CHAMBER NOTES

A Monthly Newsletter of the Delaware Area Chamber of Commerce

March 2016

Sustaining Members

Industry Exclusive
Platinum Level



Gold Level





Silver Level





Bronze Level







The Delaware Area Chamber of Commerce Established 1907



DELAWARE AREA CHAMBER OF COMMERCE



Take your Chamber membership to the next level by investing in a sustaining membership*.

Join the ranks of exclusive members. Sustaining members enjoy their choice of "naming rights" that comes with an a la carte component of opportunities for more exposure. Several packages are available. All packages are renewable at twelve months.

Industry-Exclusive Platinum Level \$5000*

- Recognized for twelve months as Platinum Level on Chamber website home page, newsletter, letterhead, staff email signature line, and event programs; banner ad on Chamber website home page for twelve months (\$2000 value)
- \$3000: "a la carte" dollars applied to your choice of Sponsorship/Advertising Opportunities

PLATINUM LEVEL: ONLY ONE PER INDUSTRY

Gold Level \$3000*

- Recognized for twelve months as Gold Level on Chamber website home page, newsletter, letterhead and event programs (\$1000 value)
- \$2000: "a la carte" dollars applied to your choice of Sponsorship/Advertising Opportunities

Silver Level \$2000*

- Recognized for twelve months as Silver Level on Chamber website home page, newsletter, letterhead and event programs (\$1000 value)
- \$1000: "a la carte" dollars applied to your choice of Sponsorship/Advertising Opportunities

Bronze Level \$1000*

- Recognized for twelve months as Bronze Level in Chamber newsletter, as well as event programs (\$500 value)
- \$500: "a la carte" dollars applied to your choice of Sponsorship/Advertising Opportunities

*Click here for a la carte details

Advertisers in this issue

Anthem Blue Cross/Blue Shield
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First Citizens National Bank
Hetter Heating & Cooling
HW&Co.
Maloney + Novotny
Maccago Francisco

Massage Envy Spa—Lewis Center OhioHealth Sarah Magra Community

Sarah Moore Community SourcePoint

Our Vision

The Delaware Area Chamber of Commerce shall be the region's business leader and business community voice.

Our Mission

The Chamber serves as the visionary leader for programs and services benefiting our members by promoting and advocating a favorable business climate, quality of life and the orderly growth and development of the Delaware area community.

2016 Board of Directors **Executive Committee**

Chad Hoffman, Chair Richwood Bank Tony Eyerman, Chair-elect Eyerman Planning Associates LLC Bob Kuederle, Immediate Past Chair American Structurepoint, Inc. Ken Barton, Treasurer Minuteman Pressof Dublin Paul Craft-Vice Chair Delaware City Schools Glenn Marzluf-Vice Chair Del-Co Water Company, Inc.

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Jack Brickner

Planned Communities

Shane Dawson

Dawson & Mvers

Rex Gore

Black Wing Shooting Center

Dusty Hostutler

Edward Jones

Todd Irion

Engineered Materials Systems Inc.

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The Kleingers Group

Maribeth Meluch

Isaac, Wiles, Burkholder & Teetor, LLP

Bill Morgan

2K General Co.

Zach Price

TRIAD Architects

Andy Wecker

Manos, Martin & Pergram Co.

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Holly Quaine, President hquaine@DelawareAreaChamber.com

Sara Vaught, Office Mgr./ Safety Council Program Director dachamber@DelawareAreaChamber.com

Matt Carbary, Communications Mgr. mcarbary@DelawareAreaChamber.com

> 32 S. Sandusky Street Delaware, Ohio 43015 740-369-6221 Fax:740-369-4817

www.DelawareAreaChamber.com







Delaware Area Chamber of Commerce Business Education & Development Committee

presents

Being Prepared for Violence in the Workplace

with

Chief Bruce Pajinowski, City of Delaware Do you have a crisis plan? How to identify and be prepared.

Tuesday, March 8, 2016, 7:30am—8:30am at the Chamber 32 South Sandusky Street, Delaware 43015

There is no charge to attend, but reservations ARE required to ensure seating Click here to register or call 740-369-6221

or email dachamber@DelawareAreaChamber.com

Deadline to register is March 4, 2016



You are invited to attend a program of the **Delaware Area Chamber of Commerce**

presenting

The Annual State of the County with

Delaware County Commissioners and Administrators

Sponsored by



Thursday, March 17, 2016, 11:45am—1:00pm at SourcePoint 800 Cheshire Road, Delaware 43015 Cost includes a buffet lunch ~ Check-in begins at 11:45 Chamber members: \$15 Non-Chamber members: \$20

Deadline to register is March 14, 2016

Cancellations after March 14 and no-shows will be charged. Click here to register or call 740-369-6221 or email dachamber@DelawareAreaChamber.com

March Business AFTER Hours



End your business day and join us for networking on March 17

when we join our host, Anytime Fitness 4 Troy Road, Delaware 43015. Enjoy refreshments, food and networking. Bring lots of business cards to share. The event is held from 5:00pm—7:00pm. Please let us know you'll be attending. Click here to register.

Looking for product or service? Look to your fellow Chamber members first. The Chamber exists for and by its members - check here before you buy.

City of Delaware initiates a corporate/community field day

Supported by the <u>Delaware Community Center YMCA</u> and the Delaware Area Chamber, the <u>City of Delaware</u> would like to challenge the community and the corporate community by holding a traditional field day. Why? The initiative's wins are many:





- Provide interactive, fun, team building activities;
- Develop community bonding;
- Realize individual & collective importance to community;
- Encourage businesses & community to work together;
- Foster positive cultural environment & quality of life; and
- Help businesses give back to community by positively influencing and impacting others outside their immediate circle

Suggested events include:

- Tug-of-war
- Volleyball
- Walk a mile
- Run a 3k



- Dodgeball
- Cornhole
- Putting contest
- Kickball tourney
- Pickleball face-off

- Frisbee challenge
- Hula hoop duels
- Balloon battle

Let's Have a

Field Day!

Healthy cook off or pot-luck



The City is in its exploratory process:

- How many participants should we expect?
- What is our budget and where is the funding coming from?
- What supplies do we need and who can help provide them (refreshments, game stuff, volunteers and coordinators)
- Where will this all take place?
- When will it take place?

Please take this short survey in order to assist the City in making its plans.

Delaware City Schools hosts a groundbreaking

Delaware City Schools invites the public to a ground breaking ceremony for additions and renovations to Rutherford B. Hayes High School (289 Euclid Ave, Delaware) on Wednesday, March 2, 2016 at 3:00 pm. Ceremony will take place near the main entrance (Euclid Avenue side).



