

BUSINESS LONGEVITY

P.3

HOME CARE SOLUTIONS

P.9

AAA SIGNS

P.11

# inGOODcompany

The Official Magazine of LCIA.



Celebrates 25 years

of providing Louisiana  
businesses with workers'  
comp coverage.



THE MEMBER SERVICES ARM OF LCI WORKERS' COMP

ISSUE 4  
VOLUME 6  
OCTOBER 2014  
THE OFFICIAL MAGAZINE OF THE LOUISIANA CONSTRUCTION AND INDUSTRY ASSOCIATION

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# Association News:

- ∴ **Eventbrite** – This year, LCIA began using Eventbrite for event registration, and so far, it has proven to be a very useful tool due to its ease of access for users. Eventbrite is a popular registration and ticketing platform that many event organizers use. You can access our event registration through LCIA's website ([Iciassociation.com](http://Iciassociation.com)), the Member Portal ([members.lciwc.com](http://members.lciwc.com)) or through our Eventbrite page ([Iciassociation.eventbrite.com](http://Iciassociation.eventbrite.com)). If you experience any problems registering for a workshop or webinar, please call Christina Buras at 985.612.6733.
- ∴ **New Member Mailers** – This past summer, LCIA commissioned the design of welcome mailers for all new LCI policyholders. The new mailers come with information about LCI Workers' Comp and its Member Services Arm, LCIA. They also include a Member Card, which lists all the important contact numbers for LCI staff. We hope these mailers will better explain the relationship between LCI and LCIA and pique interest in LCIA programs. You can expect to receive one when you renew your LCI policy.
- ∴ **New Business Card Holders** – As a new promotional tool, LCIA recently designed business card holders to give away at networking events. These pocket-sized business card holders are sleekly designed, include an accompanying note pad and enable workshop goers to preserve all of the cards they receive while networking at workshops. Make sure to pick one up at the next LCIA event.
- ∴ **Family Day** – LCIA is hosting its first Family Day in Northern Louisiana at Sci-Port in Shreveport on November 15th from 11:00 AM to 3:00 PM. These Family Days, held twice a year, are member appreciation events and enable LCIA to better connect to members. Moreover, for each event, we choose a charity to sponsor, and this time we're asking for donations benefitting the Shreveport-Bossier Rescue Mission. For more information about Family Day, turn to page 16. We look forward to seeing everyone there.

