



# Glass Facts

January – March 2012

## SEGA Chairman's Message



Let me start by wishing everyone a happy, healthy and prosperous new year, and an interesting new year it promises to be. We try to remain cautiously optimistic, our country will have a presidential election that will define the course of our nation and we have learned how to survive in one of the worst economical environments in our lifetimes. The old adage “What doesn't kill us it will only make us stronger” couldn't be more true than it is today.

Like you, SEGA also had to discover new ways of doing business over the last couple of years. We have recognized the association must change, just as your companies have had to change in the way you do business with your clients. And of course, SEGA has taken an active role in helping implement and spread the word about the new licensing law and continues to provide assistance to companies that have come to SEGA for guidance through the licensing process.

As an association, we recognize the need to provide our members with tools they need to affordably educate and train employees, become more profitable, keep more of the money they earn and reduce exposure and liability. All of these things are possible if we have a strong and active association. I strongly believe in strength in numbers. Anytime you get a group of like-minded individuals together that are willing to openly discuss problems and concerns you have the opportunity to solve problems and create a pool from which to gather ideas and share

experiences.

Strength in numbers will allow SEGA to provide the types of services and benefits you want and expect from an association of this type. As SEGA members you automatically have access to the benefits and services provided by the National Glass Association (NGA). When you get a chance go to the SEGA website, move to the bottom of the page and under “Membership” click on “Benefits.” Once you have reviewed benefits offered by SEGA, go to the bottom of that page and you will find the link that takes you to the benefits offered to SEGA members by NGA.

Please take the time to study the SEGA website. We have a great new feature which allows everyone including non-members to easily search to find a glass shop/contractor that provides the services they need. Every SEGA member is automatically located on the map found on the site. The site includes information about your company that will help interested persons to not only find the location of your business, but the services provided and contact information. Many hours have been put into the redesign of our website and our directors have done an excellent job of making it user friendly and informative. We are also on [LinkedIn](#) where we have an open group forum on which you can vent, ask questions, and report interesting bits of information.

I'm proud to announce that we have an excellent meeting coming up on March 30. We are deviating from our usual meeting format because the subject is so important. Starting with registration and a continental breakfast at 7:30 a.m., we will conduct a 4-part seminar to discuss licensing and aspects of the new building code that pertain directly to our trade. The list of speakers include Elizabeth Broadway, President of Broadway Engineering on ASCE 7; Ramona Zavacky, Flagler County Licensing Manager on licensing; Alan Plante, Orange County Building

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## **SEGA 2012 OFFICERS**

### **Chairman of the Board**

Dick Petrie  
Architectural Glass Services

### **Vice Chairman**

Woody Watters  
Pensacola Glass Company

### **Secretary/Treasurer**

Will Smith  
Glazing Consultants International, LLC

### **Immediate Past Chairman**

Fred Poynor  
Area Glass, Inc.

## **SEGA 2012 DIRECTORS**

Frank D'Aprile – Designbasis, Inc.  
Troy Hein – YKK AP America, Inc.  
Keith Leombruno – LMG Glass and  
Mirror, Inc.  
Jeff Miller – Lore L. Ltd.

### **SEGA CONSULTANT**

Roland “Stoney” Stonaker  
6741 Hidden Creek Boulevard  
St. Augustine, FL 32086  
Phone: (904) 806-3949  
FAX: (904) 797-4473  
E-mail: [stoneystonaker@yahoo.com](mailto:stoneystonaker@yahoo.com)

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### **SEGA OFFICE**

231 West Bay Avenue  
Longwood, FL 32750-4125  
Phone: (407) 831-7342  
FAX: (407) 260-1582  
Website: [www.southeastglass.org](http://www.southeastglass.org)

### **SEGA STAFF**

R. Bruce Kershner,  
Executive Director  
E-mail: [bruce@southeastglass.org](mailto:bruce@southeastglass.org)

Julie A. Kershner,  
Assistant Executive Director  
E-mail: [julie@southeastglass.org](mailto:julie@southeastglass.org)

## **SOUTHEAST GLASS ASSOCIATION CALENDAR OF EVENTS**

### **March**

14-16...CILB Board of Director's and Committee Meetings,  
Embassy Suites Orlando – North, Altamonte Springs  
29.....Design & Building Industry Mixer, Ember, Orlando  
30..... Quarterly Regional Meeting,  
BOAF office, Lake Mary

