



RAN

Retail Association of Nevada

OCTOBER 2013

LOOKING OUT FOR BUSINESS

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NEVADA NEWS

ALL TREATS NO TRICKS

By Bryan Wachter

SOON NEVADANS WILL BE LEAVING THE PORCH LIGHT ON AND

handing out treats to our young ghouls, ghosts, and pumpkins, in a harvest celebration dating back to the sixteenth century. Handing out treats to our trick-or-treaters often puts us in the spirit of giving — usually the kind that’s sustained through the holiday season. But it’s not the only time for donating our time and resources.

According to a report “Giving USA,” charitable giving grew almost 4% in 2012, and the trend is even more optimistic for corporate giving, which increased 12% in the same time period. In fact, \$316.2 billion dollars were donated to bolster the arts, education, health and other activities representing a very

significant impact to the groups that depend on the kindness of others.

Giving certainly isn’t just a national activity; according to a report commissioned from Applied Analysis by Nevada State Bank, “Nevadans gave \$3.4 billion in publicly announced large donations (\$1 million or more) to charities between 2000 and 2010.”

The social benefits to corporate charitable giving are too numerous to list here but studies such as a report by the Federal Reserve, *Government Growth and Private Contributions to Charity (2007, St. Louis)*, have explored the relationship between increases in charitable giving and government spending. Their research concluded that “A reduction in state and local government expenditures on education causes an increase in charitable giving to education.”

Retailers are playing a larger role in charitable giving, even though

our members have been providing donations and products to worthy causes for well over a century. Whether it’s education, medical research, or the humanities, our members are at the forefront of giving in Nevada. This issue of *Nevada News* will highlight some of the exciting opportunities our members have spearheaded to make Nevada better. ■

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RETAILERS JOIN WITH HEALTH CARE PROVIDER TO PROMOTE FREE MAMMOGRAM SCREENINGS

EARLY DETECTION OF BREAST CANCER SAVES LIVES!!

WE KNOW THAT EARLY DETECTION OF BREAST

cancer saves lives, however many women in southern Nevada have never had a mammogram. Fear, lack of funds, transportation conflicts, or no insurance are just some of the reasons women have not accessed a breast cancer screening. The Nevada Health Centers Mammovan, a mobile mammography unit, removes some of those

barriers making breast cancer screenings more accessible to uninsured, and underserved women in need.

The Mammovan visited Boulder City on July 12th offering mammograms to women who are 40 years of age or older. Most insurance, Medicaid, Medicare and Women's Health Connection were accepted. Through the kind support of several partner organizations, including the Von's Foundation, mammograms



NEVADA
HEALTH CENTERS

were available to low-income, uninsured women at no cost to them upon qualification.

The Mammovan is a program of Nevada Health Centers and the mammograms are provided through generous grants from

the Susan G. Komen for the Cure, Southern Nevada Affiliate, The Vons Foundation, The Safeway Foundation, Smith's Food & Drug Stores, Inc., The National Breast Cancer Foundation, The Caesar's Foundation and others. ■

NACDS TOTAL STORE EXPO EXHIBITORS DONATE 6,000 POUNDS OF PRODUCTS THROUGH NON-PROFIT ORGANIZATIONS TO BENEFIT ASSIST LAS VEGAS COMMUNITY

NACDS, SANDS EXPO AND CONVENTION CENTER PARTNER TO HELP THOSE IN NEED



NATIONAL ASSOCIATION OF CHAIN DRUG STORES

FOLLOWING THE COMPLETION OF THE INAUGURAL NATIONAL

Association of Chain Drug Stores (NACDS) Total Store Expo at the Sands Expo and Convention Center, exhibitors donated 6,000 pounds of consumer goods to be dispersed

to various charitable organizations throughout the Las Vegas, Nevada community.

NACDS worked with Sands Expo to donate leftover products to local non-profit organizations to be dispersed to those in need. Local non-profits will benefit from useful

donations, ranging from cosmetics, health and hygiene products, food and beverages, and household supplies to other consumer products available in chain pharmacies.

The non-profit organizations that will receive goods from the

product donation include:
● **THE TEACHER EXCHANGE** — Created by The Public Education Foundation, The Teacher Exchange provides free resources to public classrooms, while helping the environment. Thousands of Clark County teachers benefit



NACDS *Continued from page 2*

from receiving a variety of reusable recycled and gently used materials, supplies and equipment. Since its inception, the organization has collected and recycled more than one million pounds of electronic hardware, paper and other classroom materials that would have otherwise been disposed of in local landfills.