# LCIA Events:

## OCTOBER

### INSTAGRAM & PINTEREST WITH RAPJAB

**WHEN:** OCTOBER 8  
8:30 AM - 10:00 AM  
**WHERE:** NEW ORLEANS

### LCI WEBINAR SERIES: BENEFITS OF WORKERS' COMP

**WHEN:** OCTOBER 10  
10:30 AM - 11:15 AM  
**WHERE:** ONLINE

### FACEBOOK WITH FSC INTERACTIVE

**WHEN:** OCTOBER 15  
8:30 AM - 10:00 AM  
**WHERE:** NEW ORLEANS

### TWITTER WITH ONLINE OPTIMISM

**WHEN:** OCTOBER 22  
8:30 AM - 10:00 AM  
**WHERE:** NEW ORLEANS

### WHAT'S NEXT IN SOCIAL MEDIA?: CURRENT TRENDS & FUTURE PROSPECTS

**WHEN:** OCTOBER 29  
10:30 AM - 11:15 AM  
**WHERE:** ONLINE

## NOVEMBER

### LCI WEBINAR SERIES: WHAT TO EXPECT FROM A LOSS CONTROL INSPECTION

**WHEN:** NOVEMBER 12  
10:30 AM - 11:15 AM  
**WHERE:** ONLINE

### FAMILY DAY AT SCI-PORT: COUNTDOWN TO LIFTOFF WITH LCIA

**WHEN:** NOVEMBER 15  
11:00 AM - 3:00 PM  
**WHERE:** SHREVEPORT

## DECEMBER

### GETTING YOUR BUSINESS ON TRACK FOR 2015: GET ORGANIZED

**WHEN:** DECEMBER 3  
10:30 AM - 11:15 AM  
**WHERE:** ONLINE

### LCI WEBINAR SERIES: "MY EMPLOYEE IS INJURED: WHAT DO I NEED TO DO FOR WORKERS' COMP?"

**WHEN:** DECEMBER 10  
10:30 AM - 11:15 AM  
**WHERE:** ONLINE

### ASK THE EXPERT: HOW TO GET YOUR BUSINESS STARTED WITH QUICKBOOKS

**WHEN:** DECEMBER 11  
8:30 AM - 12:00 PM  
**WHERE:** BATON ROUGE

For more information and to register for these events, go to [lciassociation.eventbrite.com](http://lciassociation.eventbrite.com) or email Christina Buras at [christina@lciassociation.com](mailto:christina@lciassociation.com).

# On the Issues:

## Business Longevity

Staying in business for six months is difficult enough, but have you thought about where you'll

be in six years? What about 60 years? Keeping an eye to the future is important, so as LCI celebrates 25 years, we have compiled articles that focus on long-term success. First, we read about how to prepare for the unexpected from Michael Redmond of Continuity Insights. Next, Sandy Summers from the Louisiana Small Business Development Center discusses the business plan as a living document that you use throughout the life of your business. We close by picking up advice from LCI's three Trustees as each shares his experiences with LCI's long-term success.

## How to Create and Implement an Emergency Preparedness Assessment

By Michael Redmond, Contributor, Continuity Insights



The first step in constructing an effective emergency preparedness plan is to assess current conditions and capabilities, including documenting the organization's current preparedness assets (for example, describe what the company has available today to address power failures and how it handles them when they occur). A complete inventory of equipment, supplies, and personnel would be included, as would a review of the facilities involved.



### Preparing for Industrial Emergencies

Emergency preparedness for an industrial emergency should also involve communications with local emergency managers in the community, such as floodplain oversight agencies, fire and police departments, and environmental agencies. This makes it easier to assess the

possible impact of industrial emergencies on the community and to arrange for immediate and cooperative responses on the part of emergency responders.

Having gathered exhaustive information about the facility, staff, and established procedures, the team will then develop a step-by-step outline to describe what must

be done to respond to industrial accidents and prevent further damage. These step-by-step outlines should be developed for any conceivable problem (such as flooding, fires and explosions, natural disasters, structural damages, etc.).

The team must ensure that the emergency preparedness plan includes back-ups



for major systems that must continue to operate in spite of an industrial emergency. It is important to ensure that alternate power sources are available and that there are alternatives for staffing that will protect health and safety while operations continue.

The plan should include steps to protect and retain important company records, and the team should identify any and all training necessary to prepare staff to respond.

Finally, the plan should address emergency shut-down and re-start procedures should it become necessary to suspend operations during the industrial emergency.

The team will then present their recommendations to management and most likely to staff as well. After a process of review and revision, the final emergency preparedness plan will be adopted and put in place.

### **Emergency Preparedness Plan Implementation**

After the plan is approved and adopted, it must be put into operation. Facility alterations, equipment configurations and replacements, emergency supply procurements, and a staff training program will be undertaken.



Implementation should include establishing an emergency operations center and a way to ensure communications with state and local agencies that may be involved.

When these efforts are complete, the company should be in a position to address any potential industrial emergency.

### **Assessing the Effectiveness of a Plan**

If an industrial emergency does occur, the team will be responsible for assessing response effectiveness after the fact and then making necessary modifications in the existing plan.

The company should not hesitate to modify current operating procedures to include health and safety measures that become part of the daily routine.

After an industrial emergency, the corporation will have to assess damages and undertake needed repairs and reparations. Depending on the nature of the industry, community involvement and participation may be necessary, and the company should be prepared to work with community leaders and affected citizens who may have been impacted by the emergency. If the emergency preparedness plan has been successful, the company's prompt, capable response should reassure the community that, despite the potential for industrial emergencies, the industry is an asset to the community.