### **April**

11-13...CILB Board of Director's and Committee Meetings,  
Embassy Suites Tampa/USF, Tampa  
16..... SEGA Board of Director's Meeting, Conference Call

### **May**

4..... Golf Tournament,  
Dubsdread Golf Course, Orlando  
9-11.....CILB Board of Director's and Committee Meetings,  
Hilton Daytona Beach Oceanfront, Daytona Beach

### **June**

13-15...CILB Board of Director's and Committee Meetings,  
Four Seasons Palm Beach, Palm Beach  
19-20..... Glass & Glazing Specialty License Exam  
TBA.... SEGA Board of Director's Meeting, Conference Call  
TBA..... Regional Meeting, Orlando

### **July**

11-13...CILB Board of Director's and Committee Meetings,  
The Bohemian Celebration Hotel, Celebration

### **August**

8-10.....CILB Board of Director's and Committee Meetings,  
Casa Monica Hotel, St. Augustine

### **September**

12-14...CILB Board of Director's and Committee Meetings,  
The Biltmore Hotel, Coral Gables  
12-14..... GlassBuild America: The Glass, Window & Door  
Expo, Las Vegas Convention Center in Las Vegas, NV  
TBA..... Regional Meeting, Orlando

### **October**

10-12...CILB Board of Director's and Committee Meetings,  
Embassy Suites Orlando – North, Altamonte Springs  
23-26..... Glasstec, Dusseldorf, Germany  
TBA.... SEGA Board of Director's Meeting, Conference Call

### **November**

14-16...CILB Board of Director's and Committee Meetings,  
Embassy Suites Tampa/USF, Tampa

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Please submit your news releases, articles and  
comments for this publication to the SEGA office,  
attention: Julie, 231 West Bay Avenue, Longwood,  
FL 32750-4125. Advertising Space is also available.  
Please call the SEGA office at (407) 831-7342 for  
current rates and information.

**(Chairman's Message  
Continued from Page 1)**

Official on code enforcement; and David Warden, enerGfacade from YKK AP America on the energy code. The code revisions will have a dramatic effect on how we design and install materials. SEGA will extend invitations not only to members but also to other interested parties including non-members, general contractors and architects. The purpose of the meeting is to not only pass on extremely important information and have your questions answered by experts, but also to give us the opportunity to meet key players in our industry and open lines of communication. Registration and Sponsorship forms are on the website.

SEGA is the voice of glaziers across the southeast corner of our nation. As our membership increases, the louder our voice becomes. However, a vital part of the formula is missing. We need to clearly define exactly what you want from your association. The only way we can do that is if members and prospective members tell us what they want. We encourage comment and criticism from our members and prospective members. This information will help us become a stronger more effective association. Five heads are better than one. Hundreds of heads are even better. We have a membership drive going on through April 16, 2012, and with that an opportunity to earn a very nice reward. You can find out all about it on our website. Please take advantage of this opportunity to help our association grow, and receive a nice thank you from the association for your efforts.

With best wishes for the New Year,  
Richard Petrie, SEGA Chairman

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## **Design & Building Industry Mixer**



***We think you  
should mix  
business with  
pleasure***

We are gathering over 30 design and building industry associations' members for an after-hours social designed for networking. Over 300 people are expected to attend this free cooperative event. Please join us on March 29, 2012

from 5:30 p.m. – 7:30 p.m. at Ember located at 42 West Central Boulevard in downtown Orlando. There is no cost to attend.

The following is a list of organizations that are involved in this event:

- AGC of Greater Florida, Inc.
- Air Conditioning Contractors Association of Central Florida
- American Institute of Architects–Orlando Chapter
- American Society of Civil Engineers
- American Society of Heating, Refrigerating and Air-Conditioning Engineers
- American Society of Professional Estimators
- Associated Builders And Contractors
- Central Florida Builders Exchange
- Central Florida Chapter, National Electrical Contractors Association
- Central Florida Chapter of the Surveying and Mapping Society
- Central Florida Energy Efficiency Alliance
- Commercial Real Estate Women
- Congress for the New Urbanism – Orlando
- Construction Specifications Institute
- Design-Build Institute of America, Florida Region
- Downtown Orlando Partnership
- EAF–Employers Association Forum
- Florida Association of Electrical Contractors
- Florida Chapter American Society of Landscape Architects
- Florida Concrete and Products Association
- Florida Crane Owners Council
- Florida Fire Sprinkler Association
- Florida Planning & Zoning Association
- Florida Restaurant and Lodging Association
- Florida Solar Energy Industries Association
- Florida Wall & Ceiling Contractors Association
- Home Builders Association of Metro Orlando
- Legal Marketing Association
- Manufacturers Association of Central Florida
- Metro Orlando Economic Development Commission
- Mid Florida Utilities and Transportation Contractors Association
- NAIOP
- National Association of Women Business Owners
- National Association of Women in Construction, Greater Orlando Chapter
- Orlando Metro Section Florida Chapter of the American Planning Association
- Professional Construction Estimators Association of America – Orlando Chapter
- Society for Design Administration

