

Drive: NH

N° 20	VOL 4	Issue 3 2022	NHADA
A PUBLICATION OF THE NEW HAMPSHIRE AUTOMOBILE DEALERS ASSOCIATION		CONGRESSMAN CHRIS PAPPAS LEADS THE CHARGE IN REPEALING NATION'S LARGEST EXCISE TAX	



Portsmouth Ford's John Sawyer, Jr. Elected Board Chair For NHADA 2022-2023

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Help Workers Stay Safe When Customers Get Hostile

Read more on p. 12

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SUMMARY



09. CONGRESSMAN CHRIS PAPPAS LEADS THE CHARGE IN REPEALING NATION'S LARGEST EXCISE TAX

On June 16, Congressman Chris Pappas (NH-01), a small business owner and Co-Chair of the bipartisan House Small Business Caucus, alongside Congressman Doug LaMalfa (CA-01), introduced the Modern, Clean, and Safe Trucks Act of 2022, bipartisan legislation to repeal the Federal Excise Tax (FET) on heavy trucks and trailers. This 12% FET is the highest percentage excise tax levied on any product in the country.

06. CONVENTION RECAP

Over the past few days, NHADA members, partners, families, and friends all arrived at our annual convention, "Family Camp", at Mill Falls at the Lake, a timeless all-seasons resort on Lake Winnepesaukee, New Hampshire.

09. PORTSMOUTH FORD'S JOHN SAWYER, JR. ELECTED BOARD CHAIR FOR NHADA 2022-2023, SAWYER SUCCEEDS JAY MCFARLAND, OWNER OF HAMPTON FORD-HYUNDAI

The New Hampshire Automobile Dealers Association is excited to announce John Sawyer, Jr. as its new Chairman of the NHADA Board of Directors.

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Since May of 2021, the energy markets have shifted from decade lows to decade highs. Heating oil, propane, natural gas and electricity have seen dramatic rises in costs over this time.

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Earlier this year, many employers in retail and hospitality - as well as those in other industries whose workers deal directly with customers - eased or lifted requirements for masking and physical distancing.

15. NO X-RAY ... NO PROBLEM

Many members and injured workers have recently encountered what seems to be a common problem; presenting to urgent care and finding out there is not a radiology technician working that day.

17. LISA LAVOIE AND PATTI SMITH RETIRE FROM THE ASSOCIATION

If you've ever called the association with questions regarding your membership or insurance plan over the last twenty years, chances are you know Lisa Lavoie or Patti Smith.

18. SCHOLARSHIPS 2022

It's scholarship season, and the NHADA Foundation has awarded over \$70,000 in scholarships to students pursuing careers in automotive through the Community College System of NH (CCSNH).

20. SCAM ALERT

NHADA was alerted to a new scam that has shown up recently with New Hampshire businesses. Multiple NHADA members have encountered a scam involving purchasing parts over the phone by credit card.

21. WHAT TO DO IN A DENTAL EMERGENCY

Dental emergencies come in many forms, and some situations are more urgent than others. People are often hesitant to call their dentist when they're experiencing a dental emergency, wondering if the situation truly warrants emergency dental care and if a treatment will be covered by their insurance plan.

23. OSHA TO PROPOSE NEW HEAT STRESS STANDARD AND IMPLEMENTS NATIONAL EMPHASIS PROGRAM. SOME NHADA MEMBERS (WILL) NEED TO COMPLY

On April 8, 2022, the Occupational Safety and Health Administration (OSHA) announced a National Emphasis Program focused on heat hazards.

23. HEAT STRESS: WHAT IS IT AND HOW YOU CAN KEEP YOUR EMPLOYEES SAFE

Workers who are exposed to extreme heat or work in hot environments may be at risk of heat stress. Exposure to extreme heat can result in occupational illnesses and injuries.

25. IT'S NOTHING, RIGHT? IT WILL JUST HEAL UP AND GO AWAY

Everyone's thought when they sustain a minor injury; from a "something got in my eye" to "it's just a little cut," our hope is always it will just get better, and we don't need medical care

26. NEW MEMBERS

27. THANK YOU, 2022 NHADA PARTNERS!

28. BY THE NUMBERS



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Congressman Chris Pappas Leads the Charge in Repealing Nation's Largest Excise Tax



Above, (L to R): Pete McNamara, NHADA President, Jim Lagana, Advantage Truck Group Dealer Principal, Congressman Chris Pappas, MaryBeth Alosa, New England Kenworth Dealer Principal and Bob Sculley, NH Motor Transport Association, discuss the federal excise tax and its effect on New Hampshire's heavy truck industry.



REPEALING THE 12% FEDERAL EXCISE TAX (FET) ON HEAVY TRUCKS AND TRAILERS WILL HELP SMALL BUSINESSES, LOWER COSTS FOR CONSUMERS, ENCOURAGE EV ADOPTION, AND STRENGTHEN AMERICA'S SUPPLY CHAINS AND SHIPPING INFRASTRUCTURE. THE FET IS THE HIGHEST PERCENTAGE EXCISE TAX IN AMERICA, AND WAS ESTABLISHED MORE THAN 100 YEARS AGO TO PAY FOR WORLD WAR I.

On June 16, Congressman Chris Pappas (NH-01), a small business owner and Co-Chair of the bipartisan House Small Business Caucus, alongside Congressman Doug LaMalfa (CA-01), introduced the Modern, Clean, and Safe Trucks Act of 2022, bipartisan legislation to repeal the Federal Excise Tax (FET) on heavy trucks and trailers. This 12% FET is the highest percentage excise tax levied on any product in the country.

"As a small business owner, I've seen firsthand just how challenging it can be to operate a business, especially when costs rise," said Congressman Chris Pappas. "This is a time when we must do all we can to lower costs for small businesses and consumers and cutting the federal excise tax on heavy trucks and trailers will help America's Main Street economy grow, address supply chain challenges and shortages, and lower costs for essential items that families need like groceries and gas. Not only will cutting this tax help small businesses and ensure we can transport more goods across the country, but it will also facilitate the adoption of newer, safer, and greener trucks and reduce our dependency on foreign energy sources. I urge leaders in Congress to take up this bipartisan bill to provide immediate relief to small businesses and consumers alike."

"The Federal excise tax has outlived its original purpose by more than a century. Between Sacramento and Washington, truckers have dozens of regulations on emissions and safety to follow. However, at the same time, our tax code disincentivizes them from purchasing the most up-to-date trucks, with the Federal excise tax

adding as much as \$30,000 by itself. With American producers and consumers shipping more than ever, we should drop the burdensome tax preventing our truck drivers from having the most modern, highest technology, and safest equipment on the road," said Congressman LaMalfa.

Cutting this tax for New Hampshire small businesses will help entrepreneurs lower business costs, reduce prices that consumers pay, and get more energy-efficient, safer trucks onto the roads moving goods that families in New Hampshire need. We're grateful for Congressman Pappas's leadership in this space throughout his time in Congress, and we encourage members of Congress across the political spectrum to support this common-sense, bipartisan legislation.

American Truck Dealers Chairman Scott McCandless said, "The American Truck Dealers (ATD) are very thankful for Congressman Pappas' continued leadership to repeal the 12% FET on new trucks and help deploy cleaner, greener, and safer trucks, said Scott McCandless ATD Chairman and President of McCandless Truck Center. "Eliminating this outdated and punitive tax will spur turnover of our aging truck fleet and curb emissions. We must put an end to this tax that slows the deployment of new more environmentally friendly trucks."



