Resource Training & Solutions
A Minnesota Service Cooperative

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Member of The Minnesota Service Cooperatives

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WELCOME TO RESOURCE MICHAEL BRETHORST

MICHAEL BRETHORST
New Melrose City Administrator

"I am honored that the City and Utilities Commission has given me the opportunity to serve the people Melrose. The City of Melrose is an exciting place to work. Melrose has a commitment to its citizens and utility customers which is reflected in their utility rates and community services offered. They are a progressive community which strives to adjust to the ever changing city, region and state. I feel I am good fit for Melrose as I am committed to Greater Minnesota and sustaining the hard work that has been done by our forefathers here. Plus, I strive to take their hard work and continue improving on their successes."
Michael M. Brethorst, City Administrator Melrose

Michael Brethorst became the Administrator for the City of Melrose in March 2011. Prior to becoming Administrator, he was an Administrative Officer for the Fargo Veterans' Administration Center. He held that position from December 2008 through February 2011. Prior to being at the V.A., Michael was the City Administrator for the City of Barnesville. He oversaw the City of Barnesville's 10 Enterprise Funds and General Fund operations as well as supervising 23 full time employees and over 75 part-time and temporary employees.

Michael has a B.S. degree in Public Administration from St. Cloud State University and a M.S. degree in Public, Human Services and Health Administration from Moorhead State University. He has been a Board member for the Center for Rural Policy and Development since 2008. The Center is a non-profit research organization dedicated to benefiting Minnesota by providing its policy makers with an unbiased evaluation of issues from a rural perspective.

Resource welcomes Michael to our service region and wishes him well in his new position.

RENT MEETING SPACE AT Resource AND GET THAT DISTRACTION FREE ATMOSPHERE WHERE Good Ideas ARE DEVELOPED AND Evolve into SOMETHING GREAT

SERVING OUR MEMBERS
Adding value...Maximizing resources

Resource update

VOLUME 8 | ISSUE 5
SEPTEMBER 2011

SERVING OUR MEMBERS CITIES, COUNTIES, GOVERNMENTAL AGENCIES & NONPROFITS

CITIES AND COUNTIES TO PARTICIPATE IN THE 33RD ANNUAL CUSTOMER APPRECIATION CELEBRATION WITH C. WILLI MYLES

you are invited to
WALK AMONG THE Stars

WEDNESDAY, OCTOBER 5, 2011

CUSTOMER APPRECIATION SOCIAL

The 33rd Annual Customer (Member) Appreciation Celebration and Awards Ceremony (Annual Meeting) will take place on Wednesday, October 5, 2011 at Resource Training & Solutions beginning at 5:00 p.m.

This annual complimentary event will begin with an overview of the past operational year. Outstanding Service Awards will follow as well as the Outstanding Partnership Award, WEM (Whitney and Elizabeth McMillan Foundation) Awards, and the Well Workplace Awards. The featured keynote for this special occasion is C. Willi Myles, a veteran performer and comedian.

C. Willi Myles has applied his athletic coaching and teamwork experience to the hospitality industry where he has received many customer service honors.

Myles has received Disney's highest customer service and leadership honor – "Train the Trainer" the Disney Way!

His training and leadership skills have been used by many of the national hotel chains including the Sheraton and Radisson companies. He has recently completed similar programs in various healthcare organizations including Methodist and Fairview Health Systems.

Myles is a certified Radisson, "Train the Trainer, 100% Guest Satisfaction, Making it Right and Yes I Can" trainer.

He is a former assistant basketball and football coach at St. Cloud State University. During his six years as an assistant coach, they won four Conference Championships (three in basketball and one in football).

Currently Myles is a national touring comedian with over 1,000 shows in 49 states and 3 countries and the CEO of his own entertainment company – C. Willi Myles Entertainment, Inc. which includes a talent agency, consulting and publishing company.

He is also the founder and chairman of The Stand Up Foundation, that helps to raise money for the Children's Home Society and Family Service Adoption Program as well as organizations that fosters life skills, education development and opportunities for the under privileged.

A social reception follows the keynote. Delicious hors d'oeuvres, desserts and beverages will be served to celebrate our honorees' awards and accomplishments.

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INSIDE THIS ISSUE: SUPERHERO PARENTS ASSEMBLE. MID-STATE AUTO AUCTION VENDOR.

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journeyEd.com

We are pleased to see that working professionals across central Minnesota are taking advantage of one our newer vendors for Microsoft and Adobe software purchases: JourneyEd provides professionals with discounted pricing of up to 85% on Microsoft and Adobe products for personal use.

Here is one example: Microsoft Office Professional Plus 2010 is only $89.98. That is over a $400.00 in savings.

