

of the Golf Course Superintendents Association of New England, Inc.

Turning Labor Pains into something more Pleasurable

Golf Course maintenance is labor intensive, no two ways around it, and many ways to accomplish it. Clubs have key year round staff members, student intern programs, college & high school summer help, and the part-time retired individuals that "will work for Golf". I have heard stories of clubs utilizing prisoners on work release programs to complement their full time staff, and why not..? Exposed to the peaceful and serene settings out on a golf course, maybe an ex-con's life path has been influenced for the better along the way. Heck, I have heard of some interns feeling like prisoners! All kidding aside, each of these labor sources fills a need on the course to execute demanding tasks of great responsibility and importance on the course presentation.

Many club's staffing levels have been reduced in recent years. Often those tasks that make a difference remain on the to-do list and can be a challenge to accomplish. It is the many little details and tasks that help to produce the impression of perfection every day....and finding a way to get it done may be the difference for your situation. Superintendents facing labor shortages are often forced to find creative solutions. Thinking outside the box and taking a risk can lead to new solutions. One labor solution has evolved for several golf operations in the Needham area who are now partnering with a local organization serving individuals with developmental disabilities.

The Charles River Center is a nonprofit social service agency that has been providing advocacy and a variety of services to children and adults with developmental disabilities and their families since 1956. In the employment division, they currently support 170 adults with vocational training and job placement services. Approximately 70 individuals work in a community-based job during part of the week, while other individuals volunteer in the community, participate in vocational training, and complete contract work and fulfillment services for area and regional businesses, such as the Red Cross. Individuals who participate in the program have a wide range of skills and abilities which are well suited to learning routines. This spring, Charles River will begin the fourth season partnering with the golf courses to perform a variety of tasks to supplement the work alongside the grounds crew.

Beginning in 2011, Tim Hood, the Superintendent at the Needham Golf Course, hired a mobile crew along with a job coach/supervisor supplied by the Charles River Center. At first he utilized the crew to clean wood lines of the pine straw of dropped branches and pinecones. Once the rough areas were cleaned of the winter's debris, the crew began to systematically fill divot holes throughout the course. It was a learning process and the crew built up enough speed and skill that by the 2013 season he was often able to use them two days a week to complete the tasks his regular staff never had time to tackle.

"They have worked out really well. We operate on a 3 hour shift or so, and ran a crew of 4-5 members who are supervised and guided by their leader one or two days per week. We have tools and materials prepped and ready to go, whether it be a cleanup crew with rakes and barrels in the spring and fall, or divot mix & shovels for a tee and fairway divot routine, it is a worthwhile effort. We transport them to the work area as the individuals are not operators. For cleanups, we would have their transport van park along the roadside perimeter of the hole where we had the tools already on site. After a period of training, their work quality was amazingly thorough." - Needham Superintendent Tim Hood.

Based on the success of the Needham project, the Wellesley Country Club hired a crew to work two days a week beginning in the 2012 season. Superintendent Bill Sansone was able to use a crew one day a week doing similar course cleanup and another day a week under the supervision of the club's Horticulturist Beth Harrington. Chores like weeding, watering plants and spreading mulch proved to be an excellent skill match for the Center's crew.

I intercepted Bill at the Nor-Easter in January and asked about the work crews and how do they work out at the club..? With a resounding ear to ear smile Bill responds, "Awesome. They are awesome. We are thrilled for what they can do, but (our satisfaction) is not in the work accomplished day to day alone; it is what these individuals bring to the work environment. They are not your average mainte-

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Affiliate Update

Dear Friends & Affiliates;

It was nice to see everyone in Providence and thank you to all who shared their thoughts, feelings & feedback on our Field Day Survey. This is not Family Feud, but the Survey Says..... we are in support of coordinating a field day for June 9th at Blue Hill Country Club in Canton. MARK YOUR CALENDAR & SAVE THE DATE. IT IS ON! Of 20 respondents, 17 were a resounding yes, 2 maybes, and only one –No.

