



Complete Coverage

LANDSCAPE CONTRACTORS INSURANCE SERVICES, INC. NEWSLETTER

SPRING 2011



KIM AYALA
President/CEO

PRESIDENT'S MESSAGE

New E-Mail Newsletter Available Every Six Weeks

Welcome to the spring edition of *Complete Coverage*. In addition to our regular newsletter, we are sending an e-newsletter "Complete Coverage PLUS." It features a different product every six weeks. If you would like to be added to our distribution list please email us at sales@lcisinc.com and you will receive our next newsletter. Previous versions of our newsletters can be found at www.lcisinc.com.

when rebates are paid.

As the economy is slow to recover we see only slight increases on Package insurance which include General Liability and Auto coverages. Although the rating bureau is suggesting the need for double-digit increases in 2011, we are seeing 4-9% increases to Workers' Comp rates. I expect to see carriers taking higher increases in the second half of 2011 and at the beginning of 2012.

As most of you know, we just completed our busiest renewal period of the year and I would once again like to thank all of our clients for your business and continued support. Remember, by renewing your insurance coverage with LCIS it helps build rebates that are distributed to members who maintain CLCA membership and have policies in-force

If you are not currently insured with LCIS or a member of CLCA, Landscape Contractors Insurance Services, Inc. and CLCA will pay your first year's CLCA membership dues if you obtain insurance through us.

We are here to serve you! – *Kim Ayala*

Beware of Imposters

It may not come as a surprise to some of you, but we at LCIS have become aware that a couple of our competitors have resorted to utilizing deceptive marketing practices in order to solicit our customers.

Hortica Insurance recently sent out marketing letters to landscapers indicating that they "insure the CLCA" and falsely represented that they actively collaborate and support CLCA. Sharon McGuire, Executive Director of CLCA, has addressed these misrepresentations with Hortica, who has agreed to terminate the use of the CLCA logo or make any reference to having a relationship with CLCA.

Landscape Contractors Insurance Services, Inc. is the only endorsed insurance broker of CLCA.

Another California insurance broker has taken a different tack or approach – they have called our customers and identified themselves as "LBIS" soliciting information for upcoming renewals. They have even mentioned the names of some LCIS staff members suggesting they were co-workers, in order to obtain information from our customers.

For 21 years, LCIS has worked diligently on behalf of CLCA to provide quality insurance products and superior customer service to the members of CLCA. We have remained competitive, and our rebate program and equity program are unmatched.

We appreciate the tips our customers have given us about these deceptive marketing tactics.

Lastly, a very big thank you to all of our customers and future customers – we very much value your business and support!

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STACY MANNING
Account Manager

EMPLOYEE TEAM BUILDER AWARD

By Stacy Manning

What Does TEAM Mean at LCIS?



First Quarter 2011 Team Building Award goes to Lera Pedrizzetti.

At LCIS, "Team" means everyone is Focused on delivering superior customer service and understands the needs of our customers. We work with Integrity and are dedicated to giving honest service by maintaining high ethical standards to our customers. We Respect and treat others with fairness while making everyone feel appreciated and welcomed. We provide Service by showing compassion, kindness, and leadership in our community. We use Teamwork to build positive employee relationships, supporting and encouraging one another toward our common goals to provide the best quality products and services to our customers.

At LCIS, We Put Everyone F.I.R.S.T.

Here at LCIS we encourage all of our employees to do their best. Every quarter we present an award to that "One" outstanding employee who goes above and beyond the call of duty. At the end of the year, LCIS evaluates all of the employees who have been nominated throughout the year and we honor that "One" who truly stands out.

Please join us in congratulating our award-winning employees!

Client Testimonials – LCIS Professionalism Praised

"Last month our company had an unfortunate accident at one of our job sites. I would like to commend Judi Smith and Dan Dvorak for their assistance in filing all the claims and most importantly their support. With their support the claim process was extremely effortless and gave us a sense of security.

"Thanks to Judi's quick action in setting up a claim with YORK, a nurse practitioner was assigned to our case the same day. Judi gives us regular updates regarding the case and keeps us involved. Dan's support and offering to come to the hospital gave us a great piece of mind and shows how much he cares and is committed to his clients." – Orange County, CA landscaper

"The service LCIS provides me is worth it at any price." – Leek Landscape, Fair Oaks, CA

Making a Difference! LCIS Employee Recognition Program

If one of our employees has made a positive difference by providing outstanding service and deserves recognition, please let us know.