- Society for Marketing Professional Services
- Southeast Glass Association
- Themed Entertainment Association
- Underground Utility Contractors of Florida
- Urban Land Institute Central Florida
- US Green Building Council, Central Florida Chapter
- West Central Florida Chapter of the Construction Management Association of America.

Don't forget to bring non-perishable food items for the Second Harvest Food Bank.

## SEGA Quarterly Regional Meeting

On Friday, March 30, 2012, SEGA will be holding a Quarterly Regional Meeting at the Building Officials Association of Florida, Inc. (BOAF) office located at 3697 Lake Emma Road, Lake Mary, FL 32746-6121 (in the Albertson's Shopping Plaza). Registration and Continental Breakfast starts at 7:30 a.m., and the program is from 8:00 a.m. – 12:00 noon. The cost is \$40.00 per person for members of SEGA, BOAF and CLOAF and \$80.00 per person for non-members. An additional \$5.00 per person surcharge will be implemented for reservations made after 12:00 noon on Thursday, March 22, 2012 or for walk-ins, if seating is available.

The program will consist of the following speakers:

- Elizabeth Broadway, President of Broadway Engineering, P.A. – ASCE 7 topic as it relates to Wind Speed, Contour Line, Exposure D (coming back into the code) and Importance Factor (being taken out of the code).
- Ramona Zavacky, Flagler County Licensing Manager – Local licensing as it pertains to the glass and glazing contractor.
- Alan Plante, Orange County Building Official – Local code enforcement.
- David Warden, Brand Manager, enerGfacade for YKK AP America – Energy Code.

**[Please click here for a Registration Form.](#)**

SEGA is also accepting Meeting Sponsors at \$250.00. Meeting Sponsors will be recognized on a sign prominently displayed at the meeting.

**[Please click here for a Sponsorship Form.](#)**

**The deadline to make reservations and/or become a Meeting Sponsor is Thursday, March 22, 2012.**

## SEGA to Hold Golf Tournament in May



SEGA will be holding a one-day Golf Tournament on Friday, May 4, 2012 at the Dubsdread Country Club in Orlando. The cost is \$90.00 per person which includes cart, green fees, range balls, one free mulligan, coffee in the morning, two drink

tickets for beverages on the course and lunch after the tournament. Additional beverages will be available on the course on a cash basis. Registration starts at 7:00 a.m., and the tournament will begin at 8:00 a.m. with a shotgun start. The scoring format will be a scramble. Immediately following the tournament, there will be a buffet lunch and an awards presentation.

SEGA has set up different Sponsorship categories in which your company can participate. Your support is greatly appreciated. The following sponsorships are available: Closest to the Pin Sponsors at \$100.00 each (2 slots available); Longest Drive Sponsors at \$100.00 each (2 slots available); Longest Putt Sponsors at \$100.00 each (2 slots available); Range Ball Sponsors at \$100.00 each (2 slots available); Lunch Sponsors at \$250.00 each (3 slots available) and Beverage Cart Sponsors at \$250.00 each (3 slots available).

Also available is the Survival Kit. The Survival Kit costs \$25.00 which includes three Mulligans and the Putting Contest. If you pre-purchase the Survival Kit, you will receive one opportunity for a "SURVIVAL DRIVE" – pick one hole and tee off from the LADIES tee!! (Cannot be used on the Closest to the Pin or Longest Drive holes.)

**[Please click here for the SEGA Golf Tournament Registration Form.](#)**

**[Please click here for the SEGA Golf Tournament Survival Kit Form.](#)**

**[Please click here for the SEGA Golf Tournament Sponsorship Form.](#)**

**The deadline to register, sponsor and/or purchase the Survival Kit is Friday, April 13, 2012.**

# Not a Member of SEGA?

Are you receiving the Glass Facts but are not a member of SEGA? Need help with the glass and glazing licensing process? Join SEGA today for as low as \$225 per year.

