

MEA
Summer Conference

JULY 29-30, 2020
VIRTUAL OFFERING



MESSAGE FROM THE PRESIDENT



Let me start this greeting with a simple “thank you.”

This year is destined to go down in the history books for many reasons, but 2020 will stand out in my memory for all the ways in which MEA members stood up, stuck together, and came through for our students.

Thank you for your commitment to this most important profession, and welcome to the 2020 MEA Summer Conference!

It’s time again to question, collaborate, and learn. While we can’t be physically together this summer, we have never been more united in our desire to organize our collective strength to build a better tomorrow.

Our advocacy must continue through this global pandemic, societal unrest, 500-year floods – and anything else that comes our way, so this is the place to be. Learn about the issues. Hone your skills. Develop organizing strategies. Build political action to create lasting change.

Educators like you who step up every day to lead make MEA an unwavering voice for school employees’ rights, working conditions, and benefits; for best practices; for healthy neighborhood schools; and for social justice across our most vulnerable communities.

Summer is a time of renewal and reflection. Let it also be a season of recommitment to the ideal that every child deserves a quality public education. We live in an era of unprecedented challenges, but together we are more than up to the task.

A handwritten signature in black ink that reads "Paula J. Herbart." The signature is written in a cursive, flowing style.

Paula J. Herbart, MEA President

SUMMER CONFERENCE 2020

July 29-30, 2020

Virtual Offering

For information, email conferences@mea.org.

Carolyn Cortright, Conference Assistant

Kia B. Hagens, Conference Manager



SUMMER CONFERENCE 2020

Tentative Schedule

The series platforms will open 15 minutes in advance. Please log in during that time to check in to allow the sessions to start on time.

Wednesday, July 29, 2020

9:45 a.m.	General Session Platform Opens
10 a.m.	Paula Herbart – General Session for All
10:45 a.m.	100 Series Platforms Open
11 a.m.-noon	100 Series Sessions
12:45 p.m.	200 Series Platforms Open
1-2 p.m.	200 Series Sessions
2:15 p.m.	300 Series Platforms Open
2:30 – 3:30 p.m.	300 Series Sessions
3:45 p.m.	400 Series Platforms Open
4 – 5 p.m.	400 Series Sessions

Thursday, July 30, 2020

8:45 a.m.	500 Series Platforms Open
9 – 10 a.m.	500 Series Sessions
10:15 a.m.	600 Series Platforms Open
10:30 – 11:30 a.m.	600 Series Sessions
12:15 p.m.	700 Series Platforms Open
12:30-1:30 p.m.	700 Series Sessions
1:45 p.m.	800 Series Platforms Open
2 – 3 p.m.	800 Series Sessions

CONFERENCE REGISTRATION INFORMATION

Registration Deadline: July 17, 2020
Session enrollments are limited. Register early!

Registration Process

Online registration (available until July 17 only).

Click the button to register. If that direct link doesn't work on your device, you can:

1. Go to www.mea.org/members-only
2. Scroll down to Register for Conferences and click to log in
3. After logging in, click on Upcoming Events.

REGISTER HERE

PLEASE NOTE: To use online registration, each member must sign into their MEA account so that the information is on their record. One MEA member cannot register another MEA member.

Please verify that your email address is correct on the system before registering. This is how you will receive a confirmation email to let you know that the registration and payment was processed correctly.

Session availability will be in real time so there is no need to list/select a 1st, 2nd and 3rd choice when registering online (as you do when submitting a paper copy with payment). If the session is available to select as the member is registering, there are seats available in that session.

IMPORTANT: If you receive a message about any time overlap, you have registered for overlapping sessions and will need to remove one of the sessions before you can finalize the registration. The system is trying to help make sure your registration is complete/correct so no further action will be required on your part prior to the conference.

Watch for a confirmation email. This will be your proof that the registration processed all the way through the system. If you do not receive a confirmation email immediately following registering, please notify Carolyn Cortright at conferences@mea.org to confirm your registration was processed.

Confirmation Email

A confirmation message will be sent to the email included on the conference registration form or on file for the member if registering online. If you do not receive a confirmation email, please contact Carolyn Cortright at conferences@mea.org.

Registration Fees

Because the 2020 Summer Conference is a virtual offering, no fees will be charged to attend. However, you must be a member in good standing with the MEA and pre-register to participate.

