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MAR



2 LETTER FROM THE EXECUTIVE DIRECTOR

3 NEWS & EVENTS CALENDAR

4 NEWS & EVENTS

5 NEWS & EVENTS WENDY MOST INSURANCE

6 RIBBON CUTTING

7 RIBBON CUTTING OHANA PHYSICAL THERAPY

8 RIBBON CUTTING SKY UTE CASINO

9 PHOTO GALLERY

10 NEW MEMBERS

11 RENEWED MEMBERS

12 BUSINESS CONNECTION

13 LEADERSHIP LA PLATA

14-15 TIPS, TOOLS & STATS

16 MERCY REGIONAL MEDICAL CENTER

17 BUSINESS AFTER HOURS

18 EGGS & ISSUES

19 LUNCH & LEARN

20 TECH MINI SERIES

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CONNECTION 2020

Eggs & Issues

State of the Community

Tuesday, March 24th • 8:00am

DoubleTree Hotel

**\$22 Chamber Members/\$30 Non-Members
(includes a full breakfast)**

Please make plans to join us for an informative Eggs & Issues -State of the Community Breakfast on Tuesday, March 24th at 8am at the DoubleTree Hotel.

This event will feature updates from the City of Durango, La Plata County, Fort Lewis College, Mercy Regional Medical Center, Durango Area Association of Realtors and Club 20.

- Amber Blake – City of Durango
- Amanda Erickson – Durango Area Association of Realtors
- Christian Reece – Club 20
- Clyde Church – La Plata County
- Tom Stritikus – Fort Lewis College
- Will McConnell – Mercy Regional Medical Center

Reservations are required, so please use our convenient online registration at www.durangobusiness.org or call 970.247.0312.

Cancellations after March 19th will be invoiced.

[click here to reserve your seat](#)



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NEWS & EVENTS

From the Executive Director's pen

Transition, Evolution...

What's that adage: Nothing is so certain as change?

We're all getting older, and the good news is that it's better than the alternative. However, the world and perspectives of the next generations are different from us "old guys." But that doesn't mean us old guys don't know what we're doing – and in fact because we have a seasoned perspective we can take a look and try to guide "transition."

At the Chamber we're exploring and planning a number of things going forward. Yes, I'm losing hair, but I'm not losing my cognitive thinking - yet. And along with the Chamber Board and Staff we're looking ahead for the benefit of our business community.

We've got some different programs coming up at the Chamber in the near future that we'll be talking about soon, but one of the "changes" we've made that I can share now is the change with our popular Tech Conference.

Several years ago we launched the "conference" in an effort to help our businesses keep current about trends and technology. A day-long, even-half day session can be a burden. (I barely can find time for a lunch meeting, let alone set aside a whole day.) SO, we've transitioned the Tech Conference into a Tech Series.

Our new Tech Series will be held April 2nd, 9th, 16th, and 23rd, four, two-hour concise sessions that focus on popular topics. Topics include: Using Technology for Efficient Marketing, Website Trends, Analytics, Business Apps, and Hands on Social Media with a panel of local experts. We plan to provide you with tools you can use, information about technology transitions that will help improve your

Jack Llewellyn, Chamber Director

business. Remember, nothing is so certain as change, and we need to be able to embrace the changes – or at the very least understand them. It will be the informed business that continues to be IN business here in Durango.



Evolving with new technology is one thing, but our local businesses also need to be conscious of on-boarding new folks. I'm not saying you need to "hand-hold" but don't just expect your new, young employees to have a full grasp of everything that goes on in a business – and this is especially true for people who are new to town. Dare I say it – we're a unique breed here in Durango. In addition, take time to ask those younger if they know a better way to do something, maybe those of us older can learn and change as well.

If I can pass on one suggestion to managers and business owners out there... slow down a minute and remember to say "thank-you" to your new employees. They're your future and livelihood. If you want to build loyalty, those two little words go a long way.