● THE SHADE TREE

— The largest shelter of its kind in the state, The Shade Tree is the only 24-hour accessible shelter designed specifically to meet the needs of women and children in Southern Nevada. 364 permanent beds provide over 100,000 nights of shelter each year. The 38,000 square foot facility includes residential areas (sleeping rooms, libraries, training rooms, rest rooms, and children’s play rooms), a main floor (kitchen, laundry, restrooms and showers, and services for victims of violence), and a basement for storing donations and shelter supplies. 100% of The Shade Tree’s services are provided completely free of charge, regardless of the length of stay.

● THREE SQUARE

is the only food bank serving Southern Nevada. Its mission is to provide wholesome food to hungry people, while passionately pursuing a

hunger-free community. Working with more than 600 program partners, Three Square combines food banking (warehousing canned and boxed goods), food rescue (obtaining surplus or unused meats, bread, dairy, and produce from hospitality and grocery outlets), and ready-to-eat meals, to be the most complete food solution for Southern Nevada. In 2012, more than 24.5 million pounds of food, the equivalent of 18.8 million meals, were distributed.

● VOLUNTEERS IN MEDICINE OF SOUTHERN NEVADA

— VMSN provides quality healthcare to uninsured and unemployed residents of Southern Nevada, including the chronically ill and those seeking preventative care. Current services include adult and pediatric primary care, women’s care, newborn checkups and immunizations, basic diagnostic tests and medications. Future plans include the addition of dental, mental and vision



Another generous donation took place following the 2013 NACDS Total Store Expo. American BioTech Supply donated vaccination refrigerators and freezers to the Southern Nevada Health District — which provides vaccinations to 100,000 children in the region each year.

services, as well as the opening of a second facility. In addition to a growing list of referral physicians, VMSN and has affiliation agreements with major teaching institutions and works with national pharmaceutical companies to provide medications for patients.

“During these challenging economic times, we are deeply grateful to the exhibitors at the NACDS Total Store Expo for their product contributions to help those in need in the Las Vegas community,” said NACDS President and CEO Steven C. Anderson, IOM, CAE. “We appreciate partnering with Sands Expo to distribute these goods to local non-profit organizations.”

“Supporting our

community has always been one of our core values,” said Ashlyn LaPorte, Executive Director of Sands Expo. “Partnering with NACDS has been an amazing experience, and has allowed us provide donations to several leading agencies at an unprecedented level. The number of people who will benefit from their generosity is incredible.”

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NORTHERN NEVADA TO BENEFIT FROM THIS YEAR'S RALEY'S NICKELAID CAMPAIGN

CUSTOMERS VOTE OVERWHELMINGLY TO DIRECT \$100,000 TO SUPPORT READING PROGRAMS

WHEN NEXT SUMMER ARRIVES, KIDS

throughout Northern Nevada are going to be able to sharpen their reading skills through a series of summer reading programs offered by community libraries, thanks to the support of Raley's annual NickelAid program. In a recent contest hosted on the Raley's Facebook page, customers had the opportunity to vote daily for one of four potential non-profit organizations to be selected as this year's NickelAid partner.

Nearly 50% of all voters chose to support public libraries during the two-week campaign. NickelAid was launched in 2011 at Raley's, Bel Air, Nob Hill Foods and Food Source stores throughout Northern California and

Northern Nevada. Through the program, every time a shopper uses a reusable grocery bag — paper, plastic or canvas — at any Raley's and Food Source store, the company donates 5 cents per bag to a special fund, while absorbing all administrative fees related to the effort. This results in 100% of the donation going directly to the designated participant.

Past recipients of NickelAid funds have included the California State Parks Foundation, the Nevada State Parks Fund and the American Heart Association.

"On behalf of Raley's, we are very excited to partner with both the California Library Association and the Nevada Library Association to support summer reading through the NickelAid campaign,"

said Jennifer Teel-Wolter, Community Relations Manager for Raley's Family of Fine Stores. She added, "NickelAid has quickly become a valuable way for local organizations to secure funding for vital programs and specific needs."