Registration Guidelines

- All persons attending all or any part of the conference must register.
- Plan to register early since some sessions have limited enrollment.
- If you find you can no longer participate in any/all of the virtual sessions, please be sure to cancel via email including your name and local unit. Email can be sent to conferences@mea.org.

For Further Information

Contact Carolyn Cortright at conferences@mea.org

2020 SUMMER CONFERENCE A VIRTUAL OFFERING

STATE CONTINUING EDUCATION CLOCK HOURS (SCECH) ELIGIBLE SESSIONS

TO PARTICIPATE: If you would like to participate in the State Continuing Education Clock Hours (SCECH) Program, please indicate that during the on-line registration process. The list on page 7 are the sessions that are eligible for SCECH credit. Not all sessions are eligible for SCECH credits.

MICHIGAN ESP CENTER FOR PROFESSIONAL LEARNING ESP CERTIFICATE PROGRAM

TO PARTICIPATE: If you would like to participate in the Michigan ESP Center for Professional Learning ESP Certificate Program, please indicate that during the online registration process. The list on page 7 are sessions that are eligible for credit through the ESP Certificate Program. Not all sessions are eligible for ESP credits.


The sessions listed below have been approved as part of the ESP Certificate Program for which credit can be issued.

SUMMER CONFERENCE 2020

State Continuing Education Clock Hours (SCECH) Eligible Sessions

101	LGBTQ Issues and Schools: What You Need to Know	404	Evaluation Part I: An Evaluation Overview
104	Engaging the Trauma-Impacted Child	501	Evaluation Part II: Using the Thoughtful Classroom Model
105	Mindfulness, Movement and Nutrition at Work	503	Introduction to Peer-Designed and Led Professional Learning Workshops
202	Introduction to Peer-Designed and Led Professional Learning Workshops	505	Becoming Trauma-Informed and Supporting Resiliency During and After the Pandemic
203	Pro-Tips for Distance Education	601	Evaluation Part II: Using the 5 Dimensions Model
204	Diversity and Inclusion: Drivers to Engagement	603	Organizing for Equity and Equality: From Classroom Libraries to Board Policy
301	The Power of Resilience	701	Understanding Education Finance
303	Phenomena-Centered Science in Your (Virtual) Classroom	702	Evaluation Part II: Using the Marzano Model
305	Evaluation Part II: Using the Danielson Model	801	How to Excel with Excel
401	Planning for a Week of Distance Learning	803	NEA Online Blended Learning, PD for All Members
403	Becoming Trauma-Informed and Supporting Resiliency During and After the Pandemic		

Michigan ESP Center for Professional Learning ESP Certificate Program Eligible Sessions

The sessions listed below have been approved as part of the ESP Certificate Program for which credit can be issued. 

CORE – COMMUNICATIONS

- 102 Post, Like, Share, Comment—Using Social Media to Drive Your Message
- 603 Organizing for Equity and Equality: From Classroom Libraries to Board Policy

CORE – GROWTH/DEVELOPMENT/PSYCHOLOGY

- 104 Engaging the Trauma-Impacted Child
- 105 Mindfulness, Movement and Nutrition at Work
- 204 Diversity and Inclusion: Drivers to Engagement
- 301 The Power of Resilience
- 504 Recognizing Privileges and Embracing Advocacy

CORE – LEGAL/ETHICAL

- 101 LGBTQ Issues and Schools: What You Need to Know
- 405 Legislative Update 2020

ELECTIVE – CULTURAL DIVERSITY/EQUITY

- 204 Diversity and Inclusion: Drivers to Engagement
- 504 Recognizing Privileges and Embracing Advocacy
- 603 Organizing for Equity and Equality: From Classroom Libraries to Board Policy

ELECTIVE – MEDICAL/HEALTH

- 101 LGBTQ Issues and Schools: What You Need to Know
- 105 Mindfulness, Movement and Nutrition at Work
- 403 Becoming Trauma-Informed and Supporting Resiliency During and After the Pandemic
- 505 Becoming Trauma-Informed and Supporting Resiliency During and After the Pandemic

ELECTIVE – TECHNOLOGY

- 203 Pro-Tips for Distance Education
- 401 Planning for a Week of Distance Learning
- 801 How to Excel with Excel