*This article has been republished with permission of Continuity Insights. To learn more about disaster planning and business continuity, visit [www.continuityinsights.com](http://www.continuityinsights.com).*





## Planning for Long-Term Success

by Sandy Summers, Assistant Director, LSBDC

Do you remember the relief and joy you felt when your company's business plan was finally completed? The roadmap, designed to guide you to entrepreneurial success can now be printed, bound and placed neatly on the shelf for all to see. But wait, this is not a school project to be "shelved" and admired. Your business plan should be considered a living document and serve as a blueprint for achieving maximum performance.

The common elements of a business plan help determine whether or not the venture is feasible and how you're going to achieve success over the next five years and beyond. This is a serious undertaking that is laborious and sometimes frustrating. But it will test assumptions and identify any fatal flaws in your concept before too much is lost. "A Business Plan is like a dry run to see if there is a major problem with your business before losing any money," says Mike McKeever, author of *How to Write a Business Plan*.

The idea of automatic success in any industry is rare. Your plan should be written with as much knowledge about your property's operations, market, accounts, guests and brand-driven costs as possible. It should have specific measurable goals and be reviewed on a regular basis. If you do not have a plan in place, you need to get one in place quickly.

When you review your plan, consider how you will measure financial and operating performance against your plan. Are you on track with both revenue and expense projections? Are you measuring your success by department, by accounts and by guest satisfaction scores? Do you have the right

team in place? If you are achieving a particular goal, are you sure you know why?

If the answer is no to any of these questions, you need to ask, "Why am I not on plan?" Is there anything that can help you get there, or do you need to reflect on the situation moving forward? Every evaluation of your plan should include revisions that adjust strategies and tactics to better meet goals based on the current situation.

During the course of your company's existence, the business plan will be used for a variety of purposes such as securing funding or entering into strategic partnerships. No matter the size or stage of evolution of your company, the business plan helps achieve success by keeping the organization on track,

making sure certain resources are aligned with goals, and serving as a mechanism of checks and balances.

The longevity and overall health of your business depends on you and your knowledge of key drivers that direct your business. Keep your plan alive and relevant—review and update it at least once a year to adapt to internal and external changes. Don't leave your plan on the shelf. Plan your work and work your plan!

*The Louisiana Small Business Development Center provides assistance and business consulting to entrepreneurs across the state. Visit [lsbdc.org](http://lsbdc.org) to find the center in your area.*



# Trustees' Voices

Advice from LCI's Board of Trustees

LCI's Trustees are charged with "steering the ship." They make the decisions that shape LCI's future and ensure that we stay on course. Each Trustee is also a successful business owner himself. By identifying LCI's elements of success and looking towards LCI's future, each Trustee is sharing knowledge that he has gained from his years of experience as a business owner and an LCI Trustee. As we take a break from our usual "Members' Voices" section, we hope that you enjoy hearing their perspectives about what has kept LCI strong for the past twenty-five years.



## MARK SIGLER

COMPANY: Sigler Industrial, Inc  
CITY: Baton Rouge

### Q. AFTER HAVING ACCOMPLISHED A SUCCESSFUL 25 YEARS, WHAT IS THE KEY TO LCI'S CONTINUED SUCCESS?

**A.** Our continued success will always be in the hands of our employees and their desire to continue to learn, improve and provide exceptional customer service. Years ago we made a decision to go in-house with all of our computer software programs. We contracted with a company to work with our employees and develop a custom and comprehensive software program tailored for our business model. This has worked extremely well and will certainly be a key factor in our continued success.



## RONALD LANDRENEAU

COMPANY: J. Ronald Landreneau & Associates, Inc  
CITY: Ville Platte

### Q. AFTER HAVING ACCOMPLISHED A SUCCESSFUL 25 YEARS, WHAT IS THE KEY TO LCI'S CONTINUED SUCCESS?

**A.** Our continued success will be based on a vision whereby LCI does not rest on its past accomplishments but continues to strive to be a leader of our industry. It is important that we continue to put excellence and integrity in all of our operations.



## CHARLES LADNER

COMPANY: Charles Ladner & Associates, Inc  
CITY: Lake Charles

### Q. WHAT HAS BEEN THE GREATEST FACTOR THAT HAS ALLOWED LCI TO REMAIN SUCCESSFUL FOR 25 YEARS?

**A.** The evolution to a stable, informed, and competent administrative and management group who surround themselves with competent, dedicated and loyal employees.

