

# CHAMBER NOTES

A Monthly Newsletter of the  
Delaware Area Chamber of Commerce

April 2020

## Sustaining Members

**Industry Exclusive  
Platinum Level**



**Gold Level**



**Silver Level**



**Bronze Level**



**The Delaware Area  
Chamber of Commerce  
Established 1907**



Dear Chamber Members,

The Delaware Area Chamber is canceling all events for the month of April. We are sincerely hoping that the April 6 ban will not be delayed and that recovery will be strong and steady. We look forward to rescheduling the networking and ribbon cuttings and committee work of the Chamber in May.

In an effort to consolidate the deluge of hourly email updates from a myriad of sources, I suggest using [this one-stop site from the Ohio Chamber](#).

Our thoughts are with each and every one of you, your families and the families of the employees you care so much about. I believe in your strength and resilience and courage and know absolutely that however messy the road back will be, the fellowship of this organization will be at your side.

Regards,  
Holly Quaine

## 2020 Golf Outing

Check-in and breakfast 8:00am **Thursday, June 4, 2020**

**Shotgun start 9:00am**

**Kings Mill Golf Club**

2500 Berringer Road  
Waldo OH 43356

**\$100 per golfer**

\$125 hole sign sponsorship  
\$125 goody table on the hole  
sponsorship

\$200 hole sign AND goody table  
on the hole

\$50 skill prize sponsorship

Skins \$20 per team ~ Mulligans \$5 each  
50/50 ~ Proximity Prizes



**Deadline to register is  
May 28, 2020**

**Breakfast Sponsor**

[Click here to register  
today!](#)



**Drink Cart Sponsor**

**Lunch Sponsor**



## 2020 Board of Directors

### Executive Committee

Zach Price– Chair

[TRIAD Architects](#)

Aric Arnett– Chair-Elect

[Ohio Living Sarah Moore](#)

Dusty Hostutler– Immediate Past Chair

[Edward Jones](#)

Ana Babiasz– Treasurer

[Fidelity Federal Savings & Loan](#)

Glenn Marzluf– Vice Chair

[Del-Co Water Company, Inc.](#)

Shane Dawson– Vice Chair

[Dinsmore & Shohl LLP](#)

Brad Schneider–Vice Chair

[The Growth Coach](#)

### Board Members at Large

Mark Clack

[Domtar Personal Care Division](#)

Casey Converse

[Cassandra Converse](#)

[American Family Insurance](#)

Scott Cubberly

[Equity](#)

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[Honda Marysville](#)

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Eric Moulton

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Scott Ruth

[Cogburn Electric](#)

Andrew Wecker

[Manos, Martin & Pergram Co.](#)

### Staff

Holly Quaine, President

[hquaine@DelawareAreaChamber.com](mailto:hquaine@DelawareAreaChamber.com)

[safetycouncil@DelawareAreaChamber.com](mailto:safetycouncil@DelawareAreaChamber.com)

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32 S. Sandusky Street

Delaware, Ohio 43015

740-369-6221

Fax:740-369-4817

[www.DelawareAreaChamber.com](http://www.DelawareAreaChamber.com)

## Chamber recognizes volunteers

The Chamber is a voluntary organization of businesses investing their time and money to improve the economic, civic and cultural well-being of the community. Through this investment, the individual volunteer, company or corporate sponsor increase their business; expand their profile and value and in turn accomplish their personal and professional goals. Everyone shares in the benefit created by the growth and prosperity generated.

The Chamber's priorities are facilitated by the Chamber's volunteer staff and committees under the direction of board of directors. The goal of the committees' work is always to create more prosperity and opportunity for all members. Every member has a voice in determining the Chamber's work, policies and projects- and every member is needed to work to get the job done!

April is National Volunteer Recognition month and it's a great time to highlight your fellow Chamber members who contribute their time, talent and treasure on your behalf. Like most member-driven organizations, it is the responsibility of the membership to participate in this way, and the DACC is fortunate to have over 100 dedicated, really smart folks who bring their experience, perspective, respect for others' ideas and commitment to their organization to the Chamber and serve in many different ways.