Above, (L to R): Dan Bennett, NHADA V.P. of Government Relations and Environmental Affairs Specialist, Congressman Chris Pappas and NHADA Board Member MaryBeth Alosa, New England Kenworth Dealer Principal attending the American Truck Dealer's annual legislative fly-in on June 21 in Washington D.C. to tackle the commercial truck industry's most critical issues, including repealing the FET.

In 2020, Congressman Pappas led 54 lawmakers to call on Congressional leadership to support America's trucking industry and their workers, including a suspension of the 12% federal excise tax (FET) on the purchase of new heavy-duty trucks and trailers. He reiterated that call last summer, urging Congress to repeal the tax to help small businesses recover and help America's truck fleets replace older heavy-duty trucks with newer, safer, greener trucks. 🚛



Convention Recap

This past June, NHADA members, partners, families, and friends all arrived at our annual convention, “Family Camp”, at Mill Falls at the Lake, a timeless all-seasons resort at Lake Winnepesaukee, New Hampshire. Although we’ve stayed at this resort before, this year was an event that featured many new activities such as the much-favored tiki boat tour, pictured below.



The first night, our guests boarded the nostalgic Mount Washington for a dinner cruise with breathtaking views of New Hampshire’s largest lake, perfect weather, and memorable sunset to end the night. Earlier in the night, we were greeted by Speaker of the House, Sherm Packard and Executive Councilor Joe Kenney.



On day two, our campers embarked on their own activities choosing from several surrounding attractions,

from beer and wine tasting to golf and soccer tournaments. Though we had rain, there was no shortage of smiles.



The second and final evening was kickstarted by our Keynote Speaker, Durran Cage of Cage Automotive, an NHADA Bronze Partner. Just before dinner we were honored to hear from our guests: Dept. Of Safety Commissioner Bob Quinn, DMV Director John Marasco and Deputy DMV Director Mike Todd.



Pete McNamara (NHADA President), John Sawyer Jr. (Portsmouth Ford, Inc), DMV Director John Marasco, NH Dept. Of Safety Commissioner Bob Quinn, Deputy DMV Director Mike Todd, Tim Foss (Northeast Auto Auction & Foss Motors), & Jay McFarland (Hampton Ford Hyundai)

Before the night was over, our campers listened to two gut-busting performances by comedians David Rattigan and Mike McDonald. Family Camp concluded with a short ceremony highlighting our campers in a light-hearted award ceremony and gavel was handed over to NHADA's new Chair, John Sawyer, Jr. of Portsmouth Ford.



Dick Horan (Precision Imports) & Kaleena Guzman

Camper Awards

Best Tie Dye: Sean Skinner, Assurant Dealer Services
Youngest Dancer on the Dance Floor: James DeLuca
 Auto Auction of New England

Best Camper Ranger: Jay McFarland, Hampton Ford
 Hyundai

Five-Hour Tour Award: Richard MacLeay, UVnGO

Most Prepared for the Tiki Tour: Jeff Burditt, Quirk Auto
 Dealers of NH

Best Makeshift Cooler: Dick Horan, Precision Imports

Golf Awards

Shortest Amount of Time on the Golf Course: Chris Platek (Betley Chevrolet), Jeff Platek (Betley Chevrolet), Richard DeFreitas (Chase Auto), Mike Taffaro (WMUR-TV/WMUR.COM NH)

Men's Longest Drive: Brad Heim, Brown & Brown
 Dealer Services

Women's Longest Drive: Tammy Mantie, NBT Bank

Men's Closest to the Pin: Chris Zarembo, Nancy Phillips
 Associates

Women's Closest to the Pin: Carrie Forbes, Nancy
 Phillips Associates

Best Score: Carrie Forbes (Nancy Phillips Associates), Chris Zarembo (Nancy Phillips Associates), Sean Strizzi (Nancy Phillips Associates), Ron Poirier (Bob & Sons Automotive)

Last Place: Brad Heim (Brown & Brown Dealer Services), Rich DeFreitas (Chase Auto), Tammy Mantie (NBT Bank), Roger Lovering (Lovering Auto Group)



THE FIRST NIGHT, OUR GUESTS BOARDED THE NOSTALGIC MOUNT WASHINGTON FOR A DINNER CRUISE WITH BREATHTAKING VIEWS OF NEW HAMPSHIRE'S LARGEST LAKE, PERFECT WEATHER, AND MEMORABLE SUNSET TO END THE NIGHT.



Jeff Jospa (Cox Automotive), Steven Blackledge (Cox Automotive), Jessica Trask (Sunnyside Acura), and Ryan LeBrun (Sunnyside Acura) are all smiles despite the rain out on the course.

Before our campers hit the road, an announcement was made that the NHADA will be making a matching donation of \$10,000 to the newly established Scott M. Mullin Memorial Scholarship Fund. The family of Scott Mullin has established this endowed scholarship fund at Manchester Community College (MCC) to support students pursuing careers in the Powersports industry. Named after the

longtime motorcycle enthusiast and racer, the Fund will provide need-based financial assistance to students enrolled in the Powersports program who aspire to work in the motorsports industry.



Scott will forever be a member of the NHADA family, and his legacy will be carried out through impacting hundreds of students pursue a career in which he loved. If you are feeling compelled to donate to this cause, please do so via this QR CODE.



<https://givenhcc.org/manchester-community-college-honors-legacy-of-scott-mullin/>

Family Camp would not have been as successful without our dedicated and supportive event sponsors.



<https://www.nhada.com/convention/sponsors>

Next year's convention will be held at the Mountain View Grand in Whitefield, NH June 25-27, 2023. If you have any questions regarding the event, please contact Kaleena Guzman, Major Events Manager at 603-224-2369 or at kguzman@nhada.com

Did you camp with us this year? We'd love to know how we did, please take a 3-minute feedback survey, here:



<https://survey.hsforms.com/1ENa8bNLIT4GafxMgfy9lig2vilx>

Portsmouth Ford's John Sawyer, Jr. Elected Board Chair For NHADA 2022-2023

SAWYER SUCCEEDS JAY MCFARLAND, OWNER OF HAMPTON FORD-HYUNDAI



The New Hampshire Automobile Dealers Association is excited to announce John Sawyer, Jr. as its new Chairman of the NHADA Board of Directors. Sawyer is currently Vice President at Portsmouth Ford and has worked in the automobile industry since graduating from the University of New Hampshire. NHADA serves more than 500 member dealerships and repair shops throughout the state and is a critical voice in issues relative to the industry.



"My family is deeply rooted in this business, and I am honored to step up to help lead the association into the future," says Sawyer. "Although we work in a highly competitive industry, our members are also a family, working closely together on a variety of common-interest

challenges such as workforce development. I'm ready to get to work."



Sawyer replaces outgoing chair Jay McFarland, owner of Hampton Ford-Hyundai, who has served with NHADA in various ways for nearly 15 years. McFarland is a third-generation owner of an auto dealership and has brought great insight and experience to his role as Board Chair.