ELECTIVE – WORK ENVIRONMENT/SCHOOL ORGANIZATION

- 405 Legislative Update 2020

2020 CONFERENCE SESSION LISTINGS

WEDNESDAY, JULY 29, 2020

100 SERIES

CHECK-IN BEGINS 10:45 A.M.
SESSIONS 11:00 A.M.-NOON

101 LGBTQ ISSUES AND SCHOOLS: WHAT YOU NEED TO KNOW SCECH

Participants will be presented with more than a dozen scenarios that involve LGBTQ related issues impacting both students and staff. They will discuss these issues and brainstorm solutions, while presenters will provide them with the current state of law regarding each scenario. In addition, participants will have the opportunity to have other LGBTQ related issues (not covered in the scenarios) addressed. Participants will also receive a summary of LGBTQ related school issues and the laws that address them.

Presenters: Frank Burger and Jay Kaplan

102 POST, LIKE, SHARE, COMMENT—USING SOCIAL MEDIA TO DRIVE YOUR MESSAGE SCECH

Social media is changing the way we communicate about public education and what students and educators need to be successful. Learn best practices—and share your ideas—about how to move our message on Facebook, Twitter, Instagram and more.

Presenter: Doug Pratt

103 MEMBERSHIP PROCESSING FOR LOCAL LEADERS

Want to learn more about membership processing? What do “IBL” and “LBL” mean? This session is designed to cover topics related to membership processing including how MEA calculates dues and how your role as a local leader makes all the difference in getting things right regarding your unit’s membership records.

WANTED: Local Officers & Local Membership Chairs (LMCs) – rookies and veterans! We’ll cover what it means to be a member in good standing and billing questions. You’ll also have the opportunity to access the LMC site to see what membership reports are available to assist you as a local leader.

Presenters: Melissa Kale and Cynthia McCurtis

104 ENGAGING THE TRAUMA-IMPACTED CHILD SCECH

Trauma has many faces. In this session, participants will learn to recognize trauma-impacted children using a set of paradigms. Learners will identify strategies to engage trauma-impacted students and build resilience using mindfulness and sensory-based interventions. A portion of this session will also focus on critical self-care.

Presenter: Robert Beltz

105 MINDFULNESS, MOVEMENT AND NUTRITION AT WORK SCECH

Over the years, the education profession has become increasingly stressful. Too much stress can negatively impact health, well-being, work attitudes and turnover. Learn the basic biology of negative stress and its negative effects on health. Participants will receive tips and strategies that can be used to increase their resiliency and improve health. Learn strategies that can be used to create programs for members that help reduce workplace stress.

Presenter: Rhonda Jones

201 PRESIDENTS MEET THE PRESIDENT

A local president's job is unique depending on your membership and place of work. So to, the president of MEA has its own uniqueness. Paula Herbart, MEA President, shares her experiences as a local president, a MABO president and as state president with local presidents to help encourage and support their work at home. Local Presidents--come to this session and relate your work in the field. Ask Questions of Paula to help her understand your hopes and concerns and tell her about your victories! Share your stories and Paula will bring your messages to policy makers, community members and union sisters and brothers across the state of Michigan.

Presenter: Paula Herbart, MEA President

202 INTRODUCTION TO PEER-DESIGNED AND LED PROFESSIONAL LEARNING WORKSHOPS

Who is this workshop for? This workshop is an introductory experience for all members/leaders who are interested in bringing more meaningful professional learning to their school district, building, or region as a trainer or facilitator.

This introductory session will cover the following topics:

- Adult learning theory and the partnership principles of professional learning
- Workshop structure
- Identifying meaningful professional learning topics
- Making your workshop SCECH eligible

Presenter: Chad Williams

203 PRO-TIPS FOR DISTANCE EDUCATION

This session will reflect on your distance learning experiences so far and connect with peers, while identifying key K-12 tech tools and tips for planning.

Presenter: Ellen Brooks and Christopher Thomas

204 DIVERSITY AND INCLUSION: DRIVERS TO ENGAGEMENT

Diversity and Inclusion are necessary constructs to avoid sub-optimal levels of engagement in schools and classrooms. Participants in this session will identify interventions to improve the quality of judgment and decision making by exploring the dynamics of inclusive climates. Participants will learn methods to reduce prejudice and improve psychological safety.

