



NW Automotive Trades Assn.

The Industry Update

A membership service of the Northwest Automotive Trades Association (NATA)
For the weeks of January 21-28, 2008

New Auto Outlook on Its Way

On February 1, NATA's newsmagazine, Auto Outlook, will be sent to you by mail as a member benefit. This quarterly publication will replace the monthly Northwest Automotive Journal newspaper.

Did You Complete Oregon Collision Repairers' Insurance Report Card?

Please take a moment to fill out this VERY IMPORTANT survey and return it to NATA. When tallied, it will help us inform the industry and the driving public which insurers best fulfill their roles. In 2007, this report card was used in an Oregonian Business section article by Julie Tripp.

2008 Board Ballots and Annual Meeting

Voting deadline is 5:00 pm, Thursday, January 31, 2008 to send in your completed ballot for the 2008 election. It will culminate in NATA's annual Board and Member meeting on Saturday, February 23, 2008, starting at 12:00 pm in the NATA Training Room. Election results will be finalized and the new Board will meet. All NATA members are MOST WELCOME and ENCOURAGED to attend. Learn, and make your voice heard in our association's decision-making process!

A Memorial to Charles Albert "Chuck" Morehouse

Charles Albert "Chuck" Morehouse passed away on the morning of January 10th, 2008. Chuck was a gentleman with a passion for towing. He made friends easily and his generosity was well known. Chuck and his wife Shirley are the owners of Nine-T-Nine, Buck's and Eagle Towing, serving SW Portland, Tigard and the surrounding areas.

He was a proud supporter of the International Towing and Recovery Hall of Fame and Museum in Chattanooga, TN and is a long-time member of the OTTA. He was a nationally registered EMT, and was certified WreckMaster level 4/5. Chuck was often called on for his expertise to solve complicated recovery situations, and was a compassionate and caring employer, treating his employees as family.

Chuck and Shirley worked hard for the past 14 years as owners to ensure that the business was run with honor and integrity. Shirley is committed to continuing those standards as she moves the company forward. Your thoughts and prayers are appreciated at this time.

A memorial service will be held Saturday, January 26, 2008 at 2:00 p.m. at the Sherwood Senior Center, 21907 SW Sherwood Blvd., Sherwood, OR 97140. The family requests that in lieu of flowers, donations be made in his name to the:

International Towing Museum (ITRHF)
3315 Broad St.
Chattanooga, TN 37408-3052

Medicare Was Made Simple

Many thanks to Christina Miller, Account Executive for Health Net's Senior Products Division, for helping us to better understand Medicare at the January '08 Lunch & Learn. Christina went through each part of Medicare A, B, C and D and explained supplements and how to make sure there is proper coverage. Call Cathi Webb at the NATA office if you would like us to bring a Medicare session, or another Lunch and Learn topic, to your area.

February Lunch and Learn - Retirement Planning

If you or someone you know is nearing retirement, or needs information about what to do NOW to save for a secure future, attend the February 13, 2008 Express Lunch and Learn at the NATA Training Room. Adina Flynn from Ameriprise will be the presenter at this important session. Call Annette in the NATA office to register.

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Page 2

Challenging an Unemployment Claim

- If a former employee who has filed for unemployment is telling the state he was fired for performance issues, but in reality he was fired for misconduct, you may have a good chance to prevail in an appeal, according to Susan Crosby of Corporate Cost Control, Inc. Crosby said states often view performance issues as a "green light" to pay the claim, but if it was actually a violation of company policy that led to the firing, that can help the employer win an appeal.
- So in your written or oral statements to the unemployment department, make it clear the employee was fired because of conduct and violation of company policies. Avoid any discussion of the ex-employee's capability to do the job, to follow directions or to meet your standards, because all of these things deal with performance rather than misconduct.
- During an unemployment hearing or interview, start with the exact single reason the employee was fired. A laundry list of misconduct over years is not going to help support your case. If the employee was late yet again on the day you finally terminated him or her, state that as the cause, backed up by the written warnings you gave the employee that arriving late again could result in disciplinary action up to and including termination of their employment.
- Always remain calm and polite, not defensive, and state facts and specifics, not opinions or generalizations, Crosby recommends. And think about your liability before you appeal; your unemployment liability for someone who worked for you only a few weeks or months may not be enough to warrant the time and related expenses to challenge.

State Ban on Insurer-Owned Collision Shops Faces Challenge

The Texas law banning insurance companies from owning collision repair shops in that state is again under attack. Allstate and its subsidiary, Sterling Collision Centers (which under the law can continue to operate its 15 shops already open in Texas when the law was passed) have filed a petition to the U.S Supreme Court to challenge the law. ASA has filed its own petition to the Court in support of the law.

Did You Know? It's the Law!

The 2007 Oregon Legislature passed the Collision Repairer Bill (*SB 523*), effective January 1, 2008, reinforcing a consumer's right to select the motor vehicle repair shop of their choice. Consumer education counter cards are available from NATA for \$15 per each set of 100 (each set includes a counter-top plastic holder). Contact Annette at 503.253.9898 or annette@aboutnata.org to order these cards for your business.

2008 Female Mechanics Calendar

Sarah Lyon, motorcycle mechanic, has created a new Female Mechanics Calendar for 2008. NATA has a limited supply of these calendars available for \$20 each. Contact us as soon as possible to get your copy before they're gone!

NATA Has Small Stick-On Calendars and Standard Size Wall Calendars Available

No charge! Call Laurie in the NATA office for details.

The Calendar

NATA's 'Express Lunch and Learn'

Topic: Retirement Planning

Wednesday, February 13 • 11:30 a.m. - 1 p.m.

NATA Training Room • Northeast Portland

NATA's 'Express Lunch and Learn'

Topic: Automotive Lien Service

Wednesday, March 12 • 11:30 a.m. - 1 p.m.

NATA Training Room • Northeast Portland

NATA's 'Express Lunch and Learn'

Topic: The New Fuels

Wednesday, April 16 • 11:30 a.m. - 1 p.m.

NATA Training Room • Northeast Portland

[Have Questions? Want More Info?](#)
[We're Here for You!](#)

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