

CHAMBER NOTES

A Monthly Newsletter of the
Delaware Area Chamber of Commerce

February 2020

Sustaining Members

Industry Exclusive
Platinum Level



Gold Level



Silver Level



Bronze Level



The Delaware Area
Chamber of Commerce
Established 1907



Annual State of the City draws crowd

The Chamber's annual January Third Thursday luncheon presented its 12th annual State of the City.

The [city of Delaware](#) is an enduring supporter of the Chamber, and the standing room only crowd demonstrated the Chamber members' relentless interest in knowing what's going on in our community.

This year's presentation kicked off with a video overview followed by Q & A with mayor Carolyn Kay Riggle and city manager Tom Homan. Riggle has served on City council since 2003 and has served as mayor since 2013. Her commitment and enthusiasm for Delaware is matched only by her passion for veterans' services. Ms. Riggle is the embodiment of public service.

Homan is in his 21st year, leading the city through the most unremitting growth in the community's history.

Using drone technology and interviews with city staff, the video is a virtual ambassador to the city. [Watch for yourself and be prepared to be impressed.](#)

The annual State of is part of the fabric of the Chamber and all the thanks goes to the City for its ongoing partnership in this tradition.



Thank you to our
luncheon sponsor



Chamber newsletter advertising a good value

More than 1000 readers at over 430 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

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

State of the Economy

Bill Lafayette. Regionomics

sponsored by

Network Communication Installation

Linus Communications

Thursday, January 20, 2020, 11:45am—1:00pm at [SourcePoint](#)

800 Cheshire Road, Delaware 43015

Cost includes a buffet lunch ~ Check-in begins at 11:45

Chamber members: \$20 ~ Non-Chamber 10, 2020

Cancellations after January 10 and no-shows will be charged.

[Click here to register](#)

February Business After Hours

End your day on Thursday, February 20 by networking when [C. G. Boyce Real Estate](#)

hosts the After Hours. Food, networking– bring lots of business cards to share. The event is held at 38 East Winter St., Delaware, from 5:00-6:30pm. pm at Please let us know you'll be attending.

[Click here to register.](#)



New member orientation

Each quarter the Chamber hosts an event to welcome new and prospective members (or new representatives from current members) to the organization. It starts with an informal reception attended by several board members and continues with a presentation of benefits and services that come with being a member of the Chamber. New members, prospective members and reps from veteran member businesses who attended the January 28 event included:

Mike Ringle, Delaware County Treasurer

Jason Sanson, [Environmental Design Group](#)

Gwen Stetler, [Family Promise of Delaware County](#)

David Green, [Focus CFO Group](#)

Daniel Church & David Lundregan, [Park National Bank](#)

Vance Greene, [Savare Adhesives](#)

Michael Cochenour, [Steller Construction](#)

[Click here for more photos](#) and plan to join us at [our next orientation on April 28, 2020.](#)





DELAWARE
CHAMBER OF COMMERCE
NLRB

ONLY TWO SPOTS STILL OPEN!!



HR Six Pack Series

Are you or one of your staff performing the HR functions in your business?

Are you responsible for only HR but aren't up-to-date on the changing labor laws?

Even a small business without a dedicated HR professional– ESPECIALLY a small business without a dedicated HR professional– needs to understand the current laws, best practices and advice regarding your relationship and responsibilities as an employer.

This program offers a well-rounded exercise in how HR function can prevent expensive issues.

The program includes:

- ⇒ **February 17:** Hiring: applications, interviews, ADA, I9, reference checks, tests and assessments, avoiding pitfall questions you think is innocent small talk; medical marijuana in the workplace
- ⇒ **February 24:** Employment manuals: policies, content, required postings, NLRB guidelines for social media, confidentiality; non-competes and non-disclosure agreements, protecting trade
- ⇒ **March 2:** Leave: sick leave, drug rehab programs, EAPs, ADA accommodations, absenteeism
- ⇒ **March 9:** Non-discrimination: medical exams, more ADA, religion, race, national origin, gender, age, LGBT– (restrooms and health care provisions), establishing a culture to avoid unintentional insensitive comments that can cause big issues
- ⇒ **March 16:** Regulatory: wage and overtime, commissions, OT exemptions, record-keeping, OSHA, Whistleblower, HIPAA, time-keeping, email and smart phone issues, unemployment compensation
- ⇒ **March 23:** Discipline: progressive discipline, best practices, termination, severance agreements, more ADA, employment references, documentation, process of termination, workplace violence resulting from termination

This program is available for \$250 per Chamber-member participant. (\$325 for non-members) The program will run from 8:00-10:00am for six consecutive Monday mornings beginning February 17. Attendees must prepay to be eligible to participate. [Click here to register by February 7, 2020.](#) Class size is limited.

The series will be facilitated by attorneys **Maribeth Meluch**, Isaac, Wiles, Burkholder & Teeter, and **Shane Dawson**, Dinsmore & Stohl who, between them, have over 50 years' legal experience. They are frequent presenters of Delaware Chamber programs.

SHANE M. DAWSON specializes in the defense of employment and workers' compensation matters and handles matters for businesses from the family-owned enterprises to the world's largest retailer throughout the State of Ohio.

MARIBETH MELUCH is a business lawyer who combines a unique blend of Intellectual Property and Employment law in her practice to serve the firm's business clients. From formation and operations, through merger or sale, Maribeth counsels and represents businesses on all their legal issues including contracts, employment, litigation, workouts and regulatory matters.