Public library summer reading programs help children and teens retain and enhance their reading skills when school is out as well as provide a positive community for readers. Research shows that reading just five books over summer prevents learning loss. In fact, a study by the Dominican University Graduate School of Library and Information Science, shows students who participate in public library summer reading programs scored higher on achievement tests

than those who did not participate in such programs.

"Library Summer Reading Programs not only strive to engage chil-

dren's minds, they foster an environment for creativity and, hopefully, spark a love of reading for a lifetime," said Jennifer Oliver, Public Information Officer for the Washoe County Library System in Nevada. She added, "Partnering with the Raley's Family of Fine Stores strengthens these literacy programs in Northern Nevada."

Past NickelAid programs have included the purchase and installation of new picnic tables at Sand Harbor State Park and efforts to increase heart healthy fitness among at-risk families through the American Heart Association. ■



NEVADA RETAIL ASSOCIATION CHAIN DRUG COUNCIL COMBATS PRESCRIPTION DRUG ABUSE; CVS CAREMARK, IN NEW ENGLAND JOURNAL OF MEDICINE, OUTLINES BATTLE PLAN

IN AN ONGOING EFFORT TO ADVERT NEVADA'S PRESCRIPTION

drug abuse epidemic, the pharmacy industry in

Nevada is identifying new and innovative ways to halt inappropriate prescriptions of high-risk drugs such as opioid painkillers.

During a meeting of

the Nevada State Board of Pharmacy, Elizabeth MacMenamin, Vice President of the Retail Association of Nevada, provided some insight into

this troubling epidemic, "Nevada must bring to the table the global healthcare community, including manufacturers,

Continued on next page



FOOD SAFETY CONFERENCE

By Lea Tauchen

THE NEVADA FOOD SAFETY TASK FORCE (NFSTF)

held their third annual Educational Conference in Reno last month. NFSTF is a statewide association comprised of food safety professionals from industry, academia, and regulatory sectors, as well as interested consumers. Their mission is to provide a collaborative forum to enhance awareness and promote food safety and security. Their goal is to make Nevada one of the

safest dining destinations in the world, since over 71 million commercial meals are served in our state each year.

The group shared two days of extensive food safety related discussions. Experts from across the country presented a variety of topics. In regard to food, they covered the dangers of raw milk, marijuana in edible products, food allergies, chemical contamination, and the cottage food industry. From a regulatory perspective, they tackled

third party audits, food manufacturing, food distribution, food service, Hazard Analysis and Critical Control Points (HACCP) plans, the evolution of food safety, and the history of environmental health.

They also discussed foodborne illness resulting from norovirus, salmonellosis, and various zoonotic diseases.

In addition to hosting this conference, NFSTF provides multilingual food safety learning materials for K-12 schools and adult education programs as the

platform for progressive action to increase food safety in our state. This year, they have distributed over 12,000 copies of their booklet statewide. They are also developing food safety guides for travelers, as well as raising funds for other programs to increase nutritional programs, encourage hand washing, and provide educational scholarships. If you would like more information about the Nevada Food Safety Task Force, please visit their website at www.nfstf.com. ■

RAN *Continued from page 4*

pharmacies, dispensing practitioners, and all representatives from the medical community if we truly want to solve these prescribing anomalies."

As one of the leaders of the industry, CVS Caremark is utilizing its extensive database to provide needed information in the fight against drug abuse. "Prescription drug abuse in this country is an epidemic, but it doesn't have to be," said Troyen A. Brennan, MD, MPH, Executive Vice President and Chief Medical Officer of CVS Caremark and co-author of the article, "Abusive Prescribing of Controlled Substances — A Pharmacy View." Brennan

added, "CVS Caremark, one of the largest providers of prescription drugs, is committed to mitigating prescription drug abuse by advancing legislation,

"Prescription drug abuse in this country is an epidemic, but it doesn't have to be..."

TROYEN A. BRENNAN, MD, MPH, EXECUTIVE VICE PRESIDENT AND CHIEF MEDICAL OFFICER OF CVS CAREMARK

promoting technology and creating safer communities."