And, hey, all you Millennials out there who think us old fogies are out of touch... seriously... we aren't. It is the wise younger person who as you're establishing "your place" and creating your future, to take a minute to pay attention to the wisdom and experience of the people who have built businesses, thrived and survived in Durango and La Plata County. We don't keep secrets, but we do have a lot of them that we are willing to share with you.

President

Diana Murray, *ASAP Accounting & Payroll*

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Greg Behn, *Bank of Colorado*

Suzanne Phare, *Real Ideal Coaching*

Brian Lundstrom, *Sky Ute Casino Resort*

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2020

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2301 Main Avenue | Durango, CO 81301

970.247.0312 | Fax 970.385.7884

www.durangobusiness.org

chamber@durangobusiness.org

NEWS & EVENTS



Check out this week's BLOG:

Hindsight: What Business Owners Wish They Would Have Done Differently

They say hindsight is 20-20. If you only would have known. As a business owner, you may already have a few things you wish you knew. Would you have hired that one person? [click for more](#)

Lunch & Learn Thank You

Thank you to ImageNet Consulting for an informative Lunch & Learn presentation about making the jump to the cloud. If you would like to find out more about the services offered by ImageNet Consulting visit www.imagenetconsulting.com or call 970.247.7995.



For the recent
Governmental Affairs Coalition
report [click here](#)

MARCH
Business After Hours
THURSDAY
MARCH 19TH | 5 - 7 PM
TBK BANK
259 W. 9th Street
\$10 Chamber Members & Guests

March Calendar

MARCH 3rd	Coffee @ Carvers	7:45 pm	Carver Brewing Co.
MARCH 5th	Diplomat Meeting	5:15 pm	Chamber Offices
MARCH 11th	LLP Steering Committee	5:00 pm	Chamber Offices
MARCH 17th	Happy St. Patrick's Day!	-----	
MARCH 19th	LLP Curriculum Meeting	4:30 pm	Chamber Offices
MARCH 19th	Business After Hours	5:00 pm	TBK Bank
MARCH 24th	Eggs & Issues Breakfast	8:00 am	DoubleTree Hotel
MARCH 25th	Lunch & Learn	12 Noon	TBK Bank



NEWS & EVENTS

Chamber to offer Tech Mini Series

April 2nd – April 23rd | 8:30 – 10:30 am

Durango Chamber Offices | 2301 Main Avenue

The Durango Chamber of Commerce will offer seven informative sessions during the upcoming **Tech Mini Series** beginning April 2nd running weekly through April 23rd. Each session will feature two speakers; 50 minutes each, with time for Q&A at the end of each session.

April 2nd

SESSION 1 (A)

Using Technology for Efficient Marketing

Presented by Ben Sorensen, BCI Media

SESSION 1 (B)

TBD

Presented by Kelsey Woodson, StoneAge Tools Inc.

April 9th

SESSION 2 (A)

Website Trends

Presented by Nancy Brockman,
Chimera Communications

SESSION 2 (B)

Analytics

Presented by Ashley Muckway, Fort Lewis College

April 16th

SESSION 3 (A)

Apps

Presented by Diana Murray,
ASAP Accounting & Payroll

SESSION 3 (B)

TBD

Presented by TBD



April 23rd

SESSION 4 (A)

“Hands On” Social Media Panel of Experts

Presented by: Cassie House - Visit Durango, Jessika Buell - Marketing Concepts Squared, Krii Black - Rodan & Fields, and more!

PRICING

CHAMBER MEMBERS

only **\$39** per person
per session

Non-Members: \$59
per person, per session

**Reservations are required
and seating is limited.**

To register [click here](#) or call 970-247-0312.

Save the Date!

SHRED DAY – MAY 11th - 1 – 3pm

Sponsored by Alpine Bank

Chamber parking lot (2301 Main Avenue)

Courtesy of Colorado Document Security



Sponsored by



NEWS & EVENTS

Lunch & Learn

Wednesday, March 25, 2020 | 12 Noon



TBK Bank | Community Room (259 W. 9th Street)

Social Security Optimization for Business Owners

Presented by Charles Randall, Four Corners Community Bank

In this Lunch & Learn presentation you will learn how your social security benefits will be calculated, the best time to start your benefit, different tactics to maximize your benefit and tax efficient strategies to minimize taxes on your benefit. We'll also discuss common mistakes business owners make concerning Social Security.