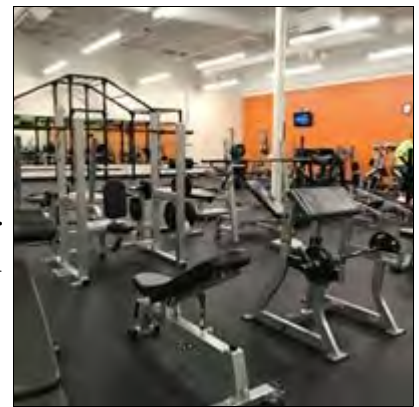
Member celebrates new location

Two years ago Colorado residents Chris Larson and Alyson Lowe made their very first visit to Ohio and when they went back to Colorado it was to pack their things and head back to Ohio as brand new [Anytime Fitness](#) franchise owners. Jumping off a cliff, taking a leap of faith, alternating between questioning their sanity and excited and confident about their dream, these bright, smart, fun partners' decision was a gift to Central Ohio.

On January 15 the Chamber helped celebrate the grand opening of their new location at 1710 Columbus Pike (Walmart/Kroger shopping center), Delaware.

The 10,000+ square foot facility has it all and then

some. It boasts the heaviest weights in the area, 24/7 access and a real community feel among its members. Congratulations to Chris and Alyson– we're so proud of you!! [Click here for more photos.](#)



MainStreet Delaware recertified

Heritage Ohio is proud to announce the 2019 certification of Delaware as a National Main Street Community. Delaware has been an active member of the Ohio Main Street Program since 2000, and continues to revitalize the historic downtown district using the Main Street Four-Point Approach.

After a half-day evaluation process, the board of [Main Street Delaware](#) continues to exhibit evidence of a healthy non-profit program working toward measurable outcomes in downtown revitalization. As an accredited program, Main Street Delaware is being recognized as proficient in the 10 criteria as set by the National Main Street Center. This designation is a testament to the hard work and commitment of the Main Street Delaware Board of Directors, staff, and volunteers.



“It's been truly amazing to see the transformation take place in downtown Delaware since I completed my first evaluation visit in 2003. So many Main Street stakeholders have come together to start signature events such as First Fridays, launch new businesses, and fix up historic buildings, and in the process, they've created a downtown every resident and visitor can be and should be proud of,” commented Frank Quinn, director of preservation for Heritage Ohio.

Heritage Ohio helps people to: save the places that matter, build community, and live better. As Ohio's official historic preservation and Main Street Organization, Heritage Ohio's mission is to foster economic development and sustainability through preservation of historic buildings, revitalization of downtowns and neighborhood commercial districts, and promotion of cultural tourism. Since 1998, Heritage Ohio has contracted with the National Trust for Historic Preservation as Ohio's state coordinating agency for the Main Street Program™. Learn more at www.HeritageOhio.org.

Congratulations to our good friends at MainStreet and much gratitude for what you do to contribute to our local economy.

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 the Chamber 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 the Chamber at 740-369-6221 or dachamber@DelawareAreaChamber.com

**Looking for product or service? Look to your fellow Chamber members first.
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The SOCA self-funded medical plan. A big opportunity for small employers.

The Southern Ohio Chamber Alliance (SOCA) teamed up with Anthem Blue Cross and Blue Shield to create a health program that can lead to more rate stability – and it could offer potential savings for groups with 50 or fewer employees. This self-funded multiple employer welfare arrangement (MEWA) lets smaller employers join together to share in the overall claims risk. By being part of a larger, self-funded pool, employers have financial protection backed by Anthem's stop loss coverage.

In addition to financial protection, this innovative alternative offers:

- Competitive rates
- Fixed, predictable monthly payments
- A variety of plan designs
- Anthem's broad Blue Access PPO provider network and Essential Rx formulary
- Coverage for claims run-out/terminal liability coverage
- Expanded wellness offerings
- Specially discounted rates on SOCA-exclusive specialty products including dental, vision, life, optional life, and disability insurance

As a member in good standing with the Delaware Area Chamber of Commerce, your business is eligible for discounted group health care, sold through our Chamber-member authorized agents. Contact one of our agents to see if there's a plan that's right for you.

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Our Values—The Delaware Area Chamber of Commerce will:

- treat all of our relationships with honesty, respect and fairness;
- be actively involved in our community and be leaders in identifying and addressing issues of community and regional concern;
- foster partnerships to improve the economic well-being and quality of life in the community;
- hold the business needs of our membership to be our highest priority;
- remain committed to fostering a rich sense of community and an unrivaled quality of life;
- stay connected to our membership - communicating information and opportunities to our members, public policy leaders, and the residents of the greater Delaware community;
- be an inclusive organization, sustaining a diverse membership by welcoming all interested parties to become involved and encouraging a variety of thoughts and view points; and
- be trustworthy and responsible stewards of the Chamber's funds, seeking to direct resources with wisdom and integrity.

Looking for product or service?

**Look to your fellow Chamber members *first*.
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Member has a new president with a familiar name

Joe Pemberton will replace Andrew J. Sonderman as head of [Suburban Natural Gas](#), which serves 18,000 customers in the Polaris area and portions of Marion, Wood, Henry and Lucas counties.



Suburban Natural Gas Company
Established 1882

Pemberton, 37, also assumes the title of chief operating officer at Suburban.

"I'm humbled, excited and grateful for this opportunity," said Pemberton, who rejoined the company in 2014 after leaving for a few years.



Pemberton becomes the third Pemberton to serve as president of the firm, which employs 38 people. His grandfather, David L. Pemberton Sr., and his father, David L. Pemberton Jr., also served as president and chief operating officer.

David Pemberton Sr. remains chairman and chief executive officer of the privately owned company, which has added customers in recent years in the fast-growing Polaris area.

"We're very fortunate to be in a robust growth service area," Joseph Pemberton said. "Safety and service will continue to be paramount."

Sonderman, 68, had run Suburban since March 2015. Joe is a past president of the Delaware Rotary club and received the Chamber's Citizen of the Year for 2018.

Chamber networking events available for new year

One of the fundamental benefits of a chamber membership is the opportunity to meet other members. The Delaware Area Chamber offers members the chance to host or attend either an am or pm networking event most months.