"We like to refer to John and Jay as our Association's Seacoast Connection, as both men have made great statewide contributions to our work," explains Pete McNamara, President of NHADA. "With changes in technology, the regulatory environment, the economy and workforce, there's a lot of work to do in our field. We are in good hands with John, and many thanks to Jay for his steady leadership as Board Chair." 📌

Legislative Recap



DAN BENNETT

**V.P. OF GOVERNMENT RELATIONS AND
ENVIRONMENTAL AFFAIRS SPECIALIST**



2021

HB 522 Relative to Motor Vehicle Inspections for New Vehicles

NHADA position: Oppose

Status: Interim Study (carryover bill) and Inexpedient to Legislate

HB 168 Requiring the adoption of innovative vehicle emissions standards pursuant to section 177 of the federal Clean Air Act

NHADA Position: Study Commission Amendment Requested

Status: Inexpedient to Legislate

HB 224 Relative to Window Tint on Vehicles.

NHADA Position: Oppose

Status: Signed by the Governor

HB 310 Relative to Original Equipment Manufacturers Repair Procedures- Scans & Calibrations used during collision repairs

NHADA Position: Support

Status: Inexpedient to Legislate

HB 352 Relative to OHRVs on State Roadways

NHADA Position: Monitor

Status: Inexpedient to Legislate

HB 461 Relative to motorcycle auxiliary lamping, and adding the New Hampshire Motorcyclists' Rights Organization to the traffic safety commission.

NHADA Position: Support

Status: Signed by Governor

HB 424 Establishing a Commission to Study Texting While Driving.

NHADA Position: Support

Status: Signed by Governor

2022

HB 1426 Relative to the Repeal of the Annual Vehicle Safety Inspection Program for non-commercial vehicles

NHADA Position: Oppose

Status: Inexpedient to Legislate

HB 1474: Relative to the Month of Annual Inspections

NHADA Position: Monitor & Oppose

Status: Inexpedient to Legislate, House non-concurred with the Senate Amendment

SB 389 Relative to Mobile Service Garages and Relative to State Vehicle Inspections Stations

NHADA Position: Support & Committee Amendments Requested

Status: Pending Governor's Signature

HB 1464 Establishing a committee to study the feasibility and implementation of furthering electric vehicle adoption in New Hampshire

NHADA Position: Support

Status: Interim Study

HB 1118 Establishing a commission to study OHRV use in the state and clarifying certain towing statutes

NHADA Position: Support

Status: Pending Governor's Signature

HB 1110 Relative to Windshield Tint Waivers

NHADA Position: Support

Status: Signed by Governor

HB 1489 Relative to Vehicle Title Exemptions after seven years

NHADA Position: Oppose

Status: Inexpedient to Legislate

SB 442 Relative to the Suspension of a Vehicle Registration for Evading Toll Collection

NHADA Position: Support with NHADA Friendly Amendment

Status: Signed by Governor

HB 1554 Relative to online payment of fees relating to the operation of off-highway recreational vehicles and snowmobiles, and relative to grants administered by the bureau of trails for OHRV trail development and maintenance

NHADA Position: Monitor

Status: Signed by Governor

HB 1498 Establishing a safety program for off-highway recreational vehicles and snowmobiles

NHADA Position: Support

Status: Interim Study

HB 1675 Establishing a surcharge collected through E-Z Pass for electric vehicles as an alternative road toll

NHADA Position: Monitor

Status: Inexpedient to Legislate ▲

Energy Prices Set To Skyrocket!



Since May of 2021, the energy markets have shifted from decade lows to decade highs. Heating oil, propane, natural gas and electricity have seen dramatic rises in costs over this time. Natural gas, which is the primary fuel source for electricity generation, has gone on an unprecedented tear driving up electricity prices in the region. New England's fragile natural gas network causes severe strain on our electricity grid during peak winter months as the region cannot meet its natural gas requirements. This pushes up New England's reliance on LNG (liquefied natural gas) delivered by ship into Boston. This, along with low storage, record exports, and continuing global unrest abroad, affects New England's electricity pricing, and this winter and beyond will be extremely expensive.

The NHADA Electricity program was created to help members manage their electricity spending and there is no better time to join than now during this extreme market volatility.

Competitive Energy Services is NHADA's endorsed provider of One-Stop Energy Management Services. For more information, please reach out to Larry Pignataro at 603-767-5321; or view their website at www.competitive-energy.com.





HELP WORKERS STAY SAFE

When customers get hostile

By Kevin Druley, associate editor

Earlier this year, many employers in retail and hospitality – as well as those in other industries whose workers deal directly with customers – eased or lifted requirements for masking and physical distancing.

The move, based on updated federal guidance for preventing the spread of COVID-19, created anticipation among customers for a return to normalcy. For the workers who assist them, however, pre-pandemic life may not be so close at hand.

As some experts see it, the immediate future for workers in customer-facing industries still includes the risk of stress and anxiety stemming from interactions with hostile patrons.



Mayer

“I don’t think it’s going to go away,” said Brian Mayer, a sociology professor at the University of Arizona and lead author of a recent study exploring pandemic-related stress among grocery store workers. “I think people are still readjusting to the world in terms of limited labor, limited access to goods, and so customers are still going to be stressed.”

Although on-the-job stress can pose a safety hazard in occupations that don’t revolve around interaction with

the public, Alicia Grandey, a professor of industrial-organizational psychology at Pennsylvania State University, believes workers employed in customer-facing industries take on an added layer of worry.

“This is a really critical problem that our frontline workers are facing,” Grandey said, “and it just adds to the distress they have been facing for a long time.”

‘The customer is not always right’

Before the pandemic, many public-facing workplaces subscribed to the credo, “The customer is always right,” said Grandey, whose research includes the areas of workplace mistreatment and emotional labor. PSU researchers define emotional labor as “managing emotions during interactions to achieve professional goals and conform to work role requirements.”



Grandey

To Grandey, COVID-19 shifted the practicality of workers deferring to customers regardless of treatment.

For one, the pandemic accelerated job insecurity amid the lost hours and pay that accompanied the lockdown phase during the spring of 2020. Then, upon returning to jobs that already carried a heightened

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risk of exposure to COVID-19, workers encountered amended roles.

“Not only ‘service with a smile,’” Grandey said, “but also ‘enforce masks,’ which was kind of the opposite of ‘service with a smile’ given people’s reactions.”

Over the past two-plus years, pandemic-driven customer hostility has assumed many forms – and has even taken to the skies. According to Federal Aviation Administration statistics for 2022, as of May 3, the agency has fielded more than 1,300 reports of unruly airline passenger behavior. Of those, more than 800 involved passenger hostility toward federal masking requirements.

Mayer’s study surveyed more than 3,300 grocery store workers in Arizona. It found that high levels of interaction with potentially hostile customers triggered “high levels of mental health distress.”

The study concluded that a feeling that they lack employer support could create a trickle-down effect on workers who are experiencing anxiety, depression and distress.

“People are anticipating that these things are going to happen,” Mayer said. “But as you’re sort of thinking about, ‘Is this next person that’s going to come in the door or this next person that looks agitated at my register, if they’re

going to threaten me, if they’re going to yell at me, that I’m going to have to do this on my own,’ that’s going to contribute to stress even if it doesn’t happen.”

Grandey contends that, in the current environment, asking workers to deliver friendly service regardless of treatment may border on unethical.

“Employers need to be letting employees know as a first step that they have their backs, that they will not tolerate customers who are abusive,” she said. “The customer is not always right, and when they are abusive, the employee has the right to say, ‘I will not be treated like that, and this conversation is over,’ and not be penalized for it.”

Providing support and regularly checking in with workers about unpleasant experiences with customers can help employers protect the well-being and retention of frontline staff, Grandey added.