Are YOU taking advantage of the FREE oppor-

tunity to list your sales and deals on the Chamber's website and newsletter???

HOT DEALS

is a value-added benefit that comes with your membership. You can post sales open to the public or Chamber-member discounts. And you can use the Hot Deals anytime all the time and change up your ads when you want to. Hot Deals are posted on the home page and linked on every page of the Chamber's website, visited over 6,000 times each month. They're also posted and linked in the Chamber's monthly newsletter which is distributed to over 900 recipients. And new Hot Deals are also automatically sent via email to over 300 who have signed up to receive new deals.

Hot Deals: what's keeping you from posting??

Call the Chamber and ask Sara how to log in and post your deals: 740-369-6221 or email her at dachamber@DelawareAreaChamber.com.

Check Out the Latest



from Chamber Members

Posting is FREE with your membership

- <u>High School Sports Physicals only \$35 until</u>
 <u>June 1!—**Hometown Urgent Care & Occupational Health**</u>
- 25% OFF ALL COFFEE DRINKS—Something
 Sweet Coffee & Bakery

Looking for product or service? Look to your fellow Chamber members *first*. The Chamber exists for and by its members– <u>check here</u> before you buy.

County solicits input for strategic plan

Delaware County has experienced tremendous growth over the last two decades becoming the fastest-growing county in Ohio and in the top ranks for growth in the nation. The Delaware County commissioners have decided to engage in the process of developing an economic development action plan in order to keep that momentum gong, stay in the top tier of communities both statewide and nationally and to make sure that it is addressing the needs of its residents and stakeholders.



To that end, Delaware County is asking you to provide input regarding growth and development going forward by participating in a quick online Survey. Please click here to be directed to the survey. The county thanks you, And look for a Third Thursday luncheon in the fall at which the draft plan document will be unveiled.

Chamber forms admin council

The Chamber has created a new group aimed at office managers and administrative support staff. Like the HR Council, the group meets monthly to share best practices, offer mentorship and training opportunities.

The Admin Council meets on the fourth Thursday of each month at 9:00am at the Chamber office. If you are responsible for support of the executive staff – regardless of your title—you'd benefit from participating. If you would like the staff member in that position from your business to participate, pass this along. There is no cost to participate. The Chamber is delighted to be able to offer these special interest groups and encourages participation. Email Sara to join the group, dachamber@DelawareAreaChamber.com.

B.E.D. & Breakfast

If you missed February's B.E.D. & B'fast, you missed an interesting conversation about etiquette when communicating electronically, either via email or social media. STOP DOING THIS IF YOU LEAVE YOUR CAPS ON and stop replying to all, and stop asking for a read receipt for every email, ditto the "High Importance". Edit, edit for spelling and grammar and count to ten before sending anything emotional. Electronic communication is one-dimensional and can be misconstrued.



As for how to look like a professional on social media, check out the to the slides of Gere's presentation here. Thank you again to Gere Jordan, Holony Media, for presenting.

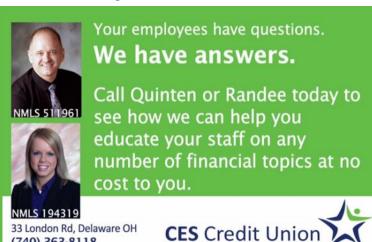
DCDL teen job fair 2016

(740) 363-8118

Delaware County District Library teen librarians, Becky and Mandy, are planning two job fairs this spring that will focus specifically on employers willing to hire teens (ages 16+). Monday, March 21 at Orange Branch, March 31 at Main Branch, both 6-7:30pm. If you are a business who would like to have a presence at the fair, please fill out the form via the link below.



You are encouraged to make this event whatever you need. If you'd like to do interviews on site, pass out job applications, accept job applications, or anything else, please feel free to do so. You will be provided with one table and two chairs. Please provide your own table dressings and identifying information. Please note if you will need electricity at your table. Click here for more information and registration form.





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> SHANE M. DAWSON, ESQ. sdawson@dawson-myers.com

Delaware Area Chamber of Commerce Sustaining Member Packages

revised & effective 2-2016

*Click here for a la carte details

Questions: Call Holly at 740-369-6221

*Sustaining packages are purchased in addition to regular membership investment.

A la carte dollars menu

Annual Dinner Sponsorship		Monthly Newsletter	
Platinum Sponsor	\$2000	Full page	\$ 125
Gold Sponsor	\$1500	Half page	\$ 90
Silver Sponsor	\$1000	Quarter page	\$ 75
Bronze Sponsor	\$ 500	Eighth page	\$ 50
Golf Outing Main Event Sponsor sold for 2016 Lunch Sponsor sold for 2016	\$1500 \$ 500	(Rate is per month. Choose 10 month tional months free. All ads are full col	or and hot linked.)
Hole Sponsor	\$ 125	Annual Community Profile and Membership Directory	
Table Sponsor	\$ 125	Advertorial (center spread)	\$2500
Hole & Table	\$ 200	Inside front cover	\$1600
Hole & Table	φ 200	Outside back cover	\$2300
Clay Classic		Inside back cover	\$1600
Clay Classic	\$125	Full page	\$1100
Station Sponsor		1/2 page	\$ 900
		1/4 page	\$ 550
Leadership Delaware		1/8 page	\$ 350
Scholarship Sponsor	\$ 825		
Third Thursday with the Chamber Luncheon Sponsor	\$ 125	All ads are full color and directory is linked on Chamber website. Rates effective for 2017 publication Discounts may be available for early bird sales, new members and ad size upgrades.	

*Click here for a la carte details

Leadership program accepting applications for class of 2017

Leadership Delaware is now accepting applications for the class of 2017. This prestigious program has become a must-have experience for emerging leaders in Delaware County. Through Leadership Delaware, class participants learn first-hand about the challenges and opportunities facing the community. The nine-month program, which is held on the second Thursday of each month September through May, focuses on various topics, including:



Strengths Finder Social Services, Volunteerism & Health Care
Delaware County History and Tour Board Service Economic Development

Agriculture Government

Education Law Enforcement and the Courts

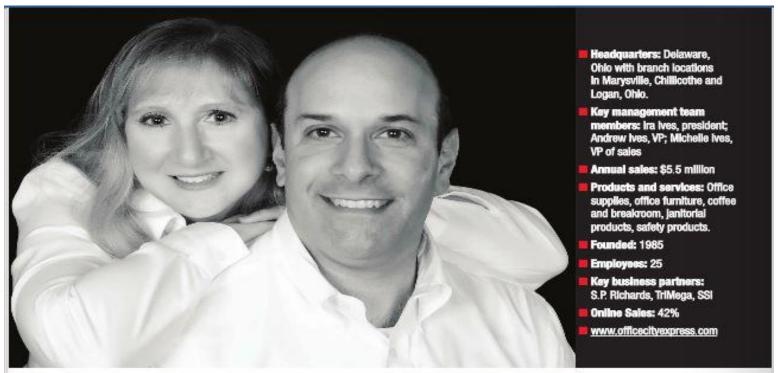
More than 580 Delaware County professionals have graduated from the program since its inception in 1991. These alumni serve on local boards and committees helping to shape the future of the Delaware area.

