

THE OFFICIAL PUBLICATION OF THE NEVADA CHAPTER
OF COMMUNITY ASSOCIATIONS INSTITUTE

THE MAGAZINE FOR COMMON INTEREST COMMUNITIES

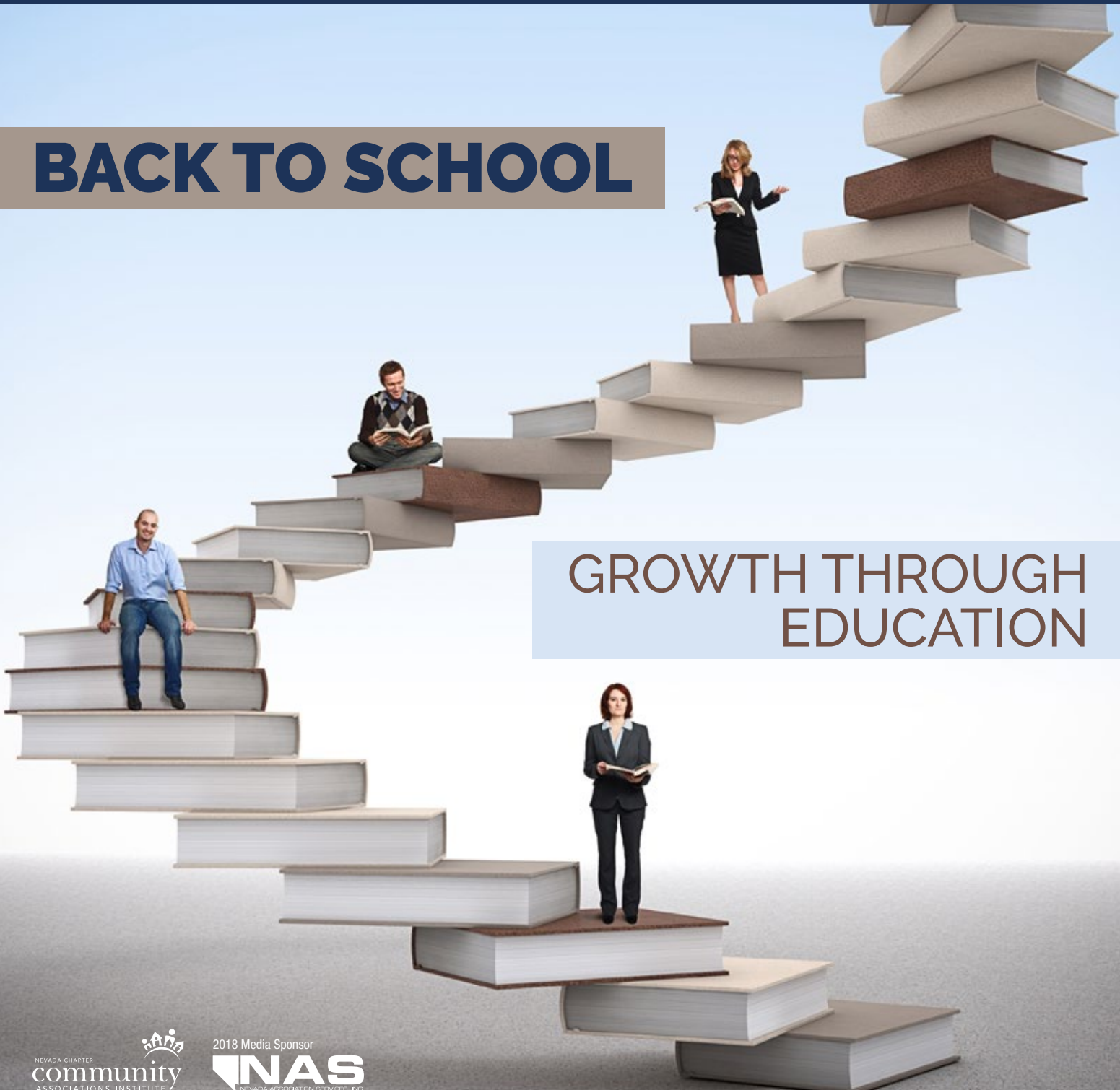
community interests

AUGUST 2018

TODAY • TOMORROW • BEYOND

BACK TO SCHOOL

GROWTH THROUGH EDUCATION





Education Calendar

DCAL

MANAGER

Adv DCAL

Preregistration for all dates is required. Visit CAI-Nevada.org

Northern Nevada

August

Northern Nevada Trade Show

August 23, 2018 at 8:00 a.m. - 2:00 p.m.

7:00 a.m. Washoe County Fire Dept Safety Class

7:45 a.m. Fire Dept Demonstration Burn in Parking lot

8:30 a.m. "Ask the LAC", LAC Lobbyist, Garrett Gordon, Esq.

9:00 a.m.-12:00 p.m. *Sexual Harassment Seminar*

The Peppermill Resort and Casino

Southern Nevada

August

CAI Nevada Las Vegas Luncheon

Legislative Action Committee

August 14, 2018 at 11:15 a.m. - 1:00 p.m.

Gold Coast Hotel & Casino

CAI Nevada Las Vegas Homeowner Class, DCAL

"Building a Sense of Community"

August 25, 2018 at 9:00 a.m. - 12:00 p.m.

Desert Shores HOA - Clubhouse

CAI Nevada Las Vegas Manager Class

"Who Does What? Board Members, Community Manager and the Unauthorized Practice of law"

August 21, 2018 at 9:00 a.m. - 11:00 a.m.

Desert Shores HOA - Clubhouse

2 hour CE.270000 gen. credit



CAI-Nevada sends a monthly email blast of scheduled events to its members.
If you are not receiving the monthly blast, contact Chris at info@cai-nevada.org

community interests

WHAT OUR INDUSTRY IS TALKING ABOUT

WHAT HOMEOWNERS NEED TO KNOW

AUGUST 2018

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Magazine Deadline

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Correspondence

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Payment, a signed contract, and your ad sent by e-mail or disk must be received by the 20th of the month, two months prior to publication. See Magazine Deadline above. Acceptable file formats are Microsoft Word, plain text or in the following high resolution (300 dpi) graphic formats: .jpg, .tif or .eps format. Please send a hard copy of the ad along with contract.