The cost is only \$13 for Chamber Members and \$20 for non-members and includes a delicious lunch catered by
SUNNYSIDE FARMS MARKET
 Reservations Are Required

Please use our convenient online registration at
www.durangobusiness.org or call **970.247.0312**.

*No-shows & cancellations after March 20th will be invoiced.
 Please remember to use street parking and reserve the parking lot for bank customers.*

Click to Register



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 Wendy Most, Agent
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 Durango, CO 81301
 Bus: 970-259-2550

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RIBBON CUTTING

Roll Door-To-Door eBike Rental

The Durango Diplomats were on hand Thursday, February 13th for a Ribbon Cutting ceremony for Roll eBike. Roll eBike is a roll door-to-door electric bike rental business owned by Claire Attkisson and has been in business for 3 years. Bikes can be rented for two, four, eight hours, multiple days or even a week with pricing starting as low as \$45 for two hours. They deliver solar powered electric bikes directly to YOU, door-to-door, within 10 miles of Durango. They will deliver (for free) to your hotel, vacation rental, VRBO, Airbnb or home. Claire loves the entrepreneurial spirit of Durango and how Durango embraces new businesses and supports them with their dollars. She recommends advance booking, even months ahead is ok, but same day booking is also an option as they do have cancellations. To book: <http://www.rollebike.com>



Live Creative Studio

The Durango Diplomats celebrated with Claire Attkisson owner of Live Creative Studio on February 13th with a Ribbon Cutting ceremony. Live Creative Studio is a collective of marketing + sustainability experts (five in total). They specialize in marketing + sustainability strategy, branding + logo design, graphic design, web design, SE, Social media and digital marketing. Live Creative Studio helps traditional businesses start on the sustainability path with sustainability strategy and framework know how, and help those businesses already on the sustainability path grow and thrive with authentic marketing and branding. The team at Live Creative Studio loves to share the power of purpose to build or enliven brands. Live Creative Studio is located at 1309 East 3rd Avenue, Studio 12. You can reach them by visiting www.livecreativestudio.com or call 970.903.3241.

Save the Date!

-Durango -

Girls Gone Golfing

Friday, May 29th, 2020

Watch for Registration Details Coming Soon!

Theme: Golfing - It's Out Of This World !

-Durango -

RIBBON CUTTING

Center for Innovation

The Durango Diplomats celebrated the Grand Opening of the Center for Innovation on Thursday, February 27th. Located at 835 Main Avenue, Unit 221 (inside the Main Mall), the Center for Innovation is a collaboration between Fort Lewis College, Southern Ute Indian Tribe Entrepreneurs' Resource Center, Southwest Colorado Accelerator Program for Entrepreneurs, and Southwest Colorado Small Business Development Center. The Center for Innovation will provide small business owners and entrepreneurs development and acceleration strategies from one location in downtown Durango. The Center for Innovation will be open to anyone who has an interest in business, or might have an interest. Small business owners and those curious about what it takes to be an entrepreneur can drop in and speak with experts. For more information about the Center for Innovation visit www.fortlewis.edu/innovation. To get involved as a local business leader or entrepreneur, contact Steve Elias, dean of the School of Business Administration 970.247.6737 or selias@fortlewise.edu.



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RIBBON CUTTING

Durango Creative District

The Durango Diplomats were on hand Tuesday, February 25th for a Ribbon Cutting Ceremony for the Durango Creative District with offices located inside the Durango Arts Center. The Durango Creative District is both a new nonprofit organization and a physical district in Durango with the mission to unite, celebrate and expand the local creative economy. Under the direction of Executive Director, Hayley Kirkman, the Durango Creative District kicked off January 2020 as its first official year as a certified Creative District. This is Durango's 3rd attempt to become a Creative District and it was successful on this go-around because of hundreds of community members put time, money and resources to making it happen. This initiative officially recognizes Durango as more than just an outdoor mecca. DCD pledges to increase resources for creatives, bring in new funding and capital for Durango and institute public benefit projects that will contribute to Durango's unique character. To find out more about the Durango Creative District visit www.durangocreativedistrict.org or call 970-799-6618 x3.