Want to show off your business by inviting members over for refreshments and schmoozing? The Chamber is taking reservations for hosting in 2020. Dates are filled on a first-come basis* so contact the Chamber to hold your date. Contact Sarah at dachamber@DelawareAreaChamber.com.

Available dates for 2020:

Business BEFORE Hours 8:00-9:30 am

Business AFTER Hours: 5:00-6:30 pm

April 2

March 19

May 21

October 1

November 5

September 17

November 19

* Excluding annual traditional events, please allow 18 months since your last hosting.

Follow Ohio Chamber legislative updates

As a proud member of the [Ohio Chamber of Commerce](#), we're grateful for their advocacy on behalf of small business. For chambers like ours with bare bones staff, the value of our membership with Ohio Chamber is the vetting, education and lobbying that we lack the adequate resources to take on. We urge you to click on their logo and follow their updates.



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!!

Terracon

800 Morrison Road
Columbus, Ohio 43230

Kevin M. Ernst, P.E.,
Office Manager
kevin.ernst@terracon.com

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Delaware County gearing up for 2020 census

Census Day is April 1st. Where you live on that date determines where you are counted for the U.S. Census (students in college on April 1st should list their college address when completing their form).



Changes for the 2020 Census include:

- Accurate address lists with automated field operations will keep residents' info confidential and safe.
- For the first time, **census takers can respond on-line, by mail or by phone.**
- **Residents will receive a postcard** with a personal identification number that they can enter securely on-line.
- The Decennial (ten year) Census **only has nine questions.**
- Response data will reduce in-person visits to non-responding households.

The Regional Planning Commission and County Auditor's office have worked with the Census Bureau to identify all addresses where people can live.

It is important that everyone is counted as census data impacts all of us including supporting the strategies in the CHIP along with the services that we provide to improve the health of our residents. Census data are used to:

- Forecast future transportation needs for all segments of the population;
- Forecast future housing needs for all segments of the population;
- Analyze local trends;
- Create maps to speed emergency services to households in need of assistance;
- Plan for public transportation services;
- Establish fair market rents and enforce fair lending practices;
- Plan for school projects;
- Determine areas eligible for housing assistance and rehabilitation loans.

Census employees will always have: 1. badges with photo IDs, and 2. black canvas bags and laptops with 2020 census logos.

For more information and resources, visit regionalplanning.co.delaware.oh.us/data/census/2020census.gov/en

or call 740-833-2260 and we can help schedule a Census representative to speak to your jurisdiction or community group.

Member named to BIA board

Treplus Communities is pleased to announce that Jane Arthur Roslovic will serve on the Building Industry Association of Central Ohio (BIA) Board of Trustees which is the governing body of the Association. The Board is comprised of a unique group of individuals from diverse backgrounds, and each person brings their own expertise and talent to the table. The Board members are all volunteers who invest a great deal of time and energy into the betterment of BIA members' work and personal environments.



Jane is a Managing Partner at Treplus Communities and has served in this role since 2012. She and her sister Ann Arthur Cook and brother Geoff Arthur have identified and acquired 368 multifamily units and secured more than \$65 million in financing. Jane has served on the board of Broad Street Financial Company, Treplus' parent company, since 2007. In early 2019, Jane also became a National Association of Home Builders CAPS (Certified Aging in Place) Specialist.

Jane began her successful career by managing over 500 multi-family apartments as well as developing \$10 million in residential real estate. In addition, Jane acquired, managed, increased the value of and subsequently sold a small manufacturing business. She has served on the Boards of Trustees for Central Ohio organizations including: The Columbus School for Girls, Urban Growth, Franklin Park Conservatory and the Charles Kleibacker Fund at The Columbus Museum of Art. Jane is a member of Women Presidents Organization and Urban Land Institute and a graduate of Southern Methodist University.

"It is a privilege to join the Board of Trustees to be an advocate for single and multi-family homebuilders, developers, remodelers and member partners throughout the State of Ohio to build a more prosperous region of the country," says Arthur Roslovic.



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YOU count ✓
WE ALL count ✓



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Chamber endorses school levy

The board of directors of the Delaware Area Chamber of Commerce recently announced support for the [Olentangy Local School District's](#) March 17 ballot issue.



OLENTANGY SCHOOLSSM
Flourish Here.

At its January meeting, the Chamber's board voted unanimously to endorse the school district's ballot request. The issue seeks voter approval of a 7.4 mill operating levy, a 0.5 mill permanent improvement levy and a no additional millage bond issue. All three components will appear on the ballot as a single 7.9 mill issue.

Chamber President Holly Quaine cited the school district's continued enrollment growth, commitment to efficiency, and the impact that quality community schools have on local businesses as key factors in the Chamber's support.

"Nothing contributes more to economic development, job growth and quality of life than a community's local schools. Delaware County has extraordinary districts with a product that surpasses the rest of the state and country and at a cost of less per pupil as well. As long as the State refuses to live up to its responsibility to fund certain districts per the legal funding formula, residents must continue to underwrite Olentangy Local Schools. And when an OLSD resident chooses a private education for their children, they take the FULL funding with them to do exactly what the District does so well. The District is responsible for transportation outside the District."

Quaine continues, "Local residents and the state legislators all claim that educating our children is a priority, yet only the local residents demonstrate they are willing to support their schools by picking up the tab that the State refuses to. Also ignored by the legislature is the economic impact of the District, which is one of the largest employers in Central Ohio."

The ballot issue is driven by Olentangy's continued growth as well as an ongoing lack of state funding needed to help offset local property taxes. Enrollment projections show the district will grow by an additional 5,000 students by school year 2029-30, which will far exceed classroom space at its existing elementary and middle school buildings. Despite efforts by the district to obtain additional state financial assistance, Olentangy Schools continues to receive approximately \$0.6 in state funding for every \$1 its residents pay in state income taxes. The average Ohio school district receives \$.64 back from the state.