# MEMBER NOVEMBER

## WE'RE GIVING THANKS TO YOU

This month LCI and LCIA want to give thanks for all of our policyholders. We wouldn't be here without you, and to give back, we'd like to invite you to lunch. Put your company's name in the raffle, and you and your co-workers could win lunch for the office, provided by LCI and LCIA. All entries must be in by Friday, November 21 at noon. We will announce the winner on Monday, November 24.\*

To enter the raffle, go to [www.lciaraffle.com](http://www.lciaraffle.com)

And don't forget about Family Day, our semi-annual member appreciation event, happening November 15 at Sci-Port in Shreveport.

For more information, go to [lciafamilyday.eventbrite.com](http://lciafamilyday.eventbrite.com)

\*One entry/company allowed. If a company has multiple branches or locations, each may enter the raffle separately, and lunch will only be provided for that one branch.

thank  
you!



# Member Spotlight

**LCIA would not exist if not for our members.** You, the 3,500+ businesses insured by LCI Workers' Comp, are LCIA. You represent countless industries throughout Louisiana. We use this Member Spotlight section of our magazine to showcase our members' unique businesses. By sharing the contributions our members make to their industries and communities, we are showing you that with LCIA, you're In Good Company.

Home Care Solutions



AAA Signs



# IN THE BUSINESS *of* CARING

**Meet Dianne C. Boazman (left),  
LCSW, CMC Owner/Director**

“Families are faced with making important decisions that can be halted by conflicting family emotions. It can be a huge relief to have a professional, removed from the family, endorse and guide these choices.”

**Meet Betty Bartels Tedesco (right),  
LCSW, CMC Owner/Director**

“We pride ourselves on attracting and retaining high quality employees, and we offer a layer of ongoing supervision by a Care Manager with a medical background unmatched by other agencies.”

## About Home Care Solutions

Home Care Solutions is an elder care company serving the Greater New Orleans area.

## The History of Home Care Solutions

Home Care Solutions was born of a shared understanding of the need for a complete elder care company by owners / directors Dianne Boazman and Betty Tedesco, who both have hospital social work backgrounds. Twenty-four years ago, Dianne and Betty committed to building the most knowledgeable, local agency to provide Geriatric Care Management services to the Greater New Orleans area. Soon after, the non-medical, in-home caregiver component

of the business grew out of recognition of their clients' need for high quality, reliable in-home caregivers. After many years of success, Dianne and Betty both remain as active in their business—and their community—as ever.

## Complete Care

Home Care Solutions is a company of licensed social workers and nurses providing comprehensive, specialized services for older adults and those responsible for their care. Through education, advocacy, and counseling, they assist older persons and their families in coping with the challenges of aging.



With professional, comprehensive in-home assessments and ongoing care coordination, their goal is to maintain the well-being and dignity of their clients while considering needs and resources. Home Care Solutions provides non-medical, in-home caregiving and Geriatric Care Management services throughout Orleans and Jefferson Parishes.

## Helping Families with Tough Choices

Home Care has found that adult children of the elderly can have a difficult time finding the right care for their parents. Because decisions must be made quickly and there is an added element of emotion, Home Care Solutions enlists its Geriatric Care Managers to help





families assess the parent's needs and make the best decisions for their situations. Each client has a Care Manager assigned to him or her, so the family can rely on Home Care Solutions to assist with decision making as the need for care progresses.

**Call on Home Care Solutions**

To learn more about Home Care Solutions, visit [www.HomeCareNewOrleans.com](http://www.HomeCareNewOrleans.com), or call 504-828-0900.



# SIGN LANGUAGE

## About

Based in an industrial part of Lafayette just off the I-10, AAA Signs is a full-service sign producer. Working out of a 70,000 square-foot warehouse that once housed Sunbeam Bakery, AAA serves as sign seller, designer, manufacturer, installer, and repairer. Since 1984, AAA Signs has designed and built custom signs under the leadership of Owner and President Dianne Stelly.