Referrals

Grow Your Business

Join the Chamber
LEADS GROUP

Our first LEADS Group is just completing its first year and closed over **\$300,000** in business. We are currently accepting applications for our second LEADS GROUP!

Join our LEADS Group and start getting referrals immediately!

- Only meets 1x per month
- Annual fee only \$200
- Exclusivity for similar industries

Call or email to join the group or find out more information!
970.247.0312 or chamber@durangobusiness.org

PHOTO GALLERY

Business After Hours Thank You

Thank you to Hanna Pierce and her crew at Conundrum Escape Rooms for hosting a fantastic Business After Hours on February 20th. For the many folks who had never been to an escape room it was the perfect opportunity to see what it is all about and how much fun you can have. Whether it is a team building exercise or a family/friends night out - Conundrum Escape Rooms offers a unique entertainment activity – you gotta check this out. For more information visit www.durangoescaperooms.co or give them a call at 970-764-4545.



NEW MEMBERS

2TAKEFLIGHT 4U

Jay Shears
46850 Highway 550, Unit 240
Durango, CO 81301
(970) 259-0507
[website](#)
Aviation

Crow Canyon Archaeological Center

Liz Perry
23390 Road K
Cortez, CO 81321
(970) 565-8975
[website](#)
Non-Profit

Debbie Segrest

22 Cypress Ct
Durango, CO 81301
Individuals

DNX Durango LLC

Joshua Daniel
P.O. Box 2159
Durango, CO 81302
(970) 335-9409
[website](#)
Home Efficiency Services

Live Creative Studio

Claire Attkisson
1309 East 3rd Ave, Studio 12
Durango, CO 81301
(970) 903-3241
[website](#)
Marketing/Digital Media/Public Relations

Restoration Natural Medicine

Taylor Pronozuk
801 Florida Rd, Ste 11
Durango, CO 81301
(970) 480-5059
[website](#)
Physicians & Surgeons - Related

Roll Door-To-Door eBike Rental

Claire Attkisson
1309 East 3rd Ave, Studio 12
Durango, CO 81301
(970) 903-3241
[website](#)
Bicycle Dealer & Rental

Sandy A Lane Consulting

Sandy Lane
16 Coalbank Drive, Unit B
Durango, CO 81301
(402) 578-3034
[website](#)
Consultant-Business/Marketing & Related

Scrimshaws Ltd.

Linda Shaw-Gramera, I.D.S.
434 Turner Drive Suite 2A
Durango, CO 81303
(970) 247-0770
[website](#)

Interior Design Services

*Wise words from
Buck ...*

Buy Durango!