“Asking employees, the ones who are interacting daily with customers, for input, that’s what helps them feel valuable, helps them feel safe and psychologically protected at work,” she said. “And they’re likely to have a good idea of the kind of interactions they’re going to have and the kinds of strategies that will and won’t work. Managers don’t have to have all the answers, but they do need to know what questions to ask.”

What employers can do

NIOSH recommends that employers provide training on strategies to recognize, avoid and respond to potentially violent situations.

According to the agency, warning signs of violence include verbal cues (such as speaking loudly or swearing) and nonverbal cues (clenched fists, heavy breathing, a fixed stare and pacing).

Steve Fabick is a Birmingham, MI-based psychologist whose areas of expertise include conflict resolution and stress management. He advises workers responding to violence or potential violence to be mindful not only of the individual, but also the situation.

Feature at a Glance

Pre-COVID-19 pandemic work life may not return as quickly for employees in customer-facing industries. As some experts see it, the immediate future for workers in grocery, retail, hospitality and similar sectors still includes the risk of stress and anxiety stemming from interactions with hostile customers.

Key points

- Over the past two-plus years, pandemic-driven customer hostility has assumed many forms.
- NIOSH recommends that employers provide training on strategies to recognize, avoid and respond to potentially violent situations.
- “Early intervention is essential and requires a supportive, non-judgmental approach,” the National Retail Federation says. “Acknowledge the customer’s concerns and give them an opportunity to vent before asking them to do something they might not like (for example, wear a mask).”

Continued from page 13

“Acknowledge the context,” Fabick said.

Workers also can keep from appearing harsh or judgmental by maintaining neutral eye contact and avoiding body language that may be construed as hostile, such as crossed arms or finger pointing.



Fabick

“When the aggressive person feels it’s not ‘you vs. me,’ and when they feel at all heard and acknowledged and even some degree of empathy, it increases their likelihood that they’re going to de-escalate and see, perhaps, other options rather than just, ‘I have to fight you and get through you to get what I need,’” Fabick said.

NIOSH also recommends that workers report to managers or supervisors any perceived threats or acts of violence, and provide support to colleagues and customers if threatening or violent situations arise.

“Early intervention is essential and requires a supportive, nonjudgmental approach,” the National Retail Federation says. “Acknowledge the customer’s concerns and give them an opportunity to vent before asking them to do something they might not like (for example, wear a mask).”



Keep teen workers safe

For teen workers, many of whom have jobs in retail or restaurants, dealing with hostile customers may be even more intimidating. NIOSH’s take:

“Teens often lack work experience and their employers frequently do not provide training on workplace violence prevention, which benefits workers of all ages. Given that teens are still developing and maturing physically, cognitively and emotionally, they require workplace safety and health training, including training related to violence prevention that is tailored to their specific needs and circumstances. Also, young workers should not work alone, late at night and around cash.

“It is important for employers to adhere to federal and state child labor laws that help protect young people from working in jobs that can harm their health or safety.”

For more information, visit cdc.gov/niosh/topics/retail/violence.html.

Talk it through

In a blog post on NRF’s website, Dave Young, co-founder and director of training for conflict-management firm Vistelar, says that customers may grow upset even in situations in which workers or employers follow proper de-escalation strategies.

“We’re responsible for the process,” Young writes. “We’re not held accountable for the outcome, because the outcome is out of our control.” Still, experts say presenting a calm attitude while avoiding matching threats and giving orders can help increase the chances that customers don’t resort to violence.

At the same time, workers should remain vigilant, acknowledging the customer’s feelings with “I” statements (One example: “I know this isn’t always easy”) and being mindful of each situation.

Fabick called the approach “de-escalating in terms of your response, speaking softly but carrying enough of a stick – to use the old Teddy Roosevelt saying – that you’re not afraid to use a logical consequence and impose some sort of limitation.”

To that end, NRF advises workers to ask hostile customers to step aside “and offer to let them discuss the problem with a manager.” If the situation persists, request help from a co-worker, a supervisor or security and “divert the person to an area with fewer customers to prevent other people from escalating as well, and to keep everyone safe.”

NIOSH recommends that workers not isolate themselves with a violent person, and to keep an open path to flee the situation.

In the absence of security in the workplace or an employer policy that addresses the situation, the worker should call 911 if they’re in danger of bodily harm or being threatened, the agency says.

In extreme cases, NIOSH advises retreating to a safe area – “ideally, a room that locks from the inside, has a second exit route, and has a phone or silent alarm.”

‘Focus on the employees’

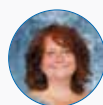
Young writes that “the better trained your people are, the more the out-of-control situations are a rarity.”

To Grandey, that notion can be reinforced by offering workplace safety and health programs that promote physical and mental well-being. Further, by having access to these resources, employees are more likely to feel physically and psychologically safe at work – and therefore more likely to stay in their job. When they don’t feel protected and supported, they’re more likely to leave.

“I would encourage employers to remember that, because without your employees, you can’t serve those customers, and there’s plenty of customers out there,” Grandey said. “The ones that are abusive are still more rare than the ones that are respectful, at least from what I’ve seen. So we [need] to focus on the employees and keeping them safe.” **S+H**

Photo: jleab/Stockphoto

No X-Ray ... No Problem



MARTA SILAKKA RN, BSN, CCM, COHN-S

NHADA WCT NURSE CASE MANAGER

Many members and injured workers have recently encountered what seems to be a common problem; presenting to urgent care and finding out there is not a radiology technician working that day. We can be quick to show our frustration and blame the center for poor staffing, but there is more to this than is assumed.

Radiology technicians are in HIGH demand right now! Are your kids wondering about a career path? Health-related careers are always a good choice and right now radiology techs are in demand and are at times changing employers for pay and benefit increases. Not to mention COVID. We can blame almost everything on COVID, but in this case, for many folks nearing retirement or looking for a change, COVID was their motivator. While many technicians have moved on or out of the industry; we will catch up as programs are actively training future radiology technicians.

We have heard from many members about this issue and at times some are making referral and treatment decisions based on this issue without calling us first. We always encourage a call to us prior to the injured worker seeking medical attention, but many members have become so versed in the process they no longer call. We understand your call to us may offer the same referral

for the treatment plan you may have pursued without the call, but the call is about more than that.

Reasons to call us prior to seeking medical treatment:

- In the event of a life-threatening emergency always call 911 and follow up with us after emergency medical services have been initiated.
- Your call to us to report an injury allows us to start our file and assist you prior to the arrival of paperwork.
- There are so many options for medical care and the call to us may show that starting out with a specialty vs. an urgent care is the best plan as an example.
- Members are part of our Windham managed care program, and treatment in most circumstances needs to be within the managed care network.
- During this call we may gather other pertinent information about the injury that will assist our team in managing the claim.
- Members can now submit the Employers First Report of Injury to us online; this call is a great way for us to introduce the process to you.

Given the current situation with the lack of radiology technicians at some urgent care clinics, the call to us is very important for planning medical care.

Continued on page 16

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The title of this article, “No X-Ray ... No Problem,” yes, that can be the case! Because of the current situation, this is the top reason to give us a call right now prior to assisting your injured employee in seeking medical treatment.