In a recent new effort, CVS Caremark identified problem prescribers by studying their volume and share of high-risk drugs versus other providers in the same specialty and geographic region, as well as the ages of patients and

their payment methods. The program identified 42 outlying prescribers who were then asked to provide additional information about their prescribing

habits. Of these, only six identified legitimate reasons for their unusual prescribing practices. As a result of the analysis and outreach, CVS Caremark suspended controlled substance dispensing through the company's CVS/pharmacy locations and the CVS Caremark Mail Service pharmacies for

prescriptions written by the other 36 providers. "While this program is not a comprehensive solution to prescription drug abuse, it is an important first step that is in line with the ethical duty pharmacists have to ensure that a prescription for a controlled substance is appropriate," said Mitch Betses, R.Ph., Senior Vice President, Pharmacy Services of CVS/pharmacy and a co-author. "We know there are many ways to fight prescription drug abuse and we are committed to continuing to identify solutions to stop the improper use of controlled substances." ■



INDEPENDENT GROCERS ECONOMIC IMPACT ON NEVADA

INDEPENDENT RETAIL SUPERMARKETS, AND THE WHOLESALERS

that supply them, play a vital role in the communities they serve and are major contributors to the economy of Nevada. Most are privately held, family-owned entrepreneurial businesses that are dedicated to their customers, associates and communities. They generate millions in sales, create thousands of stable, well-paying jobs, generate millions in taxes and stimulate additional economic activity through investments in stores, inventory and equipment.

STORES AND SALES:

From single-store operators to multi-store regional operators,

independent grocers account for a significant portion of the foods, beverages and other consumable products bought by Nevada’s consumers. The independent grocery channel includes 121 stores and generates \$1.34 billion in annual sales. Independents operate supermarkets of all formats and sizes that cater to a wide variety of consumer tastes providing options for shoppers who want to support home town and regional businesses.

JOBS AND WAGES:

Independent grocers serve as economic and social anchors in the Nevada communities they serve and are directly responsible for creating and maintaining 5,990 stable, reliable jobs.

These jobs generate \$215.46 million in wages paid to long-term employees who have established careers in the industry, as well as young people seeking their first work experience. The importance of the independent grocer is seen far beyond these direct employees. When factoring in the impact of the goods and services purchased but not resold (equipment, supplies, technology, transportation, legal, real estate, etc.) and the ripple effect of that economic activity, the total number of jobs created jumps to 10,010 with total wages of \$388.52 million. All told, the independent grocery channel is responsible for about 0.707 percent of Nevada’s economy.

TAXES IN STATE OF NEVADA:

Independent supermarkets, and the wholesalers that serve them, are also a major source of tax revenue for federal, state, and local governments. All told the independent channel and their employees generate about \$100.96 million in state and local tax revenues, or 1.54 percent of the total. Additionally, independent grocers generate \$87.01 million in federal taxes and collect billions of dollars in sales taxes on behalf of state, city, and regional governments. ■

Source: National Grocers Association www.grocersimpactamerica.com

BOARD OF PHARMACY UPDATE

By Liz MacMenamin

THE BOARD OF PHARMACY MET IN RENO, ON SEPTEMBER 4TH

and 5th, at the Hyatt Place. Mike Hillerby, lobbyist for the board, gave a comprehensive report of the 2013 Legislative Session.

On Thursday, September 5th, the board held a workshop to solicit comments from interested persons and parties on general topics that staff thought may need to be addressed in regulations. The Chain Drug Council of RAN expressed an interest in the discussing the following:

1. The language to

implement a real time, stop sale system (NPlax) for meth precursors was brought forward for discussion. RAN was able to get the changes and additions recommended by members and NACDS. This language, with changes, will go to the legal division at the Legislative Counsel Bureau for editing to conform with statutory language. RAN will continue supporting this language and will update members as soon as the proposed changes are available.

2. Larry Pinson began an initial conversation with the pharmacy industry regarding

“next business day” reporting to the Prescription Monitoring Program. RAN participated in the discussion and asked the board to include any economic impact that this change may have on RAN members — the large chains as well as the small independent pharmacies represented in Nevada. RAN has also asked the board to give the pharmacies an opportunity to discuss the substance abuse issue with others in the industry, to determine if there are more effective solutions available before requiring the industry to incur the cost of changing their computing systems in Nevada.

3. The board examined language on the displaying of ID when picking up a controlled substance. There was concern expressed regarding the Department of Motor Vehicles in Nevada issuing an identification card to those residing in Nevada illegally, and whether this would constitute valid identification for the regulation. The board decided not to move forward on this issue until there is clarification regarding what constitutes a “valid” ID.