RENEWED MEMBERS

- Adaptive Sports Association**
- Advanced Concrete Solutions, Inc.**
- Ameriprise Financial**
- Animas Alano Club, Inc.**
- Animas High School**
- Animas Water Co.**
- ARAMARK/ Mesa Verde Co.**
- Art Supply House Inc.**
- Atlas Specific**
- Basin Coop, Inc.**
- Basin Printing**
- Best Western Mountain Shadows**
- Best Western Rio Grande Inn**
- Big O Tires - Durango**
- Bob's Johns, Inc.**
- Buena Vista Builders, Inc.**
- CAL Steel & Sheet Metal**
- Colvig Silver Camps**
- Comfort Keepers**
- Community Foundation Serving SW Colorado**
- Dental Associates of the SW**
- Duranglers, Inc.**
- Durango Early Learning Center**
- Durango Insurance Professionals**
- Durango Lodge**
- Durango North Riverside KOA**
- Durango Old Car Club**
- Eagle Block Company**
- FootWork Inc**
- Fort Lewis College**
- Hair Fusion A Salon, Spa & Barber Shop**
- Hood Mortuary, Inc.**
- Horse Empower, LLC**
- Issues Research, Inc.**
- KREZ-TV**
- La Plata Electric Association, Inc.**
- LifeCycle Therapeutics Massage Therapy, LLC**
- Mountain Hyperbarics**
- Mountain View Family HealthCare**
- Pace Property Inspections, LLC**
- Pura Vida Natural Healthcare**
- Purgatory Resort**
- RE/MAX Pinnacle/Rigby's**
- Reliable Power Consultants**
- River Liquors**
- Rivergate Pharmacy & Compounding Center**
- RMBA Architects**
- Roseberry's Plumbing & Heating**
- SERVPRO of A.L.M.S.**
- Sky Ute Casino Resort**
- Southwest Mortgage Loans, Inc**
- State Farm Insurance/ Denise Elliott**
- Tosch & Associates**
- Twin Buttes Dental**
- Vectra Bank**
- Waste Management of Colorado**
- WeFill LLC**
- Wells Fargo Home Mortgage**
- Willow Tree Kennels**
- WolfDirect, LLC**
- Young People in Recovery - Durango Chapter**

BUSINESS CONNECTION

Zia Taqueria – Carly Van Hof Thomson

written by Sara Lynn (Kuntz) Valentine

Zia's two locations are well-known and loved not only by Durangoans, but by visitors from all over the Four Corners and beyond. Most of us know there's something special about Zia - but just what is it that makes Zia out of the ordinary? "We have a passion for serving high quality, locally-sourced, nutrition-dense food at a reasonable price," Carly Van Hof Thomson, Zia's Business and Operations Manager, says. "We have a big variety of customizable menu items, and there are plenty of combinations that are suitable for customers with special dietary needs, including gluten-free, paleo, vegetarian and vegan options. We prioritize a safe, clean, comfortable environment and keep our prices as low as possible."

It was Durango resident Tim Turner who had the vision to turn the passion points Carly references into a friendly 'fresh-Mex' restaurant with a super healthy menu where you can get a great lunch on the run. Tim had been a partner in Bread, a popular bakery on CR 250 on the east side of town. His experience there inspired him to create Zia, integrating concepts he'd seen in a variety places during his travels. Zia Taqueria on North Main opened on May 5, 2005, with the south location on Camino del Rio launching eight years later.

Zia has continued to expand and innovate, operating a catering division since 2010 and taking over a tortilla factory in Bodo two years ago in order to control production of Zia's chips. "We wanted to use a traditional method that minimizes environmental impact," Carly says. "We can produce healthier, higher quality corn tortillas and chips this way. We buy non GMO corn from the Ute Mountain Ute Farm and Ranch Enterprise, near Towaoc. The only other ingredients in our tortillas and chips, mineral lime, water, and sea salt. We use a super clean process called nixtamalization that creates a deeper corn flavor. It also adds B vitamins and increases the bioavailability of proteins."

Zia recently came out with a retail line of chips in three different flavors: restaurant style, lime flavor, and green chile cheddar. They're sold at both Zia locations as well as in several retail outlets, including Dietz Market, PJ's Market and Liquor World. They'll be available this coming summer at Durango's downtown farmers' market. Zia salsa is also available for retail sales, with more flavors coming out soon. But Zia's biggest new project is moving to a new location. "The burning question we get all the time," Carly says, "is when we will be in our new building."

Tim Turner and a business partner started construction of the new, mixed use building at Main and 30th, last July (2019). The south side of the building will be Zia's new home, with more parking and better seating, including an outdoor patio. There will

be an event space upstairs, with a full bar and a rooftop patio. "We hope to make the move in May," Carly says. "Both current Zia locations serve beer and margaritas; the new location will expand the bar menu to include draft beer, wine on tap, and more margarita varieties. We're also planning to roll out breakfast

at the new location this summer. Eggs and breakfast meats will all be locally sourced and pasture-raised. Everything we serve will be nutrient-dense, including a new tofu vegetarian protein option. We will serve high quality, locally sourced coffee."