- Not all injuries require x-rays. The common assumption is they do but in reality, providers are driven by their thorough medical exam to determine if an x-ray should be ordered or not.
- The emergency room always has x-rays, right? Yes, that may be true, but it is not always the right choice for several reasons:
 - Emergency rooms are for emergencies – non-emergencies “clog” up the system and keep the flow of care from those needing it most.
 - Emergency room visits can cost up to 10 times more than an urgent care visit.
 - Emergency room wait times can be endless. This means time lost from work for the injured worker as well as their ride in some cases.
 - Emergency room visits often end without answers; many patients not in an emergency situation will be evaluated and referred back to their primary care providers or other care settings.
 - Emergency rooms lead to more lost time from work. Not only is there the time spent at the emergency room, but very often the provider will write the injured worker out of work rather than releasing them to light-duty pending their re-evaluation with an outside provider. To sum this one up; a simple medical-only claim can become a lost-time claim for you; which ultimately

may affect your Experience Modification Rate and your rebate.

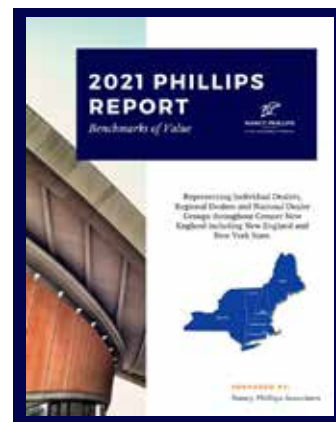
- If the x-ray is necessary and there doesn't happen to be a technician on duty; what happens?
 - Providers who temporarily do not have x-ray capabilities have a plan in place. It may be having the x-ray done at another location. This is OK. A short drive to another facility for the x-ray is far less of a burden time-wise and financially than a drive to the emergency room.
 - In the case of same-day treatment at two similar providers for the purpose of an x-ray doesn't mean double the cost. The urgent care that assessed the injured worker will charge for the exam and the site used just for the x-ray will only charge for the x-ray.
 - The x-ray may be deferred to the next day; in this case, often the acute phase of the initial injury may have passed and a repeat exam shows the x-ray is no longer indicated.

We are certainly experiencing some crazy times recently between COVID-19 to shortages of some necessary items to high gas prices; lack of a radiology tech doesn't have to be a problem. This is one thing we can help fix or at least have a solution that will not mean increased medical costs or lost time from work. Remember; we are here to assist with all things workers' comp; especially these little bumps in the road. We are constantly communicating with providers and by being kept up on what they are dealing with we can better assist our members in always being able to access the highest quality medical care for your injured workers. Give the claims team a call anytime at 603-224-2369; we are happy to help. ▲

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Lisa Lavoie and Patti Smith Retire from the Association



PETE MCNAMARA

NHADA PRESIDENT



Lisa Lavoie

If you've ever called the association with questions regarding your membership or insurance plan over the last twenty years, chances are you know **Lisa Lavoie** or **Patti Smith**. Both employees made a tremendous impact on the association and the industry with their second-to-none customer service and innovation along the way.

Lisa Lavoie started with the association in 2004 as a part-time administrative assistant, eventually becoming part of the Association's administration as Relationship Manager in 2018. In her latest role, she worked to grow the Association to nearly 500 members, a 15% increase since the beginning. Along with recruitment, Lisa developed a retention program that kept members coming back year after year. Lisa's close relationships with our members and partners were invaluable and her knowledge of the industry will undoubtedly be missed. Lisa was also crucial in developing the Auto Consumer Assistance Program (AutoCAP) and helped hundreds of New Hampshire



Patti Smith

car-buyers over her career at NHADA. In her retirement, Lisa runs her newly established business, "The Chick Click", a woman's empowerment group that participates in rotating events and activities around the state. We wish her the best of luck!

Patti Smith started with the association in 2004 as a benefits specialist, eventually becoming the Director of Insurance in 2019. Patti provided customer support to association members with their employee benefits. She worked as a liaison between our members and the insurance companies. Patti was always available to ensure our members received the best customer service.

Since Lisa and Patti's departure, the NHADA has hired Betty Porath in the Insurance Department to aid with customer support and NHADA is currently rebuilding the Association's Member Services department. If you have any questions, please contact me directly at pmcnamara@nhada.com or at 603-224-2369. 📌



Scholarships 2022

It's scholarship season, and the NHADA Foundation has awarded over \$70,000 in scholarships to students pursuing careers in automotive through the Community College System of NH (CCSNH).

The demand for auto technicians is at an all-time high, and we are competing with other industries whose demand is even higher. But what sets us apart in the competitive labor market is the tried-and-true model the NHADA has built over the years. The association as a whole, through the efforts of our members and partners, continues to support a model of workforce development that shows students a defined pathway and provides a support system to ensure success in the industry. Scholarships are one of the ways we can ease the financial burden for future techs to get the training and education needed to keep the workforce strong.



The NHADA scholarships are made possible by various events throughout the year, such as our Drive for a Tech Golf tournament and our Big Raffle. These events raised over \$175,000 to support scholarships and other NHADA Foundation initiatives. This would not be possible without the generous contributions and participation of our NHADA members and partners. The Exeter New

Car Dealers Association has also made significant contributions to the scholarship fund.

This June, the scholarship committee reviewed 51 applications from graduating seniors and first-year CCSNH college students. Each graduating senior received a \$1,500 scholarship, and each college student received a \$1,000 scholarship.

Congratulations to the following scholarship recipients:

- Ibrahim Abbas
- William Adams
- Madison Andrews
- Tyler Baron
- Sebastian Batista
- Ryan Belkus
- Ryan Benzevich
- Holden Burke
- Tyler Busby
- Jeremiah Champlin
- John Collins
- Zachary Cook
- Colby Delaney
- Nicholas DiPiero
- Ryan Donaldson
- Cody Eastman
- Justin Filteau
- Brett French
- Austin Godin
- Domenic Governanti
- Ryan Hoelzel
- William Hollister
- Isabella Holmes
- Daniel Jepson
- TJ Jon
- Joseph Kane
- Brady LeClair
- Gabriel Loui
- Christian Matthew
- Alyssa Merrill
- Jacob Merrill
- Owen Merrill
- Michael Miller
- Alex Morrill
- Anthony Perez
- Josiah Pero
- Jacob Pinard
- Mason Rogers
- Colby Rousseau
- Hunter Russell
- Christopher Ryan
- Dominick Saunders
- Bryan Sisneroz
- Andrew Steele
- Adam Tavarez
- Tyler Thompson
- Gregory Tilton
- Sean Tracy
- Nolan Weiner
- Cody Winchell
- Aftab Zaman





"I want to have a long, successful career in the automotive industry enough so that I can learn for years to come and raise a family," says scholarship recipient Sean T. "This scholarship will help me tremendously in my path to be successful in the automotive field. Thank you, everyone from the NHADA, for your time and consideration in providing the opportunity of this scholarship."

This year at our Big Raffle, McFarland Ford won the grand prize of \$25,000 and donated it back to the Foundation. To honor this generous donation, the Foundation established a Ford ASSET scholarship program. Each student who applied and is attending the Ford ASSET program will receive a \$1,000 scholarship this year, and the remaining funds will be available for students applying next year.

Congratulations to the following McFarland Ford scholarship recipients:

- Owen Merrill
- Josiah Pero
- Mason Rogers
- Matthew Smith
- Gregory Tilton
- Daniel White
- Tyler Busby
- Nolan Weiner
- Andrew Steele

We will be heading out on our Summer Scholarship Tour over the next few weeks to hand-deliver scholarships to the lucky recipients. Follow us on social media to see where we go! 🚗

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Scam Alert



NHADA was alerted to a new scam that has shown up recently with New Hampshire businesses. Multiple NHADA members have encountered a scam involving purchasing parts over the phone by credit card.

