



Why attend your MASMS Monthly Chapter Meetings?

You may attend a meeting and meet a specific person or learn a specific skill that may change your life in a positive way.
You may attend a meeting and on the way home you will ask yourself if it was worthwhile to be there.

MASMS meetings all provide the potential to meet new people and learn new things, however the real value of MASMS is larger in scope. Being active in MASMS for a length of time has many advantages including the following:

1. Talking to others in your profession helps keep you current on industry trends, products, services, and technologies.
2. Listening to multiple speakers, over a period of time, greatly enhances your overall knowledge of your profession.
3. Seeing the same people, month in and month out, allows you to develop strong professional relationships with people in your profession.
4. You may hear about potential job opportunities that otherwise would have been outside your view.
5. Getting involved in MASMS meetings allows you to practice leadership among your peers by heading up an event or chairing a committee. This can enhance your professional status and also allows you to give back to MASMS by volunteering your time and helping others. This is good for you and good for MASMS.
6. Having developed long-term professional contacts, you can call them for advice if you have a technical question or are trying to learn something new—or if you just do not want to recreate the wheel that someone else has already created.

Over the years, being a MASMS member you will meet great people, many of which may become good friends and will learn an enormous amount about the industry as a whole.

Attend your MASMS Monthly Meetings!

Mark Your Calendar

MASMS 2018-2019 Event List

10/17/18	Southern Chapter Meeting	2/27/19	Northwest Chapter Meeting
10/24/18	Northwest Chapter Meeting	3/12/19	Metro Chapter Meeting
11/13/18	Metro Chapter Meeting	3/20/19	West Chapter Meeting
11/14/18	West Chapter Meeting	3/21/19	Northern Chapter Meeting
11/15/18	Northern Chapter Meeting	4/9/19	Metro Chapter Meeting
12/11/18	Metro Chapter Meeting	4/17/19	Southern Chapter Meeting
12/19/18	Southern Chapter Meeting	4/18/19	Northern Chapter Meeting
12/19/18	Northwest Chapter Meeting	4/24/19	Northwest Chapter Meeting
12/20/18	Northern Chapter Meeting	5/1/19	West Chapter Meeting
1/8/19	State Meeting	5/14/19	State Meeting
1/16/19	West Chapter Meeting	6/12/19	Metro Custodial Days
1/17/19	Northern Chapter Meeting	6/13/19	Metro Custodial Days
2/12/19	Metro Chapter Meeting	6/18/19	Northern/NW/West
2/20/19	Southern Chapter Meeting		Custodial Day
2/21/19	Northern Chapter Meeting	6/20/19	Southern Custodial Day



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A Message from the Board



Kain Smith, State Secretary

Fall has got to be my favorite time of year and it marks the beginning of many things.

Some of my favorites would be the start of being able to sit outside without being attacked by mosquito's. Enjoying the cooler days and the fall colors. Fall hunting would also be on my fall favorites list.

One item on my list that I look forward to that most might not think of would be the kick off of our MASMS Fall Conference and the start up of our MASMS Chapter Meetings. I like to think we have one of the top notch Buildings & Grounds/Maintenance Conferences around and as important as that is to our organization.

I believe our Chapter meetings are equally as important and a vital part of our organizations growth and success. Our Chapter meetings provide us a chance to meet with our fellow peers and discuss a wide variety of issues/solutions we have to share with each other along with some learning sessions on a variety of topics. The Chapter meetings also give our vendors a chance to reach out to school members and offer their services.

I encourage anyone that has thought about going to a Chapter meeting to do so and check it out for yourself. MASMS offers Chapter meetings in 5 areas throughout the state (Northern, Southern, Metro, North Western, & West Central Chapters).

Get out and enjoy everything fall has to offer because the white stuff will be here before you know it.

Make it a good day,
Kain Smith

Definition of networking

The exchange of information or services among individuals, groups, or institutions

specifically : the cultivation of productive relationships for employment or business

Employment Opportunities: Check it out at www.masms.org New postings weekly.



WELCOME EDUCATIONAL MEMBERS

Chris Hupalo, Elk River Schools
Brad Oleson, Mankato Schools
Brian Patterson, Mankato Schools
Charlie Smoldt, Mankato Schools

WELCOME BUSINESS MEMBERS

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Brian Flicek, Flicek Welding

Looking for a Mentor?

Options Include:

- Meet once a month with your MASMS Mentor
- Phone contact only—Contact only when issues arise or when you need advice

Contact the MASMS office at ruth@masms.org if you would like to find a MASMS mentor!

CPS Class Scheduled for January 29th & 30th, 2019 Minneapolis MN

The CPS certification is part of the requirements for the MASMS Certification Program.