So what will happen to Zia's current north Main location? Good news for Zia fans: a business plan is in development for a new restaurant to occupy Zia's original home - with a healthy soup and salad concept, heavily focused on local foods - fast, casual and economical.

Zia Taqueria has been a member of The Durango Chamber for the past seven years. "A big part of our business is being involved in the community," Carly says. "We really appreciate what the Chamber does for the community. We participate in a number of the Lunch and Learn events and also Business After Hours. We're hoping to host an event soon."

In addition to the passion points Carly referenced above, the Zia mission statement includes the desire to improve the quality of life for all stakeholders, which includes owners, patrons, staff, suppliers, growers, and our community."

"Community support is a big part of our mission," Carly says. "We commit about 10% of our profits back to our local community via donations and sponsorships, and try to support the community in as many ways as possible. We focus our donation support on youth and family services, local agriculture, environmental causes, and programs that encourage and allow people to live healthy lifestyles, including sports, cycling, skiing, & community trails."

Please visit www.ZiaTaqueria.com to see the many community causes Zia supports. Read Zia's long list of green initiatives designed to contribute to a clean environment, learn how Zia supports employees, and see what local sources Zia depends on to supply ingredients for its healthy menus.

You may email Carly at carly@ziataqueria.com, or call 970-247-1002.



LLP MONTHLY FOCUS

Spring Into Action & Join Leadership La Plata this Year

Written by: Stacy Reuille-Dupont

As we enter the spring season, and life begins to come alive again, it is a time in many cultures of beginnings. Many around the world spend the winter looking within, and as the spring winds approach begin the process of “birthing” the next stage of our existence. In your company or personal development growth, what is the next thing you would like to bring to your experience?

Leadership La Plata (LLP) may be a great place to help make these new additions possible. In LLP, students learn about the civic life of La Plata County, but also develop deeper understanding of personal leadership styles, learn to build stronger networks and deepen relationships with other community members in circles of influence. These “soft skills”, as they are called in the psychology and social sciences, are critical to successful engagement in work and personal life. Without these skills people flounder creating teams that work together productively. They struggle to have supportive relationships at work and home, which ease the daily life stresses we all experience and create capacity to handle stress successfully.

Without the ability to network well, employees stay stuck in relationships that feel most comfortable, however maybe not the ones that offer the most growth for your company. They may be missing key people who could truly help your business move to the next level.

Employees who get too comfortable in current roles often become the ones that stagnate and may even infect morale with negative, bored commentary (although not always). There is a sweet spot between being comfortable and knowing one's job well, having a strong steady network and challenging oneself to push comfort zones and explore. This place is where creativity flows and people really shine. They are safe enough to begin to “play”. Through this exploration of creative ideas new systems are developed, problems

are solved, and new revenue streams, customer targets and product lines are developed.

Today, consider how developing staff skills in leadership and networking could help your company build its vision. Consider how an employee who may not have had much leadership training, opportunities for personal development, or is getting very comfortable in the same ol' routine may benefit from pushing personal limits and influence positive development in your organization.

Consider how creating a culture of growth and development, both on business strategy and employee development, may offer your company growth and expansion in ways you may not have considered before.

Consider offering LLPs training opportunity to your employee(s). What might it look like if your employee(s) had better ability to communicate across different social styles? Could engage with each other successfully during stressful meetings, phases, and periods throughout the company life cycle? Are up for challenges and believe in something greater than themselves, because they have been part of a larger team, have accomplished challenges set before them, and are not afraid of pushing comfort boundaries.

As you consider what your company's growth will be this spring, consider LLP as a team mate to help your employees engage more deeply with your vision. Consider sponsoring them into the Leadership La Plata for the next class. The next class is forming now, applications are being accepted though the Leadership La Plata website:

www.leadershiplapla.org/index.cfm/apply-for-leadership-la-plata

February Class EDUCATION

Edward Jones
MAKING SENSE OF INVESTING

Thank you to our February class sponsor!