Tuition for the program is \$825 for Delaware Chamber members and \$840 for non-members, and includes all materials and meals. In addition to the nine sessions, participants attend a kick-off luncheon in August and a graduation luncheon in May. The deadline to apply is June 30. <u>Click here to view the program brochure</u> and <u>click here to apply on-line</u>. Get more information at <u>www.DelawareAreaChamber.com</u> or by calling the Chamber at 740-369-6221. All applicants will be notified as to their acceptance by mid-July. Space in the program is limited and it fills up fast.

Consider this the year that you or a valuable member of your staff should experience Leadership Delaware.

Member highlighted in national publication

<u>Office City Express</u>, a longtime Chamber member, was recently highlighted in the Independent Dealer, the official publication of the National Office Products Alliance. What an honor! Congratulations to Andrew and Michelle.



SECRETS OF SUCCESS:

Office City Express, Delaware, Ohio

If you still doubt the continuing ability of family owned and operated businesses to succeed in the office products space, you might just want to spend some time with the husband and wife team of Andrew and Michelle Ives at Delaware, Ohio-based Office City Express.

The dealership, which was founded by Andrew's father Ira in 1985, has been enjoying double-digit growth in recent years, based on the superior service and ability to build long-term customer relationships that are the hallmark of so many independents.

Andrew grew up in the business—he learned to drive on a delivery truck, he says with a wry smile—but Michelle is a relative newcomer. She came onboard as VP of sales in 2013, after 25 years in the corporate world with national fashion brands such as Lane Bryant and The Limited.

Fashion may not be the first thing that comes to mind when you think of office products, but the management expertise and growth-oriented perspectives Michelle brought to Office City Express have proved invaluable over the past two years and represent a key reason behind the dealership's healthy sales gains.

"When I came on board, I saw tremendous growth potential, but I also saw the need for a more collaborative culture within the organization and a more aggressive sales effort," explains Michelle.

With the support of some key outside resources such as consultants Krista Moore, sales coach Andrew Ford and new business development guru Tom Ketchum, Michelle and Andrew went to work.

They started by putting a greater emphasis on sharing knowledge and information throughout the dealership, through an open book management style that brought a new level of accountability to the company, along with regular staff meetings that kept team members up to date on progress and provided more opportunities for them to learn from each other.

They also cranked up sales training efforts, signing up the sales team to a comprehensive, two-year online training program that not only covers critical selling techniques but also alms to boost communications and basic life skills. Along the way, the lives also added three new salespeople to the team, people, says Michelle, with the right kind of service orientation and people skills to keep the growth curve trending in the right direction.

After two hard-charging years, the results of Andrew's and Michelle's efforts to bring genuine culture change to their dealership speak for themselves.

In addition to solid sales gains—even in mature product categories like paper, link and toner—the old days of separate siloes at the dealership for sales, customer service and operations are gone. People are talking each other, learning from each other and, says Michelle, everyone is having a lot more fun.

Change—particularly on the scale Andrew and Michelle are aiming for—Is never easy and it certainly never happens overnight. But so far, they say, things have been moving very much in the right direction, with every reason to expect more of the same as a new year gets underway.

FEBRUARY 2016 INDEPENDENT DEALER PAGE 12



The Pain Management Clinic diagnoses and treats the following conditions:

- + Neck and back pain
- Persistent pain after back or neck surgery
- + Headaches
- Arthritis pain in the neck or lower back
- Reflex Sympathetic Dystrophy (RSD)
- Nerve damage or muscle spasm pain
- + Chronic pelvic pain, including interstitial cystitis
- + Shingles pain



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The Pain Management Clinic located at OhioHealth Delaware Health Center 801 OhioHealth Boulevard, Suite 270

For an appointment, please call (740) 615.2222.

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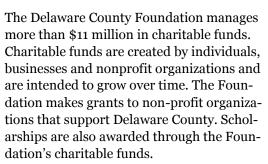
Two new members join Delaware County Foundation board

The <u>Delaware County Foundation</u> is pleased to announce two new board members. Frank Reinhard and Dennis Stapleton joined the volunteer Board of Directors.

Reinhard is First Vice President at the <u>Delaware County</u> <u>Bank & Trust</u> where he works in corporate banking. He served as a member of the Delaware County Foundation's Development and Marketing Committee before joining the Board. A resident of Delaware, Reinhard is a member of the <u>Delaware Rotary Club</u>, and the Delaware Area Chamber of Commerce where he is past Board Chair. He is a board member of the Delaware County Finance Authority. He was recently elected to the Delaware County Agriculture Society where he serves as President of the board. A Delaware native, Reinhard graduated from the University of Toledo.

Stapleton is Vice President, Commercial Insurance at Huntington Insurance, Inc. He served as **Delaware County** Commissioner for four years. Prior to serving as commissioner, Stapleton was Director of Government Relations at Carlile Patchen & Murphy and also served as Director of Government Relations

for the Ohio Consumer's Counsel and Assistant Director of the Ohio Department of Insurance. His public service extends to the Ohio House of Representatives as State Representative for the 88th District from 1996 to 2003. Originally from Washington Court House, Stapleton was President of Stapleton-Pool Insurance. He is a member of Rotary International and the Delaware Rotary Club and lives in Genoa Township. He is a graduate of The University of Dayton





Dennis Stapleton

Frank Reinhard



2016 Golf Outing

Save the Date: June 2

Location TBA March 16, 2016

Corporate sponsor

Country Club Rehabilitation Campus

Lunch Sponsor



Breakfast Sponsor



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Featuring Klepec & Klepec Tax Preparation and Returns; An affordable alternative way to help grow your business. by Ginnah Cashman

George and Keisha Klepec, owners of Klepec & Klepec Tax Preparation and Returns are helping assist the Delaware County community one step at a time. Klepec & Klepec is a public accounting practice - focusing mainly on accounting, financial reporting, consulting, bookkeeping and tax planning. George discovered his interest in public accounting after graduating from Youngstown State University's business program. He gained significant experience in corporate accounting through a variety of well-known firms in Central Ohio. Now, he uses his knowledge and experience to make his own business, Klepec & Klepec, founded in 1996, very unique.