To place orders or view the software titles and prices that are available - visit: www.journeyed.com/select

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CALENDAR OF EVENTS

september

8635	Becoming a Love and Logic® Parent	9/19
8532	The Bully, the Bullied and the Bystander - Breaking the Cycle of Violence	9/26

october

8629	Customer Appreciation	10/5
8635	Power Limited Technician - 8 hr Continuing Education Class: The Code, The Law & Technical Topics II	10/4
8648	ADHD and Children	10/11
8683	Aquatics Facility Operator's Course (AFO)	10-20-10/21

november

8636	Becoming a Love and Logic® Parent (1 of 3)	11/1
	Insurance Coalition	11/8
8636	Becoming a Love and Logic® Parent (2 of 3)	11/8
8636	Becoming a Love and Logic® Parent (3 of 3)	11/15
8637	Transforming the Angry Child	11/17

DON'T MISS EXCITING HAPPENINGS, CLASSES, TRAINING AND FORUMS THAT WILL BRING YOU TO THE NEXT LEVEL!

For more events, information or registration:
www.resourcetraining.com

(320) 255-3236
(888) 447-7032

OFFICE HOURS
Monday-Friday
8:00am-5:00pm

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info@resourcetraining.com

ask the BENEFITS SPECIALIST

Dan Weir, Insurance/Risk Management Consultant

LESS DUPLICATION OF TESTS, BETTER COORDINATION AND LOWER COSTS.

QUESTION:

I keep hearing that the Federal Health Care Reforms will change how my doctor and hospital are being reimbursed. How will these new reimbursements affect my doctor and my family?

ANSWER:

Yes, the Patient Protection Accountability Care Act (PPACA), the new Federal Health Care Reform legislation does address physician payments and reimbursement. The new reforms include the development of Accountable Care Organizations.

Accountable Care Organizations are a new methodology of physicians coordinating their care. For example, many people have multiple chronic conditions and see a number of different specialists for their conditions. It is not uncommon for a person to receive medical care from internal medical specialists, orthopedic specialists for knee or hip issues, a cardiologist for high blood pressure or heart issues and gastroenterologists for acid reflex or heart burn.

Each of these specialists will very likely run medical exams and tests that duplicate one another, and currently may not share the results of the exams and lab tests with one another. The new PPCAA legislation requires that specialists coordinate the patient's care and share medical information. Patients should receive better care and each of the specialists will have the opportunity to benefit by having access to more of the patient's medical information resulting less duplication of tests, better coordination and lower costs.

QUESTION:

We have been with BCBS for a number of years. I am concerned about my husband's health issues. Does Blue Cross Blue Shield provide online information we can use?

ANSWER:

Yes, you can go to http://www.bluecrossmn.com for cool search tools. Under Health Plans 101; how to save money on health care, Health Info and Tools about wellness and estimating health care costs; Online Care Anywhere (a new web based online physician visit) and several additional sources of great health care information.

ATTEND THE MINNESOTA EDUCATIONAL FACILITY MANAGEMENT PROFESSIONALS (MASMS) CONFERENCE

September 29-30, 2011
Holiday Inn, St. Cloud

The Resource team will be at the MASMS Conference this fall. With more sessions than ever, take advantage of this educational opportunity! Come learn, network, and visit with your peers and our team about everything from maintenance operations to building systems and everything in between.

MASMS
Minnesota Educational Facility Management Professionals

Great educational sessions that are being offered at the Fall Conference:

- Custodial Operations
- Building Systems
- Environmental Health & Safety
- Security
- Leadership
- Financial Management
- Maintenance Operations

FIRST YEAR IT IS OPEN TO NON-SCHOOL MEMBERS!

So while your at the conference/trade show, stop by the Resource Training & Solutions booth with your facility management related questions. Leave with answers from Anthony Farag or Ron Wieber. Visit resourcetraining.com for more information or to register for this valuable conference.

The Code, The Law and Technical Topics II
October 4, 2011 *(8510)*
8:00 a.m.-5:00 p.m.

8-hour Continuing Education Course

This course is designed for individuals holding the power limited technician license and who work with "low voltage" systems & equipment.

This course will cover applicable articles of the National Electrical Code, important elements of the laws and rules, electrical safety and specific technical topics that apply to the widely varied "low voltage" trades and professions

Aquatic Facility Operator (AFO) Course
October 20 & 21, 2011 *(8683)*
8:00 a.m. - 5:00 p.m. *BOTH DAYS*

The Aquatic Facility Operator (AFO) Course is an up-to-date 5 year certification for staff assigned to operate and manage public swimming pools such as those located in schools. It was created by the National Park and Recreation Association (NRPA) with a goal of making pool facilities safer and more efficient to operate.

AFO classes are a rigorous but fun two day educational workshop. Both new and long-time Pool Operators work together during the class to become better at the challenging task of operating a public swimming pool.