This day is to be organized by the Board and spearheaded by Education Chairman Brian Skinner of Bellevue Golf Club, and I will be working along his side. We are working out final numbers and funding, and planning with the intent for this to be MINNIMAL COST to Friends and no fee for members and their guest. We want to bring value to the event by enabling live demonstrations by FRIENDS & AFFILLI-ATES and structure a "walk through scenario" so all Visitors can see all FRIENDS while touring the loop, and have the flexibility to arrive at any time during the day. This flexibility should increase overall attendance.

Sketching an outline for the day at Blue Hill CC; The Challenger course has a series of golf holes forming a triangular loop that is conjoined at the practice Range tee area where morning coffee and a great lunch will be served. Participating Friends will be staged along the 3 holes of the course. Additional holes may be utilized if necessary. Open hours from 9:00 am-3:00 pm will allow Superintendents, Assistants, Board members to come visit, walk the loop, speak with product reps, operate equipment from all distributors, visit and have a beverage from coolers with a variety of refreshments that will be served on all holes.

SOUND EXCITING? I know many of you are! I have heard initial responses from several companies who shared that they would like to:

- Conduct Live Demonstrations by Service companies; Dethatching and Root pruning
- A construction firm plans to renovate a bunker while on site with assistance of sod & sand companies donating materials.
- One golf cart company is offering shuttle carts to transport guests from parking to staging area
- One company will display GPS Guided spraying
- There will be a green site for aeration demos & Greens roller demos
- Putting contest on #9

NOW YOU DECIDE; ** exhibit and demo the latest technology from your company. What will your company like to do......?? YOU MUST REACH BACK to Mark Casey <u>mcasey@mte.us.com</u> TO LET US KNOW !! We can plan and coordinate to make it a success for everyone. **\$**

Many Thanks!

Mark Casey MTE, Inc. ~ Turf Equipment Solutions

Labor Solutions - continued from page 1

nance workers. What many of us may take for granted every day they strive to reach. They lighten the atmosphere at Wellesley CC and in the best way. They bring a smile to me and many of our staff and membership as well. They are nice to have around and be around ." When asked about the level of work quality, both Tim and Bill concur; the areas cleaned would be "stunningly clean".

Later in the 2012 season the Natick division of the Charles River Center teamed up with Jim Drake at Millwood Golf Club in Framingham. Jim was able to use a crew to take on the much needed task of reseeding divots on the tee boxes throughout the course. "It is a mutually beneficial arrangement. It is a task good for them, good for me, and the golfing public looks upon it in a good light when the crew is seen out there" explained Millwood Owner Jim Drake. The pairing has worked well and all are looking forward to the snow melt so the work can begin again.

Program Director Charlie Doherty explained; "Naturally when forming our mobile crews we select people whose abilities pair up with the skills that will be required at the specific work site. (i.e. We would select different individuals depending on cleanups vs. gardening vs. divot crews to meet the clubs expectations. Some individuals do have personalities that can be very detail oriented and this can often be a real benefit. We also ask our Job Coaches to be extra attentive in supervising those workers who are not naturally thorough."

The Charles River Center is constantly training individuals to both join supervised crews and to become sufficiently independent to work on their own under local crew leaders. The satisfaction of getting out into the community is not measured by their paycheck alone. For many of the individuals there is a tremendous thrill in being able to say they have a job of their own, regardless of whether it is two or twenty hours a week.

If any Superintendent within a 15 mile commute of the Needham/Natick area feels that a similar arrangement could meet your labor needs and your organization's community involvement goals, you are invited and encouraged to reach out to the program. If your club has an interest in developing a work program on the course or in other areas of club operations, please contact Charlie Doherty of the Charles River Center; <u>cdoherty@charlesrivercenter.org</u> or telephone (781) 972-1083.

If your club location is more distant, it is very possible a similar program exists in your area and it is recommended you reach out to local agencies. Charlie will be glad to assist you to in this as well.