We have 15 openings available for this class. The AFE fee for this training and examination is \$500. MASMS covers the cost of hotel. Study materials will be sent to you when you register. The first day of the class, and the morning of the 2nd day is a review of those materials. The afternoon of the 2nd day is the exam.

This class is a review of the study materials, and is not meant to be complete instruction. You must spend the necessary time studying the materials prior to the class.

How to register:

Email the MASMS office that you will be applying for this class (ruth@masms.org) and you will be emailed the application. Fill out the application and send it back with the \$500 check (or credit card info) to the MASMS office (you should give yourself about 5 weeks of study time).

HEALTH & SAFETY Health & Safety Section



The MASMS Health & Safety Committee supplies information for this section each month. If you have a specific topic you would like to see covered, just let the MASMS office know.

Emergency Planning and Response

Most businesses never intend to have a release of their hazardous waste or materials, but accidents happen. Planning and being prepared are two of the best forms of prevention and help decrease your chances of a release. Emergency response requirements are based on your hazardous waste generator size. The larger your generator size, the more involved the requirements.

- Large Quantity Generators (LQG) - waste volumes are greater than or equal to 1000 kg/month (~ 2200 lbs. or 220 gallon).
- Small Quantity Generators (SQG) - waste volumes are between 100 and 1000 kg/ month (220 lbs. to 2200 lbs. or 22 gallons to 220 gal).
- Very Small Quantity Generator (VSQG) - waste volumes are less than or equal to 100 kg/month (~ 220 lbs. or 22 gallons).

The following requirements apply to all hazardous waste generators.

- Set up procedures that minimize the possibility of accidents or releases.
- Store your hazardous waste containers to prevent accidental damage.
- Keep your containers closed, unless adding or removing waste.
- Ensure that there is adequate aisle space in the storage area to conduct weekly container inspections.
- Plug or seal floor drains to contain releases.

Have the following emergency equipment readily available.

- An internal communication system capable of alerting personnel. If work is done in a "closed door"
- storage area, immediate access to a communication device is required.
- A telephone to contact emergency responders.
- Spill response equipment.
- Decontamination equipment.
- Fire control equipment.
- Water supply of adequate volume and pressure to meet fire protection needs.

More information. Check out the Minnesota Pollution Control Agency's (MPCA) fact sheets at this link:

<https://www.pca.state.mn.us/living-green/learning-resource-center-fact-sheets>

Maintain and test your emergency equipment to ensure proper operation.

- Keep fire protection equipment operational at all times.
- Inspect alarms and sprinkler systems annually.
- Maintain basic spill recovery equipment and check on it periodically to ensure its availability.

Provide enough aisle space in your storage area to allow for easy access to the containers and evacuation of personnel.

Doors leading outside should not be locked in a way that requires keys or special knowledge to open them. During an emergency, employees may need to leave quickly.

Plan for emergencies.

When planning for a chemical spill response, determine what type of spill can be handled routinely and what type would require an emergency response.

Train your workers in spill cleanup procedures for routine chemical spills, being aware of their spill recovery capabilities and limitations.

Typically, smaller companies do not maintain an in-house spill response team. In these companies, emergency plans will likely involve evacuating workers and calling for outside assistance.

The following requirements apply to SQGs and LQGs.

SQGs must post emergency information. Next to every emergency telephone, post the emergency coordinator's name and phone number, the fire department's phone number and the location of your emergency response equipment. While this is only required for SQGs, we recommend that all businesses use a phone posting.

SQGs and LQGs must appoint an emergency coordinator.

The emergency coordinator needs to be on site or on call and is responsible for responding to an emergency. Have an alternate or back up for this position.

SQGs and LQGs have training requirements that must be documented.

Train your employees so they are familiar with the hazardous waste and emergency response requirements to help ensure compliance. Even though training isn't required for VSQGs, employees should be familiar enough with waste handling and emergency response procedures to maintain compliance.

Reprinted from The HazWaste Quarterly Fall 2018. Full issue of this newsletter is available at:

https://www.ramseycounty.us/sites/default/files/Licenses%2C%20Permits%20and%20Records/Business/hazwaste_quarterly_fall_2018_web.pdf

Vendor Corner

Mike Remington, Inspec
MASMS Vendor Representative



MASMS THANKS BUSINESS MEMBERS FOR SUCCESSFUL FALL CONFERENCE!

MASMS greatly appreciates the valuable contributions that the Business Members provide to the Fall Conference.

Not only those that attend the annual trade show, but also those members that presented educational sessions, contributed financially, are involved with the Conference Committee, or provided other means of supporting the event.

MASMS is always interested in getting honest feedback from all of its members, and I encourage you to contact Ruth or me with any input whether positive or negative or any ideas you might have to improve the Fall Conference or anything else.