This is how the scam is performed:

- A person calls and orders parts over the phone with a local name and address.
- The next day, a call is received to cancel the order and the person who requests a refund provides a different credit card than the one used to make the purchase.
- The staff member usually isn't aware that the original form of payment was a different card and processes the refund.
- The original card provided turns out to be a dead or stolen/fraudulent card.
- The business is then out the money because it refunded the purchase price to the second card.

Some order totals have been \$2,500 or more!

NHADA encourages businesses to ask questions on all phone transactions; large orders, in particular, should sound the alarm. Remember, you are in control of the situation – try to slow down the process so you can check

the valid credit card number. If there are any concerns, call and interview the intended purchaser prior to placing any orders. If a refund is requested, verify that the same card used to secure the purchase is the one being provided for the refund.

Please contact NHADA at 603-224-2369 if you believe you are dealing with a scam or may have fallen victim to a scam.

NADA Releases Updated Fraud Prevention Guide

NADA recently added an update to A Dealer Guide to Preventing and Detecting Fraud to its suite of dealer educational products. Citing statistics indicating that a company will lose 5% of its revenues due to fraud and that the perpetrators are often the company's own employees, the Driven guide's authors, Dan Cheyney and Lewis Fisher of Moss Adams, LLP, provide a detailed overview of how fraud may occur in the various departments of a dealership. They describe the internal controls dealerships can institute to help prevent, detect, and correct fraud. The guide also examines related topics, including what to do if you discover fraud at your dealership and important insurance coverage considerations. ⬇

What To Do In a Dental Emergency



Dental emergencies come in many forms, and some situations are more urgent than others. People are often hesitant to call their dentist when they're experiencing a dental emergency, wondering if the situation truly warrants emergency dental care and if a treatment will be covered by their insurance plan.

If you're in severe pain, have a fever, or are experiencing swelling or bleeding that cannot be controlled, don't delay contacting your dentist or visiting the hospital emergency room. Some problems can be life-threatening. Other problems may be less urgent but avoiding immediate dental care can cause greater problems down the road. Play it safe and get a proper consultation.

What is a dental emergency?

The American Dental Association defines dental emergencies as anything "potentially life-threatening and requiring immediate treatment to stop ongoing tissue bleeding [or to] alleviate severe pain or infection."

Life-threatening dental emergencies can include:

- Uncontrolled bleeding – may be from trauma, accident, health condition, or other cause
- Soft-tissue infections with intraoral or extraoral swelling that potentially compromises the patient's airway. Be aware that tooth infections can spread into the soft tissues causing swelling without causing pain.
- Trauma involving facial bones potentially compromises the patient's airway.

Other dental emergencies may not be life-threatening but will require urgent care. Some of these include:

- Severe tooth pain from decay and/or dying pulp
- Third molar/wisdom tooth pain
- Pain from post-extraction surgery or dry-sockets
- Abscesses or other infections causing pain and localized swelling

- Objects caught under the gums or between teeth causing pain and/or swelling
- Tooth chips, fractures, or lost fillings causing pain or trauma to the teeth, soft tissues, or both
- Trauma to the teeth causing one or more teeth to become loose, displaced, or even lost
- Orthodontic wires or other dental appliances becoming loose and cutting into the cheeks, gums, or both

What are the causes of dental emergencies?

Oral conditions such as tooth decay, gum disease, TMJ disorders, and large and older fillings contribute to the bulk of dental emergencies. However, multiple situations in daily life may accidentally lead to a dental emergency. Some examples include:

- Playing contact sports
- Work-related accidents
- Car accidents
- Falls during normal activities or recreational play
- Eating something hard
- Improper use of your teeth (e.g., ice chewing; opening bottles, packages, tough nuts; cutting tape; chewing pencils/pens; biting nails)
- Jaw joint pain or locking

The longer that dental issues go untreated, the more likely that they may result in permanent damage to your teeth, or that they may warrant serious and expensive treatments.

How to handle common dental emergencies

Here are some tips on how to handle common dental emergencies:

1. Toothache

A toothache may not necessarily require emergency care. However, toothaches should be taken seriously since they could be an indicator of a bigger issue or lead to greater dental problems if ignored. There can be many sources of tooth pain including dental decay, a cracked tooth, an infected tooth pulp, objects stuck between the teeth, gum disease, sinus infections, and more.

If you have a toothache, always contact your dentist – they'll be able to help determine if you need to be seen immediately.

To deal with the pain of a toothache, try these tips:

- Floss carefully to remove any trapped food particles wedged between teeth that may be causing pain.
- Rinse your mouth with warm saltwater. Add 1/2 tsp of salt to 8 oz. of warm water.
- Take an over-the-counter pain reliever, such as acetaminophen.

- Do not put aspirin on the sore area, it can burn the tissue.
- If your face is swollen place a cold compress on your cheek to help reduce pain and swelling. Swelling can mean infection and abscess.
- If pain persists, make an appointment with your dentist as soon as possible.

2. Tooth trauma

Tooth trauma can happen in multiple ways and can result in chipped teeth, cracked teeth, or teeth that are knocked out of place or even entirely out of the socket. Here are some tips to consider:

Knocked-out tooth

If a child's primary (baby) tooth gets knocked out, apply pressure to the area if there is bleeding. Then, you should call your child's dental professional as soon as possible. Don't try to place a baby tooth back into the socket, as this may damage the permanent tooth growing under the gum.

Here are steps to follow should you have a permanent tooth knocked out:

1. Locate the tooth immediately, if possible. If you can locate the tooth, you need to hold it by the crown and not the root.
2. Do not scrub or remove any tissue pieces from the root. Also, do not use soap or chemicals on the tooth or dry the tooth.
3. Place the tooth back into the socket and hold it in place. The tooth must stay moist at all times. If you can't place it in the tooth socket, keep it in your mouth next to your cheek. However, if this cannot be done, place the tooth in a clean holder with milk, saliva, or in an emergency tooth preservation solution (e.g. Save a tooth® - available at drugstores). Do not place the tooth in tap water.
4. See your dentist right away. Within 30 minutes is best, but there is a chance the tooth may be saved even up to an hour after being out of the mouth.

Chipped or broken teeth

Chipped, broken, or cracked teeth are the most common dental injury and most are usually minor. However, it's important to note that immediate treatment can help prevent infection and may help save the tooth. Here are some tips to follow should you have chipped or cracked teeth:

- Rinse your mouth with warm water and assess for any rough edges, pain, or temperature sensitivity.
- If you received a blow to the face, put cold compresses on the area to help reduce swelling.
- You will need to go to your dental professional's office as soon as possible. If you can locate the piece of tooth, bring it with you.

3. Bitten or cut tongue, cheek, or lip

If you bite or cut your tongue, cheek, or lip, first, stay calm. There are a lot of blood vessels in the mouth tissues, so even minor wounds may look worse than they are. Wash the area gently and control any bleeding by placing moist gauze or a towel on the injured area and

keep firm pressure until the bleeding stops. Then place a cold compress on the area to reduce any swelling. Most injuries in the mouth aren't serious and heal properly on their own. Keep the area clean to avoid infections. Rinse with salt water or a 1:1 mix of hydrogen peroxide and water several times a day to help things heal quickly.