Klepec & Klepec serves small businesses and individuals year round. Their busy season begins January 1st and continues throughout the month of May, as that season is known as "Tax Season". The rest of the year they are busy with consulting, bookkeeping, and financial reporting. "We listen to what a business wants in their accounting or bookkeeping needs and will set up a plan for those needs" explained Klepec.

Klepec & Klepec ultimately is trying to help us Delaware County citizens understand what accounting really is. They help business owners understand what a balance sheet, income statement is; cash flow statement, and statement of operations means to his or her business.

When asked how his company has changed over the years, George proudly announced that it has grown nicely. He says that his company lives off of the moto, "Slow and steady wins the race". George and Keisha's current company goals are to retire as a successful, small practice while helping Delaware County. "We continue to look forward to providing a pristine personal touch with accounting and tax services" said Klepec.

George described success in his own words. "It's not just about the money, it's more about family, managing the job well, and ENJOYING a balanced life". He goes on to say that by having an independent business run smoothly in partnership with his wife has been the most successful recipe for the success of his company. What really excites George and his wife is the fulfillment he receives when helping individuals and the continuing company growth. Klepec & Klepec mostly gains their business from client referrals.

Klepec and Klepec not only finds joy in growing their business, but also, helping other companies grow. They help their customers grow their business by providing financials based on integrity. They plan to do this by educating their customers so they can make better and more informative financial decisions, while at all times knowing their exposure.

George's advice to others contemplating being a small business owner is to"...start out small, take calculated steps and have FUN growing the business". George stressed the importance of

life/work balance and to have fun and enjoy the work you choose.

Contact Klepec & Klepec today for an affordable alternative at: 416 Riverby Lane, Delaware, Ohio 43015. ~ 740-369-6138 ~ gklepec@columbus.rr.com



"Chamber Member Notes" is a monthly feature written by budding journalists from local high schools They'll learn how to make appointments, find the proper person to interview and be at the correct location, on time, dressed appropriately prepared for the appointment. Students will learn how to ask leading questions that will make for an interesting story from which they will craft a stimulating article that is edited and delivered with photos on deadline. It's a win-win that includes valuable experience for the students and spotlight time for our members.

About the writer: Ginnah Cashman is a senior at Buckeye Valley High School. Her interests include competitive dancing, photography and spending time with her family, often in the form of working part time as a marketing intern in the family real estate business. Ginnah's plans are to attend med school and to continue dancing.

Have YOU signed up for auto-pay and received your FREE newsletter ad? What are you waiting for?

In response to a member survey, the Chamber has launched a new way to conveniently pay your membership investment. Members can choose to deduct the payment from bank account or credit card <u>securely stored offsite via Authorize.net</u>. You'll also be able to opt in to the billing frequency of choice: monthly, quarterly or annually.

Auto pay must be set up at least 30 days prior to the month of your membership renewal date*.

You can sign up now, even if your renewal date is up to twelve months from today. Fill out the **Membership Investment Auto Pay Form.** Bank account EFT is preferred to avoid credit cards that expire and interrupt the deduction.

Your banking/credit card account is secure; the Chamber renews its PCI compliance annually. Only *membership* invoices are eligible for this option. All other Chamber invoices remain due within 15 days. And remember that you can pay those online as well.

Members who sign up receive a free 1/8 page newsletter ad!

Call the office for format details or with help creating your ad.

So sign up today to make paying for your Chamber investment a snap. There are no administration or set-up fees.

*Don't know the month in which your renewal is due? Contact Sara at dachamber@DelawareAreaChamber.com.

Chamber's event cancellation policy

From time-to-time the Chamber has to cancel a planned event. Sometimes it's because the presenter has an un expected emergency, but usually it's because low registration doesn't justify asking a volunteer speaker to travel and for caterers to cook and set up a room for only a handful of attendees.

In those cases, we notify via email those who have registered for the event. Those who have not registered and show up at the venue will be inconvenienced and we apologize. Although we expect walk-ins at the event, we cannot predict how many there will be so we can't include that unknown number in our decision to hold or cancel an event. Often, had we known the number of unregistered walk-ins will attend, we would not have had to cancel the event.

We will not send a mass email about the cancellation of an event. At that point, we feel an obligation only to those who have registered. If you registered for an event, you will have received a reminder email, so there should be no question of whether or not you've registered.

Please understand that holding events is planned around knowing who commits to attending. Often, walk-ins impact the room

set-up and the amount of food prepared. While we don't discourage walk-ins, we have no way of contacting them. If you find at the last minute that you can attend an event, call the Chamber the day before or the morning of the event to make sure your trip isn't wasted.

Bottom line: please register for events. Thank you!

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Do you know...

...that as a member of the Delaware Area Chamber you may use the Chamber's conference room at no cost? The conference room sits 25 comfortably and has a screen, projector and Wi-Fi. Also on hand: podium, easel and white board. It's the perfect location for training, strategic planning or meetings you'd rather have off-site; for home-based members it a perfect place to meet your clients. We'll even supply coffee, water and soft drinks. And best of all, it's FREE. To schedule the room, contact Sara at 740-369-6221 or dachamber.com





When: April 29, 2016

Where: Delaware County Fairgrounds

Time: 9:00 a.m. - 1:00 p.m.

REGISTER BY APRIL 22, 2016

Registration Website: ConnectionsVolunteerCenter.org

All volunteers will be required to sign a liability waiver before participating in the exercise. Volunteers must be at least 18 years old or have parental consent.

















After Hours long overdue

The last time that **The Winter Street Inn** co-owners Debbie Aburmaieleh and Rodger Collom held an open house, it was a community event that brought 250 visitors. As the hosts of February's Business After Hours, Debbie and Rodger still hosted a large crowd, Chamber style. This beautiful old house is the only bed and breakfast in the city of Delaware. In the northwest side of the campus

of **Ohio Wesleyan University**, the inn sits across the





street from The Arts Castle, both offering extra charm to this 140-year -old home.

Click here for a

history of the Inn and link to their website for photos more fabulous than we can take!

Thank you to Debbie and Rodger for a very special venue in which to network.