Mark Casey MTE ~ Turf Equipment Solutions

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NERTF 2014-A Time for Preparation

By Gary Sykes

The 17th New England Regional Turfgrass Conference and Show took place at the Rhode Island Convention Center in Providence March 3-6. More than 1700 attendees arrived over the 4-days to take advantage of education, trade show and networking opportunities. Sunday's threatening snow storm steered toward the south and left just a dusting. What was looking serious in the middle of the week, did it's dumping in the Midwest and mid-Atlantic areas. Thank you Snow Gods for sparing us! Speakers and attendees had little trouble traveling to Providence Sunday and Monday. More than 400 seats in a variety of seminar topics that offered attendees choices for good information to apply to their planned activities in the upcoming year. Crowds were thick in some seminars and those numbers added to Tuesday's busy buzz.

Weather continued to be on our side Tuesday and numbers were up as sessions had really good crowds. One negative note was the line to receive your badge holders was longer than is acceptable. We realize that was inconvenient and will fix that for 2015! Comments concerning the education program were very positive and we appreciate everyone who made suggestions for speakers and topics and especially those who made presentations. Thanks go out to local sports turf manager David Mellor from Fenway Park for sharing a very personal presentation about his career and life's experiences. Adding to David's presence was the 2013 World Series Trophy that made a surprise visit Tuesday afternoon. I hope you got your picture with it! What an incredible year the Red Sox must follow-up, and try they will, and like grass a lot of things have to go right to have another successful year. Each year is different. Spring training and planning will help as they take a game at a time, with grass you must take a day at a time and sometimes less.

When we come in on Wednesday we find carts of donuts and coffee welcoming the early groups looking forward to a full day of education and trade show time. With 4 tracks in the morning loads of information is flowing. Matt Shaffer of Merion Golf Club fulfilled expectations of those wanting to hear more about the 2013 US Open. The day long trade show opened with good numbers keeping exhibitors busy. As speakers shared their knowledge that could fuel future management strategies this coming spring, exhibitors also





showed attendees what options are available in their products. There is much to consider as we plan for a new year and the show gives us opportunities to look into these options, learn new ones and bounce ideas off others within the industry. If you take advantage of all that the show offers, it could help to make your efforts successful. As we wound down Wednesday with our 10th annual live auction and reception in the OMNI, we wish to thank everyone who contributed and those that bid on a nice wide variety of donated items. We especially thank Danny and Manny for their efforts that have made very close to \$200,000 for turf research since 2005 with the auction.

As we approach the end of the show with education and an opportunity to visit the exhibit hall on Thursday we must express appreciation to all exhibitors, sponsors, presenters and support staff for the all-out effort that goes into an event such as this. You are part of an industry that continues to be challenged and that challenges your individual effort. Planning is an important component toward your success. The idea of trade shows when they first started was to share information, products and ideas to aid in future planning. I hope you took time to utilize your planning opportunity at this year's show. Remember these few words shared by a good friend to the industry to me that reminds me of the importance of our trade show and conference: Perfect Planning Prevents Poor Performance. I hope you will use the trade show to help perfect your planning. Good luck this spring, throughout the upcoming season and please plan on being in Providence January 26-29, 2015! 🔅

The NERTF would like to thank all participants of our conference and show and especially our 2014 sponsors:

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Thoughts From Your Association Manager

This year marks the 90th year of the existence of the GCSA of New England. This is an important milestone in our Association's history and a source of pride for all of us. It's important to know that the GCSA of New England is the second oldest Association in the United States. I believe the Ohio chapter was formed a few months before us. We'll be celebrating our 100th anniversary in 2024. I hope you and I will be a part of that year's events. I plan to be there.

One of the benefits of being a member of the GCSA of New England is the availability of a GHIN handicap card. If you don't have one but would like to have one, please let me know. I'll add you to the system and the fee is included in your dues.