The next board meeting will be in Las Vegas on October 16th and 17th. ■



FEDERAL HEALTH CARE SCAMS TARGETING SMALL BUSINESSES

By Liz MacMenamin

THE AFFORDABLE CARE ACT HAS MANY BUSINESS OWNERS

confused and vulnerable to scammers who are willing to take advantage of their uncertainty. The Coalition Against Insurance Fraud has seen this problem increasing across the country.

The scammers have been calling businesses and residents stating

that they may need social security numbers, Medicare ID, and even banking information related to the new health care law. These scammers are calling themselves "health navigators" and they will offer to help businesses and individuals determine what would best meet their needs for a fee. Some may offer to sell a low-cost health insurance plan.

HealthCare.gov is a website that has the information a business may need to "navigate" the new plan and provides information specifically for the business owner. This website will help you stay informed and help you identify someone providing false information regarding the new exchanges.

If you receive unsolicited phone calls or

emails asking you to hand over sensitive information, you should hang up and report this to the local police or the Federal Trade Commission. You should not open websites that have been sent to you by unknown email addresses. **Wired.com** can assist you in identifying possible phishing scams over your computer. ■

TEMPER, TEMPER

By James Larsen, Ph.D.

THERE YOU ARE, MINDING YOUR OWN BUSINESS, DOING YOUR JOB.

Suddenly, someone snaps at you or calls you a name. Your adrenaline starts to flow, your face flushes, and your good manners prevent you from saying what you'd really like to say. The moment passes. The person who provoked your anger moves away, and you're stuck with the moment of provocation. It plays over and over in your mind. This replaying of an event has a name, anger rumination, and Dominik Mischkowski from Ohio State University recently demonstrated a way to adjust anger rumination

to make it more effective at relieving anger and reducing aggression.

Anger rumination is a natural reaction. People re-experience the emotions they felt and imagine actions they wish they'd taken, but since they won't carry out these plans, they feel frustrated, and they're likely to act out this frustration on others. When they do, they provide fresh provocations for others to ruminate about. It's a mess.

When people ruminate, they also naturally adopt a first-person perspective, but this perspective prevents more objective reflection that might actually help reduce anger. First-person

rumination often increases anger and aggression, but there is another strategy, a self-distanced perspective.

With a self-distancing perspective, people imagine the provoking event from a "fly-on-the-wall" perspective. They see themselves from afar and notice elements of the broader situation. From a "fly-on-the-wall" perspective, they don't feel so victimized. Their honor isn't violated. The aggressive person who inflicts the provocation draws all their attention. Their own passive reaction suddenly looks right. A matching aggressive act seems wrong. Frustration, anger, and vengeful plans

all seem to lose their potency. The passive reaction they did have now reflects maturity and self-control, and they feel better.

Using a self-distanced perspective to imagine a provoking event has revealed these benefits in past research, but lingering questions have been raised. Can people employ a "fly-on-the-wall" perspective in the real world, in the heat of the moment? Can they overcome their natural tendency to react to provocation with a first-person perspective immediately after the provocation occurs, and if



Nevada Notes

WALMART GIVES \$35,000 GRANT TO FOOD PANTRY

Thanks to a \$35,000 grant from Walmart, the Silver State Food Pantry is much better able to serve the needy residents of the Silver Springs and Stagecoach area.

Scott Yoder, a manager of a Reno Walmart who lives in Dayton and is a member of Walmart's State Giving Council, and Rick Burns, Walmart human resources manager for Northern Nevada, came to the Silver Stage Food Pantry site to formally present the grant award, congratulate the volunteers who make the program work and take a tour of the pantry.

The Walmart State Giving Council decides on the grant awards for the state, and Yoder said its goal is to provide grants where it can have the most value "to build stronger communities."

Mason Valley News

RETAIL IN THE WORKS FOR FORMER PARK LANE LOCALE

Owners of the land where Reno's once-fashionable shopping center stood said Wednesday plans are in the works for a small phase-one retail/restaurant mix in buildings fronting Plumb Lane, with construction starting as soon as early 2014.

The as-yet-unidentified tenants will be smaller U.S. chain retailers, not big-box stores. The mall was closed in January 2007 and later

demolished. *RGJ*

STORES VIE FOR CUSTOMERS WITH LAYAWAY PROGRAMS

Despite Christmas being a little less than three months away, it's not uncommon for retailers to begin hiring for the holiday rush and decorating their stores with ornaments as early as mid-September, National Retail Federation senior director of media relations Kathy Grannis said.