2016 Community Profile and Membership Directory

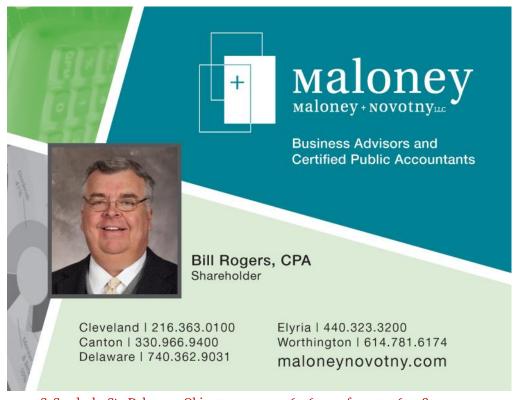
The 2016 publication of the Chamber's annual Community Profile and Membership Directory should have been received by the primary contact of your membership. Another beautiful piece was created by Gayle Holton Design, printed by Performance Printing, Inc., and help with photos came in part from Delaware County Tourism Bureau and the City of Delaware.

Copies are mailed to the membership and distributed throughout the year to Chamber walk-in traffic, new mover packets, staff recruitment packets requested by Chamber members and in many venues in the county. We encourage you to contact us for quantities of the publication to display and distribute in your lobby. The publication is also linked on the Chamber's website.

And please take note of the beautiful Chamber member ads within the publication. Click here for a pdf format of the publication.

Need hard copies to display at your business or distribute to your clients? Call the Chamber at 740-369-6221 and we'll deliver. And watch for early bird ad sales campaign for the 2017 directory.







<u> 42 Storage & U-SELL Cen</u>ter Alpha Group of Delaware, Inc

Arbors at Delaware Bauerle Automotive

Carolyn Asher- American Family Insurance

CES Credit Union. Inc. Delaware City Schools

Delaware County Bank & Trust Delaware County District Library

Delaware County Foundation

<u>Delaware County Habitat for Humanity</u>

Delaware County Historical Society

Delaware Pediatric Dentistry

Delaware Vision Care

Drug-Free Delaware Coalition

FC Bank

Fidelity Federal Savings and Loan Association

Foot and Ankle Wellness Center

Garth's Auctions, Inc.

Goodwill Industries serving Marion, Delaware,

Union, Crawford and Morrow Co.

Hunterwood Ltd. Partnership

HW&Co.

Kings Mill Golf Club

Lincoln Financial Advisors

Luvata Ohio, Inc. Nationwide Hotel and Conference Center

OhioHealth Grady Memorial Hospital

The Winter Street Inn

TRIAD Architects V & P Hydraulic Products

Wright & Moore Law Co., LPA

March

Calendar

HR Council

Wednesday, March 2 8:30am

Chamber office

Groundbreaking

Delaware Haves High School 3:00pm

lick here for details

B.E.D. & Breakfast

Crisis Plan for Your Workplace Tuesday, March 8 7:30am-8:30am Chamber office Click here for details

Safety Council

Delaware Area Career Center Tuesday, March 8 11:30am-1:00pm Click here for details

Leadership Delaware

Law Enforcement & the Courts Day Thursday, March 10



New Members

Anchor and Away Travel

Marci Dewitt - Owner 109 Locust Curve Delaware, OH 43015 (740) 972-9790 www.anchorandaway.com Serves as a full service travel agency

Community Survey

Derek Burns -**Managing Partner** 7955 County Brook Lane Westerville, OH 43081 (614) 396-9153 www.communitysurvey.com Connecting retail businesses, medical professionals and home service providers to new residents and new revenue

LRI- Lewis Rachel Insurance

Lauren Hicks - Customer Service/ **Insurance Agent** 94 North Sandusky Street, Suite 201 Delaware, OH 43015 (740) 362-0255 www.LRINS.com Offers a full range of insurance products for business, home, life,

Pat Catan's Craft Center

health and auto.

Jerry McKnight - Store Manager 159 South Sandusky Street Delaware, OH 43015 (740) 362-8119 www.patcatans.com Sells arts & crafts products

Workforce Development, Education & Community task force

Friday, March 11 8:00am

Chamber office

Business Development task force

Tuesday. March 15 Chamber office

Board Meeting

Wednesday, March 16 7:30am Chamber office

Infrastructure task force

Thursday, March 17 Chamber office

Third Thursday luncheon

Annual State of the County Thursday, March 17 SourcePoint 11:45-1:00pm Click here for details

Business AFTER Hours

Thursday, March 17 **Anytime Fitness** 5:00-6:30pm Click here for details

Admin Council

Thursday, March 24 9:00am Chamber office

SAVE THE DATES

Thursday, June 2, 2016 **Annual Golf Outing**

Details TBA

Friday, October 14, 2016

Annual Clay Classic Details TBA

Thursday, February 2, 2017

Annual Dinner DoubleTree by Hilton Crosswoods 23 @ 270

Click here to visit the chamber's interactive calendar of events

The Non-Profit Bulletin

This feature is a vehicle through which the Chamber's forty-some members that are governed by a board of directors can connect with those interested in serving in the community.



The Central Ohio Symphony located in Delaware is looking for additional trustees to join the current Board. The Symphony's mission is "Engaging the Community Through Music." The Symphony has developed a regional and national reputation for innovation and programming. The Symphony was awarded the Chamber's non-profit Quality of Life Award for 2016 and performs for more that 13,000 concert goers each season.

The Board meets six times a year. Board members are expected to serve on a committee, contribute to the Annual Fund Drive and support and advocate for the Symphony. A variety of backgrounds and skills are welcomed. Information on board responsibilities are available to preview. Please contact Warren Hyer, Executive Director of the Central Ohio Symphony at whyer@centralohiosymphony.org or by phone at 740-362-1799.

Delaware Speech and Hearing Center

Mission: Caring connection to better communication for clients in Delaware and Surrounding Areas (speech language pathology and audiology services)

DSHC is looking for professionals who have served families of children with special needs, medical background and/or experi-

ence in marketing in the Delaware area to serve on their board of directors.

General website: www.delawareshc.org
Contact: Bethany Moore, Executive Director, bmoore@delawareshc.org, 740-369-3650

Delaware General Health District

The Delaware General Health District serves the public health needs of the majority of Delaware County. The mission: The Delaware General Health District is dedicated to fostering, protecting, and improving the health and environment of our residents and communities.

Board members must be a resident of the district (all of Delaware County with the exception of Westerville, Dublin, and

Washington Township; preferably from a township or village, but would consider a resident of Delaware or Powell.

Length of term: Five year terms, but one of the vacancies will be to fill an un-expired term.