Alumni Quote

“Leadership La Plata helped me gain a better understanding of the community in which I live, work and play, which allows me to better serve my clients and participate in doing what I can with my skill set to help make La Plata County a better place to live, work, and play”. Pat Barrett LLP Class 03-04

TIPS, TOOLS & STATS

What You Need to Know to Comply with Colorado's New Pay Laws

BIG changes are coming to compensation laws this month – is your organization ready?

By ASAP Accounting & Payroll

Starting March 16, 2020, more Colorado workers will be covered by the state's wage and overtime laws courtesy of Colorado Overtime and Minimum Pay Standards Order ("COMPS Order") #36.

In January, the Colorado Department of Labor and Employment (CDLE) adopted the new rules to replace Colorado Minimum Wage Order #35 (MWO #35). The new provisions provide greater protections to workers beyond the Federal Fair Labor and Standards Act (FLSA) regarding compensation, overtime, and breaks.

TIP: When it comes to federal vs state labor laws, the rules that most benefit the employee take precedence.

Following are some of the primary changes in COMPS Order #36, as well as tips to help you prepare for compliance. As with any new legislation, there are many gray areas and scenarios that will become more defined as laws are challenged in the courts.

TIP: Since there are numerous exemptions and exceptions, we recommend reviewing the entire order and consulting with an employment law attorney with any questions.

Only Public Entities Are Exempt from COMPS

COMPS expands coverage to include four additional industries that were previously exempt. If you're not a government agency, school district, or municipal corporation, you're likely impacted by the new COMPS rules.

COMPS Applies More Restrictions on Overtime Exemptions

In Colorado, employers must pay nonexempt employees at the overtime rate (1.5x regular rate) for any work in excess of (1) 40 hours per workweek; (2) 12 hours per workday; or (3) 12 consecutive hours without regard to the start and end time of the workday.

- Increased Minimum Salary Threshold:** In order to be exempt from overtime pay, workers must be paid a minimum salary and meet a duty-basis test. In January, the federal "standard salary level" for exempt employees increased to \$684/week (\$35,568/year); your organization should already be following this rule. Under COMPS, this amount will increase annually.

- More Scrutiny on Duty-Basis Tests:** COMPS more narrowly defines requirements to exempt employees from overtime pay based on their roles. For example, to claim the supervisor exemption, at least 50% of the supervisor's workweek must be spent directly supervising two or more full-time employees.

TIP: To ensure your organization is compliant with the new overtime exemption rules, review all staff salaries and job descriptions and revise them accordingly.

COMPS Requires Compensation for All Time Worked

"Time worked" is defined as "...performing labor or services for the benefit of an employer, **including all time s/he is suffered or permitted to work, whether or not required to do so.**" Essentially this means that you must compensate employees for all job-related tasks that take more than 1 minute.

- Compensation for Unused Break Periods:** Employees must be authorized and permitted to take meal and rest periods. COMPS stipulates that breaks cannot be "stacked" and must take place between 1 hour after start of shift or 1 hour before end of shift. If an employee does not take a rest period, they are to be compensated for that time. Exceptions apply for certain industries.

TIP: Enforcing mandatory breaks can be tricky. To protect your organization, include policy language in your employee handbook indicating that employees are "authorized and permitted" to take breaks, and they should inform their managers if they do not take a break.

Posting and Distribution Requirements

Employers are required to display a COMPS Order poster and include it in their employee handbook. Employees must also sign a statement acknowledging they have reviewed it.

Additional COMPS Information

Visit businessASAP.com/comps-order-36 for complete information and resources about COMPS Order #36, including a webinar by employment law attorney Michael Santo.

TIPS, TOOLS & STATS



Cultivating leaders others want to follow

Burnout

by Mark Haeussler, CEO | www.alpineleadership.co

Burnout, when unresolved issues produce exhaustion, despondency, or cynicism, remains a constant issue across all professions. The individual and organizational costs of this must be staggering. US News found that some of the fields with the highest stress include medicine (from surgeons to paramedics), police officers, IT managers, financial analysts, psychologists and social workers, and construction managers – quite a wide array of specialties and working conditions. In medicine, 42% of physicians report that they are burned out (Medscape). That is astounding, that 4 in 10 doctors are emotionally fatigued, in a field that is dedicated to improving human health. A study by Deloitte found that 3 in 4 percent of professionals say that they have experienced burnout.