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Learning Never Stops



Adam H. Clarkson, Esq., NVEBP, President, 2018 CAI Board of Directors

Education for homeowners, managers, and business partners is one of the highest priorities of the Nevada Chapter of Community Associations Institute. Our committees, particularly the Education and Events committees, strive to bring you quality education opportunities throughout the year on subjects important to your community. When it comes to community association education, CAI is your greatest resource!!!

Why is continuing education so important? Yes, the laws in our state change at least every two years, but it is more than that. Continuing education allows you to learn not only new laws, but practical methods and practices that have been developed from the experience of others. You and your association do not need to re-create the wheel when you can simply improve upon the designs that have been tested by others. However, without continuing education, your association may not obtain the beneficial information provided by the experiences of others.

If you have been reading my column this year, then you have probably noticed that I continue to reference CAI's Best Practices Reports. These reports are available to you

at no additional cost and contain a vast knowledge base of articles and case studies that address almost all aspects of issues facing community associations. The reports are available for free at https://foundation.caionline.org/publications/best-practices-reports/.

Remember to mark your calendars and plan on attending our Northern Nevada Trade Show August 23, 2018, Peppermill Hotel from 9:00 a.m. to 2:00 p.m. Also, the Northern Nevada Committee is taking us to a new course for golf this year! This year's Northern Nevada Golf Tournament will be held at the Lakeridge Golf Course on September 14, 2018, so buy your teams early! I hope you will be joining us!

Please make donations to LAC and PAC. Our Legislative Action and Political Action Committees are hard at work to protect all of our interests at the legislature. Funds donated to LAC support payment to our lobbyist and related legislative efforts. Funds donated to PAC directly support the legislators that support our communities. Every little bit helps, whether your donation is \$5, \$50, \$500, or \$5,000, pooling our resources together is how we are able to succeed.

Thank you for being a member of CAI!

Adam H. Clarkson, Esq., NVEBP

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"You Learn Something New Every Day!"



Vicki Niggemeyer, DCAL, Community Interests Magazine Committee Chair

Call it an adage. Call it a truism. Call it a cliché. "You learn something new every day" is a phrase I have heard all my life. And I still believe it is a worthy goal.

In our modern world it's easy to learn something new every day. Do a google search and check out the extensive number of sites devoted to learning something new every day. Talk to a teenager; there are times when I swear that my grandchildren speak an entirely different language! Read a book. Attend a class. Be open and receptive to learning new things.

Chuck Niggemeyer, in "Learning Never Stops," focuses on the difference between formal and informal education and why learning should be an ongoing process throughout life. You will also want to read "Education is Timeless" by Karen Brown and "When Learning Doesn't Fit in a Box" by Julie Nagy, both share some keen insights. Joel Meskin, Esq., stresses the same points about being educated but from a different perspective in "Ignorance Is Not Bliss."

Yes, it's August, and soon the big yellow school busses will once again be rolling up and down our streets. A sure sign that school is back in session. But for most of us, school is never out! There's always something new to learn!

Vicki Niggemeyer, DCAL

Recently, in a CAI Advanced DCAL class, the group consisted of new attendees as well as some who had taken CAI ethics classes before. Several remarked that every time they take a class there is always one new thing they learn. CAI education is a major benefit of membership. Continuous learning is a major component of life.

Our theme this month is Learning Never Stops and the articles within this issue emphasize the theme very nicely.

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Learning Never Stops

By Chuck Niggemeyer, DCAL

Humans begin learning the minute we are born. We learn that crying get's mom's attention. We learn to suck from a bottle or a nipple for our nourishment. We learn to sit, crawl, and eventually walk and run. Babies grow and develop faster in the first year than any other year of life (bbbgeorgia.org). When do humans learn the quickest? During childhood, responds Nitish Ranjan (www.quora.com).

But, as we all know, education doesn't stop there. Children go on to pre-school, kindergarten, elementary school, middle school, and high school. Many go on to college or trade school. And those who don't? They learn on the job. Life teaches us quickly that we can learn in both formal and informal situations.

Formal Education

By law, American youth are required to attend school. We believe children need an education in order to be prepared for the responsibilities of adulthood. By choice, many choose to continue their education. Why? Typically, better compensation comes along with education. The more educated you are the more opportunities you have for employment. Knowledge makes you more confident at whatever your profession might be.

TRP (The Research Pedia) shares five advantages of a formal education: (1) human capital, an educated populace provides a skilled workforce; (2) education broadens one's perspectives and opens us up to learning new things; (3) hones and develops one's potential to a greater degree; (4) better job prospects, a better education will ensure higher returns and subsequently a better quality of life; (5) dispels inequality, for those who were not born wealthy or fortunate, an education levels the playing field.

Formal education comes in many forms: college, trade school, continuing education, industry training, online classes, webinars, and many other opportunities for structured classes.

Community Associations Institute, as we already know, is an organization that offers unparalleled formal educational opportunities for anyone involved in the HOA industry. The Nevada Chapter classes for managers are all approved by NRED (Nevada Real Estate Division), the HOA board member classes are vetted by the Nevada Chapter Education Committee, and the NVEBP (Nevada Educated Business Partner) is a combination of National and Nevada Chapter requirements for certification. If you have not already done so, be sure to check out the new Advanced DCAL and NVEBP classes.

Formal education is - educational! Our world is changing rapidly, which means that an ever-increasing knowledge base is essential for staying current and viable in the world where we work and live.

Informal Education

Informal education is the process of learning things outside of a formal school setting. We learn from others. We learn from doing. We learn by listening. We learn through mentorships and apprenticeships.

The opportunities to learn outside a classroom go on and on. A father teaches his daughter to ride a bike. A mother teaches her son how to manage money. Grandpa teaches the kids how to fillet a fish. Learning life skills is essential. Parents and grandparents teach those skills on a daily basis; then as adults we learn from our bosses, co-workers, our peers.

