Electronic Files - Privacy Under Siege

Are you attending the NSAA Annual Convention? If you or another member of your resort management team is attending, we strongly encourage attendance at this opening day workshop on Wednesday, May 13th at 4pm.

With the ever growing dependence on electronic filing, communications and the Internet to conduct business, maintaining secure systems and safeguarding customer and employee data has now become a critical focus of business. Any failure to protect electronic communications and transactions can result in significant financial loss. The Managing Director of Digital Risk of Wells Fargo Special Risks, Inc. will identify the scope of network security and privacy risks faced by the sports and recreation industry. She will discuss the current legal climate surrounding privacy issues and explore how to best address these exposures.

Work Restrictions and the End of the Season

Closing or closed for the season and still have injured employees not released to full duty? Be proactive in addressing a course of action to limit your obligation to pay temporary total disability (TTD). In general, even if your employee was back to work with a light duty release and you lay him off, you will be responsible for TTD until he/she gets a full release. There are some circumstances in some states where this isn’t the case, but know the rules that apply to you so decisions can be made before the end of your season. As difficult as it may be, it is usually worthwhile to continue to offer modified duty beyond your closing date. Think about all the tasks that need to still be done at your resort… putting away inventory, filing, shredding records. Discuss options with your claims adjuster. Modified duty should be offered for any employee still on restrictions as even if you know they are moving away or won’t otherwise accept the offer. If modified works is available and offered, the decision by them to not accept the work relieves you of the responsibility to pay TTD.

OSHA 300 Postings

The 2008 OSHA 300A Summary postings that were required to be put up Feb 1 should be taken down April 30. If you need the forms for 2009 or have questions on this requirement, visit: http://www.osha.gov/recordkeeping/new-osha300form1-1-04.pdf

Looking for ideas about how to praise and thank coworkers and employees?

Here are ten ways to show your appreciation to employees and coworkers.

- Praise something your coworker has done well. Identify the specific actions that you found admirable.
- Say “thank you.” Show your appreciation for their hard work and contributions. And, don’t forget to say “please” as well.
- Ask your coworkers about their family, their hobby, their weekend or a special event they attended. Your genuine interest – as opposed to being nosy – causes people to feel valued and cared about.
- Offer staff members flexible scheduling for the holidays, if feasible. If work coverage is critical, post a calendar so people can balance their time off with that of their coworkers.
- Know your coworker’s interests well enough to present a small gift occasionally. An appreciated gift, and the gesture of providing it, will light up your coworker’s day.
- If you can afford to, give staff money. End of the year bonuses, attendance bonuses, quarterly bonuses and gift certificates say “thank you” quite nicely.
- Almost everyone appreciates food. Take coworkers or staff to lunch for a birthday, a special occasion or for no reason at all. Let your guest pick the restaurant.
- Create a fun tradition for a seasonal holiday.
- Bring in bagels, doughnuts or another treat for staff and coworkers. Offerings such as cookies or cupcakes, that you’ve baked personally, are a huge hit. (Have you tried baking cupcakes in ice cream cones? People love them.) Another hit? Bring chocolate - chocolate anything.
- Last, but not least, provide opportunity. People want chances for training and cross-training. They want to participate on a special committee where their talents are noticed. They like to attend professional association meetings and represent your organization at civic and philanthropic events.