The ballot request would address both the classroom space and immediate funding needs. Approval of the no additional millage bond portion of the issue would fund construction of two elementary schools, a middle school, as well as provide for building security and ADA compliant playground updates throughout the district. The permanent improvement component would fund maintenance and technology upgrades and replacement needs, while the operating levy portion would fund personnel and classroom supply expenses.

Following the Chamber's endorsement, Olentangy Schools Superintendent Mark T. Raiff said: "On behalf of the Olentangy Board of Education, our staff and students, I want to express our appreciation to the Delaware Area Chamber of Commerce for its endorsement of this critical ballot issue. This serves as confirmation that our business community recognizes the important relationship that exists between our schools and local businesses. I am committed to ensuring that Olentangy continues to have a positive impact on the business community by maintaining a fiscally responsible, high quality school district."

Additional information about the district's March ballot issue can be found at:

www.olentangyschools.org



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Are you making the most of the freebies that your Chamber membership offers?

The Chamber uses an integrated database system called ChamberMaster. From the staff's point of view, ChamberMaster's integration with our secure accounting system and website, and its use as a database system are only the tip of the iceberg; CM's features are robust and responsive to chambers of commerce who subscribe. But ChamberMaster is also a multi-faceted tool for our members that increases the value of membership to those who use it.

To use any of the features offered, you will need a username and password. [Click here for instructions.](#)

Your online calendar displays events from other members, Chamber events, and of course, any events that you have posted. You can register online for Chamber events only; to register for another member's event, please contact that member directly. If the event you'd like to register for has a fee associated with it (for example, Third Thursday luncheon is \$20 per person), you can pay online right then and there, select to pay at the door, or let us know you'd like an invoice. [Click here for the full instructions on registering for Chamber events.](#) So, you've attended an event and you opted to be invoiced for it. You can pay that invoice online as well as ANY Chamber invoice. [Click here for instructions on how to pay invoices online.](#)

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

The Chamber offers an recurring, incremental payment option for annual dues investment. Members can choose to deduct the payment from bank account or credit card [securely stored offsite via Authorize.net](#). 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 1/4 page newsletter ad! Call the office for format details. 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? Email dachamber@DelawareAreaChamber.com.*

Our Guiding Principle

The Delaware Area Chamber of Commerce acts as a champion of prosperity by influencing policy and regulations that impact the interests of business; researches, communicates, educates and advocates public issues on behalf of the interests of business and quality of life.

Did 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 the Chamber at 740-369-6221 or dachamber@DelawareAreaChamber.com.



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Member welcomes new staff

Cummins Facility Services recently brought Candise VanVoorhis on board in the corporate office as Human Resource Manager. While new to the organization, VanVoorhis is not new to the role. CFS is a 100% women-owned company with more than 40 years in business, providing janitorial, snow removal, floor care, high structure cleaning, recycling and construction clean-up to clients both nationally and internationally.



"Candi really has what we are looking for," said Jill Frey, President and CEO of Cummins Facility Services. "Her values are consistent with the ones we set for the company." she has great experience in human resources with recruiting and onboarding, and she is well-versed on state and federal regulations. I know she will be a great asset to our team"



In her new position, VanVoorhis will oversee human resources responsibilities including training and compliance, workers' compensation management, employee relations, OSHA training and policies and procedures.

"I'm ready to hit the ground running at Cummins. I think my leadership skills and experience with employees in different types of business environments can be valuable here," said VanVoorhis. "There is so much opportunity at CFS right now. I can't wait to see where this goes."

VanVoorhis is a Marion, Ohio resident. She has spent nearly eleven years working in a variety of business management roles, including her most recent one for a retirement community.

VanVoorhis earned her Associate's Degree in Business for Accounting.

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Powell, OH 43065
(614) 539-4964



elitefootandankleoh.com

Provides podiatric treatments and surgery

Keystone Pub & Patio

Kristine DePriest -
Owner
1081 Gemini Place
Columbus, OH 43240
(740) 548-1182



keystonelewiscenter.com

Serves as a bar & grill; offers live entertainment

SBA Studios, LLC

Scott Baker, Owner/Principal Architect
1565 Dale Ford Road
Delaware, OH 43015
(614) 562-7827



sba-studios.com

Provides residential & commercial architectural services.

Warren Pump & Supply Co

Kirk Parker, VP
2926 Commonwealth Ave.
Warren, OH 44483
(330) 372-2610

warrenpump.net

Serves as a wholesale distributor of water pumps, tanks, pipe, casing & other related water well products & accessories



WARREN PUMP & SUPPLY CO.

Reinvesting Members

[All About Kids Childcare and Learning Center](#)

[Andrews House, Inc.](#)

[Anytime Fitness](#)

[Berlin Township](#)

[Broadstreet Partners, Inc.](#)

[Buckeye Ready-Mix, LLC](#)

[Bun's Restaurant](#)

[Capital Medical Resources, LLC](#)

[Central Storage](#)

[Centurion Service Group](#)

[Delaware City Schools](#)

[Dexxon Digital Storage, Inc.](#)

[Dry Patrol of Central Ohio](#)

[Edward Jones - Dan Jay](#)

[Four Star Living](#)

Gabel, E. Marianne

[Harmony Brands, LLC](#)

[Holony Media](#)

[Howald Industrial Park](#)

[Inno-Pak, LLC](#)

[JEGS Automotive, Inc.](#)

[Jet's Pizza](#)

[Liberty Casting Company](#)

Mail Pro 1, LLC

[Mays Consulting & Evaluation Services](#)

[MD Transmissions, Ltd.](#)

[Mike's Roofing, Inc.](#)

Miller, Rozella

[Pregnancy Resources of Delaware County](#)

[Sims Bros., Inc.](#)

[Stratford Ecological Center](#)

[Taft Stettinius & Hollister](#)

[Thorsen's Greenhouse, LLC](#)

[Todd Etgen Trucking, LLC](#)

[Wolfrum Roofing & Exteriors, LLC](#)