E-mail your comments to: Debbie Kirby, Administrative Manager –
dkirby@lcisinc.com, or call us at (800) 628-8735



MISSION STATEMENT

"To provide quality insurance products at competitive prices, along with superior service through our commitment of excellence to our customers and employees."

Happy Anniversary to the Following Employees:

JANUARY

Judi Smith	6 years
Ron Pohndorf	11 years
Dan Dvorak	4 years
Lisa Reinhardt	1 year
Nanette Wooten	1 year

FEBRUARY

Terry Wyrick	11 years
Pamela Kinne	2 years
Oscar Montano	1 year

APRIL

Allison Key	17 years
Sandra Mastro	5 years
Bev Nelson	14 years
Pam Severson	1 year

MAY

Ashley Hissong	10 years
Deanna Vietty	15 years



TERRY MAHLMAN
VP Business Development

WC GURU

What You Should Know About California AB 2774

Effective 1/1/11, AB 2774 amended the Labor Code to increase the number of serious safety and health citations that will “stick.” Essentially, they have closed some of the loopholes employers used in order to void or lessen the impact of citations. AB 2774 also changes the standard from a “substantial probability” of a serious violation to a “realistic possibility that death or serious physical harm could result from the actual hazard created by the violation.”

In order to reduce your exposure to these large fines (up to \$25,000), it is essential that every employer has an Injury Illness and Prevention Program (IIPP) in place and **current**. Your IIPP must also be specific to your company’s operation and exposures. You may have an IIPP that you purchased or obtained from an insurance company (or even LCIS). Regardless, it is your responsibility to make sure that your IIPP complies with Cal/OSHA standards. The state Department of Industrial Relations has a model plan at www.dir.ca.gov/dosh/dosh_publications/iipp.html that you can utilize.

MPN Implementation – Important Case Law

For several years now, we at LCIS have been preaching about the importance of properly implementing your WC insurance company’s Medical Provider Network (MPN). Recent case law causes me to re-emphasize this again – it will help save you money on your WC claims and premiums!

The California Workers’ Compensation Appeals Board ruled recently that when injured workers obtain treatment outside a “validly established and properly noticed” medical-provider network, reports from out-of-network physicians “are inadmissible,” and employers and insurers are not liable for the cost of the

reports. The case, *Elayne Valdez v. Warehouse Demo Services and Zurich North America*, involves a demonstrator for Warehouse Demo Services who suffered back, neck, hip and other injuries on the job.

Valdez sought treatment from a network physician for three weeks and then was advised by her attorney to switch to a physician outside the MPN. She didn’t tell her employer why she made the change. A Workers’ Comp judge awarded Valdez temporary disability benefits based on reports from the non-MPN physician. Her employer and its Workers’ Comp insurer appealed to the WCAB contending the reports were inadmissible.

The WCAB found Valdez improperly changed her treating physician and failed to follow proper procedure for seeking a second or third opinion from a doctor within the network. As a result, the reports from the non-MPN physician are inadmissible for determining Valdez’s eligibility for compensation, according to the Appeals Board. “...where there has been no neglect or refusal to provide reasonable medical treatment, a defendant is not liable for the medical treatment procured outside the MPN,” the WCAB said in its decision.

The Appeals Board sent the case back to the Workers’ Comp trial-court level to assess whether the defendant had validly established an MPN and provided Valdez required notices about the claims process and the procedures for obtaining a second and third opinion.

In some cases, the dispute over the costs for non-MPN medical treatment runs into the tens of thousands of dollars and in some extreme claims, more than \$100,000. So, if you properly implement the MPN process, you could wind up saving large amounts on your WC claims, which will help you keep your premiums down!

‘Thanks a Million’ Contest Winners Announced!!!

LCIS has held its second quarter 2011 “Thanks a Million” drawing

Here’s how the contest works: When you returned your renewal information by the date noted on your renewal information packet and you return your “Thanks a Million” bill with your business name and phone number, you are entered in our “Thanks a Million” drawing. The prize is a \$50.00 gift card and there are five winners chosen each quarter.