To take advantage of this pricing today and join the southeast's premier glass and glazing trade association, **please click here for a SEGA Membership Application** or contact the association office at (407) 831-7342 and request a membership application.

## Membership Drive January 1, 2012 - April 13, 2012

SEGA launched a Membership Drive starting January 1, 2012 through April 13, 2012. Any individual who is employed by a SEGA member company is eligible to participate.

The following is the breakdown on the awards for each member that an individual secures as a new member of SEGA:

- Bring in one new member – one \$25.00 Visa, MasterCard or American Express Gift Card
- Bring in two new members – one \$50.00 Visa, MasterCard or American Express Gift Card.
- Bring in three new members – one \$100.00 Visa, MasterCard or American Express Gift Card.
- Bring in four new members – one \$125.00 Visa, MasterCard or American Express Gift Card
- Bring in five new members – one \$150.00 Visa, MasterCard or American Express Gift Card.
- Bring in six new members – one \$200.00 Visa, MasterCard or American Express Gift Card.
- Bring in seven new members – one \$225.00 Visa, MasterCard or American Express Gift Card.
- Bring in eight new members – one \$250.00 Visa, MasterCard or American Express Gift Card.
- Bring in nine new members – one \$300.00 Visa, MasterCard or American Express Gift Card.
- Bring in ten new members – one \$500.00 Visa, MasterCard or American Express Gift Card.

**Click here for a SEGA Membership Application.**

**Click here to obtain a list of SEGA membership benefits.**

**Click here for a list of membership services and benefits offered to SEGA members by NGA.**

New members are based on companies who pay \$225.00, \$275.00 or \$325.00 in dues.

Memberships of \$100.00 for branch and affiliate members are excluded from the Membership Drive awards.

All applications, along with payment, must be received in the SEGA office **no later than 5:00 p.m. on Monday, April 16, 2012.**

Maximize your chances of securing new members by contacting at least one business associate each week about joining SEGA. In order for an individual to receive credit for the new member, the individual's name who recruited the new member must be listed next to Sponsoring Company/Person on the Membership Application.

The SEGA office will post a Leader Board on the SEGA website and will update as new members are approved by the SEGA Board of Directors.

The SEGA office will issue one gift card to each person who secures new members for the total amount of the award. All awards will be distributed after the Membership Drive is completed, but no later than Monday, April 30, 2012.

The following is a list of individuals who have secured new members for the contest:

Dick Petrie – 2 New Members  
Viracon  
Kawneer Company, Inc.

## Welcome New Members!

SEGA extends a hearty welcome to the following new members. We thank them for joining our association and look forward to their participation in helping this association achieve its goals.

### **All Glass & Windows, Inc.**

Chris Harris  
241 Interstate Court  
Sarasota, FL 34240  
Phone: (941) 379-9555  
E-mail: [chrisharris@allglasswindows.com](mailto:chrisharris@allglasswindows.com)  
Website: [www.allglasswindows.com](http://www.allglasswindows.com)  
Glass & Glazing Contractor

### **Kawneer Company, Inc.**

Ed Crim  
4645 L.B. McLeod Road  
Orlando, FL 32811-3394  
Phone: (407) 761-3394  
E-mail: [ed.crim@alcoa.com](mailto:ed.crim@alcoa.com)  
Website: [www.kawneer.com](http://www.kawneer.com)  
Manufacturer

### **Viracon**

Bob Ford  
11610 Fox Creek Drive  
Tampa, FL 33635  
Phone: (813) 784-2011  
E-mail: [bford@viracon.com](mailto:bford@viracon.com)  
Website: [www.viracon.com](http://www.viracon.com)  
Manufacturer

## **CILB Board Increases Time Limit to Pass All of Examination Parts**

The Construction Industry Licensing Board (CILB) has amended Rule 61G4-16.009, Florida Administrative Code, to grant candidates more time to complete all portions of the initial licensure examination. Beginning November 1, 2011, examination candidates will be permitted four years from the date he or she initially sat for the initial licensure examination to pass all portions of the examination and will not be limited in the number of times they may re-take a test during the four year period.