Worly, Don

February Calendar

Annual Dinner

Thursday, February 6, 2020
Hilton Polaris

Safety Council

Tuesday, January 14
11:30 am—1:00 pm

[Click here for details & registration](#)

Manufacturers' Council

Wednesday, February 12
7:30 am Vertiv

Leadership Delaware

Government Day
Thursday, February 13

Workforce Development & Education Committee

Friday, February 14
8:00 am Chamber office

HR Six Pack

Monday, February 12
One of six: Hiring...
[Previous registration required](#)

Infrastructure & Development Committee

Tuesday, February 18
8:00 am Chamber office

Chamber Board Meeting

Wednesday, February 19
7:30 am, Chamber office

Third Thursday luncheon

Regionomics
Thursday, February 20
11:45 Sourcepoint
[Click here for details & registration](#)

Business After Hours

Thursday, February 20
5:00—6:30 pm
CG Boyce Real Estate
[Click here for details & registration](#)

HR Six Pack

Monday, February 24
Two of six: Employment manuals, policies...
[Previous registration required](#)

HR Six Pack

Monday, March 2
Three of six: Sick leave, ADA...
[Previous registration required](#)

SAVE THE DATES

New Member Orientation

Tuesday, April 28
8:00-9:15 am Chamber office
[Click here for details & registration](#)

Golf Outing

Thursday, June 4, 2020
Kings Mill Golf Course

Clay Classic

Friday, October 9, 2020
Black Wing Shooting Center

[Click here to visit the chamber's interactive calendar of events](#)

**Why aren't YOU
advertising FREE on the
Chamber's Website???**

If you're not publishing **Hot Deals** on the Chamber's home page, you're missing one of the benefits of Chamber membership and missing thousands of potential customers

HOT DEALS

- ⇒ No strings– FREE to Chamber members.
- ⇒ The Chamber's Website boasts visitors each day.
- ⇒ And your Hot Deal will be listed in the Chamber newsletter and eblasted to nearly 1,000 Chamber-member addresses
- ⇒ No limit to the number of Hot Deals
- ⇒ Do-it-yourself: get your login and password and publish Hot Deals yourself– it's faster and the independence means you can post any-time, all the time.

[Click here to find out what you're missing and for do-it-yourself instructions.](#)

Check Out the

HOT DEALS

from Chamber Members

Posting is FREE with your membership

- ⇒ [TIME TO START PLANNING FOR WINTER AND WE CAN HELP—Cummins Facility Services](#)
- ⇒ [Earn Referral Buck\\$\\$ - Delaware Area Chamber](#)
- ⇒ [Join Safety Council— Delaware Area Safety Council](#)
- ⇒ [15% off Guest room Nationwide Hotel and Conference Center—Nationwide Hotel and Conference Center](#)
- ⇒ [Oak & Brazen Wine Co: Daily Deals— Oak and Brazen Wine Co.](#)
- ⇒ [SourcePoint Shares Aging Expertise via Speakers Bureau—SourcePoint](#)



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OhioHealth Grady Memorial Hospital

Quality medical care serving the Delaware community.



Whether you need preventive care, emergency services, a routine test or rehabilitation, OhioHealth Grady Memorial Hospital is here for you. And, if additional care is required, *WE* seamlessly connect you with physicians and facilities from our entire OhioHealth system and then arrange follow-up care in your hometown.

BELIEVE IN *WE*™  OhioHealth

To learn more about all the services offered at Grady Memorial Hospital, visit OhioHealth.com/Grady.

Presenters considered

Are you an expert in a field related to business? The Chamber is seeking presenters for our B.E.D. & Breakfast program. BED is held on the second Tuesday of the month from 7:30-8:30am. Over the years we've covered a myriad of topics from HR to marketing; insurance to IT.

We'd love your help with fresh ideas about topics important to you. We ask that the presentation **not** be an infomercial (although a speaker never left the building without making a contact or two) but an educational one.

If you think you could offer insight into a business-related topic, please contact Holly at hquaine@DelawareAreaChamber.com. We'll see how we can make your idea work.



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 unexpected 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.

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!

Fun for all!

Casino Games
\$1,000 Worth of Gaming Chips
Jeopardy
Inflatable Horse Racing
Music
Hor D' Oeuvres
Silent Auction
Prizes

Ticket price: \$50/single, \$90 Double

Purchase tickets by February 17th
for discount price at
www.alphagroup.net



Leadership Delaware Class of 2020 SOCIAL SERVICES, Volunteerism & Boardmanship Day

Facilitators: Barb Lyon '12, Bethany Moore '15 & Holy Quaine '09
Newsletter editors: Amanda Hines, Andy Horne, Mallory Hope,
Jessie Jackson & Lawrence James

Read all about it starting on the next page!

Leadership Delaware Class of 2020

Bob Anderson
[Delaware County Dept. of Job & Family Services](#)

Emily Baugher
[Delaware General Health District](#)

Jeff Beard
[Orange Township](#)

Angel Boulis
[Malony + Novotny](#)

Tamra Bower
[Polaris Fashion Place](#)

Bethany Brown
[Performance Chrysler Jeep Ram](#)

Lindsay Buis
[Alpha Group of Delaware](#)

Meg Canavan
City of Powell

Cheryl Copley-Cimino
[Delaware County Board of Developmental Disabilities](#)

Susie Daily
[City of Delaware](#)

Lisa Fowler
[Delaware County Board of Developmental Disabilities](#)

Jen Fry
[Delaware City Schools](#)

Billy Gibson
[Del-Co Water Co.](#)

Karen Gray
[Ohio Wesleyan University](#)

Doug Gurney
[Delaware County District Library](#)

Jackie Haight
[SourcePoint](#)

Sara Harrison-Mills
[Syntero](#)

Tish Hays
[Ohio Living Sarah Moore](#)

Amanda Hines
[Amanda Plumbing, Sewer & Drain](#)