LCIS would like to congratulate the following winners:

- J Dicus Landscape Co. of Livermore, CA**
- Wilcox Landscaping of Newhall, CA**
- Robert S. Cruikshank of Berkeley, CA**
- Stillwater Landscaping & Maintenance of Pacific Grove, CA**
- Nature’s Plan of Redding, CA**

We would like to thank all who have returned their renewal information packet to us by the requested date. This helps us keep our work flowing smoothly, enables us to provide our carriers with a submission and provide you with a proposal in a timely manner.

We at LCIS thank you for your business!

Loss Control Bulletin # 67

This legislation was passed to remedy the difficulty that Cal-OSHA inspectors experienced in defending serious safety and health citations against state employers at Appeals Board hearings. Citations classified as serious were frequently invalidated whenever an Appeals Board rejected the testimony of a Cal-OSHA inspector on the grounds that the inspector lacked sufficient expertise or competent training on the hazards addressed in the citation or when OSHA failed to prove that there was substantial probability of death or serious injury occurring due to the hazard created by the violation. The overall low rate of Cal-OSHA's serious citations and the frequency of Appeals Board rejections of such citations raised concern at Fed-OSHA about the overall effectiveness of California's OSHA program.

What does AB 2774 do?

Makes significant revisions to the legal standard in the California Labor Code Section 6432 defining a serious violation by:

- Reducing the burden of proof required from one that required establishment that the hazard of the violation created "a substantial probability" of death or serious injury to one that requires establishment that the actual hazard created a "realistic possibility" of a death or serious physical harm.
- Expands the definition of a serious injury to include:
 - any injury that results in hospitalization for other than observation for any duration of time, eliminating the previous 24 hour duration requirement,
 - a second category of injury resulting in "impairment sufficient to cause a part of the body or the function of an organ to become permanently and significantly reduced in efficiency on or off the job".
- For purposes of testifying at Appeals

Board hearings, AB 2774 contains a provision that grants competent status to Cal-OSHA's inspectors and industrial hygienists who can demonstrate their training is up-to-date with respect to the subject matter of the citation.

- Establishes requirements that must be considered before an OSHA inspector issues a serious citation against an employer.
- Encourages discussion between the employer and OSHA inspector as to whether the employer took the necessary precautions to identify workplace hazards and provided needed training to its employees.
- Provides employers with an opportunity to avoid a serious citation by demonstrating that their IIPP is effective in identifying hazards, providing appropriate training, and management enforcement of safety rules and procedures.

The affects of AB 2774 on employers could be significant and include:

- Increased likelihood of receiving a serious citation where an employer's IIPP is found to be inadequate to address workplace hazards or ineffectively implemented by management.
- Makes it easier and more likely that a serious citation and major fines associated with the citation will be upheld without reductions.
- Higher cost penalty citations being sustained in the appeals process
- Increased focus by Cal-OSHA on the adequacy and implementation of Injury and Illness Prevention Programs to include efforts made to:
 - identify and establish control of workplace hazards
 - provide appropriate training to employees and supervisors
 - enforce compliance to safety rules and procedures
 - investigate accidents and imple-

ment corrective measures

(Note: Employers need to be aware that fines up to \$25,000 can be assessed per serious violations. General and regulatory violation fines can be assessed at up to \$7,000 per violation. In addition, penalties of not less than \$5,000 nor more than \$70,000 can be assessed against an employer who willfully violates any occupational safety and health standard.)

What employers should do....

Employers are advised to review their IIPP and make sure their program...

- is continually kept updated and addresses new and existing hazards inherent in operations, and any hazard their employees could be reasonably expected to be exposed to during the workday,
- protocols have been communicated to all employees and are consistently followed by all and enforced by supervisory staff,
- is implemented as written or as revised,
- includes effective and consistent enforcement of disciplinary procedures,
- includes documented safety training for supervisors and employees that address both general and specific hazards that could be reasonably expected in the workplace,
- assures that accidents are promptly investigated and appropriate prevention measures are implemented,
- includes an effective means for employees to report safety hazards or unsafe practices or procedures.

If you need assistance in implementing an effective Injury and Illness Prevention Program, please contact your nearest Republic Indemnity office and ask to be connected to our Loss Prevention Department.

The guidelines provided in this bulletin are only intended to provide an overview of some of the more important steps that can be taken by management to establish a safe workplace. The guidelines are not considered exhaustive of all measures and controls that can be implemented by management to address all potential loss or injury producing causes. Ultimately it is the responsibility of management to take the necessary steps to provide for employee and customer safety.