Start planning for next year's Fall Conference!

Mark Your Calendar for the MASMS 2019 State Meetings

All MASMS Members come together three times a year.

1. The January State Meeting
2. The May State Meeting
3. The 2109 Fall Conference

State meetings are one day events, and have special speakers and locations!

January State Meeting ~ Tuesday January 8, 2019

Location: RISE, 2200 Freeway Blvd, Minneapolis MN

Guest speaker: Martha Bryan "Take this Job and Love It" and four additional educational sessions.

May State Meeting ~ Tuesday May 14, 2019

Location: US BANK STADIUM

This will be an amazing meeting. Along with special guest speakers we will be doing a complete tour of the stadium. This is one you won't want to miss!

2019 Fall Conference ~ October 3rd & 4th, 2019

Location: Holiday Inn & Suites, St. Cloud Minnesota

We want to thank everyone who golfed in the MASMS Golf Scholarship event! It was a great event this year, and it earned enough funds to offer scholarships in 2019!

Special thank you to the team that won the skins, for donating the winning funds back to the scholarship fund.

The teams members Bob Olson, Jon Kainz, Alan Schwartz, Bob Harken, Tony Hill and Courtney Spicer deserve a special round of applause!

Our Betting Hole is always popular! JJ Williams won the betting hole, and donated the winnings back to the scholarship fund. Thank you JJ!!

An we need to mention those that actually won the tournament this year—and have bragging rights!

Team members were Joe Arthurs, Greg Belde, Michael Radke, Kenrad Abramo, Will Brittain and Craig Petter. Congratulations on the win!

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Assertive Versus Unassertive and Aggressive Behavior

Many people are concerned that if they assert themselves others will think of their behavior as aggressive. But there is a difference between being assertive and aggressive.

Assertive people state their opinions, while still being respectful of others. Aggressive people attack or ignore others' opinions in favor of their own. Passive people don't state their opinions at all.

The chart below gives some examples of the differences between passive, aggressive, and assertive behavior. **Differences Between Passive, Aggressive, and Assertive Behavior:**

Passive Behavior: Is afraid to speak up

Aggressive Behavior: Interrupts and 'talks over' others

Assertive Behavior: Speaks openly

Passive Behavior: Speaks softly

Aggressive Behavior: Speaks loudly

Assertive Behavior: Uses a conversational tone

Passive Behavior: Avoids looking at people

Aggressive Behavior: Glares and stares at others

Assertive Behavior: Makes good eye contact

Passive Behavior: Shows little or no expression

Aggressive Behavior: Intimidates others with expressions

Assertive Behavior: Shows expressions that match the message

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Assertive Versus Unassertive and Aggressive Behavior ~

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Passive Behavior: Hurts self to avoid hurting others

Aggressive Behavior: Hurts others to avoid being hurt

Assertive Behavior: Tries to hurt no one (including self)

Passive Behavior: Does not reach goals and may not know goals

Aggressive Behavior: Reaches goals but hurts others in the process

Assertive Behavior: Reaches goals without alienating others

Passive Behavior: Your okay; I'm not.

Aggressive Behavior: I'm okay, you're not

Assertive Behavior: I'm okay, you're okay

Tips for Behaving More Assertively

If you want to be more assertive, but aren't sure how, here are some tips to get you started. But remember, the best way to become more assertive is through practice.

Speak up when you have an idea or opinion.

This is one of the biggest steps toward being more assertive and can be easier than you think. It may be as simple as raising your hand in class when you know the answer to a question, suggesting a change to your boss or coworkers, or offering an opinion at a party (even if it's just your opinion of a new movie or book.)

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Assertive Versus Unassertive and Aggressive Behavior ~ Continued from Page 6

Stand up for your opinions and stick to them.

It can be a little harder to express opinions and stick to them when you know that others may disagree, but try to avoid being influenced by others' opinions just out of the desire to fit in. You may change your mind when someone presents a rational argument that makes you see things in a new light, but you shouldn't feel a need to change your mind just because you're afraid of what others may think. Like as not, you'll gain more respect for standing up for yourself than you will for not taking a stand.

Make requests and ask for favors.

Most people find it hard to ask for help when they need it, but people don't always offer without being asked. As long as your requests are reasonable (for example, "Would you mind holding the door while I carry my suitcase to the car?" as opposed to "Would you mind carrying my suitcase to the car while I hang out and watch TV?") most people are willing to help out. If your requests are reasonable (meaning, would you agree or respond kindly if someone asked the same of you?), don't feel bad about asking.

Refuse requests if they are unreasonable.