If the area is bleeding and won't stop, then contact your doctor or head to the nearest hospital emergency room. Make sure to contact your dentist or physician if the cut is deep, extends onto the face, or if there is a puncture through the lip or cheek. Also, contact if you see signs of infection, like swelling, redness growing wider around the wound, fever, pus, or the wound remains tender and painful.

If you or your child have orthodontic braces and a loose wire or bracket that is poking or cutting into cheeks or gums, then talk with your orthodontist about how to handle such a situation. They can provide you with some wax and some ways to take care of the problem at home or if you are away on vacation until you can get back into the dental office.

How to prevent dental injuries

Regardless of whether it was eating something hard, playing contact sports, or a fall, engaging in certain activities can increase the chances of harming your pearly smile. Follow these suggestions to help prevent dental injuries:

- Wear a mouth guard when playing sports or participating in recreational activities (like biking or skating).
- Always use a seatbelt while driving or riding in a car. Place young children in a car seat.
- Childproof your home to help prevent falls and other injuries.
- Schedule regular dental visits for everyone in your family.
- Avoid chewing on items or hard foods that can crack your teeth like ice, popcorn kernels, and hard candies.
- Do not use your teeth as tools to rip, tear, or cut things.

What if I have a dental emergency and am not sure what to do?

The first thing you should do is contact your dentist: they will be able to advise you on what to do. Since you never know when an accident will occur, we recommend reviewing and being familiar with your dental insurance plan, which will have information about how dental emergencies are covered.

Final thoughts

The most important thing to remember in the case of a dental emergency is that it's better to take action sooner rather than later to avoid greater problems later on. If it is a severe condition, then you can go to the nearest hospital emergency department. For dental emergencies that are not life-threatening, contact your dentist as soon as possible so that he or she will be able to help you resolve the situation on your own or let you know that you should make an appointment. 📌

OSHA to Propose New Heat Stress Standard and Implements National Emphasis Program.

Some NHADA Members (Will) Need To Comply

On April 8, 2022, the Occupational Safety and Health Administration (OSHA) announced a National Emphasis Program focused on heat hazards. OSHA will be conducting heat-related inspections on "heat" priority days and whenever heat hazards are observed or reported.

OSHA recently responded to an employee heat complaint at an NHADA member location. More information on OSHA's heat-related activity can be found at <https://www.osha.gov/heat-exposure>.

How do you determine if your workplace has heat exposure above the OSHA action level? What do NHADA members need to do to comply?

Heat exposure relates to more than just temperature. Heat-related hazards are a combination of the heat index and activity level. (The heat index, also known as the apparent temperature, is **what the temperature**

WBGT/RISK	IMPACTS	ACTIONS
80-85 F / Low	Body stressed after 45 minutes	Take at least 15 minutes of breaks each hour if working or exercising in direct sunlight. Stay hydrated.
85-88 F / Moderate	Body stressed after 30 minutes. HEAT CRAMPS likely (painful contraction of muscles, weakness)	Take at least 30 minutes of breaks each hour if working or exercising in direct sunlight. Drink ½ to 1 quart of water per hour.
88-90 F / High	Body stressed after 20 minutes. HEAT EXHAUSTION likely (dizziness, nausea, vomiting, headache, fainting, disorientation, weakness)	Take at least 40 minutes of breaks each hour if working or exercising in direct sunlight. Reduce work, exercise intensity. Drink up to 1 quart of water per hour.
> 90 F / Extreme	Body stressed after 15 minutes. HEAT STROKE likely (extremely high body temp., convulsions, death)	Take at least 45 minutes of breaks each hour if working or exercising in direct sunlight. Suspend all strenuous outdoor activities. Drink at least one quart of water per hour.

Adapted from U.S. Army and OSHA guidelines and recommendations

feels like to the human body when relative humidity is combined with the air temperature.)

For NHADA members a good rule of thumb is that a technician's work would be considered Moderate. So based on the Heat Index chart, abatement efforts should begin when temperatures in the shop reach the low-mid 80s.

NHADA Loss Prevention is available to provide assistance with complying

with OSHA's proposed heat standard. If you are not sure if you have an exposure, we have monitors and can do a survey on a hot day to determine if any action levels are reached. Contact Brian Duplessis at bduplessis@nhada.com to get started. **The following is an article featuring more information on how to protect employees from heat stress hazards.**

Heat Stress: What Is It And How You Can Keep Your Employees Safe



BRIAN DUPLESSIS

LOSS PREVENTION COORDINATOR

Workers who are exposed to extreme heat or work in hot environments may be at risk of heat stress. Exposure to extreme heat can result in occupational illnesses and injuries. Heat stress can result in heat stroke, heat exhaustion, heat cramps, or heat rashes. Heat can also increase the risk of injuries in workers as it may result in sweaty palms, fogged-up safety glasses, and dizziness.

This article will touch upon symptoms, preventative measures and how to treat the following:

- Heat Stroke
- Heat Exhaustion
- Heat Syncope
- Heat Cramps
- Heat Rash
- Preventative Measures

Continued on page 24

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Workers at greater risk of heat stress include those who are 65 years of age or older, are overweight, have heart disease or high blood pressure or take medications that may be affected by extreme heat.

Heat Stroke

Heat stroke is the most serious heat-related disorder. It occurs when the body becomes unable to control its temperature: the body's temperature rises rapidly, the sweating mechanism fails, and the body is unable to cool down. When heat stroke occurs, the body temperature can rise to 106 degrees Fahrenheit or higher within 10 to 15 minutes. Heat stroke can cause death or permanent disability if emergency treatment is not given.

Symptoms of Heat Stroke Include:

- Hot, dry skin or profuse sweating
- Hallucinations
- Chills
- Throbbing headache
- High body temperature
- Confusion/dizziness
- Slurred speech

First Aid

Take the following steps to treat a worker with heat stroke:

- Call 911 and notify their supervisor.
- Move the sick worker to a cool shaded area.
- Cool the worker using methods such as:
 - Soaking their clothes with water.
 - Spraying, sponging, or showering them with water.
 - Fanning their body.

Heat Exhaustion

Heat exhaustion is the body's response to an excessive loss of water and salt, usually through excessive sweating. Workers most prone to heat exhaustion are those that are elderly, have high blood pressure, and those working in a hot environment.

Symptoms of Heat Exhaustion Include:

- Heavy sweating
- Extreme weakness or fatigue
- Dizziness, confusion
- Nausea
- Clammy, moist skin
- Pale or flushed complexion
- Muscle cramps

- Slightly elevated body temperature
- Fast and shallow breathing

First Aid

Treat a worker suffering from heat exhaustion with the following:

- Have them rest in a cool, shaded or air-conditioned area.
- Have them drink plenty of water or other cool, nonalcoholic beverages.
- Have them take a cool shower, bath, or sponge bath.

Heat Syncope

Heat syncope is a fainting (syncope) episode or dizziness that usually occurs with prolonged standing or sudden rising from a sitting or lying position. Factors that may contribute to heat syncope include dehydration and lack of acclimatization.

Symptoms of Heat Syncope Include:

- Light-headedness
- Dizziness
- Fainting

First Aid

Workers with heat syncope should:

- Sit or lie down in a cool place when they begin to feel symptoms.
- Slowly drink water, clear juice, or a sports beverage.

Heat Cramps

Heat cramps usually affect workers who sweat a lot during strenuous activity. This sweating depletes the body's salt and moisture levels. Low salt levels in muscles causes painful cramps. Heat cramps may also be a symptom of heat exhaustion.