Don't Let Small Safety-Related Problems Grow Into Major Catastrophes

By Mike Garcia, Enviroscope & Bridget Miller, El Dorado Communications

When Familiarity and Safety Clash

Safety has become a focus everywhere, especially in the workplace. We are now more conscious of safety issues than ever before. However, we must take care that the safety message continues to be in the forefront of our thoughts and actions. Never allow it to be pushed to the background or disregarded because of familiarity, as sometimes happens when we hear or see something so often that we tend to ignore it. You know, like that little reminder on our computer that tells us it's time to renew our antivirus program, or that check engine light to which we've grown accustomed.

While a computer virus or check engine light are not the same as a physical safety issue, the concept remains: There are things we know we should do, but we put them off because they're not seen as a big risk or a high priority at the time. We think we can get to them later, but in doing so we may be exposing ourselves to a potentially catastrophic situation brought on by our inaction or late action.

Another factor that can cause safety to get ignored, is when dangerous tasks become commonplace. This can lead to someone becoming complacent about the risks involved. The use of mowers, chainsaws and other landscape equipment is a prime example. You see, we are so accustomed to working with this machinery that it's easy to forget the potential danger involved in its use. Some may even stop taking precautions, then later they are kicking themselves and admitting they knew better after an accident occurs.

Beware of the Cactus Needle!

We must all strive therefore, to remain vigilant and act on small potential problems immediately before they turn into big problems. Here are some examples we've encountered recently:

- Not long ago, one of Mike Garcia's workers got stuck by a cactus needle. No big thing, right? Wrong. Mike carries Workers' Compensation insurance through LCIS, so he immediately called them for advice as to what to do. He found out such an injury is a very big thing! You see, part of the needle broke off deep in his employee's hand, and no one was able to get it out...even the first doctor they visited. That's right, Mike took action right away. He eventually had to take his employee to a hand surgeon, as the first doctor told him that there is always a danger of damaging or cutting vital

nerves in the hand while trying to get the cactus needle out. And you do have to get it out! The surgeon told Mike that cactus needle punctures are especially prone to infection...serious infection. He told him that had he not sought medical attention, infection would have set in and his employee could have lost his hand. Swift action by Mike on a seemingly minor issue prevented what could have developed into something very serious indeed.

- A frayed appliance cord or extension cord also seems to be a minor issue on the surface, but Bridget Miller found out the hard way that the risk of electric shock is very real, and very painful! She was using an appliance with a couple of small frayed spots on the cord and didn't think anything of it. "But that mindset changed on the day I got zapped by it," she announced! While the outcome was thankfully minor, it could easily have been a different story. "I only had a small irritation where my wrist came in contact with the cord," she remembered. "I'll be sure to either fix or replace the cord or appliance the next time, instead of using it and thinking that it's no big deal."

An Ounce of Prevention

Get ahead of potential danger. Here are a few more preventative safety examples:

- Start by completing a hazard analysis of your equipment and work sites and fix any issues uncovered.
- Fix a low hanging branch (cut it or brace it as needed) to ensure it does not break off during a wind storm, or does not pose a risk for those who must walk or drive beneath it.
- Make an appointment to get your eyeglass prescription updated before it expires. Working around equipment and sharp objects poses a safety risk if you do not see as well as you could.
- Allow time for injuries to heal properly, as re-injuries can be worse than the original problem.
- Replace burnt out light bulbs/fixtures at home and in the landscape to avoid slips and trips in the dark.
- Outdoor workers should wear sunscreen every day. Sun safety is not just for the beach!
- Have the brakes on your vehicles checked regularly; don't drive on bald tires.
- Ensure there are no buried lines or pipes before you dig. This is both a safety issue and a legal issue. In California call DigAlert: 811. The service is free!

- Don't be afraid to ask questions to understand the hazards and how to work safely when facing an unfamiliar task.
- Get trained in CPR and general first aid procedures to be able to deal with minor emergencies.

Being "better safe than sorry" does more than just prevent injuries. Injuries and illnesses create additional issues, such as time away from work, increased expenses, and sometimes loss of business. Take minor safety concerns seriously to avoid major issues down the road!