Andy Horne
[Sims Bros. Recycling](#)

Mallory Hope
[Fidelity Federal Savings & Loan](#)

Jessie Jackson
[Delaware County Sheriff's Office](#)

Lawrence James
[Columbus State Community College](#)

Nancy Krueger
[Manos, Martin & Pergram](#)

Dave Letterle
[Delaware General Health District](#)

Sara Lorz
[Delaware County Historical Society The Barn at Stratford](#)

Eric Macwhinney
[Payroll Services, Inc.](#)

Crissie Manley
[Marion Technical College](#)

Jon May
[Pathways Financial Credit Union](#)

Rhianna Mattix
[Delaware-Morrow Mental Health & Recovery Services Board](#)

Beth McCollam
[Preservation Parks of Delaware County](#)

Jackie Merkle
[Olentangy Local Schools](#)

Cheryl Mitchell
[First Citizens National Bank](#)

Kanesha Moss
[OhioHealth Grady Memorial Hospital](#)

Rich Niccum
[Preservation Parks of Delaware County](#)

Tonette Orsini
[OSU Wexner Medical Center – Lewis Center](#)

Josh Page
[Delaware City Schools](#)

Eric Penkal
[Delaware County Prosecutor's Office](#)

Caroline Pusaten
[MainStreet Delaware](#)

Karen Sedoti
[Olentangy Local Schools](#)

Hannah Simpson
[Delaware County District Library](#)

Gwynnie Stetler
[Family Promise of Delaware County](#)

Marisa Stith
[Delaware County Board of Commissioners](#)

Kirk Swinehart
[2K General Co.](#)

PJ Terry
[Delaware City Schools](#)

Trevor Thomas
[Emergency Plumbing Service](#)

Jessica Ulmer-West
[Liberty Casting Company](#)

Brooks Van Kirk
[Delaware Automotive Service](#)

Dani Villaca
[Acoust-A-Fiber](#)

Terri Wolfe-Anderson
[Delaware County Board of Developmental Disabilities](#)

Erica Wood
[Syntero](#)

Our Vision

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

Leadership Delaware

Leadership Delaware began another wonderful day with breakfast and networking before our facilitators Barb Lyons (class of 2012) and Bethany Moore (class of 2015) brought us together with a positivity exercise that set the tone for Volunteerism & Boardmanship Day. Then we broke up into small groups and made lists of words we associate with non-profit organizations. All of the groups had similar list, with a couple unique points of view sprinkled in.

We kicked off the morning with our first presentation from Director Bob Anderson with [Delaware County Job and Family Services](#).

The agency currently has 70 filled employee positions which serve the entire county. They are funded by local, state, and federal dollars. Bob walked through all the various services and programming provided to the citizens of Delaware County. These services range for children, adult, and the elderly. Supplemental services provided include programs such as the Supplemental Nutrition Assistance Program (SNAP) as well as the PRC plan (Prevent, Retention, and Contingency.) These services range in support for food, rent/mortgage, utility, and transportation. They also provide services that encourage workforce assistance, training, and placement. The agency's goal for all services is to help people become sufficient and stabilized for personal growth. Citizens can utilize these services in time of need as a supplement or immediate crisis to help achieve these personal goals for themselves and their family members. Ohio Means Job Employment Center is a public service that provides a resource room for those in need of guidance for resume writing, practice interviews, and basic office equipment knowledge. This resource alone served 1395 visitors in 2019. Overall, DCJFS is serving the people of Delaware County in a very active and positive approach.

Barb Lyon introduced the next topic of Myths about Poverty, by showing a video called "The Gap - Adams County Circles Initiative." The video was a mom telling her story about trying to get her, and her two boys, out of poverty. She took us through her pay raises, and how once she got a raise and made more money, she lost her benefits and that set her back again. This happened several times where she would get ahead and then get behind again. Eventually once she hit about \$23 an hour she was able to finally get out of poverty.

After the video we discussed how kids learn from example and that because her kids saw her struggle and get out of poverty they would think differently from the kids whose parents do not even try to get out of poverty and that is all they know. There was also discussion about how there should be a stage in between to help these people slowly, instead of just taking their benefits away immediately because they do not qualify anymore. And the greatest success is key relationships and having good role models for people to try and work to get out of poverty.

Barb then introduced the book she based the presentation off of, "A Framework for Understanding Poverty, A Cognitive Approach for Educators, Employers and Service providers" by Ruby K. Payne, Ph. D. She explained the book and encouraged us all to read it. The book talks about the different myths that most people think of like, "poverty is about money," "people in poverty are lazy," "poverty is caused almost totally by the system and exploitation," and "Poverty is mostly an urban problem." But the book explains the reality as, "Poverty is about a combination of resources. If you have assets but they don't generate enough income to live on, it can cause significant trouble," "People in poverty are often problem solvers with limited resources including knowledge base, tools, social capital and/ or transportation," and "Poverty is found in all areas-urban, suburban and rural."

Continued on next page



Leadership continue

For Delaware County many of the myths were that there isn't poverty in Delaware, there aren't any hunger issues, and that we don't have homelessness. In reality, "One in 5 children in Delaware County come from disadvantaged homes," and "15,620 people are considered food insecure according to Feeding America in Delaware County." Most people don't understand that there are so many disadvantaged homes and families that can't meet the standard needs to live right in our backyard.

Being a part of the Delaware Leadership, we are working towards understanding the key issues and opportunities that exist within Delaware County. We've surveyed some key industries, so that we can know more about their function within the city, however, one of the reasons for being a part of Delaware Leadership, is for us to understand what it takes to be a leader.

One of the ways that leadership can be obtained is by serving on a board. Boardmanship is leadership that takes into account the good of an organization and fostering an environment of success. Whether boardmanship is for a non-profit, profit, union, or a coalition of ideas and professions, the checks and balances of an organization's leadership falls on board members that will be the compass, but not the driver of the vision and mission. As a board member, the opportunity is there to give back to the community, but with the leverage a board member can have on an organization, also comes shouldering immense responsibilities in being the harbinger of effectiveness.