It's perfectly appropriate to turn down requests if they are unreasonable or if you don't have the time or resources. For example, if someone asks you to do something that makes you feel uncomfortable or you think is wrong, it's fine to simply say no ("I'm sorry but I don't feel right doing that" or "I'm sorry but I can't help you with that.") It's also fine to turn down someone if you feel overwhelmed. If you are concerned that you aren't being fair to others, ask if their favors are fair to you (would you ask the same of them? would you expect them to say yes every time?) You can always offer to help in the future or help in another way ("I'm sorry but I don't have time to help you with that today, but I could help you tomorrow" or "I won't write your report for you, but I'd be happy to talk to you about it and read it over when you're done.") As long as you don't turn down every request that comes your way, you shouldn't feel guilty.

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Assertive Versus Unassertive and Aggressive Behavior ~ Continued from Page 7

Accept both compliments and feedback.

Accepting compliments seems easy, but people often make little of them because they are embarrassed ("Oh it was nothing" or "It's not a big deal".) But don't make less of your accomplishments. It's fine to simply say "thank you" when people give you compliments -- just don't chime in and begin complimenting yourself or you'll lose their admiration pretty quickly! ("You're right, I AM great!") Similarly, be prepared to accept feedback from others that may not always be positive. While no one needs to accept unwarranted or insulting advice, if someone gives you helpful advice in the right context, try to accept it graciously and act upon it. **Accepting feedback (and learning from it) will often earn you respect and future compliments.**


Question rules or traditions that don't make sense or don't seem fair.

Just because something 'has always been that way' doesn't mean it's fair. If you feel a tradition or rule is unfair to you or others, don't be afraid to speak up and question why that rule exists. Rather than break a rule or law, find out the reasoning behind it. If you still think it's wrong, talk to friends or coworkers, work with counselors and legislators, and see if there is a way to change it. While some rules are less flexible and should be respected (for example, a family's decision not to allow cigarette smoking in their house or the state laws about drunk driving), others may be open to debate (for example, why a public place doesn't have wheelchair access or your school computers aren't compatible with assistive technology.)

Insist that your rights be respected.

While you want to choose your battles carefully (the right to equal pay in the workplace is probably more important than your right to wear your Hawaiian T-shirt to work on Fridays), you do have basic rights that you should feel comfortable standing up for. Some of these rights may be guaranteed you under law, such as your medical, employment, and educational rights. Other rights may involve basic courtesy - such as the right to be treated fairly, equally, and politely by friends, coworkers, and family.


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Assertive Versus Unassertive and Aggressive Behavior ~

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Tips for Behaving Less Aggressively

If you want to be assertive but are concerned that others may find you too aggressive (or others have told you that you are too aggressive), here are some recommendations for turning aggressive behavior into assertive behavior.

Give others a chance to speak. It's important to express yourself, but if you're the only one speaking or you constantly control conversations, you may not be giving others the chance to express themselves.

Respect others' opinions. You may disagree with other people's opinions (and some of them may be outrageous!), but everyone has a right to their opinion and the right to express it. If you disagree with someone, try to discuss your differences rationally.

Be diplomatic. Expressing your opinion is important, but not always at the expense of others. If you know what you are going to say could be painful, yet you feel it still needs to be said, try:

Saying it in a kinder way (for example, "I disagree" instead of "You're wrong");

Cushioning your comment with a compliment (for example, "Mary has had some great ideas, but I just don't think this one will work" instead of "That's stupid"); or

Recognizing it's a difficult topic and handling it discreetly (for example, "You know, I really don't want to hurt your feelings, but I think you should know ...")

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Assertive Versus Unassertive and Aggressive Behavior ~ Continued from Page 9

Choose assertive (not aggressive) language.

Focus on specific behavior and facts instead of opinions (for example, "These documents weren't filed in order" instead of "You're sloppy and disorganized"). Avoid exaggerations (for example, "You were late for the third time this week" instead of "You're never on time")

Focus on "I" not "You" language (for example, "I would like a chance to say something" instead of "You're always interrupting")

Avoid bullying and demanding behavior.

When making requests, avoid phrases that may make people feel bullied like "you must" or "you have to" and focus on language like "I think it would be better if ...". Also, think about what you are asking of others -- are your requests reasonable, or are they unrealistic, unfair or selfish?

Avoid physically aggressive behavior.

Behavior such as glaring, shouting, slamming doors, throwing things, or invading others' personal space (for example by speaking 'in their face', pointing or jabbing them, or grabbing their arm) is physically aggressive. This behavior both scares and alienates people. No matter how angry or passionate you are about an issue, it is important to exercise physical control. Others won't respect you if your behavior indicates that you don't respect them.

Asserting your rights is important, especially when they may affect your health, career, or relationships.

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MASMS is accepting articles for the MASMS Newsletters. Articles received before the 20th of each month will be considered for the following months publication. If we have too many articles, they will be held and used in an upcoming month.

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