For example, becoming a community manager is a rigorous process. Sixty hours of formal classes are mandatory, and participants must pass the state exam in order to receive a provisional license. Once individuals have their license, they are employed as provisional managers, meaning they can only function under the supervision of a more experienced and advanced manager. The provisional manager is learning within an informal structure on-the-job training. The provisional manager must meet experience requirements before moving up to the next level, Community Association Manager (CAM). Each step up requires more classes, more on-the-job experience, and more tests with the ultimate goal of achieving the coveted PCAM designation. This is a chain of formal and informal learning that elevates a manager's understanding and skills required to become a highly qualified community manager.

Becoming a board member is a much different process. Election! As most of us are aware, there are many HOA board members who do not have any interest in becoming educated about their new roles. Those who are educated are aware of the volumes of rules and regulations that need to be part of a board's decision-making process. Educated board members understand the value of focusing on building community and creating a well-run, harmonious, peaceful place for their residents to live. It is important for educated board members to teach their



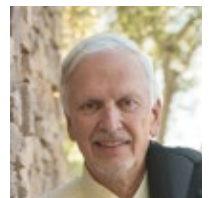
fellow board members through the informal process while encouraging them to start the formal process of taking classes through CAI.

In both our professional and personal lives, learning is something that never stops! Every day there are new things to learn. By working together and closely listening to one another we can learn a lot.

Don't be afraid to ask the necessary questions. If you think that makes you look stupid or foolish, you are wrong. It will make you smarter! Ask. Learn. There's no such thing as a dumb question. Think of it as an opportunity to learn something new.

Until the day I die, I will be learning.

Education and learning has propelled me from an Appalachian farm boy, to a military pilot, to a commercial pilot, and, even in retirement, to an integral part of the CAI Nevada Chapter, to my HOA, and the greater Las Vegas community. Throughout these many years, I have firmly believed that every day provides an opportunity to learn something new.



Chuck Niggemeyer, DCAL, Nevada Chapter BOD President-Elect, member of the CAI Education Committee, BOD President of Sage Hills HOA

Never stop learning, because life never stops teaching!
 —anon



Why Would You Want to Consider Getting a Class Approved by the Nevada Real Estate Division for Community Managers or Directors?

By Sara E Barry, CMCA, PCAM

Community Managers and members of the Board of Directors are always looking for new classes. Since managers can't take the same class over again in the next licensing period it can become a challenge to managers to find new and informative classes to fulfill that requirement.

Community Managers must have 18 hours of Continuing Education classes every two years, three of which must be legislative updates. Directors are also required under NAC 116.400 to get education and keep up-to-date with changes in the industry.

CAI is frequently looking for new classes to help educate managers and homeowner members in "new" areas. Lawyers are great at putting together new classes as they feel it helps managers keep out of trouble. Many classes have been created because of problems the attorneys have seen over their years of corporate counseling. The classes can be one, two, or three hours depending on the topic and depth that needs to be covered.

What about the other industries? Because I have my insurance license too (but don't sell), we are seeing more of those classes. But what about your industries? What problems or misunderstandings have you consistently seen in your particular industry? What problems do they cause you consistently? You can't create a class where all you do is market. It won't be approved.

I was asked to help our valuable business partners understand the nuances of putting together a CE class. Putting it together is the easy part. The Nevada Real Estate Division, NRED, has many pre-class and post-class restrictions and requirements that help to complicate the process however.

Where do we start? Here is a link to the application where you will find you need to include the following items: <http://red.nv.gov/uploadedFiles/rednv.gov/Content/Forms/579.pdf>

1. \$100 Check payable to the NRED;
2. Complete application which includes who will take responsibility for the class;
3. Instructor applications (anyone who will be speaking);
4. Resumes for each of those speakers;
5. Sample forms that will be used during and after the class;
 - A. Sample Sign-In Sheets
 - B. Sample Evaluations – Form 582B
 - C. Sample Certificates of Attendance
6. A copy of ANY handouts must be included along with a copy of any PowerPoint presentations that will be used. They expect there to be one. A timed outline of what will be talked about listed in 5 through 20-minute segments. If a one-hour class, there are no breaks. If a two-hour class, there can be 10 minutes of breaks. A three-hour class can have 30 minutes of breaks;
7. A checklist to ensure you have included all the required information.

Once this is all put together, it must be mailed or carried into the NRED located at 3300 W, Sahara Ave, #325, Las Vegas, NV 89102, where it can take a couple of months to actually get the approval or denial. Even very seasoned teachers have had to make major or minor changes to get the class approved based on the Ombudsman's point of view.

After approval, you will be given a seven-digit CE number which must be used on any notices, forms, etc. This class must be renewed annually on form number 645 with a fee of \$50 with the application, which has a space for the



number of times it has been taught (you need to keep track or have a way to go back and count). We used to have to include the number of students too, but the new form does not ask for that.

NAC 116A.285 requires that prior to teaching any class, it is mandatory that notice be given to the NRED on their special form, which will be uploaded to their website letting managers know it will be taught. This notice must be sent in 15 days in advance of the class.


During the class, the timed outline must be followed. The first time it is taught, however, if you find that you need to re-arrange the items or include some critical information, they will accept a letter requesting some changes to the class in the future.

At the class, a sign-in sheet must be provided so that managers can sign in with their license number. As they sign in, handouts are to be given to them with an evaluation, which must be collected at the end. During the class, the certificates are prepared and not put out until after the last break to ensure someone doesn't take the certificate prematurely.

The sponsor of the class must send in a specific attendance form to the NRED within 72 hours listing the last names of the attendees, their license numbers, the date and the CE course number. (This form is very specific,

785A-CAM). It is an excel spreadsheet type format. The other form 582B is a synopsis of the evaluations showing any comments and how people rated the class. Both are sent to CAMEducation@red.nv.gov. If you don't send them, the manager won't get credits and it will backfire on you for having taught the class wasting their time while not getting credits.

All of the records must be kept for seven years per NAC 116A.195 and kept in the location stated in the original application. NRED may audit the materials at any time and students continually lose their certificates and want duplicates. If the location changes, a notice must be given to the NRED.

Does it sound complicated? It can be, but, if there is enough interest, a class can be offered providing copies of all of the forms and other documents used in the process while walking you through the process. There are people in our industry who can help you as new classes are important and always very welcome in this complicated industry. 