It is the honor of the Chamber staff to be the stewards of this Chamber when so many incredible people share a passion for what Chambers do.

Thank you to everyone listed below. And, hey– there's room for *you*.

### Amy Adams

[Marion Technical College](#)

*Workforce Development & Education  
Committee*

### Elia Ali

[Foot & Ankle Wellness Center](#)

*HR Council*

### Aric Arnett

[Ohio Living Sarah Moore](#)

*Board of Directors*

*Executive Committee*

*Workforce Development & Education  
Committee*

*Manufacturers Council*

### Deana Arseneau

[Centurion Service Group](#)

*HR Council*

### Ana Babiasz

[Fidelity Federal Savings & Loan](#)

*Board of Directors*

*Executive Committee*

*Finance & Audit*

*Committee*

### Jason Banium

[Preferred Benefits Services Agency](#)

*HR Council*

### Ken Barton

[Minuteman Press of Dublin](#)

*Finance/Audit*

*Committee*

*Infrastructure &*

*Development*

*Committee*

### Chris Bauserman

[Delaware County Engineer](#)

*Infrastructure &*

*Development*

*Committee*

### Tony Beneshek

[Preservation Parks of Delaware](#)

[County](#)

*HR Council*

### Ginny Berry

[DATA Bus](#)

*Leadership Delaware Facilitator*

**Continued on next page**



## Advertisers in this issue

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[OhioHealth](#)

[Ohio Living Sarah Moore](#)

[Apartment Homes](#)

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**Volunteers continued**

**Susie Bibler**

[MainStreet Delaware](#)

Leadership Delaware Facilitator

**Tammy Blair**

[Cummins Facility Services](#)

Annual Dinner

**Herve Bocher**

[Acoust-A-Fiber](#)

Manufacturers Council

**Angel Boulis**

[Maloney + Novotny](#)

Annual Dinner

Golf Outing

**Deb Bowden**

[The Bowden Group](#)

HR Council

**Dan Boysel**

[Consolidated Cooperative](#)

Infrastructure & Development

Committee

Annual Dinner

**Deeana Brant**

[Delaware-Morrow Mental Health &](#)

[Recovery Services Board](#)

Non-Profit CEO Group

Workforce Development & Education

Committee

**Bob Brennan**

[Vertiv](#)

Manufacturers Council

**Mitchell Briant**

[Big Brothers/Big Sisters of Central Ohio](#)

Non-Profit CEO Group

**Matthew Brown**

[Delaware County](#)

HR Council

**Eric Bull**

[Elford, Inc.](#)

Infrastructure & Development

Committee

**Ed Bush**

[Charter NEX Films](#)

Manufacturers Council

**Dana Bushong**

[Delaware County](#)

HR Council

**Pat Bye**

[Acoust-A-Fiber](#)

Manufacturers Council

**Tony Carstens**

Fisher-Backus Group

Manufacturers Council

**Gorjeana Christian-Colwell**

[Ohio Living Sarah Moore](#)

HR Council

**Mark Clack**

[Domtar Personal Care Division](#)

Board of Directors

Manufacturers Council

**Christa Cloud**

[Cummins Facility Services](#)

Annual Dinner

**Jessie Combs**

[Buckeye Valley Local Schools](#)

Workforce Development & Education

Committee

**Karen Conison**

[SourcePoint](#)

HR Council

**Craig Conroy**

[Luvata Ohio](#)

Manufacturers Council

**Casey Converse**

[Cassandra Converse American Family](#)

[Insurance Agency](#)

Board of Directors

Annual Dinner

**Mark Cooper**

Big Walnut Local Schools

Leadership Delaware Facilitator

**Mel Corroto**

[Andrews House](#)

Non-Profit CEO Group

**Cathy Courtice**

[LSS Food Pantry](#)

Non-Profit CEO Group

**Karen Cowan**

[Friends of the Delaware County](#)

[District Library](#)

Golf Outing

**Scott Cubberly**

[Equity](#)

Board of Directors

Infrastructure & Development

Committee

**Shane Dawson**

[Dawson & Associates](#)

Board of Directors

HR Council

**Chelsea Dean**

[Delaware County Sheriff's Dept.](#)