If you have any questions regarding the Board's change, you may visit [www.myfloridalicense.com/dbpr/pro/cilb/index.html](http://www.myfloridalicense.com/dbpr/pro/cilb/index.html) or call (850) 487-1395 for more information.

## **Lawson: Don't Hire Unlicensed Professionals**

The Department of Business and Professional Regulation wants consumers to check that professionals are licensed before hiring them. DBPR Secretary Ken Lawson recently rolled out a new public education campaign hoping to raise awareness of professional work that requires a license. Among the professions that require licenses are construction work, electrician work, cosmetology, cutting hair, selling real estate and appraising it, and doing public accounting. "The most effective way to stop unlicensed activity is to hire only licensed Florida professionals," Lawson said. Consumers can verify professional licenses online at [www.myfloridalicense.com](http://www.myfloridalicense.com).

## **Important Reminder for all Business Entities**

If your business is a corporation (Inc.) or a limited liability company (LLC), you should have already received an e-mail message from the Florida Department of State, Division of Corporations. In the subject line of the e-mail, it will say "Notice to File 2012 Annual Report for:" and list the name of your business.

This is not junk or spam e-mail. This is your official notice from the State of Florida (and the only one you will get), reminding you to file your 2012 Annual Report with the Division of Corporations.

The Annual Report is used to confirm that the information the state has on file about your business is still accurate and up-to-date. It is also your opportunity to report any changes with your business to the state, like a change in address or adding a corporate office.

**If you do not file your 2012 Annual Report on or before May 1st, you will be assessed a \$400.00 late fee.** This late fee cannot be waived.

Annual reports can be renewed at [www.sunbiz.org](http://www.sunbiz.org).

Don't delay, file your Annual Report today.

## Consumer Alert

Please be aware that COMPLIANCE SERVICES (not to be confused with the Florida corporation, Compliance Services, Inc.) is mailing notices to business entities requesting that “Annual Minutes” and a fee of \$125.00 be sent to them for filing. These notices are NOT from the Department of State, Division of Corporations. “Annual Minutes” are NOT required to be filed with any agency. They are to be kept by the business entity itself. Do NOT confuse these notices with the messages sent by the Division of Corporations reminding each business entity to file its 2012 Annual Report.

## IRS Mileage Rate not Changing For 2012

The Internal Revenue Service (IRS) announced the standard mileage rates for the use of a car or other vehicle for business purposes. For calendar year 2012, the rate will remain 55.5 cents per mile, which has been the rate since July 1, 2011. Due to rising fuel costs, the IRS increased the rate mid-year in 2011.

The standard mileage rate set by the IRS is used by many businesses to reimburse employees for mileage traveled in their personal vehicles for business reasons. Businesses always have the option not to use this standard rate and instead calculate the actual costs of using a vehicle for business purposes and reimbursement their employees for that cost.

For additional information, please go to the IRS website at [www.irs.gov](http://www.irs.gov).

## 2012 SEGA Board of Directors

SEGA needs your help. We need members to volunteer to serve on the SEGA Board of Directors. By serving on the board of directors, you can develop self-satisfaction; get an insight into how the organization is run; sharpen your leadership abilities; build prestige for you and your company; network with other peers; share various responsibilities; have an opportunity to give something back to the industry as well as help the industry; and develop a sense of

accomplishment.

Term:

- The term of the office for a member of the Board of Directors is one year starting on January 1.

Responsibilities:

- Board of Directors shall be responsible for the entire management of the association and of the income and property thereof, including authority to issue debentures or borrow money for corporate purposes.
- The Board of Directors shall establish all rules and regulations necessary to conduct its business and may change the same from time to time.
- Attend at least three Board of Director’s Meetings yearly.

If you are interested in serving on the board or a becoming a committee member for 2012, please contact the SEGA office at (407) 831-7342.

## 2012 Membership Investment Dues

On October 15, 2011, SEGA mailed out 2012 Membership Investment Dues invoices. Please address your dues responsibility promptly. SEGA depends upon your dues to provide the services that you have come to expect. Dues must be paid to the SEGA office no later than March 15, 2012.

If you have any questions or need additional information, please contact the SEGA office at (407) 831-7342 as soon as possible.

## SEGA is Connected through LinkedIn

SEGA has set up a link on its home page for LinkedIn. What is LinkedIn? It is the world’s largest professional network with over 100 million members and growing rapidly. LinkedIn connects you to your trusted contacts and helps you exchange knowledge, ideas, and opportunities with a broader network of professionals.