Presenter: Robert Beltz

205 STUDENT LOAN FORGIVENESS

This session will arm you with valuable information about identifying your student loans, lowering your monthly student loan payments, and loan forgiveness programs for teachers and for public service. If you are employed by a school district, community college, or four-year college you are potentially eligible for public service loan forgiveness.

Presenters: Christine Anderson, Christine King, Jon Toppen and Marty Zmiejko

301 THE POWER OF RESILIENCE  

The Harvard Business Review stated in a recent article: “More than education, more than experience, more than training, a person’s level of resilience will determine who succeeds and who fails.” In a constantly changing workplace, resilience is defined as how well everyday job pressures are perceived and managed, and how obstacles are overcome. This workshop focuses on building skills to strengthen resiliency in the workplace.

Presenters: Matt Bertman and Michael Reeber

302 2020 RETIREMENT TRAINING

The COVID-19 virus has made many members uncertain about whether or not to retire this year. With that in mind, MEA invites you to attend a special online Pre-Retirement Information Meeting (PRIM). This PRIM will not only cover Michigan Public School Employees’ Retirement System (MPERS) basics, but briefly explore Non-Duty Disability Retirement, retiring retroactively, and how to revoke a retirement application if you’ve changed your mind about retiring – three topics that are not covered in our standard PRIMs.

Presenter: Paul Helder

303 PHENOMENA-CENTERED SCIENCE IN YOUR (VIRTUAL) CLASSROOM 

Centering your K-12 science instruction around phenomena can build student engagement and understanding, even in a virtual or blended classroom environment. We’ll explore key aspects of science instruction, share NGSS-aligned resources for the new school year, and consider strategies (like Driving Question Boards) that support science in your K-12 (possibly virtual) classrooms.

Audience: Teachers

Presenter: Christie Morrison Thomas

304 21ST CENTURY PAC FUNDRAISING

MEA is constantly utilizing new platforms and tools to stay up to date with a changing political environment. Learn strategies to help boost PAC giving including Square, Hustle Texting, and Digital Organizing.

Presenters: Matt Burry, Seth Furlow and Jessica Lumbreras

305 EVALUATION PART II: USING THE DANIELSON MODEL 

Attendees will learn how the Charlotte Danielson evaluation tool is used to improve the teaching and learning experiences in their classrooms, as well as learn how to efficiently demonstrate effective classroom practice specific to the tool and utilize the resources available from MDE.

Presenter: Terese Fitzpatrick

401 PLANNING FOR A WEEK OF DISTANCE LEARNING

Explore a few examples of what distance education might “look” like in K-12 classrooms from EdTech experts. We will also explore the transition thinking required that best support student engagement and (hopefully) success.

Presenter: Ellen Brooks and Christopher Thomas

402 ELECT YOUR EMPLOYER: CAMPAIGNS 101

Educators are increasingly becoming top political operatives in all types of elections. Learn the ins and outs of running smart, winning campaigns including millage and bond, school board, and state legislative races.

Presenters: Caleigh Hunt and Jessica Lumbreras

403 BECOMING TRAUMA-INFORMED AND SUPPORTING RESILIENCY DURING AND AFTER THE PANDEMIC

This session will repeat as session 505.

The coronavirus outbreak has created an urgent need for developing a trauma-informed plan for our students no matter what school looks like in the fall. In this session, we will briefly discuss trauma and the individualized responses to it. Participants will be given an overview of resiliency and suggestions for how we can help to encourage students to heal from trauma. Participants will share concerns and ideas they have about meeting their own and their students’ social emotional needs as school resumes and we begin our new normal.

This session will be limited to 20 people.

Presenters: Annette Christiansen and Regina Crudup

404 EVALUATION PART I: AN EVALUATION OVERVIEW

Attendees will learn how various evaluation tools are used to improve the teaching and learning experiences in their classrooms. The training explains the key components of the evaluation laws and describes resources available from MDE.

This is not a comprehensive detailed review of any specific evaluation tool/model. This training session is designed to provide general information about what you need to know and how you need to prepare to demonstrate effectiveness, regardless of the evaluation tool/model being used.