## History: “Sign Business is Good”

Back in the early 1980s, Dianne was selling real estate in Louisiana while her husband, Ken, played minor league baseball in New York. After retiring from baseball, Ken returned home to make a career out of graphic design. Up against the 1980’s recession, Ken was unable to find an agency job. In the meantime, he painted signs for his wife’s real estate business. The pair received the advice that “The sign business is good,” and that was enough to pique their interest. They developed a six month plan to purchase AAA Signs from its original owner. AAA nearly doubled in size each year for the first five years Dianne owned the company. Thirty years later, AAA is a leader in its field.

## The Whole Package

When Dianne says AAA offers “turnkey sign solutions,” she means it. From brainstorming and researching to installing and maintaining, AAA does it all. AAA’s services can be summarized as follows:

### :: Brand Identity & Consistency

Regardless of the size of the customer’s business, AAA takes great care of its visual identity. For smaller customers, this can mean selecting fonts and colors when designing a sign, which can ultimately define the business’s brand. For larger, national customers, AAA takes great care in ensuring that its signs are consistent with the business’s visual identity. This typically consists of perfecting logos and colors.

### :: Manufacturing

AAA builds its sign products from scratch in its Lafayette facility using a variety of materials. AAA’s signs include aluminum light-up signs, plastic signs created from a wood mold, and vinyl signs. AAA offers additional manufacturing services including attaching LED boards to its signs, creating decorative elements such as railings and awnings, and building monument-style signs.

### :: Installation

AAA has the equipment and the expertise to install its custom-built signs. AAA also has relationships with other sign manufacturers across the country to entrust the installation of each other’s signs. AAA ships its signs to these other companies for installation, and, reciprocally, AAA also installs for other manufacturers.

### :: Code Research

Every city and town has its own ordinances

regarding signage. In some places, there are height restrictions, and in others, light-up signs are not permitted. AAA researches local laws on behalf of its clients, and then designs the sign to conform with local laws.

### :: Maintenance

AAA offers maintenance on its signs. This includes repairs and the replacement of light bulbs.

## Customers

Because nearly every business needs a sign, AAA has had customers in a wide variety of industries. AAA has found success in restaurants, casinos, and oilfields. Its different offerings prove to be beneficial, as restaurants tend to use light-up signs and casinos like to use video signs. AAA’s customers are all across the country and vary from local businesses to national chains. One customer of note is Popeyes Chicken. As one of four sign manufacturers approved by Popeyes, AAA not only creates the signs but also builds railings and awnings for the national chain. This relationship first came about when Dianne and Ken were starting out. AAA has worked with Popeyes since the mid 1980s.

## Need a Sign?

*If your business needs signs, banners, or even decals printed on your truck, call AAA Signs at 337-233-5686. You can learn more about AAA at [aaasigns.com](http://aaasigns.com).*





## MEET DIANNE STELLY

Owner of AAA Signs

"We treat every project with great care. We are meticulous with how we treat each brand to maintain consistency. We also let each customer drive the project: we listen to their needs, then we find solutions to accomplish their vision."



Dianne is seen here with Brent Comeaux, Executive VP of Operations.



# 2014 Urban Heroes

## Celebrating New Orleans' Staying Power

Presented by Urban Conservancy & StayLocal

November 15, 2014 | 6:30–9:30pm

at the Propeller Incubator  
4035 Washington Avenue

\$35 all-inclusive admission

Local Food & Drinks

Raffle | Silent Auction

Music by DJ Kilogram

Camel Toe Lady Steppers | Laissez Boys

Details and tickets at [2014UrbanHeroes.eventbrite.com](http://2014UrbanHeroes.eventbrite.com)



