently swapped out every two years and Disney repaints them every four months.

6. Pay attention to even more details

— A hairdresser in the wig department takes 30–45 minutes to wash and set the wig for Ariel. Then it

takes 90–120 minutes to dry it. Finally, there’s another 30 minutes to comb it out. This is for a wig. Most entrepreneurs don’t spend this much time practicing their pitch for venture capitalists.

7. Make your customers feel close and important

— The buildings on Main Street are 5/8th scale. This is to make people feel like they are closer to the action and important. Most companies erect edifices to make their customers feel small, and their bosses feel big. Disneyland does the opposite. Walt Disney used to crouch down to see Disneyland from a child’s perspective.

8. Know the facts

— What is the ratio of adults to kids at any given moment in the park? Believe it or not, there are four adults for every kid. I would have never guessed that. This has big ramifications: Disneyland can’t

just be a place for kids since kids are only 20 percent of the customers.

9. Green is good

— The floats are all battery-powered. The fireworks are launched with compressed air, not explosive charges. The trains are bio-diesel and burn the oil from the park’s restaurants. Currently, 80 percent of the 1.3 pounds of trash that each guest produces per day is recycled.

9. Keep customers coming back

— The Star Wars inspired ride called Star Tours has six different destinations, two beginning scenes and three holograms. This means that there are 54 different combinations. If you’re very lucky, you can see all the combinations in three rides — or, much more likely, you’ll have to keep coming back for more.

(Adapted from the article What I Learned From A Mouse With Big Ears, Guy Kawasaki Co-Founder, Alltop)

“All the adversity I’ve had in my life, all my troubles and obstacles, have strengthened me. . . You may not realize it when it happens, but a kick in the teeth may be the best thing in the world for you.”

WALT DISNEY

National Notes *Continued from page 9*

for shorter ladders, smaller grills, and smaller cans of paint as well as many other items that apartment dwellers prefer.

Food retailers have also found it necessary to adjust to city life — some large size containers just do not fit in a small refrigerator.

The young generation has spending power and holds the future in their hands. They want to live for the moment in a

comfortable and flexible environment and that increasingly means in cities. Smart retailers are following their lead. *Forbes*



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NEVADA NEWS

Nevada News is published by the Retail Association of Nevada, a nonpartisan, nonprofit corporation founded in 1969 representing the Retail Community, the Chain Drug Council and the Grocery Industry Council.

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WASHINGTON RETAIL INSIGHT

NRF CALLS WALMART PLAN TO HIRE VETERANS "VISIONARY"

NEW YORK— THE NATIONAL RETAIL

Federation released the following statement from President and CEO Matthew Shay regarding Walmart's announcement regarding the hiring of veterans:

"We have a lot of announcements made at the National Retail Federation's Big Show, but today's announcement by Walmart President and CEO Bill Simon tops

them all. It is nothing less than visionary for a great American company to make such a bold pledge to help our American heroes."

"Walmart is challenging the industry to follow their lead, and I have every reason to believe that retailers — the industry responsible for one out of every four jobs — will respond accordingly."

Shay's comments came in response to a speech in which Simon announced that Walmart, beginning

on Memorial Day, will offer a job to any honorably discharged veteran within his or her first 12 months off active duty.

As the world's largest retail trade association and the voice of retail worldwide, NRF represents retailers of all types and sizes, including chain restaurants and industry partners, from the United States and more than 45 countries abroad. Retailers operate more than 3.6 million U.S. establishments that support

one in four U.S. jobs — 42 million working Americans. Contributing \$2.5 trillion to annual GDP, retail is a daily barometer for the nation's economy. NRF's Retail Means Jobs campaign emphasizes the economic importance of retail and encourages policymakers to support a Jobs, Innovation and Consumer Value Agenda aimed at boosting economic growth and job creation.
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