Sara E Barry, CMCA, PCAM, UNLV Certified Paralegal, Legal Secretary and Nevada Licensed Insurance Producer



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Executive Luncheons Are Back Again!

By Chris Snow

Nearly 20 management company executives recently gathered with the CAI Nevada Chapter BOD, Executive Director Chris Snow, and Administrative Manager Gaby Albertson at Lawry's Steakhouse for lunch and an informal pooling of ideas pertinent to the CAI Nevada Chapter.

Topics ranged from emphasizing the professionalism of our community managers, to highlighting the benefits of being in CAI, to methods for engaging more homeowner board members in the HOA education process. Many expressed a desire for more online education and webinars

for the convenience of our members. Others urged more opportunities for networking in informal settings.

The discussion was lively and genuine as ideas were freely raised for all to comment on. Open discussion is an invaluable tool for improving any organization. CAI welcomes your comments and suggestions for making our Chapter the very best it can be. Please watch for details about more upcoming executive luncheons in both the north and the south. 



Chris Snow, CAI Nevada Chapter Executive Director

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HARRY THE HAPPY HOMEOWNER

Disclaimer: Answers provided to questions about governing documents, NRS statutes, or any other legal matter are not in any way represented as legal advice.

Have questions? Need answers? Send your questions to me at info@cai-nevada.org.

Q - Hi Harry, Our association just had our quarterly meeting and as a board member I am finding fewer and fewer people are coming to our meetings. Any suggestions for getting homeowners to attend? Signed; Empty Seats

A - Hello Empty Seats; In talking to other associations, they too are struggling with low turnout at their meetings. This is where the whole apathy thing comes in. When an association is running well with little to no problems, turnout will be low; or, if there are no issues that directly affect members, turnout will be low. But I bet "dollars to donuts," if you say the monthly assessments are going up - the room would be full. It's just the nature of the beast.

Nowadays, with both homeowners having to work, daytime meetings usually don't help. And then there is dinner time and family time, so for many homeowners it is difficult. NRS 116 requires that at least two meetings per year be held after normal business hours, allowing members to attend after work. So, I guess it comes down to trial and error.


The DCAL program does offer a class on "Building Community." You may get a few helpful ideas from the class or other homeowners to build meeting attendance. The important thing is, don't let it get you down; it seems to be common in HOAs.

Q - Hi Harry, All of our board members are currently taking the DCAL classes by CAI. We want to attend some of the monthly luncheons, but it can get costly to some of us. Are we allowed to get reimbursed from the association for these luncheons and would it be under miscellaneous debit? Signed; A Little Frugal

A - Hi A Little Frugal, Glad to hear that you and your fellow board members are taking advantage of the CAI DCAL program. More association boards should be participating in the program as well, the better educated the board, the better your association operates. "Growth Through Education!"

As for the luncheons, the Nevada Chapter holds many interesting luncheons throughout the year, and, yes, they have a fee. However, you can get reimbursed for that fee if your board

has approved the CAI membership for education as long as the fee is for C.E. (continuing education) or DCAL credit.

Now is the time of year when budgets are reviewed. You can add a line-item for education. Of course, the members would have to ratify the new budget before you can use it for education. 



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Back to School....Safely!

By Kathryn Cassell

Summer is quickly fading. Hopefully, your family had some good experiences that validate why we all excitedly anticipate some time off with our families. As great as it is to have the summer weeks to enjoy a variety of adventures, or to simply relax and have some time at home, there comes a time to get back to the family grind. School arrives quickly and this is the perfect time to make sure your family safety plan is updated and ready to go. Use this as a guide to develop the best plan for your family.

Perhaps the most important thing is that you do have some kind of plan AND that every family member is aware of it. Some of the recommended basics include:

- ✓ Adjusting your plan so that it is applicable to all ages. For example, the safety plan you would have for your elementary kids is different from the plan for middle school age kids. This is especially important because kids of varying ages have the ability to recognize and respond to circumstances of risk that they understand. Age appropriateness is key here. Inform but don't scare.
- ✓ Develop a safe transportation plan for to and from school. This might involve parent transportation, a neighborhood carpool, a school bus, or a safe walking/biking route. Whatever you choose, try to keep the plan consistent to avoid confusion. If there is a change to the plan make sure your kids know what that change is. Also, make sure they are able to contact you if something that you are unaware of goes wrong with the plan. Isolation is risky so make sure your kids are with other kids as they go to and from school.
- ✓ If your kids will be home alone at some point during the day, make sure they are prepared for temporary self-care. If they express fear or un-readiness to be home alone, try to make a different plan.
- ✓ Develop parent-to-parent relationships with other parents in your neighborhood. Be each other's safety net when needed.
- ✓ Have regular discussions with your kids about their day. Ask questions that create open dialogue - how was their day? Who did they talk with? Did they

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meet anyone new? What was the best/worst part of the day? Is there anything that bothered them or made them feel uncomfortable? These are examples of questions that may reveal information you as a parent need to be aware of.

- ✓ Avoid sending kids to school with valuables. These items can attract attention from other kids who may try to steal these items. Cell phones should not be out in the open and in use while kids are out and about.
- ✓ Teach your kids about maintaining a consistent level of visual and audible awareness to their surroundings. Avoiding a bad situation is often a measure of awareness and preparedness. Pay attention to what is seen and heard.
- ✓ Review safety tips every now and then. Remind them of the importance of personal safety and demonstrate a commitment to family safety by making it a priority. Parents should observe, teach and talk about safety! Be an example to them. 🍷



Kathryn Cassell, LVMPD Retired Crime Prevention Specialist

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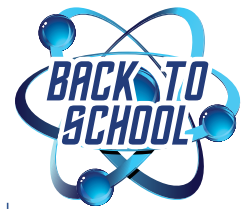
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Ignorance is not Bliss:

Why Are Community Association Volunteer Board Members Sued?

By Joel W. Meskin, Esq.

Volunteer board members are often baffled and incredulous when someone challenges or complains about a decision that they have made, a rule that they have been changed, or a special assessment that they have issued. I have touched in one way or another between five and six thousand claims and/or lawsuits against community associations and their volunteer board members. As I travel around the country, people ask me what I have been able to distill from all these claims. Without skipping a beat, I respond by telling them that *"ignorance is not bliss"*!