For one of our Delaware Leadership learning segments, we had the honor of listening to four active board members that are working diligently within certain organizations to foster a culture that makes the best impression inside an organization and to the public in which they serve. The board members experience was led by our very own [Delaware Area Chamber of Commerce](#) president, Holly Quaine Chamber board member [Dusty Hostutler, Edward Jones](#), Delaware County Sheriff Russ Martin and Jasmine Green who works with the Women's Leadership Network at United Way of Delaware County. Some central themes the board panel discussed, was that board members must be accountable to themselves and the organization but also make sure their work within the organization doesn't have any conflicts of interest. Board members must be willing to ask hard questions and be fiscally responsible with the resources of an organization. All four echoed the fact that board members shouldn't necessarily be lifelong members of one particular board. Board fatigue can be an issue and it is up to each member to remember their duty of being focused on what is in the best interest of an organization and making sure that the foundations are still lock and step with the vision and mission. As one board member put it, "It's okay to resign".

The world is powered by board members who assist organizations that effect our everyday lives. One of the board members conveyed that global non-profits generate over 800 billion dollars and that 12% of our economy is from the private sector. Boardmanship not only is an example of leadership, but board members have to be fiscally responsible for organizations to build a better tomorrow.

Next we broke into 3 groups and walked to different non-profits that service the Delaware community. First was A Place of Warmth. A Place of Warmth is a warming station for men that gets activated when the temperature drops below 20 degrees Fahrenheit. It's located at Zion United Church of Christ, 51 West Central Avenue in Delaware. When the temperature is forecasted to drop below 20 degrees a place of warmth is activated. Intake runs from 8pm to 10pm and during that time the volunteers greet the men and have them fill out paperwork. After a quick check by a Delaware police officer they are taken downstairs to get their sleeping bag or bed roll, which they get to keep, and shown where they can setup to get some sleep. There are always 2 volunteers that stay the night and keep coffee going for anyone staying. More info about this program can be found at [Andrews House](#).

After short walk down the road we came to our next stop, [Family Promise of Delaware County](#) at 39 N Washington St, Delaware. Their primary function is as a homeless shelter, but they do so much more. In addition to being a 24 hour emergency shelter and rapid rehousing referral center they also mentor families, participate in community initiatives, and speak out on issues involving poverty and work to improve the well-being of low-income families. More info about family promise can be found on their website. *Continued on next page*



Leadership continued

Our final tour stop was back at the Willis administration building at 74 West William St. In addition to housing administration offices the former school also hosts a myriad of community programs. The [United Way of Delaware County's](#) Strengthening Families, maintains a family resource center, and the Pacer Pantry. Programs that come out of those facilities include the weekend backpack, summer lunch programs and the diaper bank. Traveling to the second floor, you find programs such as the Makers Annex. The Makers Annex is partnered with the [Delaware County District Library](#) and offers a place to cut vinyl stickers, use the sewing machines, and even access to 3d printers. There is a shop where clothes and toiletries can be acquired. The items in the shop are all by donation of new or like new items and students/families get referred to the shop when someone recognizes a need. There's a room for early childhood wellness that's partnered with [Delaware Speech and Hearing](#). The STEM room is a place that offers various programs from summer classes to free haircuts and vision and dental screenings. The Teen Room was setup by kids for kids. It's open Tuesday-Thursday as an afterschool hangout for 5th-8th graders who don't have a safe place to hang out and be a kid otherwise. The wellness room is a room for kids to go and get counseling with people trained in the mental health/wellness fields. These programs and rooms are operated and assisted by over 40 community partners.



We ended our day by dividing into small groups and helping various programs with some immediate volunteer needs they had. There was a group that sorted clothes and supplies, a group that cleaned various rooms, a group that wrote out birthday cards for the elderly, a group that packed weekend meals for students, and a group that made human trafficking flyers. It was a very positive experience for all of us to take a little time out of our day and help someone else.

The biggest take away from this part of the day was how much we could get done in such a small amount of time. More hands make less work and if you'd like to learn more about opportunities where you can volunteer please visit [Connections](#) and click on the volunteer tab. We're sure you'll find somewhere you can help out the community. [Click here for more photos.](#)

Six degrees of chamber member-to-member

The Chamber is relentless about encouraging its members to do business with other members. Do you look to Chamber members first for goods and services?

We encourage you to do business with your fellow Chamber members and to let us know about your experience. Tell us who you've done business with and send us a testimonial. hquaine@DelawareAreaChamber.com.

New member orientation- it means you veteran members, too

Every quarter the Chamber holds a new member orientation. Members mingle with board members over coffee and pastries and then retreat to the conference room where Chamber staff run through the benefits of membership.

But we know that there are many of our current/long-standing members who could use a brush-up or have new staff who should be brought up to speed.

Everyone is invited– even prospective members, and the Chamber staff encourages you to register to attend; bring a client who may be considering membership.

Our next orientation is **Tuesday, April 28**. [Click here to register](#). We'd love to see you! It's not just for new members!

**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.**



The Delaware Area Safety Council is here to provide our community with quality programs addressing occupational safety and health, workers' compensation and risk management, education and information.

Steering Committee

Susan Garrett

[Mail Pro 1](#)

Billy Gibson

[Del-Co Water](#)

Jessica Hamilton

[Liberty](#)

[Casting Company](#)

Monthly meetings are the second Tuesday of the month:
11:30 – 12 optional lunch
12-1 program.

All meetings are at the Eagles Lodge,
127 East William Street Delaware, OH
unless otherwise specified.

Check the [Safety Council website](#)
for more details.

Want more Safety Council news?