Invoices have been sent to Friends and Affiliates who have not enrolled in the Partner Participation Program (PPP). If you didn't enroll in the program and haven't received an invoice, please let me know. Statements have been sent to all others who had unpaid dues at the time the statements were mailed. Please keep in mind if your dues are not paid by May 31, you will not be listed in the Membership Directory and you'll be removed from the membership roster.

It was good to see so many members at the Providence Show, as it has become known over the years. Gary Sykes, the Executive Director of the New England Regional Turfgrass Foundation and Show Manager, David Rosenberg, and his team, have done an excellent job putting together the speakers and commercial people for the education and trade show to help make this the premier turf event in New England. For many, this event is a kick-off to another season of success, heartbreak, highs and lows, serendipity for some at a certain time and downright misery for some at other times. Regardless of what the season has in store, at this time of year excitement is always part of the process. A highlight of the show is the UMass Breakfast, held Wednesday morning. This is where alumni of the school, professors,



Carl Teschke (far left) and David Johnson (far right) with recipients of the Troll – Dickinson Scholarship Awards.

students and administrators get to share some time together. It's also the place where scholarships to deserving students are presented. This year the recipients of the Troll – Dickinson Scholarship Awards were John Waters Jr, Ben Genest, Steve McPartlin, William Krumpholz, Daniel Anastos, Thomas Breoli, Codie Laplante, Teddy Norman, Sean Raposa, David Bradford, Ryan Babcock and Brian Callahan. Presenting the awards were Carl Teschke, Trustee of the Troll - Dickinson Fund and David Johnson, Secretary of the GCSA of New England. Because of commitments at school not all the recipients were able to attend the breakfast.

I had the good fortune to attend the Chapter Leader/ Executive meeting at GCSAA Headquarters in Lawrence, Kansas, March 10, 11 and 12. I attended with Brian Skinner, Chairman of the GCSA of New England's Education Committee. For me it was an educational trip that offered the opportunity to meet board members and staff from other

chapters across the country. It was also a nice way to renew friendships, become familiar with other chapter leaders and become familiar with the workings of the GCSAA and staff while getting to know others who have the same challenges I have. Being a superintendent for many years makes me listen to others when talking about the successes and difficulties of the job. It's comforting to know we're not alone. Brian and I were able to spend a lot of time with Kevin Doyle our GCSAA Regional Field Staff Representative. Kevin has been a



Kevin Doyle (left) and Brian Skinner flank the sculpture of Old Tom Morris at GCSAA Headquarters

tremendous resource for our chapter and is always willing to help in any way he can.

While at headquarters I met Margo Szabo, GCSAA's Librarian. She is very eager to serve as a resource for anyone who needs information about GCSAA, the history and evolution of turfgrass equipment and virtually anything else you might need help with when researching topics associated with our profession. Give her a call at 800-472-7878. �

By Don Hearn

Kevin Doyle - GCSAA Updates

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Another Chapter/Leader Symposium has come to an end. As with my previous two symposium experiences, many first time visitors make their way to Lawrence. This is especially gratifying, as any chance to show members the best GCSAA headquarters has to offer is typically impactful. GCSAA's Brian Skinner, CGCS was one of those members

this year. One particular session in the packed 1.5 day agenda made an impression on me. That was the Field Staff panel. We the Field Staff took to the front of the room and answered questions from attendees. One full day later, and I am still thinking about one such question.

It was a simple question, but one I am not sure I have heard in my two years in the position. It came from a member, and simply asked "What can we do to help Field Staff?" I was honestly a little confused. I've spent two years reaching out as much as possible to members and chapters, trying to find any way possible to provide service and resources to as many people and associations as possible. I don't know if I have ever stopped to consider a question such as this coming back at me from the other direction.

I assure you I was only stunned into silence for a few moments. I would like to share my response for you to consider: I expend a lot of time and energy to communicate resources available to you the members. These resources are often opportunities for you to benefit through professional development. Great programs designed to assist in education and advancing your career. Unfortunately we cannot apply for you. Offerings through the Environmental Institute for Golf (EIFG) including the following have a value that will nearly equal the cost of membership for 10 years!