Passion is not enough, as most professionals say that they have passion for their job, yet a majority also say they frequently are stressed. American culture idolizes the can-do leader as a super-hero, and often people are reticent to discuss their burnout. As a leader, here is what to do:

- ▶ **Listen to Others.** Listen at rest to really understand. Do not initially listen to problem solve. People crave to be fully heard.
- ▶ **Make people take time off.** Do not just encourage it (you would be surprised how many people do not use all of their vacation, and I dare you to check).
- ▶ **Remove Barriers.** People who are burning out often are dealing with the frustration of encountering a barrier to success or a barrier to increase their ease. This ranges from technology (ask any physician the impact of electronic medical records on their daily life) to policies and processes (while these can help govern an organization, they frequently increase frustrations for your most effective people) to lack of power to resolve issues.
- ▶ **Mental Health Days.** Give everyone what I call a mental health day – a day where they do not have to show up for work and they do not have to explain why. For yourself, take one of these a year.
- ▶ **Authority.** Give greater power in decisions. That likely includes you ceding some of your power.
- ▶ **Spend Time Outdoors:** While this is a short-term solution, spending time outside on a daily basis – even a 10- to 20-minute walk – helps our entire bodily system manage frustration more effectively.
- ▶ **Ask for help.** As a reminder, what people see you do often is what they believe they should do. Consider if your own perfection persona keeps you from modeling seeking help.
- ▶ **Work with a Coach:** Professionals have coaches, while amateurs do not. A leadership coach can help you build a more successful future. Team leadership development can increase communication and emotional intelligence competencies, skills that head-off burnout.

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Eggs & Issues

STATE OF THE COMMUNITY

Tuesday | March 24, 2020
8 - 10 am | DoubleTree Hotel

Please make plans to join us for an informative **Eggs & Issues – State of the Community Breakfast** on Tuesday, March 24th at 8am at the DoubleTree Hotel.

This event will feature updates from the City of Durango, La Plata County, Fort Lewis College, Mercy Regional Medical Center, Durango Area Association of Realtors and Club 20.

- Amber Blake – City of Durango
- Amanda Erickson – Durango Area Association of Realtors
- Christian Reece – Club 20
- Clyde Church – La Plata County
- Tom Stritikus – Fort Lewis College
- Will McConnell – Mercy Regional Medical Center

Click to register

Reservations are required, click to register or call

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Cancellations after March 19th will be invoiced.

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The Durango Chamber of Commerce

TECH MINI SERIES

APRIL 2nd – APRIL 23rd

Durango Chamber Offices – 2301 Main Avenue

The Durango Chamber of Commerce will offer Seven informative sessions during the upcoming Tech Mini Series beginning April 2nd running weekly through April 23rd. Each session will feature two speakers; 50 minutes each, with time for Q&A at the end of each session.

April 2nd | 8:30 - 10:30am

Session 1 (A)

Using Technology for Efficient Marketing

Presented by Ben Sorensen, BCI Media

Session 1 (B)

TBD

Presented by Kelsey Woodson, StoneAge Tools Inc.



April 9th | 8:30 - 10:30am

Session 2 (A)

Website Trends

Presented by Nancy Brockman,
Chimera Communications

Session 2 (B)

Analytics

Presented by Ashley Muckway, Fort Lewis College

April 23rd | 8:30 - 10:30am

Session 4 (A)

“Hands On” Social Media Panel of Experts

Presented by Cassie House – Visit Durango,
Jessika Buell – Marketing Concepts Squared,
Krii Black – Rodan & Fields
and more!

April 16th | 8:30 - 10:30am

Session 3 (A)

Apps

Presented by Diana Murray, ASAP Accounting & Payroll

Session 3 (B)

TBD

Presented by TBD

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