The head start is to capitalize on early shoppers. About 40 percent of consumers begin holiday shopping before Halloween, Grannis said. As those shoppers began their treks, one popular option will be layaway programs.

"Layaway has always been for the consumer benefit," Grannis said. "Some retailers, over time, ended up getting rid of it because it didn't fit their customers. ... But the recession has changed how consumers have changed their budgets, so a few retailers in recent years ended up bringing back their layaway programs."

One such retailer is Wal-Mart Stores, which ditched its layaway plan in September 2006 before bringing it back for the 2011 holiday season. Wal-Mart's upcoming holiday layaway program was penciled to start Sept. 13 and end Dec. 13.

Sears has offered a year-round layaway policy for more than four decades.

Wal-Mart announced

earlier that it's dumping its \$5 entry fee for its pay-over-time program but is re-implementing a \$10 cancellation fee this holiday season.

Grannis said, "Layaway is no longer just for low-income consumers. What we've seen is families looking to stay on a budget, and people in general trying to stay away from credit are finding layaway is a great option for them."

Las Vegas Review-Journal

WINE ADVOCATES RATE NEVADA HIGH

California was ranked No. 1 by a consumer coalition for its specialty wine shops, the ability of shoppers to find wines in grocery stores, and for allowing wineries to ship directly to consumers.

Nevada was ranked No. 8 for allowing grocery store sales and winery-to-consumer shipments. It was praised for having some of the most liberal wine-access laws. Consumers can pick up a bottle at liquor stores, wine shops or grocery stores. They can also mail-order bottles from wineries and wine stores. And Nevada doesn't ban the sale of wine on Sundays.

The American Wine Consumer Coalition put out its rankings (<http://bit.ly/15aqFcg>) this month in a report titled "Consuming Concerns: the 2013 State-by-State Report Card on Consumer Access to Wine."

AP

STRIP RETAIL THRIVING, BECOMING MORE COMPETITIVE

At one stop, you're greeted by strolling Carnevale characters. At another, a blue sky shines overhead. Down the street, an indoor rainstorm catches shoppers unaware. Welcome to retail on the Strip.

As Treasure Island plans to begin construction of its new shopping center Oct. 21 and The Linq rolls along, Strip retail is becoming even more competitive. The new center at Treasure Island will be wholly owned by the hotel and is expected to be completed by fall 2014. The entire first floor will be devoted to CVS Pharmacy, the mall's first and only tenant thus far.

Strip-based retail centers are unique in that they cater to a tourist clientele yet attracts a strong local contingent. According to a report from the Las Vegas Convention and Visitors Authority, the average visitor spends about \$150 on shopping per visit. In 2012, 39.7 million people traveled to the city, and 2013's numbers through July are tracking closely to 2012.

Through June, Clark County taxable sales for clothing retailers were up 4.1 percent from a year earlier to \$294.3 million. Bar and restaurant sales were up 0.7 percent to \$762 million, while sales in general merchandise stores, including department stores, were up 1.6 percent to \$257 million.

Las Vegas Review-Journal



National Notes

GEN "Y" SHOPPERS, RAISED ON E-COMMERCE, STILL PREFER IN-STORE EXPERIENCE

Research shows millennials are multi-channel consumers but visit stores at least once a month. Just as video did not kill the radio star, the Internet won't kill the shopping mall any time soon. The shopping habits of Generation Y show why.

Buying almost anything online may be as much second nature as texting for many in the first generation to have grown up with e-commerce, but the millennials still do most of their shopping in stores, especially those that keep their offerings fresh and make the experience social, according to research from the Urban Land Institute (ULI).

There are 80 million consumers between 18 and 35 nationwide. Collectively they spend \$200 billion a year across all categories.

ULI's report, based on an online survey of 1,251 Gen Y members and a focus group at Columbia University's Graduate School of Business, found that nearly half of Gen Yers enjoy going out shopping, while 37 percent said they love to shop. ULI's research showed more than half of millennials go at least once a month to discount department stores (91 percent), neighborhood shopping centers (74 percent), malls and department stores (64 percent) and chain apparel stores (58 percent), though 45 percent spend more than an hour a day

looking at retail websites. Almost two-thirds of the survey respondents visit enclosed malls at least once a month. Shopping is seen as part of their social life.