The "ignorance" I refer to is twofold.

First, unit owners do not read the governing documents they have agreed to comply with **prior** to purchasing their home in a common interest association. In most cases, these unit owners probably do not read the governing documents until they have an issue with the board, the association, or their neighbors.

Practice Pointer 1: read the governing documents before you buy! Ignorance of the governing documents is not a defense and an association member is presumed to have read the documents he or she has agreed to when they purchased their unit.

Second, the volunteer board members turn their volunteer board position into something beyond its purpose and their authority. This is further exacerbated by the fact that these volunteer board members are often the same unit owners that have not read the governing documents.

Practice Pointer 2: Each association member who wants to join the board should be required to confirm that he or she has read the governing documents before agreeing to become a board member.

What comes to mind each time this twofold dilemma comes up is a pearl of wisdom my father used to share with me. He would say, "Why do people never have time to do things right in the first place, but always have time to fix them?"

Practice Pointer 3: Each board should have an annual board training, even those who have been on the board. The value of an annual training far outweighs the cost, if any, as well as the effort. Both items will lead to both monetary and time savings when the board knows how to operate the board. The National CAI has great resources as well as on demand video courses on training. There is no excuse for not taking the time to prepare for a board position.

I tell boards and managers that, in the normal course, a board meeting should not take more than an hour. Yes,

certain issues create exceptions, but that should, in fact, be an "exception." In response, I often hear "yah, right." The key is for board members to understand their obligation, responsibility, and treat the management of the association as the business it is.

The board is a body comprised of individuals charged to manage the association pursuant to the by-laws and relevant statutes. The board is a body that makes decisions, set policies, and delegates individuals who will carry out the delegated matter. When a board member exits the properly noticed board meeting, they have NO authority to act in their capacity as a board member except pursuant to the delegated authority expressly given them by the board during a properly noticed board meeting, or proper consent to act without a meeting. Remember, each board member has "one" vote whether he or she is also an officer of the association such as the president, vice president or other.

Most delegated tasks by the board are given to the community association manager if there is one, or employees. Sometimes, there is no CAM or employee, and the action is delegated to a volunteer board member or other association member volunteer. In that case, the board member is carrying out the delegated action as a "volunteer" and not in his or her capacity as a board member.

Practice Pointer 4: Remember, a board member is not an employee, and apathy is not a defense. Often the board member says, "I have to do it because no one else will." However, if no one else will, there is a deeper issue that must be addressed because again, the "volunteer board member or other volunteers" are not employees. If no one will step up, the board should hire a management company or an employee. If the board is not willing to do that, then the board should go to court and seek a receiver which will end up costing the board and the association the money they did not otherwise want to spend. At the end of the day, the board is charged with protecting the association's assets and must take the steps to do so.

In addition to understanding the role as a board member, the following are additional practice pointers that will help simplify and shorten a board meeting and mitigate claims.

- The board members must open, read, and prepare questions, if any, on the issues to be addressed on the agenda. The single biggest waste of time in board meetings are board members who come unprepared and spend time getting up to speed during the meeting.
- Adopt a form of Roberts Rules of Order and stick to them. Even if the board is made up of close friends and the use of rules seems awkward, the day that a rogue unit owner or someone not playing with a full deck shows up, having in place a consistent set of rules will be worth its weight in gold. If rules are first used with respect to a specific individual, the door to discriminatory application of rules is opened. These rules should include a limited time for speaking by unit owners at a board meeting.
- Have a prepared agenda and stick to the agenda. If there are items that are not on the agenda, they should be tabled for another meeting.
- Do not tolerate a lack of civility or an individual who insists on disrupting a meeting. **Do not engage** that individual! Adjourn the meeting to discuss further action with counsel. Counsel may need to seek a court order. A court may require a security guard and put the cost on the disrupter.

- Just because someone asks a question does not mean an answer must be given. There may be questions out of order or otherwise inappropriate. This is why an established set of rules are warranted.
- Whenever possible, even if an open meeting is not required by the governing documents or statute, have an open meeting to avoid any appearance of secrecy or conspiracy.
- Prepare a short video regarding "life in our community." This can identify the governing documents, identify how the association is managed and who is eligible for the board and rules that may be unique to this association or to life in a common interest development.

Understanding the board's duties and obligations and making sure unit owners receive, read, and ask questions about governing documents is the best risk management tool the association can use. 📺



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Scotch Doubles was the name of the game at NN Bowling at the High Sierra Lanes recently. Thank you to our bowlers and team sponsors! Total Patio - Equip Fitness, BELFOR Property Restoration, Mutual of Omaha Bank, TRICOR Construction, Socher Insurance, All Seasons Lawn & Landscaping, The Clarkson Law Group, P. C., Seacoast Commerce Bank, Reliance Ground Management, NAS, Reno Green Landscaping, Signature Landscape and our fabulous NN Bowling Committee!

NN Bowling Gallery



Nice representation at the 24th Annual Summerlin Patriotic Parade by CAI Business Partners! Leach Johnson Song & Gruchow, MK House Consulting, BrightView, LandCare, Par 3, Park Pro, Howard Hughes and City National Bank with the Vegas Golden Knights!

4th of July Parade Gallery





A Lesson in Empathy – Inclusion

By James Gibson

July 24, 2012, is a small window of time that runs through my mind every day. That was the day that my second child and first son, Beckett, was born. The pregnancy leading up to the delivery was standard in nature with routine office visits, ultra-sounds, a baby shower, numerous boy gifts, and lots of advice from friends and family members.

It was soon after Beckett was delivered that we discovered an entire world surrounding us every day, and yet, we never truly recognized it until he became part of our family and community. This was the start of a lifelong lesson about inclusion; a theme that continues to stretch across local, regional, and national borders continuously teaching us the value of empathy.

For the past six years, we have been in and out of numerous doctors' offices including occupational therapists, physical therapists, speech therapists, neurologists, vision specialists, dieticians, orthopedics, surgeons. We have traveled to California, Texas, Minnesota, and Pennsylvania with plans to make our mark in North Carolina, Arizona, and Panama in the coming years. All the medicine, equipment, and various treatments have not stopped us from expanding our team, or what we like to call "Beckett's Battalion." He has an older sister and two younger brothers who love and support him with every ounce of their souls.