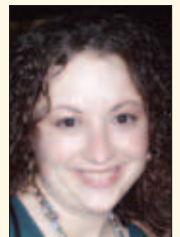


Mike Garcia

Mike Garcia is a board member of the Inland Empire Chapter of CLCA, as well as VP of ALL-PRO, a Latino gardening association. He is a highly respected landscape contractor and an avid conservationist who has become Southern California's rainwater harvesting guru.

Bridget Miller is a freelance writer, currently focusing on safety, landscaping, and HR topics. She is also a full-time house and pet sitter who house sits all over the globe, currently living in the Caribbean for the summer.

A former corporate sales and marketing consultant, she submitted this story from Vieques Island.



Bridget Miller

Safety Tips Wanted!

Do you have some safety tips that have made a difference for your company? Send them to LCIS at the address below, ATTN: Editor, and they might appear as future Safety Tips of the Month to share with your fellow CLCA members.



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No Deje que Problemas Pequeños se Conviertan en Catástrofes Mayores

Por Mike García de Enviroscene y Bridget Miller de El Dorado Communications

Cuando la Familiaridad y la Seguridad Chocan

La seguridad se ha convertido en un foco importante en todas partes, especialmente en los lugares de trabajo. Ahora estamos más conscientes que nunca de los temas de seguridad. Sin embargo, debemos encargarnos de que los mensajes de seguridad se mantengan como prioridades en nuestros pensamientos y acciones. Nunca debemos permitir que éste tema sea relegado al último lugar o descartado solo porque estamos muy familiarizados con estos, como a veces pasa cuando vemos u oímos algo tan frecuentemente que tendemos a ignorarlo. Usted sabe, como ese pequeño mensaje en nuestra computadora que nos recuerda que es tiempo de renovar nuestro programa antivirus, o esa luz roja en el tablero a la cual nos hemos acostumbrado.

Mientras que el mensaje antivirus o esa luz roja en el tablero no es igual que un problema de seguridad física, el concepto sigue siendo el mismo: Hay cosas que nosotros sabemos debemos de hacer, pero las dejamos de lado porque no son vistas como un riesgo grande o como una prioridad en ese momento. Nosotros pensamos que podemos encargarnos de eso más tarde, pero al hacer esto podríamos estar exponiendo a situaciones potencialmente catastróficas causadas por nuestra inacción o por haber reaccionado tardíamente.

Otro factor que puede causar que se ignore la seguridad, es cuando las tareas peligrosas se convierten en algo común. Esto puede llevar a alguien a caer en la autocomplacencia acerca de los riesgos involucrados. El uso de cortadoras de césped, motosierras y otras herramientas de jardinería son un buen ejemplo. Como puede ver, estamos tan acostumbrados a trabajar con éste tipo de maquinaria que es fácil olvidarse de el peligro potencial que implica su uso. Algunas personas pueden incluso dejar de tomar precauciones, para luego reprocharse a sí mismos que ellos sabían que podían tener un accidente.

¡Cuidado Con las Espinas de Cactus!

Todos debemos esforzarnos por lo tanto, debemos mantener una actitud vigilante y actuar inmediatamente sobre pequeños problemas potenciales antes de que se conviertan en grandes problemas. Éstos son algunos ejemplos que hemos encontrado recientemente:

- No hace mucho, un empleado de Mike García se clavó una espina de cactus. No gran cosa, ¿verdad? Error. Mike tiene a sus trabajadores cubiertos por el seguro de compensación al

trabajador (Workers' Compensation) a través de LCIS, por lo tanto los llamó inmediatamente para preguntarles qué hacer. El descubrió que éste tipo de herida es en realidad muy seria! Parte de la espina se quebró muy adentro de la mano del empleado, y ninguno pudo sacársela... ni siquiera el primer doctor que visitaron. Así que, Mike reaccionó enseguida. El llevó al empleado a un cirujano de mano, porque el primer doctor le dijo que siempre hay peligro de dañar o cortar nervios vitales de la mano al tratar de sacar la espina. ¡Y usted tiene que hacerla sacar! El cirujano le dijo a Mike que los pinchazos de las espinas de cactus son especialmente propensos a infectarse... seriamente. Él le dijo a Mike que si no hubiera buscado atención médica la infección pudo a verse esparcido y su empleado hubiera perdido la mano. La acción inmediata de Mike en un aparente problema menor previno lo que pudo haber sido algo muy serio.