General website: www.delawarehealth.org

 $Board\ website: \underline{www.delawarehealth.org/board.cfm}$

Contact: Shelia L. Hiddleson, RN, MS Health Commissioner shiddleson@delawarehealth.org or 740-203-2002

HelpLine of Delaware & Morrow Counties

For 45 years, HelLine has worked to connect people in the moments that matter: knowledge and skills to prevent suicide and end relationship/sexual violence; support in coping with a life crisis 24/7; resources in the community to improve and restore lives; volunteer opportunities in the community for those who want to give back

HelpLine is governed by a volunteer Board of Directors who are the guiding body responsible for strategic direction, fundraising, and oversight of Executive Director who is responsible for the day to day operation of the agency. We ask that candidates either live or work in Delaware County. Length of term: Three years General website: www.helplinedelmor.org. Contact information - Sue Hanson, Executive Director shan-son@helplinedelmor.org 740.363.1835 ext 107.

Delaware County Habitat for Humanity

Seeking candidates interested in serving on our Board of Directors. The Delaware County affiliate is part of Habitat for Humanity International and brings people together to build homes, communities and hope. We build and renovate homes in partnership with families in Delaware County who otherwise would not have access to safe, affordable housing. Habitat builds homes and sells them to qualified partner families who perform sweat equity work and pay for the home through interest free loans financed by Habitat. We offer a hand up, not a handout. Delaware County Habitat for Humanity has been in operation for over 25 years and has built over 50 homes.

We operate with a small full-time staff and a volunteer Board of Directors who are responsible for strategic planning, resource

development, financial oversight and ensuring that the affiliate is effectively fulfilling our mission. The board meets monthly on Saturday mornings. In addition to serving on the board, each board member is expected to serve on at least one operating committee.

We are currently seeking board members from Delaware County with diverse skills and backgrounds and a passion for our mission. We are particularly interested in members with background and experience in the legal profession, real estate, mortgage banking, accounting or home construction, but anyone that has an interest should contact us. If you are interested in being considered for a position on our board please send an email to volunteer@habitatdelawareco.org with a copy of your resume or contact us by phone at 740-363-9950. You can find out more information about us at http://

www.habitatdelawareco.org/

Local OhioMeansJobs screens professional candidates for local employers

In an effort to find placement for the many candidates with mid- to high-level professional experience who live in Delaware County, OhioMeansJobs facilitates a program to assist both candidates and employers. Lona Helfirch, Workforce Specialist for the Ohio Department of Job and Family Services, has supplied the Chamber with a list of pre-screened professional applicants who are unemployed because of circumstances unrelated to their performance or work history. Below is a list of candidates' specialties and experience. If any of these look like they might fit your needs, contact Lona Helfrich at 740-398-5591 or Lona.Helfrich@ifs.ohio.gov.

Screened Candidates in Delaware County: Professional Candidates of the Month

Tina Osterman: Accomplished Executive Assistant offering advanced experience supporting top executives. A professional dedicated to making the lives of busy executives easier. Serve as an effective gatekeeper, prepare well-researched and accurate documents, manage busy calendars, and efficiently handle daily office tasks. Proficient user of MS Office (Word, Excel, Power-Point, Access and Outlook). Type 75 WPM. www.linkedin.com/profile/public-profile-settings?trk=prof-o-ovw-public profilesecondary

Tom Demko: Supply Chain Management and high-performing contract negotiator with legal and corporate experience. Procurement specialist experienced in analyzing supplier performance against agreed benchmarks. Skilled at planning, coordinating and developing strategic supply chain project initiatives designed to save time and money and increase profitabil-

ity.TDemko614@gmail.com or (614) 582-1969 or https://www.linkedin.com/in/ **TomDemko**

Tim Coan: Talent Acquisition Leader / Recruiting Director. Seasoned and accomplished search professional with senior level experience in all phases from assessment to on-boarding. Highly articulate and persuasive leader with a sincere passion and proven track record of partnering to assure success. Hands on contributor with the ability and desire to facilitate change, http://www.linkedin.com/in/timcoan

Thomas C. Giere Co-Owner and Managing Partner of a company selling Medical Devices for over 20 years, with Sales Reps located throughout the Midwest. Recently took advantage of an opportunity to sell our company, and currently searching for my next role. Primary functions included hiring, training and managing the sales force to ensure we met or exceeded our quotas and goals, along with building and maintaining relationships with our manufacturing partners, which included GE Healthcare, Philips Electronics and the Chattanooga Division of DonJoy Orthopedic. Experience communicating with Senior Management for those companies regarding our mutual growth.LinkedIn Profile: https://www.linkedin.com/in/tomgiere

If you are looking for a Professional Level candidate interested in working in Delaware County please contact Lona Helfrich with the State Office of Workforce Development at Lona. Helfrich@jfs.ohio.gov or at 740-398-5591.

Share your news

New staff? New product line? Industry recognition? Tell us what's going on in your business so that we can share it with our membership. Call us at the Chamber at 740-369-6221 or e-mail your news to hquaine@DelawareAreaChamber.com

Looking for product or service? Look to your fellow Chamber members first. The Chamber exists for and by its members – check here before you buy.



Save money on health benefits without pinching pennies

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Leadership Delaware Class of 2016 Government Day

Facilitators:" Daren Shulman '12 & Barb Lyon '12 Newsletter Editors: Pam Taylor, Suzanne Binau, Sabra Kershaw, Frederick Shanks, Jeff Manley, Karen Farell

Introduction

The February Leadership Delaware day took place at the <u>Delaware Area Career Center</u>, South Campus. From the Class of 2016, personal bios were presented by Frederick Shanks, Suzanne Binau, Karen Ferrell, Pam Taylor, Jeff Manley and Sabra Kershaw. Darren Shulman, <u>Delaware City</u> Attorney, and Barb Lyons, <u>United Way of Delaware County</u> VP, facilitated the day's events.

Local Government: Suzanne Binau

The first event of the day was "Local Government 101", where the group gained a general understanding of the various elements of local governments. Local Governments are those falling under the State including County, City, Village, and



Township levels. The County is funded by sales tax, which is managed by an Administrator, who is hired by the three elected County Commissioners. Other elected officials in a County are the sheriff, engineer, prosecutor, recorder, treasurer, coroner, auditor and the Common Pleas Court. Cities have a population of greater than 5,000 and are funded through income and property tax. City Councils are elected, but the management of the city may be through a Mayor or a City Manager. Villages have less than 5,000 residents and are managed by a Village Administrator. Unincorporated areas are Townships, which are funded by property tax and have elected Trustees, who can hire an Administrator. Townships have limited home rule power; their only authority is granted by state law.