This event is made possible  
with major support from



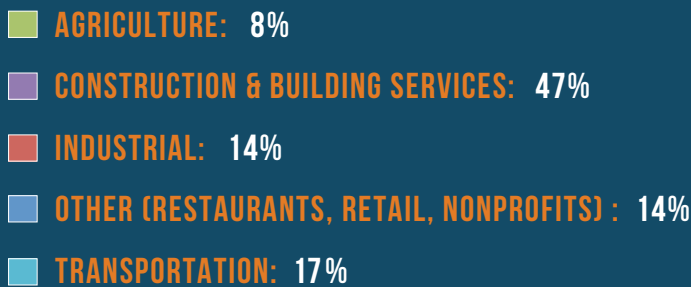
Urban Heroes is  
a fundraiser for

[urbanconservancy](http://urbanconservancy)

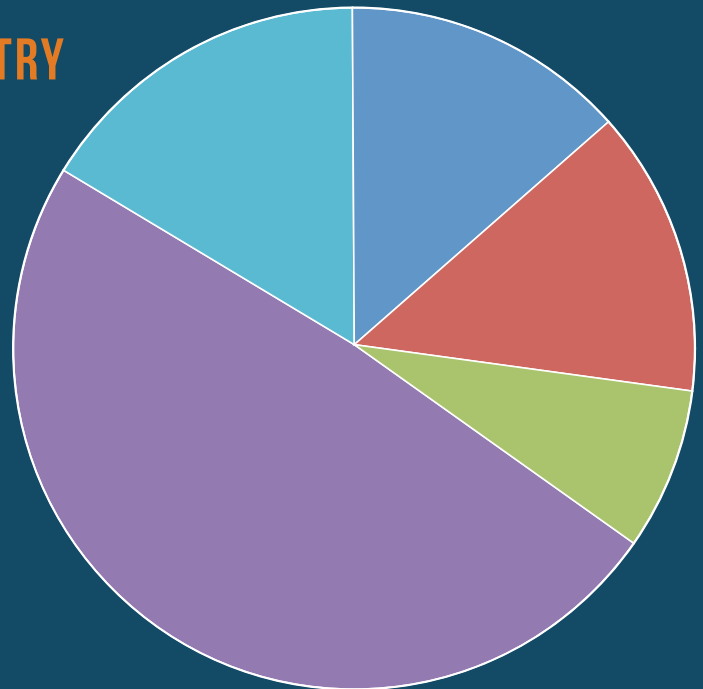
# WHO DOES LCIA SERVE?

Meet LCI's 3,500+ policyholders.

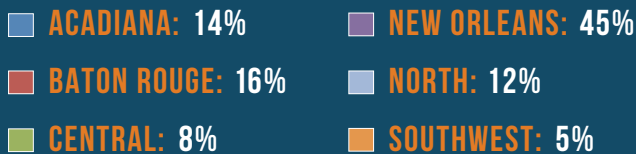
## DISTRIBUTION OF MEMBERS BY INDUSTRY



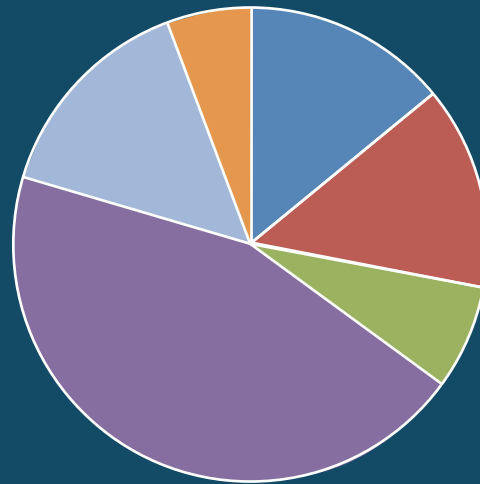
TOTAL: 3546 members



## DISTRIBUTION OF MEMBERS BY REGION



TOTAL: 3546 members



## WHO IS LCIA?

LCIA is a business development partner for all businesses insured by LCI Workers' Comp. These businesses span across Louisiana and come from many different industries.

Above are two graphs displaying the composition of LCI policyholders. One

graph depicts the different industries represented by LCI-insured businesses, and the other displays the geographical distribution of all LCI policyholders.

LCIA is proud to work with a variety of businesses. We believe the diversity within our network is special, and

through networking and collaboration, we believe it can only serve to help you in your business endeavors. To connect with other LCI policyholders, come to one of our many events, offered each month throughout the state.