Scholarships

Bayer Superintendent Grant Program Healthy Turf, Healthy Tomorrow Chapter Leaders/Executives Symposium Melrose Leadership Academy

We are often faced with the statement "all I get is a magazine." I hope my work over the last two years has helped to dispel this myth. If not, I challenge you to spend a small amount of time with a recipient of any of the above mentioned programs to get their thoughts, and apply for these benefits yourself. As always, you will find a current list of resources available to you now following this article. Why not pick an opportunity, give it a try and apply!

GCSAA Resources and Deadlines

Want to make a more concerted effort to develop a more comprehensive environmental program at your course? GCSAA can help! Even small steps can make a very big difference. Find tips to help you get started today, learn about programs that can help set you on the right path, and take a look at the best management practices that have been established for the golf industry.

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	<u>A</u> lready from your
	<u>A</u> ssociation

<u>Get Started at these</u> <u>links:</u>

- See the quick start guide »
- Guide to environmental programs »
- Golf facility best management practices »
- Sample policies and objectives

GCSAA Chapter Outreach Grant Program: Deadline April 15th

Although GCSAA dedicates considerable resources to national outreach, those efforts alone are not enough to achieve desired results. For this reason, GCSAA has established a fund to help chapters engage in activities that complement its efforts to communicate the value of membership to key constituents, primarily golfers and employers. Link to more information and application.

GCSAA Legacy Awards: Deadline April 15th

Knowing the costs of higher education will continue to rise, the Environmental Institute for Golf developed this program to provide scholarship assistance to the children and grandchildren of GCSAA members who have been active Class A, Superintendent Members, Class C, Class A-Retired, or Class AA members for five or more consecutive years. Link to more information and application here. \checkmark

Upcoming FREE webcasts:

Apr. 2: USGA presents - Science & Technology You Can Use in Your Business

Apr. 8: Nutrient Master Class: Turf and Lawn

Apr. 23: How Your Spray Tank Water Can Impact Pesticide Performance

Again, if I can be of any assistance, please feel free to contact me.

Kevin Doyle GCSAA Field Staff <u>kdoyle@gcsaa.org</u> Follow me on Twitter @GCSAA_NE

Etiquette What does a good boss do to be a good boss?

While this topic might not be considered a subject for a column dealing with etiquette, I believe much of being a good boss relies on proper etiquette when dealing with people.

"I love the work, but I don't like my boss." "If only my boss didn't work here." This is a comment that's not surprising to hear. Yes, even golf course superintendents can be difficult to work for.

So what is it that good bosses do to create a positive atmosphere at the course and motivate people?

Good bosses understand the difference between a figurative closed and open door, both literal and figurative. At the heart of the difference is a willingness to be available to the people who work for them. An open door is a clear signal of that. Figuratively, an approachable boss is one who shows genuine interest in people.

Good bosses communicate clearly. They don't let jargon cloud their message. It also means they are good listeners. They hear what the other person is saying and show that by commenting and asking questions.

Good bosses offer praise, judiciously. People appreciate being told they are doing a good job. When that praise is deserved and it is offered sincerely, it boosts morale.

Unfortunately, good bosses have to deliver bad news, too. When events such as a project being done poorly happen, the good boss lets you know that things have to change and delivers the news right away.

The good boss knows that firing or laying off an employee is a traumatic event. Such events should be handled in person. Sharing the news on the phone should only happen



when circumstances do not make an in-person meeting possible. Likewise, the good boss recognizes the importance of meeting with the person privately to deliver the bad news.

Good bosses accept responsibility for mistakes. Everyone makes mistakes, even bosses. What is important is how the person deals with the mistake. The bigger mistake would be to blame others.

Finally, good bosses remember the importance of "**please**" and "thank you." People much prefer being asked to do something, rather than ordered. "Thank you" shows appreciation, and people will respond more positively when their efforts are appreciated.