HR Council

**Rachel Dobney**

[Olentangy Local Schools](#)

Workforce Development & Education

Committee



**Linda Dodds**

[Delaware County](#)

HR Council

**Melinda Draper**

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

HR Council

**Ashley Dudukovich**

Delaware County Sheriff's Office

HR Council

**Brad Ebersole**

[Consolidated Cooperative](#)

Infrastructure & Development

Committee

**Erin Eizensmits**

[Erin Brown Edward Jones](#)

Annual Dinner

*Continued on next page*



**A Place to Call Home**

Assisted Living  
Short-Term Rehabilitation  
Long-Term Nursing Care  
Home Health & Hospice



**Ohio Living**

Sarah Moore

740.362.9641 | [ohioliving.org](http://ohioliving.org)





**Volunteers continued**

**Jessica Feller**

[City of Delaware](#)

*HR Council*

**Mary Beth Freeman**

[Delaware Area Career Center](#)

*Workforce Development & Education  
Committee*

**Denny Frierhood**

[Honda Marysville](#)

*Board of Directors*

*Workforce Development & Education  
Committee*

**Don Gaitten**

[Terracon](#)

*Infrastructure & Development  
Committee*

**Susan Garrett**

[Mail Pro 1 LLC](#)

*Safety Council Steering Committee*

**Billy Gibson**

[Del-Co Water](#)

*Safety Council Steering Committee*

**Rex Gore**

[Black Wing Shooting Center](#)

*Infrastructure & Development  
Committee*

**Vance Greene**

[Savare Specialty Adhesives](#)

*Manufacturers Council*

**Sharon Griner**

[Common Ground Free Store](#)

*Non-Profit CEO Group*

**Wes Hall**

[CT Consultants](#)

*Infrastructure & Development  
Committee*

**Jessica Hamilton**

[Liberty Casting Co.](#)

*Safety Council Steering Committee*

**Sue Hanson**

[Helpline of Delaware & Morrow  
Counties](#)

*Non-Profit CEO Group*

**Chad Hoffman**

[Richwood Bank](#)

*Finance/Audit Committee*

**Dusty Hostutler**

[Edward Jones - Dusty Hostutler](#)

*Board of Directors*

*Executive Committee*

*Finance/Audit Committee*

**Sean Hughes**

[City of Delaware](#)

*Infrastructure & Development  
Committee*

*Leadership Delaware Facilitator*

**Dawn Huston**

[Delaware County](#)

*HR Council*

**Warren Hyer**

[Central Ohio Symphony](#)

*Non-Profit CEO Group*

**Todd Irion**

[Engineered Materials Systems](#)

*Infrastructure & Development  
Committee*

*Manufacturers Council*

**Randy Kaiser**

[Sam Dong Ohio](#)

*Manufacturers Council*

**Heidi Kegley**

[Delaware City Schools](#)

*Workforce Development & Education  
Committee*

**Jonathan Kelly**

[OhioHealth](#)

*Leadership Delaware Facilitator*

**Dee Ketterling**

*Workforce Development & Education  
Committee*

**Todd King**

[Sky Climber](#)

*Manufacturers Council*

**Stacy Knight**

[Domtar Personal Care Division](#)

*HR Council*

**Kent Kramer**

[Richwood Bank](#)

*Infrastructure & Development  
Committee*

**Sandy Kuhn**

[Delaware County Fair](#)

*HR Council*

**Patti Laney**

[Delaware Creative Housing](#)

*Non-Profit CEO Group*

**Brian Leach**

[Del-Co Water Company](#)

*Leadership Delaware Facilitator*

**Peggy Leach**

[PJL Ventures LLC](#)

*Annual Dinner*

**Dave Letterle**

[Delaware General Health District](#)

*Safety Council Steering Committee*



**Barb Lyon**

[United Way of Delaware County](#)

*Leadership Delaware Facilitator*

**Tiffany Maag**

[Delaware County Regional Sewer  
District](#)

*Infrastructure & Development  
Committee*

**Mason Malcolm**

[The Kleingers Group](#)

*Infrastructure & Development  
Committee*

**Glenn Marzluf**

[Del-Co Water Company](#)