Continued on next page

Leadership Delaware Class of 2016

Aric Arnett

Sarah Moore Community

Jason Banium

Preferred Benefits Services Agency, Inc.

Suzanne Binau

Delaware County Foundation

Jim Cornett

Alpha Group of Delaware

Jenna Eaves <u>2K General Co.</u> Brad Ebersole

Consolidated Electric Cooperative, Inc

Karen Ferrell

<u>Delaware County Board of</u> Developmental Disabilities

Kelsev Fox

United Way of Delaware County

Scott Fraker

Maloney + Novotny

Steve Gorman <u>SourcePoint</u> Jen Keagy

Delaware General Health District

Bill Hall

Family Financial of Central Ohio

Misty Hayden

First Citizens National Bank

Kris Hodge

<u>Delaware County Board of</u> Developmental Disabilities

Travis Īrvan

Delaware General Health District

Stephanie Jebode <u>Maloney + Novotny</u> Gere Jordan

Holony Media Sabra Kershaw Wesbanco Bank Angie Kitchen

Fidelity Federal Savings & Loan

Jen Koslow

The Columbus Zoo & Aquarium

Lisa Lajeunesse

<u>Delaware County Board of</u> Developmental Disabilities

Kavla Lemaster

Black Wing Shooting Center

Jeff Manley Fahey Bank

Ann McKenzie Teague Liberty Community Center

Ryan Morgan

Delaware Creative Housing

Scott Ortman

Byers Insurance

Jeff Paetz

Phoenix Environmental Carrie Rashleigh

<u>Delaware City Schools</u> Heidi Reed

Willow Brook Christian

Communities Melinda Rich

Delaware City Schools

Teri Roberts

Delaware County Bank

Brad Schneider
The Growth Coach
Scott Schroeder

OhioHealth

Stephanie Scribner

Delaware County - Family & Children

First Council
Frederick Shanks

Domtar Personal Care Division

Debbie Sonner

<u>Delaware County Board of</u> Developmental Disabilities

Doug Stewart

City of Delaware Fire Department

Pam Taylor

<u>Delaware County District Library</u>

Erin Teets

Delaware County Convention &

Visitors Bureau Joseph Uher

Delaware City Schools

Mike White

Marion Technical College

Doyle Whited
Del-Co Water Co.
David Wiseman

Delaware County Sheriff's Department

David Wolf

Del-Co Water Company, Inc.

Leadership continued

Service on Boards, Commissions: Karen Ferrell

Next, the class participated in a survey aimed at matching participants with the perfect board, commission, or committee to promote involvement in the community. The group discussed what it means to be a good citizen, and why citizen involvement in government is important. Participants then answered a set of questions and received information about local commissions matching their interests, based on their answers. The local commissions ranged from the Delaware Citizens Academy (a class that provides opportunities to meet local government in person) for those who are unfamiliar with Delaware or aren't really sure why citizen participation in government is important; to the Parking and Safety Committee, for those who feel the parking situation in Delaware could be improved and want to make recommendations about parking and safety in the



City. In between, there was a commission that fit just about every Leadership Delaware participant. For anyone who did not find their perfect match, Darren provided a list of fifty-two commissions in our local community, and a link to the application (www.co.delaware.oh.us/hr/board/board.asp).

Transportation: Frederick Shanks

After the morning break, the discussion turned to transportation. There are four (4) layers involved in all Transportation projects initiated in the state that gets decided through a much prescribed process. 1. There is a purpose and needs assessment that is conducted; 2. Questions are answered as to "Why" the project is needed; 3. Environmental issues are addressed that could affect the project; 4. Finally, a determination is made as to whether or not the funds are available. This was explained in detail by a panel of Transportation experts representing the Federal, State, County and City agencies. The panel included Adam Johnson from the Federal Highway Administration, Ferzan Ahmed from ODOT, Chris Bauserman from the County Engineer office and Bill Ferrigno the Director of Public Works for the city of Delaware. The panel engaged in further discussion on how funds are allocated through the process once awarded from the Federal agency all the way down through city government with the city level ultimately being the customer. Transportation projects get funded by way of the Federal Gas Tax which is currently .18 cents on a gallon of gas. Construction cost continue to rise while the gas tax allotment has remained stagnate for years. In relation to rising construction cost and revenues being less in comparison, county and city agencies receive 40% less in funding for Transportation related projects.

Government Game: Pam Taylor

Our next panel consisted of elected officials from different parts of **Delaware County**: Tom Homan, Delaware City Manager; Steve Lutz, Powell City Manager; Earl Lehner, Troy Township Trustee; Karl Gebhardt, Genoa Township Trustee; Lisa Knapp, Orange Township Trustee; and Gary Merrell; Delaware County Commissioner. In preparation for this panel discussion, each Leadership Delaware participant completed a questionnaire, providing information about the city or township in which they live. Each member of the panel was also asked to answer the questions, and the responses were compared to participants' answers. Playing *The Government Game* made it clear to those present that local government has a pretty good grip on what its



constituents view as priorities:

*Rural Troy Township is concerned with maintaining its farmland, in addition to meeting the needs of, and better communicating with its residents. *Orange Township is growing quickly, and focusing on the concept of community within its boundaries, a new zoning inspector, and infrastructure. *Genoa Township is also growing quickly, and is hoping to maintain its rural flavor while, looking to improve infrastructure.

*The city of Delaware is focusing on roads and streets, specifically the "point", where routes 36 and 37 merge, better use of the river, and attracting tourism.

*The county is focusing on roads, sewage, and economic development.

All five entities are open to multiple means of receiving communication from their constituents, most favoring phone and email.

Board of Elections Jeopardy: Sabra Kershaw

Now were off to having some fun! As competition rises we also learned a great deal of information from the Board of Elections & the process of how elections are ran. A representative & her team taught us the process of election while we played Jeopardy. This is a great way to learn & play at the same time.

DATA Bus Third Thursday presentation

Thank you to <u>Delaware Area Transit Agency</u> for sponsoring the February Third Thursday Luncheon, The event's speaker was Chris Herman, board member of Transit Columbus who spoke about regional mass transit issues. <u>Click here to view his presentation</u>.



2016 produce market volunteer opportunities

Produce Markets are designed to provide fresh food to individuals and families in need. The Mid-Ohio Food Bank supplies all the produce distributed at the event and most of what is offered is fruits and vegetables but can also include bread and dairy items. Each Market can serve up to 300 families whose eligibility is set at 200% of the federal poverty level.