I truly believe that most of us try to be good bosses, but sometimes don't feel comfortable doing what bosses must do. Admonishing, praising, being respectful, showing humility, being cheerful and many other characteristics that when rolled together make a truly outstanding boss are characteristics that not all of us have. Yes, we may have many or most of these traits, but few have all. This is a reminder for all of us to treat people properly and, most importantly, treat those working with you the way you'd like to be treated by your boss.

By Don Hearn





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Superintendents may make qualifying purchases during two select time periods: a fall purchase period, Sept. 2-Dec. 7, 2013; and an in-season purchase period, Dec. 8, 2013-Aug. 31, 2014. Purchases through Dec. 7, 2013, will generate a 2% rebate to the GCSAA chapter of your choice (Premium Value); purchases from Dec. 8, 2013-Aug. 31, 2014, will generate a 1% rebate to your chapter (Base Value).

Additionally, superintendents participating in this program must be GCSAA members in good standing from one of the following chapters: Connecticut, New England, Cape Cod, Rhode Island, New Hampshire, Vermont or Maine. To learn more on required purchases and to receive program enrollment forms, visit your local authorized Arysta LifeScience distributor.

For additional information, contact your local Northeast GCSAA Chapter or Arysta LifeScience Northeast Territory Sales Manager Eric Gerhartz, phone 570/269-6061 or email eric.gerhartz@arysta.com.

GCSANE Calendar of Events 2014

- April 28Cohasset Golf Club 8th Annual Bear CupJoint meeting with GCSA of Cape Cod
- May 5Worcester Country ClubJoint meeting with Rhode Island GCSA
- May 12Alumni Turf Group 10th Annual Dr. JosephTroll Classic Old Oaks Country Club
- June 9 Challenger Demo Day Blue Hill Country Club
- June 30Walpole Country ClubScholarship & Benevolence Tournament
- August 12 Marlborough Country Club Individual Championship
- Sept. 8 Renaissance Two Person Team Championship
- Oct. 7 New England Superintendent Championship Omni Mt. Washington Resort, Bartlett, NH
- Oct. 14 Dedham Country and Polo Club Member-Guest
- Oct. 22 William J. Devine Golf Course at Franklin Park Assistants Tournament
- Nov. 6 Sassamon Trace Golf Course Nine-Hole Meeting

DIVOT DRIFT... announcements ... educational seminars ... job opportunities ...tournament results...and miscellaneous items of interest to the membership.

ANNOUNCEMENTS

Our condolences are extended to Mike Murphy and family on the passing of Mike's father, James H. Murphy, who passed away on March 12, 2014. Mike is the Superintendent of the Robert Lynch Municipal Golf Club in Brookline, MA.

Congratulations to **Mike and Dayna Carignan** on the birth of their son Michael Armand Carignan II who was born on February 23, 2014.

Please note that Mt. Pleasant Country Club in Boylston has been renamed The Haven Country Club.

Used Equipment for Sale:

<u>1999 Toro Sidewinder 3500-D Rotary Mower</u> 3020 hours in good running condition. \$ 4,000.00 or Best Offer <u>1997 John Deere 1500 PTO Aerator</u> fair-good condition; Best Offer Contact: Tom Colombo at Hyannisport Club, tcolombo@cape.com (508) 775-5116

As in the past, *The Newsletter* continues to invite Affiliate members to submit a press release about new personnel, new products or a company bio. We will print each and every release **free of charge**. This is a great way to advertise for free. Who said nothing in this world is free? Free advertising to better your company, wow what an offer.

Important Notice

Federal Registration of Nemacur will expire on October 6th 2014. Existing inventory must be applied before the Federal registration expires. Inventories of Nemacur after Oct. 6 2014 should be disposed of through proper channels. Applications cannot be legally applied after Oct.6, 2014.Please see the link listed below for further details.

http://www.regulations.gov/#! docketDetail;D=EPA-HQ-OPP-2003-0200



FIELD DAY . July 15, 2014



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