Symptoms of Heat Cramps Include:

- Muscle pains or spasms, usually in the abdomen, arms, or legs.

First Aid

Workers with heat cramps should:

- Stop all activity, and sit in a cool place.
- Drink clear juice or a sports beverage.
- Do not return to strenuous work for a few hours after the cramps subside because further exertion may lead to heat exhaustion or heat stroke.
- Seek medical attention if any of the following apply:
 - The worker has heart problems.

- The worker is on a low-sodium diet.
- The cramps do not subside within one hour.

Heat Rash

Heat rash is a skin irritation caused by excessive sweating during hot, humid weather.

Symptoms of Heat Rash Include:

- Heat rash looks like a red cluster of pimples or small blisters.
- It is more likely to occur on the neck and upper chest, in the groin, under the breasts, and in elbow creases.

First Aid

Workers experiencing heat rash should:

- Try to work in a cooler, less humid environment when possible.
- Keep the affected area dry.
- Dusting powder may be used to increase comfort.

Preventative Measures

Employers should take the following steps to protect workers from heat stress:

- Provide cool water or liquids to workers.
- Avoid drinks with caffeine, alcohol, or large amounts of sugar.
- Provide rest periods with water breaks.
- Provide cool areas for use during break periods.
- Monitor workers who are at risk of heat stress.
- Have employees monitor their physical condition and that of their coworkers.
- Provide heat stress training that includes information about:
 - Worker risk
 - Prevention
 - Symptoms
 - The importance of monitoring yourself and coworkers for symptoms
 - Treatment

Prevention of heat-related illness in workers is important. Employers should provide this information to workers so they understand what heat stress is, how it affects their health and safety, and how it can be prevented. ▲

Source: Centers for Disease Control and Prevention

It's Nothing, Right?

It Will Just Heal Up and Go Away



MARTA SILAKKA RN, BSN, CCM, COHN-S

NHADA WCT NURSE CASE MANAGER

Everyone's thought when they sustain a minor injury; from a "something got in my eye" to "it's just a little cut," our hope is always it will just get better, and we don't need medical care. Unfortunately, that is not typically the case and what we write off as minor becomes major.

Recently the NHADA – WCT has seen an increase in "minor" eye injuries and lacerations. Often, we are receiving the Employers First Reports of Injury with "no medical treatment" checked off and based on the perception that it is not a big deal, no call is being made to us to check in before filing and making the decision the injury is a "no medical treatment claim."

We have covered in previous articles the reason to give us a call when someone is hurt. Even if it's a "no medical treatment" claim, we still want to hear from you. Of course, we always like to say hi, but there is more to the call when the injury is perceived as minor.

Here are some reasons why a call on a "no medical treatment" injury is so important:

- A minor laceration can easily be treated on-site at the employer with some good old soap and water and a nice smiley-faced Band-Aid, but there are other factors to consider:
 - What is the date of the injured worker's last Tetanus shot? If it's been more than five to eight years, it's time for another one.
 - What if sutures are needed? These need to be placed within 24 hours.
 - What if there is a foreign body in that minor cut? If this goes unnoticed and the wound closes the injured worker is at risk for an infection caused by a retained foreign body. Providers will do an x-ray if a foreign body is suspected.
 - What if the injured worker didn't do a great job with that soap and water? Minor cuts can evolve into infections called cellulitis. When this happens, antibiotics will need to be ordered and in some cases, cellulitis can progress to a blood infection that will need intravenous antibiotics to get better.
- What is the cost breakdown? Of course, onsite first aid is pretty cost-effective given smiley-faced Band-Aids are cheap, but we would much rather cover the cost of an urgent care visit vs. the cost of emergency room visits and intravenous antibiotics. Not to mention the latter comes with lost time from work. A visit to evaluate a wound that doesn't require sutures may cost approximately \$150.00 – \$300.00 depending on if a Tetanus shot is required. Whereas emergency room visits for treatment of a wound infection will start at \$1,000.00 and drastically rise from there as the visits may be required daily for five to seven days.
- A minor foreign body in the eye can be easily treated on-site at the employer with some aggressive flushing at an eye wash station, but as with lacerations, there are other factors to consider.
 - What was the foreign body? In most cases, dust or debris can be easily flushed out of the eye. But in some cases, the foreign body might be rusty. In the case of rust, an ophthalmology appointment will be necessary to remove what is referred to as a "rust ring". We are very lucky in NH to have many local ophthalmology offices that will see our injured workers on the same day. These visits can always start at an urgent care but typically need to see a specialist.
 - Did all of the foreign body get flushed out? Quite often, the injured worker will think they removed the foreign body when in fact there is more. If a bigger piece was the cause of the discomfort, they may feel relief when it's removed; but if there are smaller particles, they may cause the discomfort to return and this often leads to emergency room visits as it occurs after hours of urgent cares and ophthalmologist's offices.
 - What if there is more to this than just the foreign body? Eyes are complex and let's say in some cases they are not very forgiving of foreign bodies. In most cases yes, it's a simple flush it and forget it. But all too often more damage has occurred. Foreign bodies can cause a multitude of

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serious eye injuries. These may include but aren't limited to corneal abrasions, infections, globe ruptures, traumatic cataracts, retinal injuries, or even loss of an eye. With some of these eye injuries, surgery is needed and, in some cases, multiple surgeries. As you will likely guess; THESE ARE EXPENSIVE! The care will be specialized and often out of state and the injured worker will lose time from work.

- What is the cost breakdown? Eye wash stations are always accessible in this industry on-site, if you do not have one, please contact your loss prevention representative. As with minor cuts and scrapes, though, we would much rather incur the cost of an urgent care visit or ophthalmology visit than face the bills from a Boston Hospital. Removal of a foreign body at an urgent care will run less than \$300.00. The alternative, if it's not a "no medical treatment" eye claim could reach medical costs exceeding \$100,000.00 or more.

This meant to be an informative article but soon turned scary. I apologize, but the moral of the story is, please give us a call no matter how minor the injury is. Sometimes spending money on a visit no one thinks is necessary actually saves you money in the long run.

You can contact the NHADA-WCT team at 603-224-2369. ▲



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(2022 Partners at time of printing deadline)

By the Numbers

2022 Unemployment Rates by Area

	Mar.	Apr.	May
United States	3.6%	3.6%	3.6%
New England	4.0%	3.8%	3.6%
Connecticut	4.6%	4.4%	4.2%
Maine	3.6%	3.3%	3.2%
Massachusetts	4.3%	4.1%	3.9%
New Hampshire	2.4%	2.3%	2.1%
Rhode Island	3.4%	3.2%	2.9%
Vermont	2.6%	2.5%	2.3%

Safety/OBD II Inspection Statistics

SAFETY Inspection Results	May '22	Percent of Total	YTD '22	Percent of Total
TOTAL	139,630	100.0%	647,822	100.0%
PASS	117,104	83.9%	542,872	83.8%
CORRECTED	12,899	9.2%	59,697	9.2%
REJECTED	7,031	5.0%	32,518	5.0%
UNTESTED	2,596	1.9%	12,735	2.0%
OBD Inspection Results (20 yrs. old or newer)				
TOTAL	116,904	100.0%	556,037	100.0%
PASS	103,889	88.9%	492,913	88.6%
REJECTED	8,050	6.9%	39,928	7.2%
UNTESTED	4,965	4.2%	23,196	4.2%



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