# THE LCI/LCIA MEMBER PORTAL: YOUR ONLINE BILL PAY TOOL



WE WANT TO MAKE PAYING YOUR BILL AS EASY AS POSSIBLE. IN ADDITION TO MAILING YOUR PAYMENT, PAYING OVER THE PHONE, OR VISITING OUR OFFICE, YOU CAN NOW PAY ONLINE. \* IT'S EASY, FAST, AND SECURE.

**VISIT MEMBERS.LCIWC.COM TO GET STARTED.**

**LCI**   
WORKERS' COMP

**LCIA**

COUNTDOWN TO LIFTOFF WITH LCIA

# LCIA's FAMILY DAY

at  
SCI-PORT:  
LOUISIANA'S SCIENCE CENTER

820 Clyde Fant Parkway, Shreveport, LA 71101  
Saturday, November 15, 2014, 11:00 AM - 3:00 PM

Houston, we have *no* problems because we're heading to Sci-Port in Shreveport for LCIA's first Family Day in North Louisiana! With nearly 300 exhibits across nine galleries, we hope you're ready to get hands-on and learn how things work at this interactive science center for all ages. We want to thank you, LCIA policyholders, by treating you and your family to a day of fun. Our guests will have access to Sci-Port's exhibits, and we'll have our own "mission headquarters" with a lunch buffet. We hope you'll join us for an event that will be out of this world!

To register, visit [lciafamilyday.eventbrite.com](http://lciafamilyday.eventbrite.com) or call Christina Buras at 985-612-6733. Admission is free, but tickets are limited. Please register early.

In an effort to give back, we are including a charitable component to Family Day. We will be collecting items for the Shreveport-Bossier Rescue Mission. You can find a list of recommended items on our registration page. Your generosity is appreciated.

Maximum tickets per company: 6

# LCI Workers' Comp Corner

## LCI Company News

### NEW HIRE



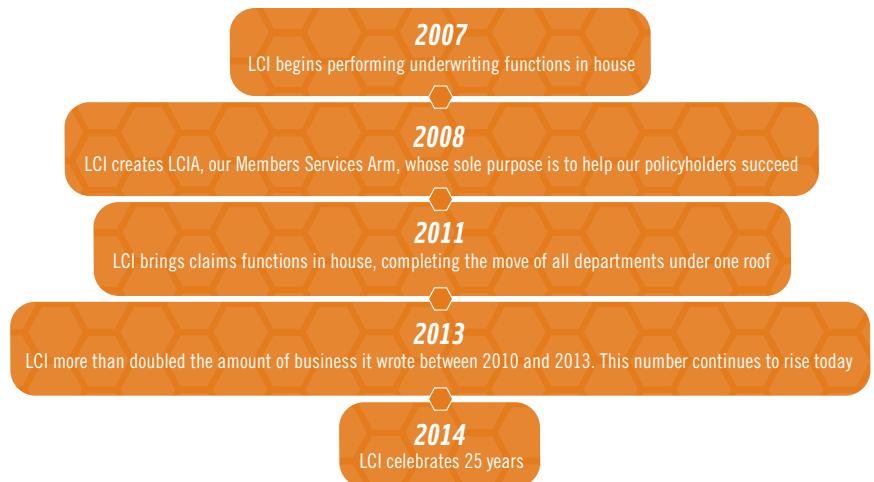
#### Nina Luckman

Nina Luckman is the writer and editor of Louisiana Comp Blog. She holds a Bachelor's and a Master of Arts degree from Tulane University, both in the study of English Literature.

Contact Nina at [nina@compblog.com](mailto:nina@compblog.com) or 985-377-3927 for more information about Comp Blog.

### RECENT ACCOMPLISHMENTS

During the last 10 years, LCI has made several improvements to make our workers' comp program one of the strongest in the state.