- Un cable pelado en un electrodoméstico o en una extensión también parecen ser a simple vista problemas menores, pero Bridget Miller descubrió de la peor manera que el riesgo de un shock eléctrico es muy real, y ¡muy doloroso! Ella estaba usando un electrodoméstico con un par de partes del cable deshilachadas y no pensó para nada en eso, "Pero esa manera de pensar cambió el día que sufrí la descarga eléctrica," anunció ella. Mientras que las heridas fueron menores, podría haber sido una historia totalmente diferente. "Sólo sufrí una pequeña irritación donde la muñeca se puso en contacto con el cable," recordó ella. "Me voy a asegurar de arreglar o reemplazar el cable o el aparato la próxima vez, en lugar de usarlo y pensar que no es gran cosa."

Una Onza de Prevención

Adelántese a daños potenciales. Acá le damos más ejemplos de seguridad preventiva:

- Comience por completar un análisis de riesgos de su equipo y lugares de trabajo y solucionar los problemas descubiertos.
- Arregle las ramas bajas (cortarlos o reforzarlos según sea necesario) para asegurarse de que no se desprendan durante una tormenta de viento, o que no representen un riesgo para quienes deben caminar o conducir por debajo de ellas.
- Haga una cita para obtener su receta para actualizar los anteojos de antes de que caduque. Trabajar alrededor de equipos y objetos afilados se convierte en un riesgo de seguridad

cuando no ve tan bien como podría.

- Dar tiempo a que las lesiones sanen correctamente, el lesionarse nuevamente puede ser peor que el problema original.
- Reemplace focos fundidos/accesorios en el hogar y en el jardín para evitar resbalones y tropezones en la oscuridad.
- Los que trabajan al aire libre deben usar protector solar todos los días. ¡La protección contra el sol no es sólo para la playa!
- Haga revise los frenos de su vehículo con regularidad; no conduzca con llantas lisas.
- Asegúrese de que no hay líneas o tuberías enterradas antes de excavar. Esto es tanto una cuestión de seguridad y un problema legal. En California llame a DigAlert: 811. ¡El servicio es gratis!
- No tenga miedo de hacer preguntas para entender los peligros y la manera de trabajar de forma segura cuando se enfrenta a una tarea poco familiar.
- Entréñese en Resucitación Cardio-Pulmonar y Primeros Auxilios así sabrá cómo proceder en las emergencias menores.

La actitud "más vale prevenir que curar" hace más que prevenir lesiones. Las lesiones y enfermedades crean problemas adicionales, tales como tiempo fuera del trabajo, aumento de los gastos, y en ocasiones la pérdida de negocio. ¡Tome en serio los problemas menores de seguridad para evitar problemas mayores en el camino!

Mike García es miembro de la junta Inland Empire Chapter de CLCA así como vicepresidente de ALL-PRO, una asociación de jardinería Latina. Él es un contratista del paisaje altamente respetado y un ferviente conservacionista que se ha convertido al gurú de la recolección de agua de lluvia del Sur de California.

Bridget Miller es una escritora independiente, actualmente centrada en la seguridad, áreas verdes, y temas de recursos humanos. Ella es también ama de casa y cuidadora de sus mascotas a tiempo completo y su casa se encuentra en todo el mundo. Actualmente vive en el Caribe para el verano. Previamente trabajó como consultante de ventas y marketing. Ella envió la historia desde la isla de Vieques.

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Employee Spotlight



Lisa Reinhardt, Certificate Department, graduated from Central High West with no idea of where she was going or what she wanted to do. After two years in retail and two years as a receptionist, she was looking for something new. Lisa came to LCIS in 2009 with an open mind, ready for a new beginning. “That’s just what they have given me,” said Lisa. “They have opened so many doors with many opportunities for me to learn more. I really enjoy the people and the positive attitudes; every one is so warm and helpful.”

“I really enjoy the people and the positive attitudes...”

In Lisa’s free time she loves to go camping, to the beach and just spending time with friends and family.

Sharon Barroca, Package & Workers’ Comp Department



Manager, joined LCIS in Fall 2004 in our Workers’ Compensation unit. She has held a number of positions in the Agency and is currently the Package & Workers’ Comp Department Manager. She moved

“I work with a great group of people who care about our customers...”

to Fresno from the San Francisco Bay Area more than 10 years ago. “Joining LCIS was the best decision I’ve made since my relocation. I work with a great group of people who care about our customers and work together every day to meet their needs,” said Sharon.