Presenters: Tammy Daenzer and Keith Sauter

405 LEGISLATIVE UPDATE 2020

Budget, bargaining rights, MI Merit Curriculum, retirement issues, evaluation, employee rights, certification requirements, teacher preparation, school rating scales, school reform, Common Core, transportation issues etc., are all topics of legislation affecting higher education, K-12, and pre-K education. Meet with the MEA lobbyists for the current update on the issues, as well as pointers and discussion on how to communicate with legislators.

Presenters: David Michelson and Andy Neumann

THURSDAY, JULY 30, 2020

500 SERIES

CHECK-IN BEGINS 8:45 A.M.
SESSIONS 9:00-10:00 A.M.

501 EVALUATION PART II: USING THE THOUGHTFUL CLASSROOM MODEL

Attendees will learn how the Thoughtful Classroom evaluation tool is used to improve the teaching and learning experiences in their classrooms, as well as learn how to efficiently demonstrate effective classroom practice specific to the tool and utilize the resources available from MDE.

Presenter: Christine King

502 HOW UNIONS CAN STRENGTHEN THEIR BRANDS AND ONLINE PRESENCE TO BETTER ENGAGE MEMBERS AND THE COMMUNITY

Learn how to build your union's digital and social media presence and enhance the relationships and communication between your members and the community.

Unions must continually grow and enhance relationships with each other and the community to survive. Learn tactics and best practices that can help your local accomplish this in the face of economic, legislative and prejudicial hostilities.

Presenters: Nicole Hudson and Liza Parkinson

503 INTRODUCTION TO PEER-DESIGNED AND LED PROFESSIONAL LEARNING WORKSHOPS

Who is this workshop for? This workshop is an introductory experience for all members/leaders who are interested in bringing more meaningful professional learning to their school district, building, or region as a trainer or facilitator.

This introductory session will cover the following topics:

- Adult learning theory and the partnership principles of professional learning
- Workshop structure
- Identifying meaningful professional learning topics
- Making your workshop SCECH eligible

Presenter: Chad Williams

504 RECOGNIZING PRIVILEGES AND EMBRACING ADVOCACY

As members of the MEA, social justice advocacy is at the core of much of the work of union membership. The foundation of some of this work begins with recognizing our own privileges, unpacking the stigmatization related to advantages, and developing a framework for embracing advocacy. Let's explore our own privileges, analyze the implications, and create an awareness that allows for greater advocacy.

Presenter: Marcia Mackey

505 BECOMING TRAUMA-INFORMED AND SUPPORTING RESILIENCY DURING AND AFTER THE PANDEMIC

This is a repeat of Session 403.

The Coronavirus outbreak has created an urgent need for developing a trauma-informed plan for our students no matter what school looks like in the fall. In this session, we will briefly discuss trauma and the individualized responses to it. Participants will be given an overview of resiliency and suggestions for how we can help to encourage students to heal from trauma. Participants will share concerns and ideas they have about meeting their own and their students' social emotional needs as school resumes and we begin our new normal.

This session will be limited to 20 people.

Presenters: Annette Christiansen and Regina Crudup

600 SERIES

CHECK-IN BEGINS 10:15 A.M.
SESSIONS 10:30-11:30 A.M.

601 EVALUATION PART II: USING THE 5 DIMENSIONS MODEL

Attendees will learn how the 5 Dimensions evaluation tool is used to improve the teaching and learning experiences in their classrooms, as well as learn how to efficiently demonstrate effective classroom practice specific to the tool and utilize the resources available from MDE.

Presenter: Amy Zitzelberger

602 TREASURERS WORKSHOP

Plan to attend this session if you're a first-time treasurer or would like a refresher on bookkeeping, budgeting, financial reporting and the importance on internal controls.

Presenters: Kelly Cline and Brett Smith

603 ORGANIZING FOR EQUITY AND EQUALITY: FROM CLASSROOM LIBRARIES TO BOARD POLICY

This session will outline how local leaders can support all students and staff in their school districts through the lens of equity and equality. A review of intersectionality and identifying community resources will be presented with time for collaboration and strategic planning.

Presenters: Cathy Murray, Anthony Pennock and Dan Slagter

700 SERIES

CHECK-IN BEGINS 12:15 P.M.
SESSIONS 12:30-1:30 P.M.

701 UNDERSTANDING EDUCATION FINANCE

This session will give attendees a basic understanding of how Michigan's education finance system functions at both the state and local level. Attendees will also learn about ways they can engage in education finance issues in their districts as well as what policy options are available to the state.