SEGA is now an open group on LinkedIn. We are available for open discussion group. All future

discussions will be fully visible, searchable and shareable on the web. All past discussions are now closed in a members-only archive. Your network is full of industry experts willing to share advice. Have a question? Just ask.

We look forward to our future discussions now joining the broader conversation of the wider web. Join today by going to the SEGA website at [www.southeastglass.org](http://www.southeastglass.org) and click on the LinkedIn logo.

## Poster Update

The new poster that was going to be required by the National Labor Relations Board (NLRB) has been postponed yet again. The poster was scheduled to go into effect January 31; however, the NLRB has delayed it to April 30, 2012. If and when this new poster does become effective, we will keep you posted.

## Division of Workers' Compensation Offers Free Classes

The Florida Department of Financial Services, Division of Workers' Compensation, is offering free classes regarding Florida's workers' compensation laws and workplace safety to business owners, licensed contractors and employers.

Workers' compensation topics covered include:

- Review of Key Statutory Definitions
- Contractor Responsibilities
- Exemptions
- Insurance Coverage Requirements
- Enforcement Provisions

Workplace safety topics presented by OSHA (U.S. Dept. of Labor, Occupational Safety and Health Administration) include:

- Direct and Indirect Costs
- Inspections
- Florida Fatalities

The following is a list of class dates and times for future sessions.

March 7, 2012  
2:00 p.m. – 3:00 p.m. EST  
Workers' Compensation  
WEB Based class

March 8, 2012  
2:00 p.m. – 3:00 p.m. EST  
Workplace Safety  
WEB Based class

March 14, 2012  
Tallahassee  
9:00 a.m. – 12:00 noon EST  
Southwood Complex, Betty Easley Conference Center  
4075 Esplanade Way, Room 178  
Tallahassee, FL 32399

March 20, 2012  
West Palm Beach  
9:00 a.m. – 12:00 noon EST  
Central Career Center  
1951 North Military Trail  
West Palm Beach, FL 33409

March 27, 2012  
Orlando  
9:00 a.m. – 12:00 noon EST  
State Office Building, Hurston Complex  
400 West Robinson Street, South Tower, Conference Room A & B  
Orlando, FL 32801

April 5, 2012  
Jacksonville  
9:00 a.m. – 12:00 noon EST  
Florida Department of Law Enforcement  
921 North Davis Street, Building E, Room A  
Jacksonville, FL 32209

April 11, 2012  
2:00 p.m. – 3:00 p.m. EST  
Workers' Compensation  
WEB Based class

April 12, 2012  
2:00 p.m. – 3:00 p.m. EST  
Workplace Safety  
WEB Based class

April 18, 2012  
Miami  
9:00 a.m. – 12:00 noon EST  
State Office Building  
401 N.W. 2nd Avenue, South Tower, Room 123  
Miami, FL 33128



April 23, 2012  
Fort Myers  
9:00 a.m. – 12:00 noon EST  
State of Florida Office Building  
2295 Victoria Avenue, Room 165A  
Fort Myers, FL 33901

May 8, 2012  
Pensacola  
9:00 a.m. – 12:00 noon EST  
Alabama Associated General Contractors, Northwest  
Florida Section  
201 South F Street  
Pensacola, FL 32502

May 9, 2012  
2:00 p.m. – 3:00 p.m. EST  
Workers' Compensation  
WEB Based class

May 10, 2012  
2:00 p.m. – 3:00 p.m. EST  
Workplace Safety  
WEB Based class

May 11, 2012  
Pompano Beach  
9:00 a.m. – 12:00 noon EST  
Workforce One  
2301 West Sample Road, Building 4,  
Conference Room C  
Pompano Beach, FL 33311

May 24, 2012  
Tampa  
9:00 a.m. – 12:00 noon EST  
State Office Building  
1313 North Tampa Street, Suite 605  
Tampa, FL 33603

June 12, 2012  
Orlando  
9:00 a.m. – 12:00 noon EST  
State Office Building, Hurston Complex  
400 West Robinson Street, South Tower, Room 706  
Orlando, FL 32801

June 13, 2012  
2:00 p.m. – 3:00 p.m. EST  
Workers' Compensation  
WEB Based class