To register for either of these workshops, please visit our website www.resourcetraining.com or email Jodi Steinhofer at jsteinhofer@resourcetraining.com or phone at 320-255-3236.

SPECIAL PROJECTS
GET THEM DONE WITH THE HELP OF RESOURCE.

By Jodi Steinhofer, Administrative Coordinator

Resource Training & Solutions has a variety of different health & safety services we can provide for Cities, Counties & Other Governmental Agencies. One of those services is working with you on special projects such as: Asbestos Testing and Abatement, Demolition, Ergonomic Assessments, & Indoor Air Quality. We can also provide Environmental Project Design & Management. Our health & safety team can ensure that your project complies with all state and federal health & safety requirements as well as OSHA standards.

Our entire team of health & safety professionals has the necessary experience to provide the quality work to meet and exceed your expectations.

For more information about special projects please contact Ron Wieber at 320-255-3236.

from the EXECUTIVE DIRECTOR

Robert C. Cavanna, Ed. D.

[2011 CUSTOMER APPRECIATION]

[Continued from Page 1]

JOIN US AS WE CELEBRATE YOUR WORK IN OUR CITIES, COUNTIES AND OTHER GOVERNMENTAL AGENCIES.

OUTSTANDING SERVICE AWARDS
Annually Resource honors members who have been consistent and ardent supports of regional programs and services offered through our organization. Larry Peterson, Superintendent of Eden Valley Watkins School District, Jamie Nixon, Health and Safety Coordinator of the St. Cloud School District, will be the recipients of the 2011 Outstanding Service Awards.

OUTSTANDING PARTNERSHIP AWARD
The 2011 Outstanding Partnership Award will be given to the College of St. Scholastica for true collaborative partnership for classroom space and other programs.

WELL WORKPLACE AWARDS STEARNS COUNTY
Awards are also given to a school district and city or county which have demonstrated excellence in wellness activities and programs. Stearns County and Pine City School District are the 2011 award recipients.

Please join us as we celebrate your work in our cities, counties and other governmental agencies. All employees are welcome to this complimentary member event.

Have a 'star-studded' fall!

Rob

Rob Cavanna, Ed. D.
Executive Director

In Our Neighborhood

BUY LOCAL. VACATION LOCAL. SUPPORT LOCAL.

37TH ANNUAL ALBANY PIONEER DAYS - THRESHING SHOW
ALBANY • 320-845-7410
September 16, 17, 18, 2011

- Parade of Tractors-1:30 p.m. Saturday & Sunday
- MORE THAN 400 Tractors on Display
- Collector Car & Truck Displays
- Over 500 Gas Engines on Display
- Big Rope Making Machine in Operation
- Threshing Demonstrations
- 2 Huge Stationary Steam Engines Running
- Miniature Land
- Cast Aluminum Demo
- Farm Museum
- Working Models
- Print Shop in Operation
- Lots of Food and Snacks
- Kids Activities
- Lumber Mill, Shingle Mill, & Flour Mill in Operation
- Model Railroad Museum by Central MN Railroad Club
- Pioneer Queen & Pioneer Princess Coronations
- Log Sawing Contest

http://www.albanypioneerdays.com/sites/default/files/2011%20Poster.pdf

[UPCOMING SUPERHERO FAMILY EDUCATION CLASSES]

"THE TOUGHEST JOB YOU WILL EVER DO"

"WHERE IS THE OWNER'S MANUAL?"

"BECAUSE I SAID SO..."

WHAT IS COMMON TO ALL THESE THOUGHTS?! PARENTING!

Since children come with different temperaments, a 'one size fits all' approach does not work when it comes to parenting children.

What can parents do to help ease the challenges of a difficult situation?

Add to the mix - custody issues, and it really can get complicated. Judges, county social workers and others have recommended for parents to take "Becoming a Love and Logic® Parent" class over the years. Because it is a 7 hour class, participants have the opportunity to delve deeper into parenting issues through discussion, DVD clips, workbooks and presenters in the class.

Resource offers many opportunities for parents who voluntarily come to learn as well as those who are court directed.

NO MATTER WHAT YOUR NEEDS, REGISTER FOR A CLASS TODAY. WWW.RESOURCETRAINING.COM

AVENGERS ASSEMBLE.

BECOMING A LOVE AND LOGIC® PARENT [8635]

MONDAY, SEPTEMBER 19, 2011 • 1:00-9:00 p.m.
$50.00/person • $75.00/two people

Learn simple, low stress communication techniques that are effective with children from toddlers to teens. Raise your odds of success by learning how to avoid power struggles. Guide your children to solve their own problems. Learn communication strategies. Model and teach responsibility. Learn how to raise children through episodic adventures!

SPEAKERS: **Peggy Imholte** and **Anthony Farag**.