## Louisiana Comp Blog



After noticing a lack of dedicated coverage of the workers' compensation industry in Louisiana, LCI recently launched the Louisiana Comp Blog. This new site covers news, people, events, and issues that impact our local industry. We invite you to check it out at [compblog.com](http://compblog.com)





## LCI Employee Spotlight: Mark Tullis

**Position:** Administrator

**Hometown:** New Orleans

**20 years of service to LCI Workers' Comp**

### Q. Where did you grow up?

**A.** I was born at Hotel-Dieu Hospital in New Orleans. I am a fifth generation New Orleanian. I grew up in the Mid-City area of New Orleans, near Carrollton and Dumaine. The best thing about growing up in that neighborhood was that so many of my relatives lived just a few blocks away. As children we would walk to our grandfather, aunts and uncles' houses to visit and to eat.

### Q. How did you begin working as LCI's Administrator?

**A.** In 1994 I was working with the then sponsoring association when the administrator position came available. The Board of Trustees wanted someone who had an understanding of how group funds worked and who could communicate regularly with the Trustees on all of the affairs of LCI. The Trustees knew me already as someone who wrote long memos and who was interested in details, so I think that caught their attention.

### Q. What makes LCI unique?

**A.** Two critical factors make LCI unique. First, LCI is far more willing than its competitors to give a new business venture, even the smallest one, a chance and write the workers' comp risk. We are proud of that. Secondly what makes us unique is that we have LCIA, the member services arm of LCI. Through LCIA's vast array of workshops, we give all of our member-insureds the resources and tools they need to succeed. This is an added

value that is significant for most new businesses that are in great need of help.

### Q. What factors have contributed to LCI's long-term success? What will be the keys to future success?

**A.** Consistency in our operation has been a key to our success. In underwriting in particular we are very clear in our guidelines on what we write and don't write, and we don't make exceptions. Agents like this clarity. Our claims handling has always been aggressive but sensible. We know when to fold our cards and settle a case. We have always had a Board of Trustees of business people, not insurance executives, and they have given their management staff the freedom and resources to have vision and take chances.

### Q. Tell us about your family.

**A.** I am one of five boys. My father just retired from the oil industry last week at the age of 77. My mother is 82 and is a homemaker who successfully reared five children. I am married to an artist named Michelle, and we have two sons Grayson and Ford, who both attend Holy Name of Jesus School in New Orleans. We live in an 1890's cottage in the Uptown area of New Orleans.

### Q. What does your ideal Saturday look like?

**A.** I wake up fairly early regardless of the day. I enjoy getting the papers and sitting down with coffee before the rest of the house wakes. When the weather

is nice we enjoy going to the French Quarter early in the day before that part of town comes alive. Usually I visit used bookshops and my wife enjoys looking in art galleries and antique shops. Later that evening if we have a babysitter, my wife and I will go to dinner. Our favorite restaurant is Clancy's.

### Q. What is your greatest accomplishment (personal or professional)?

**A.** Getting married and having children is my greatest accomplishment, mainly because it took me so long to do so. I was single until nearly forty and really starting to settle into that single life. I met a wonderful woman in Michelle who brought out the best in me and helped me realize that I needed to be a husband and a father. And she was so right. I couldn't think of life without the three of them. Being a husband and a father allows me to be happy in having a sense of duty and responsibility that I did not have when single.



*Mark was honored at a recent company meeting as he celebrated 20 years with LCI this year.*



THE MEMBER SERVICES ARM  
OF LCI WORKERS' COMP

1123 North Causeway Boulevard  
Mandeville, LA 70471

PRSR T STD  
U S POSTAGE  
PAID  
G P I

*Throughout this issue of In Good Company, you will find the answers to the following questions. Email the correct answers to all 4 questions to [nicholas@lciassociation.com](mailto:nicholas@lciassociation.com) by 5:00 PM on Friday, November 21, 2014, and if you're one of the first 25 respondents, we'll send you a \$10 gas gift card.*

*Be sure to include your name, company name, mailing address, and phone number with your answers.*

1. Name the three Trustees of LCI Workers' Comp.
2. In what geographic area does Home Care Solutions offer geriatric and in-home care solutions?
3. What was Dianne Stelly's profession before she took over AAA Signs?
4. What is the name of LCI's new workers' comp news site?