June 14, 2012  
2:00 p.m. – 3:00 p.m. EST  
Workplace Safety  
WEB Based class

June 19, 2012  
Lantana  
9:00 a.m. – 12:00 noon EST  
Gold Coast Schools  
6216 South Congress Avenue  
Lantana, FL 33462

June 21, 2012  
Tallahassee  
9:00 a.m. – 12:00 noon EST  
Southwood Complex, Betty Easley Conference Center  
4075 Esplanade Way, Room 180  
Tallahassee, FL 32399

The Division of Workers' Compensation is an authorized provider (Provider Number: 0004354) for continuing education purposes through the CILB. Course Number: 0010118 – one hour satisfies the workers' compensation requirement and Course Number: 0010630 – one hour satisfies the workplace safety requirement.

Advanced registration is required. The form is available on the Division's website at [www.myfloridacfo.com/WC](http://www.myfloridacfo.com/WC). For additional information, e-mail [bocseminars@MyFloridaCFO.com](mailto:bocseminars@MyFloridaCFO.com), or call (813) 221-6518.

## **Commissioner Putnam Unveils New Consumer Services Offerings During National Consumer Protection Week**

Agriculture Commissioner Adam Putnam and the Florida Department of Agriculture and Consumer Services recently announced a new live chat feature and mobile website to help consumers navigate the marketplace. The department, which serves as the

state's clearinghouse for consumer information and concerns, already provides consumer assistance through their consumer hotline, 1-800-HELP-FLA, and website, [www.800helpfla.com](http://www.800helpfla.com).

The announcement comes during National Consumer Protection Week, March 4–10, which encourages consumers nationwide to take full advantage of their consumer rights and make better-informed decisions.

"The live chat and mobile website features at [www.800helpfla.com](http://www.800helpfla.com) released this week will assist consumers in accessing information on the go," said Commissioner Putnam. "Our hope is that by providing these services, Floridians will have access to the information they need to make smart decisions in the marketplace no matter where they are."

The live chat feature allows consumers to connect directly to the department's call center via the internet, while the mobile website allows consumers to access the Business Lookup, which allows consumers to research a business' license status and complaint history, and A to Z Resource Guide, which allows consumers to search by topic for appropriate agency or resource contacts, from their smart phones.

Last year, the department received 41,961 complaints and recovered nearly \$6 million on behalf of consumers.

For more information about any of the new features offered by the Florida Department of Agriculture and Consumer Services, visit [www.800helpfla.com](http://www.800helpfla.com).

For more information about the Department of Agriculture and Consumer Services, visit [www.FreshFromFlorida.com](http://www.FreshFromFlorida.com) or follow Commissioner Putnam on [Facebook](#), [Twitter](#) or [Google](#).

## Lee & Cates Glass is NGA's Member of the Month

Lee & Cates Glass was founded in 1926 by the brother-in-law combination of Thomas Lee and



Raymond Cates. We are celebrating our 86th year in business this year with many fourth generation individuals involved in the operation of the business. We currently have fourteen retail locations providing a full service product line of auto glass, residential glass & mirror products, and commercial replacement and repair. Along with the retail centers we operate a central mobile auto glass division, a commercial glazing division, and a flat glass fabrication plant serving that all serve the Northeast Florida and Southeast Georgia markets.

Our involvement in the National Glass Association goes back as far as I can remember. My guess is some 50 years or so. I readily remember my father attending the glass association national meetings in such glamorous locations as Detroit, Michigan. My father's active involvement in the association was a precursor to my getting heavily involved including a stint on national board of directors. The NGA offers a tremendous line of products and services to member glass companies along with the annual trade show now called Glassbuild.

All the good programs aside my biggest gain out of the association has to be the friendships and contacts I have made along the way. The ability to call a friend in Texas, Tennessee, Pennsylvania, North Carolina, California, Maryland, Massachusetts, and many other states is invaluable not only as business confidants but friends as well. We all have the same issues it is just a different magnitude depending on the sizes of our markets and businesses. Conversations may have lengthy time spans in between but when they occur it is with the knowledge that we are trying to give one another quality feedback. This not only helps me professionally but more importantly keeping my personal life in check. With this roller coaster of an economy and all its happenings a faith in God along with good friends and family will get you through times that are not for the squeamish.

Tom Lee, III  
Lee & Cates Glass  
40 Year NGA Member  
[www.leeandcates.com](http://www.leeandcates.com)