His siblings' enthusiasm can also be found at the school within the smiles, cheers, trials, and tears of the children who attend with him. Imagine seeing Beckett's face light up every morning when he arrives at school and there is a line of his fellow classmates waiting excitedly to wheel him into the campus. Imagine what he must feel when he is given a note from one of his admirers that describes how special he is. Imagine the culture that has been created at this school and the influence it has had on the student that stood in front of a crowd of parents, staff, and classmates and said, "When I grow up I want to be a special education teacher, so I can help kids like my friend Beckett."

All of those events took place over the course of the 2017-2018 school year! Now, imagine what that has done for

those children impacted by Beckett's presence in the classroom and everywhere on campus. They don't see him as a damaged or deficient human being; instead, he is unique and has awesome wheels to get around along with super sweet bionic gear around his ankles and wrists. He doesn't say words, but he smiles, laughs, cheers, and works harder than anyone else to meet the most basic demands of life. His classmates have found a clear appreciation for his efforts as well as their own unique daily environment.

Beckett's life has impacted many other people outside of his school. As his father, I have found purpose in advocating for families with children with disabilities. Sure, this was started with selfish intentions as I struggled to find any opportunities to help my son, but it soon blossomed into a community-wide effort. His journey has opened my eyes and ears to the many parents around us that tackle similar issues and host experiences we are very familiar with. This has created a group of individuals with the voice of a lion and the compassion of a panda bear. Our primary focus is to increase awareness about inclusion within schools, parks, restaurants, and many other public areas so that everyone can be witness to the power of inclusion and reap its numerous educational benefits.

Our purpose has spread to several areas within our community. We now have an annual conductive education camp tied to a national non-profit that is a five-week program, running five days per week for six hours per day. The activities include intensive therapy sessions revolving around physical, occupational, speech, and vision therapies with feeding, stretching, and life skill applications. It's almost a year's worth of necessary therapy wrapped into a five-week window and is one of only a handful of programs like it within the United States.



This opportunity of inclusion has allowed volunteers from the local university and various therapists' offices to work with children in an environment that was never available before. Just think about how this has and will continue to positively impact their approach to children with disabilities and the long-term positive effect this will have on the children's development.

The same national non-profit organization we partnered with for the conductive education camp also puts on a national fundraising event during the entire month of September. Due to our desire to increase the opportunities for inclusion within our community, we approached the local city council and convinced them to declare the month of September to those who strive to live a life without limits. This commitment included participation from the local fire and police departments, individual council, assembly representatives, and generated partnerships with regional businesses. All these folks were exposed to a life that most of them didn't recognize but realized that it was an important aspect of our community.

Inclusion is all around us and must be accepted before it can be fully appreciated. It influences our choices, emotions, priorities, and so many other things in our lives. Children and adults are being taught one of the most valuable redeeming human characteristics of them all through inclusion...empathy! It is the singular most important learned aspect of inclusion starting with

“ Inclusion is a cornerstone and pathway to empathy, which is one of life's most important lessons. ”

children and working its way all the way to adults. It serves as a reminder to doctors, politicians, business owners, teachers, students, parents, civil servants, and many others that: in order to take care of ourselves we must be able to take care of each other.

Inclusion is a cornerstone and pathway to empathy, which is one of life's most important lessons. I challenge everyone reading this article to consider introducing an inclusion-themed plan into the personal and professional aspects of their lives and see the positive impact it has on the communities they serve. 🌍



James Gibson, Director on the Nevada Chapter Board of Directors, Balsiger Insurance Agent



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Project 150 Helps Homeless Students

By Alise Elwood

Organized in December 2011, Project 150 is a non-profit charitable organization developed for the purpose of offering support and assistance to homeless high school students in the Las Vegas Valley area and Reno. The organization gained its name after the founders were informed that Rancho High School, in Las Vegas, had 150 registered students who were homeless and in need of support as the Christmas break was approaching. They were on their own. Today, Project 150 provides services to 59 high schools across the Valley and more than 3,300 homeless students. Project 150's mission is "to offer support and services to these homeless, displaced and disadvantaged high school students so they have what they need to continue school and succeed in life."

Members of the Social Committee were given a private tour of Brady Campa Volunteer Center in early 2018, and it was truly amazing to see the operations that go on within the walls of their facility. Stacy Chapter is one of the Project 150 coordinators and she guided us from room to room. We viewed the "Pantry" where food is stored and packaged for delivery twice weekly to 59 high schools so that homeless students have meals to get them through the weekends until they are back at school the following week. Project 150 will also provide additional meals and services to siblings of these homeless students. The facility has an entire section of a warehouse dedicated to school supplies. There is also a sorting area for donations of gently used or new clothing items which are then placed inside "Betty's Boutique" where students in need come to shop.

Betty's Boutique is located onsite and offers a wide variety of clothing and accessories, shoes, school supplies and new hygiene essentials, free cap and gown rentals, winter wear, and formal wear for the specific needs of each individual student. With a valid student ID, each high school student can shop for free and are provided 10 complete sets of clothing each month, two pairs of shoes, in addition to undergarments and any personal hygiene items they may need. Students can also be provided with bus passes, which the organization purchases with monetary donations.

Project 150 also hosts a Youth Council Program encouraging students from middle school to college levels to get involved and promote leadership. They offer tutoring and mentoring to those in need and also assist in job and school preparation. The premise of this program is to "Pay-It-Forward." The Council also works

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very hard to obtain scholarship opportunities for homeless students who would not otherwise have the financial ability to continue on to college programs and further their education. The Youth Council has awarded 94 college scholarships since 2014, totaling \$184,500!

In 2017 alone, Project 150 logged 28,500 volunteer hours. With only four paid staff members, this organization relies on its volunteers to assist with the daily functions and ability to provide these wonderful services to each student. Students are also able to volunteer at Project 150 and log community service/volunteer hours, which they may need to complete as a requirement for school. Every aspect of what Project 150 does is solely for the success of these students. Their distribution stats from 2014-2017 exceeded 2.1 million dollars. That is amazing!