*Board of Directors*

*Executive Committee*

*Infrastructure & Development  
Committee*

*Manufacturers Council*

**Doug Mason**

[Sam Dong Ohio](#)

*Manufacturers Council*

**Ann McKenzie-Teague**

[Liberty Community Center](#)

*Non-Profit CEO Group*

**Maribeth Meluch**

[Isaac, Wiles, Burkholder & Teetor, LLC](#)

*HR Council*

*Workforce Development & Education  
Committee*

**Donna Meyer**

[Delaware County Historical Society](#)

*Non-Profit CEO Group*

**Andy Miller**

[Buckeye Valley Local Schools](#)

*Workforce Development & Education  
Committee*

**Todd Miller**

[Habitat for Humanity of Delaware  
& Union Counties](#)

*Non-Profit CEO Group*

**Paul Monks**

[Evolution Ag LLC](#)

*HR Council*

**Continued on next page**

## **Volunteers continued**

### **Bethany Moore**

[Delaware Speech & Hearing](#)

Leadership Delaware Facilitator

Non-Profit CEO Group

### **Bill Morgan**

[2K General](#)

Board of Directors

Infrastructure & Development

Committee

### **Eric Moulton**

[42 Storage and USELL Center](#)

Board of Directors

### **Mark Nelson**

BWC

Safety Council Steering Committee

### **Don Olson**

ToolMatics

Manufacturers Council

### **Suzie Orahoad**

[Prism Home Décor](#)

Annual Dinner

### **Liz Owens**

[Alpha Group of Delaware](#)

Board of Directors

Annual Dinner

### **Tracey Pabst**

[Sam Dong Ohio](#)

HR Council

### **Jen Pollard**

[Delaware City Schools](#)

Workforce Development & Education

Committee

### **Zach Price**

[TRIAD Architects](#)

Board of Directors

Executive Committee

Infrastructure & Development

Committee

### **Susan Pritchford**

[Luvata, Ohio](#)

HR Council

### **Linda Reay**

[Alpha Group of Delaware](#)

HR Council

### **Frank Reinhard**

[First Commonwealth Bank](#)

Infrastructure & Development

Committee

### **Lisa Marie Reinhart**

[Delaware Area Career Center](#)

Workforce Development & Education

Committee

### **Devon Revels**

[Domtar Personal Care Division](#)

HR Council

### **Jeff Rupp**

[Woodland Environment, Inc.](#)

Board of Directors

### **Scott Ruth**

[Cogburn Electric](#)

Board of Directors

Workforce Development & Education

Committee

### **Jason Sanson**

[Environmental Design Group](#)

Infrastructure & Development

Committee

### **Kim Saunders**

[The Ohio State University Wexner Medical Center - Outpatient Care Lewis Center](#)

Leadership Delaware Facilitator

### **Brad Schneider**

[The Growth Coach](#)

Board of Directors

### **Judd Scott**

[V & P Hydraulic Products](#)

Infrastructure & Development

Committee

Workforce Development & Education

Committee

### **Kelsey Scott**

[City of Delaware](#)

Leadership Delaware Facilitator

HR Council

### **Darren Shulman**

[City of Delaware](#)

Annual Dinner

Leadership Delaware Facilitator

### **Jay Shutt**

[CT Consultants](#)

Infrastructure & Development

Committee

### **Linda Silverstein**

[Friends of the Delaware County](#)

[District Library](#)

Golf Outing

### **Scott Simon**

[Ohio Wesleyan University](#)

HR Council

### **Debbie Sonner**

[Delaware County Board of](#)

[Developmental Disabilities](#)

HR Council

### **Gwyn Stetler**

[Family Promise of Delaware](#)

Non-Profit CEO Group



### **Jerry Stewart**

[Delaware City Schools](#)

HR Council

### **Kelsey Studer**

[Federal Heath Sign Co.](#)

HR Council

### **Jerry Testa**

Builders FirstSource

Manufacturers Council

### **Trevor Thomas**

[Emergency Plumbing Service](#)

Workforce Development & Education

Committee

### **Scott Thornsberry**

[V & P Hydraulic Products](#)