Sharon is one of our “early birds,” starting her workday at 7 a.m., leaving time in the afternoons for reading, watching movies, and catching up on the national politics of the day.

In Memory of Sabrina Drake

It is with sadness that we announce to you the sudden passing of Sabrina Drake. After the emergency delivery of her son on May 14th, 2011, Sabrina suffered complications and was in critical condition until Wednesday, May 18th, 2011 when she passed.

Sabrina was with LCIS since Sept. 2008 and was a bright spot in the Account Manager department. She was the most caring and kindest person with a great personality. She always put everyone else’s needs in front of her own.



SABRINA DRAKE

Sabrina accepted all the challenges in life with a smile on her face and never let anything or anyone bring her down. She was a very tough lady.

She has touched the hearts of many people in so many different ways. Whether it was with her contagious laugh, or her words of encouragement, with Sabrina around, there was never a dull moment. She was truly an inspirational individual.

She will be dearly missed by the entire LCIS family as well as her clients.

Contact Us

Toll-Free	(800) 628-8735
	Extension #
Kim Ayala, President/CEO	511
Terry Mahlman, Vice President – Business Development	580
David Bloodgood, Sales Manager	545
Debbie Kirby, Administrative Manager	514
Sharon Barroca, Package & Workers Compensation Department Manager	572
Janet Schoenfeld, Assistant Vice President of Accounting	513
Connie Carpenter, Services Manager	552
Certificate Request Fax	(800) 440-2378
LCIS Website	www.lcisinc.com

For additional information, visit the LCIS Website:

www.lcisinc.com

Nelson Colvin Inducted into Green Industry Hall of Fame

• *The LCIS Secretary/Treasurer Also Gets Roasted at the Event!*

Nelson Colvin, LCIS Secretary/Treasurer and President/CEO of Golden Oak Co-op and Birch Financial, Inc., was among eight Green Industry leaders who were recently inducted into the prestigious Green Industry Hall of Fame. Over 140 attended the ceremonies at a dinner held May 7 at The Odyssey Restaurant in Granada Hills, in Southern California's San Fernando Valley. A highlight of the evening was a spirited roast of Nelson...all in fun and very entertaining.

Others inducted that evening are: Robert Cardoza, President/CEO, Nuvis Landscape Architecture; Dave Davis, Owner, David D. Davis & Associates; Tony LaFetra, President/CEO, RainBird; Sharon McGuire, Executive Director, CLCA; Miles Rosedale, CEO & Managing Director, Monrovia Nursery Company; Burton Sperber, Founder, Chairman & CEO, ValleyCrest Companies; and Gary Vallen, Advisor, Vallen Landscape. LCIS congratulates all the inductees.



MAN OF THE HOUR – Event Chair Charles Nunley presents Nelson Colvin an award commemorating his induction into the Green Industry Hall of Fame. He is joined by LCIS Director and the evening's emcee, Lebo Newman.



CLCA State President Bob Wade, Past State President of CLCA and former LCIS Director Barbara Alvarez, and Nelson Colvin (who is also a Past CLCA State President), enjoy the evening and the fabulous turnout.



FROM NEAR & FAR they came to see Nelson get roasted: Anthony Bertotti (left) and Lebo Newman (third from left) from NC Chapter. From the SJV Chapter are LCIS President/CEO Kim Ayala and husband Mike Ayala (extreme right) along with LCIS Past President Jerry Elson.

PAST CLCA STATE PRESIDENT Jon Alsdorf, an LCIS Director, and Ewing's Warren Gorowitz catch up on old times. Jon was there to introduce Green Industry Hall of Fame inductee Gary Vallen, and he also helped roast Nelson.



DURING THE ROAST Nelson was asked to wear a variety of outlandish hats, cheerfully supplied by his good friend and the evening's emcee, Lebo Newman.



LCIS DIRECTOR Allen Chariton and his lovely wife Ellin came up from Orange County to support Nelson and the other honorees.



SJV CHAPTER showed up in force to support their fellow member Nelson. Shown with Kim Ayala are Dan and Robyn Dvorak, and CPC Co-Director South Rene Emeterio. Dan is an LCIS Account Executive.