This organization would not exist without donations. Project 150 provides a Critical Needs list, which is available to anyone who is interested in donating. Regular items needed include the following: food items by the case: Cup of Noodles soup, granola bars, oatmeal, tuna and crackers/chicken and crackers, and protein items; hygiene products include: full size bottles of shampoo and conditioner, lotion, body wash, hairspray, hair gel, and gender-specific deodorants; clothing and accessories: new packages of underwear in adult sizes, new makeup, bras, wallets, belts, perfumes/colognes, curling irons, blow dryers, athletic shoes, and dress shoes for men. Project 150 highly encourages and appreciates anyone who is willing to become a sponsor, which may include sponsoring a special event, scholarships, awards, meals, and much more.

As part of CAI and Social Committee choosing Project 150 as the outreach charity for our Back-to-School, August Family Event, our goal is to create awareness for the sake of benefiting this epidemic which is a tragic problem in both Las Vegas and Reno. Involvement and participation across our community, our managers, associations, and business partners will only further benefit this cause and create more hope for each of these students in need.

Please log onto www.project150.org to learn more about the organization and let's all get involved by donating backpacks, school supplies, as well as monetary donations to help Project 150 prepare for the upcoming school year and to provide for these students the best way they know how. If you have any extra time and want to give back to our community, a Volunteer Application Form is available online to help in Betty's Closet, the Pantry, Warehouse, Driver Assistants, or in the Administrative Office.

Why Project 150? Because high school is tough enough! 



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Education from the Perspective of the CAI-NV Chapter Education Committee

By Cary Brackett, CMCA, AMS, PCAM

How important is education to both CAI National and CAI-NV Chapter? Well, a quick search of those websites, it's easy to see that education is **BIG**; or, you could say a **MAJOR** component of what these organizations provide to all of us who are touched by this industry. Whether homeowner, volunteer, manager, support staff, business partner, or city/state representative we all need to stay on top of trends, policies, laws, and in general, best practices, so that the right decisions can be made to protect, enhance, and improve our communities where we live and work.

Within your local chapter are a stack of committees made up of volunteers. One such committee – **the Education Committee** – helps manage the many educational opportunities available to you. As you know, committees wouldn't exist if not for the tireless efforts of our volunteers; so if you know of or meet a committee member, please shake their hand and say thanks.

The Education Committee manages the monthly homeowner and manager classes as well as the DCAL, AdvDCAL, and NVEBP programs. Here are a few committee member comments on education and being on this committee.

Why I Joined

I joined the education committee at the beginning of 2018 because as a Business Partner Member with CAI the one thing all community managers and homeowner association board members ask me for the most is education. Not only because the credited classes fulfill their licensing and/or designation renewal requirements, but because community managers and board members have a desire to learn and to do their duties to the best of their abilities. Community Association education is important because as laws and the dynamics of the neighborhoods in our valley change at a constant pace, it is important to understand how those changes affect fiduciary duties of community managers and board members. As I have observed from hosting and attending many classes, the attendees are always actively engaged in not only learning the presented material but excitedly sharing and applying their knowledge.

The Education Committee is comprised of homeowners, board members, community managers, and business partner members who are devoted to the time and energy of putting together an excellent education curriculum for the community association industry. Each member of the Education Committee provides valuable feedback and input to ensure the quality and quantity of sensible education for the community managers and homeowner association board members. I look forward to continued

service on the Education Committee, which is not just educational, but also a lot of fun.

Nina Miller, Legal Assistant with Wolf, Rifkin, Shapiro, Shulman & Rabkin, LLP

Are CAI Homeowner Education Classes Worth the Effort?

Good question. Having served on the Education Committee for over six years I think I can answer by saying, "Yes, every homeowner class is worth all the time and effort that is required. All of it!" That was proven to me again recently. During our last Risk Management class, I was approached by a new CAI homeowner member who mentioned to me that he recognized me from the chapter's educational video classes for homeowners. (I offered to give him my autograph, but he said that wasn't necessary! <grin>) He continued by saying he wanted to run for a position on his HOA board because he always thought it would be easy to be a BOD member as anyone could do that job. Even so, he decided that he wanted to know a little about what was required of a board member so he checked out one of the chapter's online educational videos. In doing so, he discovered he really knew nothing of the requirements of being an effective board member. As a result, he reviewed all seven of the chapter's educational homeowner videos and only then did he feel he could run for a position on his association board. He did run, got elected, and is now pursuing his DCAL. The answer will always be "yes" when asked if homeowner education is worth the effort. See you in class!

Chuck Niggemeyer, DCAL

School's Out Forever (Not So Fast)

Forty some years ago, freshly discharged from five years in the Army, I figured I would take advantage of the GI Bill and go to college. Well, it still being the 70s and me deciding that I kind of liked my high and tight haircut, college and I did not mix.

Fortunately, Building Trades Apprenticeships also accepted GI Bill Education Assistance, so there I was in a school I was more familiar with, learning a trade. Then an acquaintance approached me and told me he was starting

“CAI had all the information we needed and we immediately became members. Now, nearly 22 years later, I am still learning about this Industry through their excellent education programs.”

–George VanOosbree, NVEBP

a business and would like for me to join him. We were going to provide construction and maintenance services to HOAs and nothing but HOAs. Back to school.

First, I needed to find out what an HOA was. The more I researched on my own the more I came upon an acronym CAI. I looked that up, in the phone book mind you, this was 1996. Community Associations Institute sounded like they had some information for me, so I paid them a visit. Paydirt!

CAI had all the information we needed and we immediately became members. Now, nearly 22 years later, I am still learning about this Industry through their excellent education programs. It seems like I've been in school this whole time with the legal seminars, luncheons, serving on the Education Committee, Board of Directors for the San Diego Chapter, webinars, becoming an Educated Business Partner - jeez will it ever end?

So here we are 22 years later. My acquaintance's idea has turned into a company with nearly 400 employees. And I have been in school all these years. CAI has been essential in that process and an invaluable tool to understanding this Industry in order to serve it well.