Manufacturers Council

### **Anne Towne**

[Pregnancy Resources of Delaware County](#)

Non-Profit CEO Group

### **Jeff Trevorrow**

[CAMS](#)

Manufacturers Council

### **Michael Tucker**

[Friends of CASA of Delaware](#)

[and Union Counties](#)

Non-Profit CEO Group

### **Joe Uher**

[Delaware City Schools](#)

Leadership Delaware Facilitator

### **Al Valko**

ToolMatics

Manufacturers Council

### **Daniela Villaca**

[Acoust-A-Fiber](#)

HR Council

### **Donna Warbel**

[Acloche' Staffing](#)

Safety Council Meetings

Welcome/Check in

**Continued on next page**

**Volunteers continued**

**Jim Wasil**

[Del-Co Water Co.](#)

HR Council

**Teresa Watkins**

Leadership Delaware Facilitator

**Andy Wecker**

[Manos, Martin, & Pergram](#)

Board of Directors

Infrastructure & Development

Committee

Workforce Development & Education

Committee

**Dan Weng**

[Huntington Bank](#)

Infrastructure & Development

Committee

**Amy Whitney**

[Delaware General Health District](#)

HR Council

**Scott Wolf**

[Firestone, Brehm, Wolf, Whitney &](#)

[Young](#)

Leadership Delaware Facilitator

**Whew!! Thank you all!!!**



**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. **TRUE!** The Chamber encourages members to supply the office with their brochures for display at no charge. 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](mailto: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](mailto:dachamber@DelawareAreaChamber.com)



**Mike Dickey, CPA**  
Shareholder



**maloney**  
maloney + novotny LLC

Business Advisors and  
Certified Public Accountants



If you're thinking



then you need to think  
**beyond the banks.**



**Lisa Clark, Manager**

Delaware Service & Lending Center  
33 London Road  
by Walgreens, Delaware, OH 43015

740.363.8118  
[lclark@cescu.com](mailto:lclark@cescu.com)  
[www.cescu.com](http://www.cescu.com)