THE BULLY, THE BULLIED AND THE BYSTANDER [8532]

MONDAY, SEPTEMBER 26, 2011 • 6:30-8:30 p.m.
$5.00/person pre-registered online at www.resourcetraining.com • $10 at the door

Breaking the cycle of violence involves more than identifying and stopping the bully. Come to this event to learn why and how a child becomes a bully and/or the target. Discover the role the bystanders play. Realize the deadly combination of a bully, a bullied child, and the bystanders and adults who see bullying as teasing, not tormenting. Learn the tools needed to handle conflicts without violence.

PRESENTER: Barbara Coloroso is an international bestselling author and for the past 38 years an internationally recognized speaker and consultant on parenting, teaching, school discipline, positive school climate, bullying, grieving, nonviolent conflict resolution and restorative justice. She is the mother of three grown children. She is the author of four international bestsellers and two videos. The focus for this presentation is based on her book "The Bully, the Bullied, and the Bystander—From Pre-School to High School, How Parents and Teachers Can Help Break the Cycle of Violence."

ADHD AND CHILDREN: NEW THEORIES TO CREATE MORE EFFECTIVE STRATEGIES [8648]

TUESDAY, OCTOBER 11, 2011 • 7:00-9:00 p.m.
$15.00/person • $25/two people

The superpower of video games; the epic challenge of understanding treatment and strategies; cat-like reflexes needed to respond. Come to this class to learn more about dealing with the challenging behaviors of a child with ADHD which includes: recognizing the importance of friendship, how to balance nurturing and discipline, and monitoring electronic gaming.

PRESENTER: Gary Johnson, PHD, LP, LMFT is a psychologist and clinical director in Minneapolis for the Clinic for Attention, Learning and Memory (CALM).

BECOMING A LOVE AND LOGIC® PARENT [8636]

TUESDAYS, NOVEMBER 1, 8, and 15, 2011 • 6:30-9:00 p.m.
$50.00/person • $75.00/two people *(Weather date 11/22)*

COOPERATIVE PURCHASING

[NEW VENDOR]

Visit Mid-State Auto Auction's website www.msaanym.com

MID-STATE AUTO AUCTION

MSAA Mid-State Auto Auction

Resource Training and Solutions is happy to announce a new partnership with Mid--State Auto Auction!

Mid-State Auto Auction, located in New York Mills, will provide you with an efficient and cost/time saving alternative when selling your organization's used vehicles and busses.

Benefits of having Mid-State Auto Auction sell your organization's unwanted vehicles:

- No more need to organize a public auction or advertise and try to sell a vehicle on your own!
- Save time! They can pick up your vehicle, clean it, sell it, and send you a check.
- Turn your vehicles into cash quicker! Because they have an auction every week where over 400 dealers can bid on your vehicle, you can sell your vehicle right away. They also have eight commissioned sales representatives that can hand sell your vehicle six days a week.
- Less fees! Mid-State Auto Auction is an independent dealer auction which means there are no fees for storage, registration, title processing, car washes, no sales, or pre-inspections.
- Protect your asking price! If the bid comes in short for your vehicle, they will contact you with the bid information and work with you to get the vehicle sold. There is no pressure – just helpful assistance in getting your vehicle to a new owner.

MEMBER BENEFITS
Members receive a 5% discount on the sellers fee! The sellers fee is determined by the sell price of the vehicle.

HOW TO ORDER
Contact Dee Sullivan at 800-458-5506 or dee.msaanym@arvig.net for more information about Mid-State Auto Auction.

If you have any other questions, contact Anthony Farag at 888-447-7032 or afarag@resourcetraining.com.

BID DOCUMENTS
This contract is the result of a negotiated agreement between Mid-State Auto Auction and the Minnesota Service Cooperatives.

MARK YOUR CALENDAR!

RIDE N DRIVE THE LATEST IN POLICE VEHICLES

By Anthony Farag, Sales Specialist & Trainer

SEPTEMBER 29 - SEPTEMBER 30, 2011 ST. CLOUD

A Ride N Drive featuring the newest police vehicles on the market will take place September 29 and September 30, 2011. This event is for police officers and will be held at the Minnesota Highway Safety & Research Center Advanced Driving course (MHSRC) at St. Cloud State University.

Vehicles will include the Dodge Charger, Chevy Caprice PPV, Chevy Tahoe 2 wheel drive PPV, Chevy Tahoe 4wd service vehicle. A prototype of the Ford Interceptor Police Utility Vehicle will also be available for inspection. Models of the Dodge Durango and Ford Expedition will also be on hand. The manufacturing reps from Chrysler, GM and Ford are excited to gather input based on your impressions. Your representative from Resource Training & Solutions and Nelson auto will also be available. For more information or to register, contact: Anthony Farag at Resource Training & Solutions, (888) 447-7032 or afarag@resourcetraining.com.