Retailers are beginning to see that Gen Y shoppers differ from their older counterparts in a few key ways. They are vocal consumers who were raised to believe their thoughts are valuable and who frequently voice those opinions through social media.

Baltimore Sun

WALMART AIMS AT IMPROVING PRODUCE QUALITY AND SALES

Walmart wants to take no chances that customers will be disappointed in its produce. The Bentonville, Ark., retailer earlier this year announced it was putting 70,000 associates through a produce training program, including giving them quality guides to help identify the important characteristics. Walmart also has instituted independent weekly checks in more than 3,400 stores and hired produce experts to work with its suppliers.

Unlike the pre-packaged goods found in the center of stores, the colorful piles of green peppers, tomatoes, oranges, peaches, green onions and potatoes around the perimeter of groceries resist standardization.

As the "buy local" trend and the growth in farmer's markets influences how people think about produce, the nation's

largest food purveyors have felt the pressure to improve quality even as they use their extensive distribution systems to keep prices down.

A company spokeswoman said changes throughout the distribution system have put Walmart more directly in touch with farmers — the retailer says it's committed to doubling its sales of locally grown produce by December 2015 — and decreasing the days between the field and the store by a day.

Pittsburgh Post-Gazette

BIG-BOX 'LIVING WAGE' BILL FAILS IN WASHINGTON, D.C.

Supporters of legislation requiring big-box retailers to pay a minimum wage of \$12.50 an hour were unable to overturn a veto by Washington, D.C., Mayor Vincent Gray during a vote before the City Council.

"Today marks a clear defeat for the special interest groups that sought to advance a narrow political agenda without regard to the legislation's impact," NRF Senior Vice President for Government Relations David French said. "No industry, and certainly no company, should be singled out by union organizers."

The Large Retailers Accountability Act would have required retailers with annual corporate sales of \$1 billion or more and operating stores of 75,000 square feet or larger to pay a minimum of \$12.50 an hour. Stores with union workers would have been exempt.

Enactment would have cost the city a total of 4,000 new jobs because Target, Home Depot, Lowe's, Walgreen, Macy's and others all said they would reconsider plans for Washington.

NRF

NRF CEO: WE ARE IN AN "EITHER/OR" ECONOMY

In an interview on CNBC, National Retail Federation President and CEO Matthew Shay shared an update on the current state of consumer confidence.

During the segment, Shay noted that retailers are witnessing an "either/or" economy where many consumers are choosing big ticket items or choosing discretionary items but not both: "We're seeing a cautious consumer making thoughtful decisions."

The latest update to NRF's Back-to-School and College Survey conducted by Prosper Insights and Analytics found that consumers are maintaining their budgets by spreading out their spending, which is evident given the historic level of early-bird shopping this summer.

According to the survey, the average family with children in grades K-12 has completed 52 percent of their shopping, while college shoppers have completed 49 percent.

Although almost seven in 10 Americans say that the economy is impacting their school and college spending, Shay notes that retail sales still appear positive and retailers are optimistic about a stronger second half of the year. *NRF*



Important Information for SIG Members

NRS requires all existing members of a self-insured group to be notified of all new members. NRNSIG new members are listed below.

Bahama Breaks LLC dba Bahama Bucks

DHFH Inc.

Five Star Satellite Communications LLC

John Hansen and Friends Inc. dba AV Vegas

Mason Valley Gaming LLC dba Pioneer Crossing

MedSource Management Group, LLC dba WellHealth Care

Phoenix Inn dba Atomic Inn

Quality Communications Inc

Quail Ridge Animal Hospital LLC

Restaurant Equipment Services

RMDT LLC dba West Russell Animal Hospital

Simple Clean LLC dba Simple Clean Janitorial

NRNSIG members who wish to register a negative vote on a new group member, please write NRNSIG at 575 S. Saliman Road, Carson City, NV 89701, indicating which member and the reason(s) for the negative vote.

NOTE FOR MEMBERS

If you would like us to profile your business in our newsletter, or have any questions about RAN or the NRF Partnership, please contact Piper at Piper@rannv.org or call the business office at 775-882-1700.



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TEMPER, TEMPER *Continued from page 7*

they can, will it work? Will it reduce anger and reduce retaliatory acts?