**CES Credit Union**

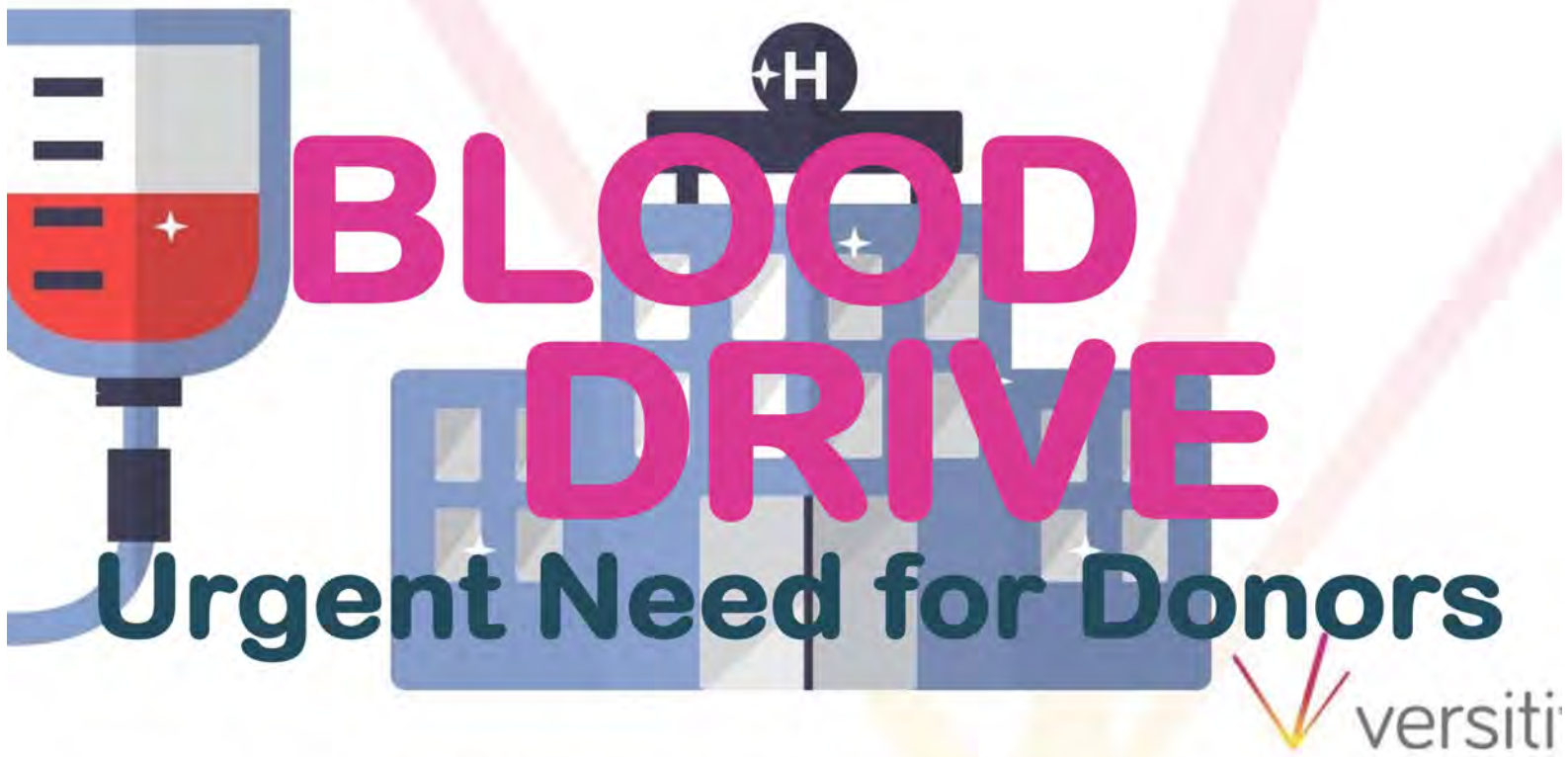


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# OSU Outpatient Care Lewis Center

Bus

Wednesday, April 8

9 am – 7 pm

To schedule an appointment go to  
[versiti.org/oh](https://www.versiti.org/oh) and use sponsor code p241 or call 1(800)485-6594

Everyone who comes to give will receive a pair of Versiti flip flops!

For other Buckeye Blood Drive dates and locations, go to <https://www.versiti.org/ways-to-give/our-communities/ohio>  
or scan QR code with your phone camera:

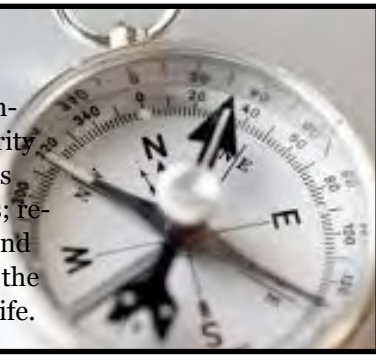


Approved blood provider to  
The Ohio State University Wexner Medical Center



## 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.



## 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.



# CORE VALUES



## 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.

## 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.



 **The FIRST CITIZENS NATIONAL BANK**  
MEMBER FDIC | EQUAL HOUSING LENDER



**MORE**  
*than just banking!*

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9595 Sawmill Parkway Powell, OH | (614) 789-9595 | [www.FirstCitizensNational.com](http://www.FirstCitizensNational.com)

**Terracon**

800 Morrison Road  
Columbus, Ohio 43230

Kevin M. Ernst, P.E.,  
Office Manager  
[kevin.ernst@terracon.com](mailto:kevin.ernst@terracon.com)

(614) 328 5168  
[terracon.com/Columbus](http://terracon.com/Columbus)

Environmental ■ Facilities ■ Geotechnical ■ Materials



# 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

Learn more about the **SOCA Benefit Plan**. Call 1-844-MED-OHIO or visit [844MedOhio.com](http://844MedOhio.com), or ask your Chamber of Commerce for a referral to a participating broker.