George VanOosbree, NVEBP, with Protec Building Services

Our group is committed to providing the best possible learning experience that is convenient, fun, and on point. We encourage your input so that we can continue to improve the learning experience that is topical and fresh because education really is a **MAJOR** part of our lives. 🎓




Cary Brackett, CMCA, AMS, PCAM, CAI-NV
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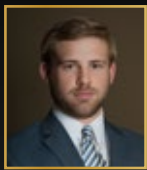
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CAI Nevada Chapter Members' Brag Page



Congratulations to Donna Toussaint

Congratulations to **Donna Toussaint** who just received a three-year appointment by the City of Las Vegas to serve on the new "Downtown Design Review Committee."

Donna has served on the City of Las Vegas Planning Committee for one and a half years and will be the Planning Committee representative to the new design committee.



Christine Greengrass, CMCA, AMS, PCAM Named General Manager, Portfolio Division


CAMCO Homeowners Association Management is pleased to announce that **Christine Greengrass, CMCA, AMS, PCAM** has been named General Manager, Portfolio Division.

Christine currently serves as the 2018 CAI Nevada Chapter Awards Gala Vice-Chair.

Congratulations to Our New AdvDCALs

Congratulations to the first group of Homeowner members to receive the new CAI Nevada Chapter Advanced DCAL designation: Jerry Barnickle, Judith Hanson, Ruth Jagodzinski, Robert Rothwell, and Richard Salvatore.



In order to obtain the Adv DCAL designation, Homeowners must meet the Adv DCAL requirements, including Continuing Education credits. 



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Education is Timeless

By Karen Brown, DCAL, CMCA, AMS, PCAM

Most people think of the “learning cycle” as being in the elementary/high school and college years, but life itself is an education. You learn something new every day, even without thinking about it. It may be as simple as learning which pair of shoes to never wear again on an inspection walk, or pushing the “reply all” button when you only meant to reply to the sender.

We learn from each other. We've learned that playground equipment breaks, snakes bite, alligators do eat people. Bears will get in your hot tub, coyotes roam the streets, and wild horses will eat your grass and poop in your streets. We've learned from other managers of the heartaches and responsibilities you face after floods, hurricanes, fire, and a record snowfall.

We get on-the-job education and learn from managing different types of communities: portfolio, dedicated/on-site, condo, single family, landscape maintenance, drainage, 55+, high rise, and the list goes on and on. Someday you may work with a State Water Master, on a farming/ranching community, the Army Corps of Engineers, a community with wetlands, or with an airport manager on an association which has their own airport. Every association is different, and each provides many avenues for learning.

Continuing education and an active lifestyle keep you young at heart, it also keeps your brain healthy. No matter the age, you can, and will, always learn. In my mid-50s, I graduated from the University of Nevada's Stanford School of Aging (yes you can learn about aging) and changed careers. I became a community manager who desperately needed education.

After getting my CAM designation I learned of this great Community Association Institute (CAI) which provided educational opportunities for managers. Thirteen years and more than 100 seminars later, I still attend as many as possible and continue to learn. Some seminars I attend are duplicates; but, did you ever see a movie the second time and say to yourself, “I don't recall seeing that the first time”? I find myself saying the same thing at repeat seminars. This could be due to a different instructor, or fewer distractions, but I learn something new every time whether it's the first or second time around. Don't “not” attend because you've already been there, don't have time, or don't need the credit. Attend because you learn.

“ Continuing education and an active lifestyle keep you young at heart, it also keeps your brain healthy. ”

When attending a seminar, you're also showing support for the vendor who sponsored the seminar, the speaker who gave of his/her time to educate us, and the CAI representative who showed up to assist. Without this CAI educational opportunity, we might not have careers, or we just might know the Ombudsman a little bit better than we'd like to!

Education is timeless, not a four-letter word. We learn from life. We learn from our, and others', mistakes and experiences. We learn from the evening news and this U-Tube Twitter thing. You never know it all, and you never stop learning... that is until you die, and even that's questionable. 🤖



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When Learning Doesn't Fit in a Box

By Julie Nagy, SCM, CMCA, AMS

Ah... continuing education. Isn't that something we all look forward to? Actually, I know I am in the minority because I LOVE to take classes: they help me stay informed and ahead of potential issues that may arise in my community. But what about those of us who can't afford to leave the office for three hours or don't like the classroom environment? Well, you're in luck! There are many options available to you that you can choose from.

- Do you REALLY need credits? Well, many CAI luncheons now come with a 1-hour CE credit! And they have offered a myriad of topics, from customer service to conducting meetings (and dealing with sociopaths in between). They always offer more than just a great meal. As a bonus, you get to network with your peers as well. If you can't make it to a luncheon, the CAI website also offers credit for online learning courses and webinars and you won't even need to leave the office.
- Not needing credits but feel like you need a little more schooling in a certain topic? Reach out to your business partners! Schedule a property walk with your landscaper and finally learn the difference between an African Sumac and California Pepper. Or spend an extra five minutes on the phone with your collection company to find out how that Notice of Trustee Sale is going to affect your community.
- Stuck with an unusual conundrum and not quite sure how to tackle the situation? Never underestimate the value of connecting with other managers! Trust me, there always is someone else who has gone through whatever situation you're trying to deal with. We have so much to learn from each other and by tapping into other experiences (and potential downfalls), you can approach each problem as well-informed as possible. Besides, we all have different backgrounds from before we started in community management; you never know what you might learn.

By sharing our knowledge, we only make our communities and industry stronger and better! 



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CA DAY 2018

FRIDAY, OCTOBER 12, 2018
AT THE GOLD COAST CASINO



GREAT NETWORKING!

2018 CA DAY TRADESHOW AND SEXUAL HARASSMENT SEMINAR, ASK THE CAI LOBBYIST

Guest Speakers include Cheri Hauer, Esq. and Adam Clarkson Esq., NVEBP who will present a brand new 3 hour general credit CE sexual harassment class. CAI Lobbyist Garrett Gordon, Esq. will speak before the class.

Schedule of Events

8:00 a.m.- 9:00 a.m.
9:00 a.m.-12:00 p.m.
12:00 p.m.-3:00 p.m.
3:00 p.m.

NRED Administrator, Sharath Chandra & Ask The LAC
Sexual Harassment Seminar
Trade Show
Grand Prize Drawing

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