Mischkowski conducted two experiments with 180 college students. In the first, he gave them a difficult task to complete under time pressure, and while they were doing it, he got them really mad. An assistant repeatedly nagged at them, interrupted their work, and finally insulted them, and it worked. The students got mad, and while they were

still angry, Mischkowski tested the two strategies. One group of students imagined the provoking scene from a first-person, rumination perspective. A second group employed a self-distancing, "fly-on-the-wall" perspective. Self-distancing revealed itself to be a far superior strategy at reducing anger and aggressive thoughts. In a second experiment, Mischkowski once again got students mad, but this time, he gave

them a way to retaliate. Now, he could measure differences in actual aggressive, retaliatory acts. Once again, those students imagining the scene from a self-distanced, "fly-on-the-wall" perspective displayed superior self-control. They weren't as angry, and they blasted their tormentors much less often with the noise "weapons" the experimenters gave them to use for this purpose. Self-distancing does

work, and that's good news. So, do you need to improve your self-control in reaction to provocation? Would your life be more peaceful if you always responded with self-distanced reflection to upsetting incidents? If your answer is "yes" and "yes," then you'd be well served to practice this approach the next time provocation tries to ruin your day. ■

<http://businesspsych.org>

EIGHT STEPS TO GET READY FOR THE HOLIDAY RETAIL SEASON

S MART RETAILERS ARE ALREADY THINKING AHEAD TO

Thanksgiving Day, the official kickoff of the holiday retail shopping season, and how to prepare for a successful year.

If you own a brick-and-mortar store, preparing early is more important than ever, in order to compete with online retailers and their 24/7 storefronts. Plus, this year there are only 26 days between Thanksgiving and Christmas, six fewer than last year, cutting almost a week out of the core holiday shopping season.

- 1. **Get the Skinny on Your Industry's Trends**
- 2. **Tap Into What**

- 3. **Customers are Talking About**
- 3. **Focus on Your Loyal Customers**
- 4. **Perfect Your Local Presence**
- 5. **Watch Your Reviews**
- 6. **Review Last Year's Holiday Marketing Plan**
- 7. **Create a Calendar**
- 8. **Time it Right**

For small retailers, the line between when customers like to shop and when they get offended at seeing holiday décor in the stores is a blurry one. The National Retail Federation reports that every year, about 40 percent of consumers begin their holiday shopping before Halloween, and more retailers are



beginning to put decorations and greeting cards on the shelves in September.

If you'd rather wait until after Halloween to start decking the halls, consider offering a "secret" early holiday sale only to loyal customers, or advertising it via direct mail or email so customers who are in-terested can participate. ■

In Retail Trends

UPCOMING EVENTS

Jan 12-15, 2014
New York, NY
Expo Jan. 13-14, 2014
Jacob K Javits
Convention Ctr.

FMI
January 12-14, 2014
Midwinter Executive
Conference
The Phoenician
Scottsdale, Arizona
See more at:
www.fmi.org/events-education/conferences-tradeshows#sthash.mjc929q6.dpuf

NACDS Regional
Conference
Feb. 2-4, 2014
The Ritz-Carlton
Naples, FL



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WASHINGTON RETAIL INSIGHT

NATIONAL RETAIL FEDERATION WELCOMES SALES TAX FAIRNESS PRINCIPLES

THE NATIONAL RETAIL FEDERATION (NRF) ISSUED

the following statement from Senior Vice President for Government Relations David French on the release of a new set of House Judiciary Committee principles, which lay out a legislative roadmap for addressing the collection of online sales tax:

"The National Retail

Federation welcomes the release of these principles and appreciates the House Judiciary Committee's continuing dedication to, and leadership on this retail industry priority.

"These principles will serve as a legislative roadmap for advancing sales tax fairness legislation in the House of Representatives, and demonstrate that Congress is listening to the pleas of local, community

retailers and merchants, who continue to face an unfair competitive disadvantage with their online competitors.

"NRF looks forward to analyzing and discussing these principles with our members, and remains confident that Congress will address the unlevel playing field this legislative session. We look forward to providing critical feedback to the Committee and welcome any opportunity

to participate in forthcoming legislative hearings."

As the world's largest retail trade association and the voice of retail worldwide, NRF represents retailers of all types and sizes, including chain restaurants and industry partners, from the United States and more than 45 countries abroad. ■