Anthem Blue Cross and Blue Shield is the trade name of Community Insurance Company. Independent licensee of the Blue Cross and Blue Shield Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association. SOCA-BP/AD rev. 06/18

**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.**

### Creative Financial Insurance Services Agency

Jim Roesch

[jwroesch@discovercfi.com](mailto:jwroesch@discovercfi.com)

740-363-5433

\*Anthem Elite Certified



### Preferred Benefits Services Agency

Mark Pettitt

[mark@pbsai.com](mailto:mark@pbsai.com)

740-363-6028

\*Anthem Elite Certified



PREFERRED BENEFITS SERVICES AGENCY, INC.



### 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](mailto:dachamber@DelawareAreaChamber.com).

## Delaware County gearing up for 2020 census

Census Day is April 1<sup>st</sup>. Where you live on that date determines where you are counted for the U.S. Census (students in college on April 1<sup>st</sup> 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](http://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.



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](#)

Dave Letterle

[Delaware General](#)

[Health District](#)

### MEETINGS HAVE BEEN CANCELED FOR APRIL AND MAY

Monthly meetings are the 2nd 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



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**WE ALL** count ✓



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## Chamber newsletter advertising a good value

More than 1000 readers at over 450 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](mailto:hquaine@DelawareAreaChamber.com)

Ad prices are for one run:

Full page: 8.5 x 11 portrait	\$125
Half page: 8 x 5.25 H	\$90
Quarter page: 4 x 5.25 H	\$75
Eighth page: 4 X 2.62 H/V	\$50

## 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.](#)

## 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](mailto:hquaine@DelawareAreaChamber.com). We'll see how we can make your idea work.



## REFER A FRIEND

### 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!!***



## **FAHEY BANK HELPING HANDS SMALL BUSINESS LOAN.**

### **Let us help!**

The Fahey Bank Helping Hands Small Business Loan makes it easy for you to get the cash you need to help your small business. So whether it's a new vehicle or some new equipment, our fixed rate loan can help.

Loan special for a limited time. Subject to credit approval. All other loan terms and requirements apply. This offer is for new loans and is not available for refinancing existing Fahey Bank loans. Maximum loan amount is \$75,000.00. Other restrictions may apply. Interest Rate of 4.24%. Advertised rate available on 84 month loan. Rate without automatic payments deducted from Fahey Bank Account is 4.49%.

**Loan Amount:  
\$10,000 - \$75,000**

---

**Term: Up to 7 years**

---

**Fixed Rates: As low  
as 4.24% with  
automatic payment  
from your Fahey  
Bank Account**

---

**Fee: \$250.00**

---

**Collateral: Vehicle or  
Equipment**

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740.382.8231

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# Welcome

## New Members

### Joslyn Law Firm

Brian Joslyn - Attorney  
501 South High Street  
Columbus, OH 43215  
(614) 444-1900  
[criminalattorneycolumbus.com](http://criminalattorneycolumbus.com)

*Provides representation for criminal defense*

### Kamyar Photo, LLC

David Kamyar - Pilot  
143 South Towne Lane, Apt C  
Delaware, OH 43015  
(380) 999-9011  
[kamyarphoto.com](http://kamyarphoto.com)

*Offers drone photography for surface modeling*

# Reinvesting Members

[42 Storage & U-SELL Center](#)

[All Occasions Catering & The Barn at All Occasions](#)

[BackCare Family Chiropractic, LLC](#)

[Charter NEX Films](#)

[City of Delaware](#)

[Edge Technology Consulting, LLC](#)

[Engineered Materials Systems, Inc.](#)

[First Commonwealth Bank](#)

[Focus CFO](#)

[Habrecht, Paul](#)

[Hamilton Parker](#)

[Hardscrabble Farms, Inc.](#)

[Hilborn Insurance](#)

[Maryhaven](#)

[Modern Office Methods \(MOM\)](#)

[Oakland Nursery, Inc.](#)

[Olentangy Local Schools](#)

[PERRY proTECH](#)

[Preservation Parks of Delaware County](#)

[Rivers Insurance Group](#)

[Shawan-Marquis Agency](#)

[Smith-Feike-Minton Insurance](#)

[Spectrum](#)

[State Farm Forman Insurance Agency](#)

[The Greater Gouda](#)

[The Ohio State University Wexner Medical Center - Outpatient Care Lewis Center](#)

[The Strategy Group Company](#)

[The UPS Store](#)

[TRIAD Architects, Ltd.](#)

[Warehouse Italian Dinners, LLC](#)

## 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](mailto:dachamber@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.