Presenter: Tanner Delpier

702 EVALUATION PART II: USING THE MARZANO MODEL

Attendees will learn how the Marzano Model evaluation tool is used to improve the teaching and learning experiences in their classrooms, as well as learn how to efficiently demonstrate effective classroom practice specific to the tool and utilize the resources available from MDE.

Presenter: Chad Williams

703 ORGANIZING THROUGH APATHY IN THE 21ST CENTURY

Organizing for power, especially when faced with worker apathy, is difficult. However, there are proven methods to change your approach that can change a stagnant organization into a vibrant and powerful union. This is not easy, and this session will likely make you change how you behave within your union. Unless you already lead a vibrant and strong union where all workers participate directly in workplace democracy, you will be challenged.

Presenters: Caleigh Hunt, Jake Louks and Rodolfo Palma

704 HOW TO ORGANIZE AND WIN A COUNTYWIDE ENHANCEMENT MILLAGE

During this session, participants will

- Learn how to build and execute a countywide coalition and get on the ballot
- Understand how to organize a strong campaign strategy and grassroots ground game
- Harness the power of micro-targeting messaging
- Leverage storytelling in the media and through influencers

Presenters: Nicole Hudson, Liza Parkinson and Beth Pyden

801 HOW TO EXCEL WITH EXCEL

This is a great session for novice or inexperienced Microsoft Excel users. We are going to teach you the basic functions of Excel to set up a check register, create some documents, and develop reports. This will be a great session to help any officer maintain records for their local. This session will include a lot of questions and answers, to teach you some basic functions of utilizing Excel to manage your local.

Presenters: Roger Rothe and Mike Snyder

802 SELF-FUNDING: FACT VS. FICTION

This is self-funding 101! Today, there are many groups trying to get out of self-funding, while many more are being encouraged by consultants to go into a full or partial self-funded health care arrangement. Either way, it's important to learn how it all works and what you need to ask for to make an educated decision for your members.

Presenters: Kim Chappell and Danielle Fell

803 NEA ONLINE BLENDED LEARNING, PD FOR ALL MEMBERS

NEA Online blended learning classes adapt courses for different membership categories, host classes that emphasize local context and meet local needs in:

- Classroom Management
- Bully and Sexual Harassment Prevention
- Cooperating Teacher Training
- Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ) Safety and Bias Issues in Schools
- Working with English Language Learners

Presenter: Ann Marie Borders

804 GOTCHA! HOW TO CATCH, SUPPORT AND RETAIN MINORITY AND PROBATIONARY TEACHERS

In this session, you will learn how the Ann Arbor Education Association (AAEA) makes initial contact with its new hires, and created a monthly professional development and mentoring program that targets probationary and minority teachers which helps to give them credit towards their additional 90 hours of PD and gets them actively involved with the union.

Presenters: Tamala Bell and Tierra Jackson

CONFERENCE PLANNING COMMITTEE

Bertha Arribas, Royal Oak EA
Terri Collett-Such, Waverly FOP
Tammy Daenzer, UniServ Director
Chris Dusich, UniServ Director
Chris Furlong, Portage EA
Liz Hubert, Eaton Rapids CFMOP
Tonya Karpinski, UniServ Director
Crystal Kinard, Ann Arbor P
Marcia Mackey, Central Michigan University EA
Chuck Miller, Fenton EA
Robyn O'Keefe, Birmingham P
Kay Walker-Telma, MEA-Retired
Hans Wienke, UniServ Director
Chad Williams, UniServ Consultant – Professional Issues Organizer
Jeffrey Wilson, Lansing Community College Part-Time O
Dan Zarimba, Staff Attorney
Kia Hagens, Conference Manager
Carolyn Cortright, Conference Assistant



Michigan Education Association

1216 KENDALE BLVD, PO BOX 2573, EAST LANSING, MI 48826-2573 517-332-6551 OR 800-292-1934 WWW.MEA.ORG

PAULA J. HERBART, PRESIDENT • CHANDRA MADAFFERI, VICE PRESIDENT
BRETT R. SMITH, SECRETARY-TREASURER • MICHAEL SHOUDY, EXECUTIVE DIRECTOR

The mission of the MEA is to ensure that the education of our students and the working environments of our members are of the highest quality.