[Click here](#) for this month's Safety Council newsletter

Chamber looks to revive dedicated government affairs committee

As committee leadership moved on due to changes in their careers, the Chamber board of directors is looking to restart legislative advocacy in a more formalized way and is looking for Chamber members who are tasked with external affairs in their respective industries. The GAC would focus on local, state and even federal level legislature or policy that impacts business. Ideally, the committee would be made up of at least one member of various industries: education, health care, manufacturing, small business, etc. and would serve as a watchdog for opportunities for the Chamber to be involved in, education for the membership as well as vetting and recommending support or opposition positions.

If you're that person and can commit to being actively involved, please email Holly at hquaine@DelawareAreaChamber.com.

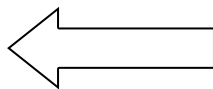
**Looking for product or service? Look to your fellow Chamber members *first*.
The Chamber exists for and by its members—
[check here](#) before you buy.**

Let them know you belong and support; link to Chamber logo

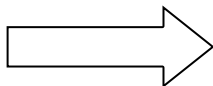
The most comprehensive research study to date on the relationship between Chamber membership and consumer confidence shows a marked effect for both large and small business. The caveat, however is that the positive outcomes only occur when the consumer knows that a business is a Chamber member. As a member of the Delaware Area Chamber of Commerce in good standing, you are encouraged to use the Chamber's logo on your email signature, website, stationery and marketing materials. Call the Chamber for an electronic version of our logo. Take advantage of the cache your membership brings to your business.



Click the image to the left for a high quality version of the Chamber **web stamp**.



Click the image to the right for a high quality version of the "**Proud Member**" web stamp.



Did you know you can get a discount on health insurance for your company through your local chamber?

The relationship you have with your employees is key, especially when it comes to your health plan. That's why the Central Ohio Chambers of Commerce (COCC) and Anthem Blue Cross and Blue Shield teamed up to offer you ChamberSaver discounts.

What matters most to you when it comes to your company's health coverage?

An affordable health plan? Healthier employees? A full range of health insurance offerings? That's exactly what you get when you choose ChamberSaver. Companies with 2-50 eligible employees can save 1.4% and companies with 51-500 eligible employees can save 1% on health insurance – and not just on a few plans, but rather, on Anthem's full range of health insurance offerings.*

Access to care that's right for your employees

When employees feel good, they are usually more focused and more likely to perform at a higher level, which can have a positive affect on a company's bottom line. That's why every Anthem plan includes 100% coverage for checkups, flu shots, and other preventive care services for your employees and their families. The reward is peace of mind and better health at no extra cost to your employees.

To learn more specifics about this new offering contact one of the following Chamber members who are Anthem Elite or Champion Brokers:

Creative Financial Insurance Services Agency, Inc.

Jim Roesch
jwroesch@discovercfi.com
740-363-5433
www.discovercfi.com

201 Pennsylvania Avenue, Delaware

Preferred Benefits Services Agency, Inc.

Mark Pettitt
pettitt@prefben.com
740-363-6028
www.prefben.com
611 South Sandusky Street, Delaware



Your chamber membership creates value for your company.

The savings alone is great. But consider what also comes with it.

- o Your choice of plans, from industry-leading consumer-driven health plans to point-of-service products
- o Administrative convenience of working with one carrier who offers a complete menu of coverage options: prescription drugs, dental, vision, life insurance, long-term and short-term disability and employee assistance programs
- o Extensive selection of providers and lower in-network costs
- o Strong local service

You'll also benefit from access to discounts on Anthem dental, vision, life, and disability products.

Product	Group size	Discount
Dental	2-50	5%
	51-99	4%
	100+	2%
Full-service Blue View Vision plans	2-499	15%
Life and Disability	2-9	5%
	10+	10%

In addition to these great savings, Anthem products offer industry-leading product features and networks.

Dental

- Industry-leading local and national networks with deep discounts, saving members an average of 34% on covered services when they visit an in-network provider
- No waiting periods for major services with employer-paid plans
- Flexible plan designs and optional benefits like annual maximum carryover and brush biopsy
- A dedicated dental service department that provides fast and accurate claims processing that beats the industry average, with the average claim paid in less than 3 days¹
- Expanded care with our clinically integrated program, Anthem Whole Health Connection, is included at no extra cost. This includes additional dental services for members with certain health conditions.

Blue View Vision

- One of the largest vision networks in the nation, with the choice of independent eye doctors or Glasses.com, ContactsDirect, 1-800 CONTACTS, LensCrafters®, Pearle Vision®, Sears Optical®, Target Optical®, or JC Penney® Optical stores
- Members can buy extra pairs of glasses for 40% off from any network provider. And kids under age 19 get UV-blocking Transitions® lenses at no extra cost while adults get a discount.²
- Access to a dedicated and knowledgeable customer support team 7 days a week
- Enhanced care with our clinically integrated program call Anthem Whole Health Connection is included at no extra cost. This includes market-leading collaboration between primary care doctors and eye doctors

Life and Disability

- A broad portfolio of life and disability products and an A.M. Best financial rating of A (Excellent)
- Value-add programs include at no additional charge provide emotional, financial and legal support, along online will preparation and identity theft recovery services
- Telephone claim intake is standard in addition to a dedicated call center with calls answered live during business hours
- Outstanding claims turnaround time and payment accuracy – and we help with Social Security disability filings and approvals
- Integration of short-term disability and our health benefits may improve employee health and productivity



¹ Internal data 2017

² Except when discounting of non-covered services is prohibited by state law.

Standard broker commissions apply. Offer available to Ohio-headquartered businesses adding new Anthem dental, vision, life and/or disability plans. This discount program can be changed or terminated at any time.

Anthem Blue Cross and Blue Shield is the trade name of Community Insurance Company, An Independent licensee of the Blue Cross and Blue Shield Association.

® Anthem is a registered trademark. The Blue Cross and Blue Shield names and symbols are the registered marks of the Blue Cross and Blue Shield Association.