After each distribution event, all remaining product is distributed to, among others, **People In Need of Delaware County**. In addition to PIN staff, each Market event needs volunteers to assist. The Market dates are held at the PIN facility at 138 Johnson Dr., Delaware from 2:30-4:30. Volunteers are asked to arrive 30 minutes prior to the event and to park across the street at **Office City Express**. The Market events are held rain or shine and volunteer jobs include set-up, client sign-in, traffic control and clean-up.

Foir questions or to schedule a volunteer date, call Randy Bournique at 740-363-6284 or email to rbournique@delawarepeopleinneed.org.

Market dates:

March 30

April 27

May 25

June 29

July 27

August 31

September 28

October 26

November 30



Chamber "ads" new dimensions and new sizes to newsletter advertising

More than 900 readers at over 400 businesses receive our electronic monthly newsletter. The newsletter is also linked to and archived on our website for even more exposure. Using the Chamber newsletter to reach hundreds of customers is a terrific value. All ads are in full color and should be sent electronically in either a Publisher, png, jpeg or PDF format **ONLY** by the 20th of the month for placement in the next month's edition. **And if you prepay for 10 months, you'll receive two additional months of the same size ad FREE!** Email your ad to hquaine@DelawareAreaChamber.com

Ad prices are for one run:

Full page* 8.5" x 11" \$125

Half page** 5.25" h x 8" w \$ 90 NEW AD SIZE

Quarter page 5.25" h x 4" w \$ 75 One-eighth page** 2.62" h x 4" w \$ 50

* vertical only **horizontal only

Chamber Referral Buck\$\$...

...is a program that rewards current members for referring new member businesses. Your efforts to grow your organization will earn you \$50 in **Chamber Referral Buck\$\$.** You'll receive a certificate good for *any* Chamber invoice. You may use more than one Chamber Referral Buck\$\$ certificate for any invoice. Redeem your **Buck\$\$** for advertising, sponsorships, event attendance or membership renewal.

The more we are, the stronger we are. Working together.... It's Good for Business!!

Your Chamber membership: True or False?

- The Chamber receives several requests each year for goods or services provided in our community and recommends Chamber member businesses. The Chamber encourages members to supply the office with their brochures for display at no charge. FALSE! The Chamber receives *hundreds* of requests each year by phone, email and in the Chamber office.
- Free for the asking is a prescription discount card that you can distribute to all your employees. TRUE! There's nothing to sign; no charge to distribute or to use; accepted at all the big chain pharmacies; and the discount is often a bigger savings than the co-pay. Look like a hero to your staff and contact Sara today: 740-369-6221 or dachamber@DelawareAreaChamber.com
- The Chamber's conference room may be reserved at a very reasonable cost to Chamber members. **FALSE!** The conference room sits 25 comfortably and has a screen, projector and Wi-Fi. Also on hand: podium, easel and white board. It's the perfect location for training, strategic planning or meetings you'd rather have off-site; for home-based members it a perfect place to meet your clients. We'll even supply coffee, water and soft drinks. **And best of all, it's FREE**. To schedule the room, contact Sara at 740-369-6221 or dachamber@DelawareAreaChamber.com

Having trouble clicking newsletter links?

If you have been having difficulty accessing links from the electronic newsletter, you may need to try the "mobile" version. Smartphone, tablet, and Google Chrome users should use the alternative version of the newsletter, available from the newsletter email or found right below the main newsletter link from our newsletter webpage. Let us know of any other newsletter issues by contacting Sara at 740-369-6221 or email at dachamber@DelawareAreaChamber.com.

Personal & Financial Planning WORKSHOPS

FREE 1-HOUR WORKSHOPS presented by SourcePoint's Trusted Advisors!

MONDAYS AT 6:30 P.M. at 800 Cheshire Road, Delaware:

Mar. 7: Annuities & Financial Planning by Jon Cleary, BCA Group at Morgan Stanley Wealth Management

Mar. 14: Where Can I Invest My Savings? by Richard Roell, ChFC, FFSI, MBA, Peak Financial Partners, LLC

Mar. 21: Paying for Nursing Home Expenses by Jeffrey Mackey, Fusco, Mackey, Mathews and Gill, LLP

Mar. 28: Financial Planning Program by Andrew Panyik, MSFS, Money Concepts

Open to everyone!

RSVP at www.MySourcePoint.org





Delaware Area Safety Council News



See you at OSC 16 March 9-11! Click on the picture above to register if you haven't already!

External training opportunities

Remember that up to two of your 10-meeting requirements can be substituted by external trainings. BWC offers an abundance of courses that fit your company's needs. (Please note that webinars and in-house trainings do not count for credit.) Check out their training center online here. Click here for the list of courses offered in Columbus for FY16. Courses near the end of the fiscal year in June always fill up fast so plan ahead: schedule your courses now to ensure seating.

If you have any questions regarding what counts for credit, contact Sara at the Chamber at 740-369-6221 or

dachamber@DelawareAreaChamber.com

February meeting recap

We were delighted to welcome Safety Council members from the surrounding area who joined us for an educational session on the workers compensation process.

We heard from Steven Taylor, RN, BSN, CCM, Clinical Nurse Manager for OhioHealth Employer Services, WorkHealth who spoke to us about how important selecting a quality occupational health provider is and the roles and responsibilities of parties involved. Dyann McDowell, President of Training Marbles, took us through a successful drug-free workplace program and why it is so important to keep those programs up to date. Dr. Kessler, Senior Vice President and Medical Director for CompManagement explained what the Enhanced Care Model is and how to prepare for it in your workplace.



Click here for BWC's e-newsletter!

Safety Council Calendar

March 8th: Mental Health Awareness and Screenings presented by Sue Hanson, Helpline

April 12th: MCO Open Enrollment

Save the Dates

March 10th*: Marion Area Safety Council: Health & Wellness Series: Understanding Addiction

May 5th*: Marion Area Safety Council: Health & Wellness Series: Weekend Warriors Strains and Sprains

May 10th: Annual Awards meeting

June 14th: 3rd Annual Health & Wellness Fair

RSVP by contacting Safety Council Program Director Sara Vaught at dachamber@DelawareAreaChamber.com or by calling 740-369-6221. Unless otherwise noted, all Safety Council meetings are held at 11:30 am at the Delaware Center, South Campus, 4565 Columbus Pike, Delaware, 43015.

*Counts for one external training credit

Safety Council Reminders

- Don't forget to sign in *at every meeting* and check the box if you are a CEO.
- February's meeting was meeting number 8 for FY16
- Need to check your attendance? Call or email Sara at the office: (740) 369-6221 dachamber@DelawareAreaChamber.com