**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**

- ⇒ [Earn Referral Buck\\$\\$ - Delaware Area Chamber](#)
- ⇒ [Join Safety Council— Delaware Area Safety Council](#)
- ⇒ [Digital Boost—The Delaware Gazette](#)
- ⇒ [Joslyn Law Firm: Criminal Defense Lawyer—Joslyn Law Firm](#)
- ⇒ [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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To learn more about all the services offered at Grady Memorial Hospital, visit [OhioHealth.com/Grady](http://OhioHealth.com/Grady).





## Leadership Delaware Class of 2020 Law Enforcement & the Courts Day

Facilitators: Dane Gaschen '03

Newsletter editors: Rhianna Mattix, Beth McCollum, Jackie Merkle,  
Cheryl Mitchell, Kanasha Moss



The Leadership Delaware Cohort started our day by visiting Robert Rice, Magistrate, and Katie Stenman, court administrator, to discuss the Juvenile Court. They discussed specific case types including truancy, delinquency, unruly and treatment court. The Magistrate discussed utilizing special dockets and alternative programs to prevent youth from being sentenced to detention. These may include evidence-based treatment, court monitors, and respite for youth. Mentorship programs are utilized in some cases and the court identified the need for youth and family mentors.

*Continued on 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  
[Maloney + 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](#)

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  
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Jackie Merkle  
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Cheryl Mitchell  
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Kanasha 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](#)



## Leadership Delaware

Next Melissa Schiffl (Prosecutor's Office), Bruce Pijanowski (Chief of Police), James Schuck (Judge, Common Pleas), Randall Fuller (Judge, Common Pleas), and Russell Martin (Sheriff) provided a discussion panel. The panelists discussed the biggest challenges they face in their respective roles, specifically addressing the way law enforcement jobs have become much more complex over the years, involving social work and coordination within the community. They discussed the ways in which our media portrays law enforcement officials and the danger this lack of trust can cause in our society. All members of the panel discussed the benefits of body cameras in providing meaningful evidence at trial; though the cost of body cameras is too high for the City of Delaware to currently afford. Opioid deaths are tracking at the same rate as 2019, as 40-50% of all cases at Common Pleas are drug possession related. A new full-time service coordinator is getting hired with the city police force to focus on early intervention and follow up.



Captain Adam Moore, Delaware City Police, shared some important information with us about the department and law enforcement. He confirmed that a person can currently be pulled over for no front license plate. You need to sign your tickets in the state of Ohio or you can be arrested and jailed as the signature is a guarantee on a recognizance bond. The police force is trying to reduce paper usage and is working to automate the ticketing process in the near future. We learned that heavier traffic enforcement leads to lower index crime numbers. Conceal and carry permits are attached to the registered owner of a vehicle, but we can't assume officers have this information ahead of their stops. There is a self-defense class for women held at the

YMCA called RAD. Police officers go through two, eight-hour situational trainings each year. The active shooter response time for Delaware County is currently 3-4 minutes. The department is working to destigmatize mental health and continues to build relationships with mental health services.

We met with Bailiff Ron Rusbaugh and Judge Rohrer and they explained the process of Municipal Court to us. Municipal Court is for misdemeanors such as traffic violations, civil suits, evictions and Small Claims \$5,000.00 and below. Jail Arraignments are done daily via Video recordings, Monday, Wednesday and Fridays are for all other Arraignments. The Judges in Municipal Court also handle Search Warrants. When a person comes in with a case to Municipal Court if they plead guilty the case is solved that day. If they plead not guilty they come back at a later date for a trial. There are eight people on a Municipal Court Jury with one alternate.

Finally, we had the honor to learn about the Court of Common Pleas from Delaware's own elected Judge Randall Fuller (Common Pleas Court of Delaware County, Domestic Relations), elected Judge David M. Gormley (Common Pleas General Division), and elected Judge James P. Schuck (Common Pleas, General Division). Judges go up on ballot every six years and if there is a vacancy, it is the state governor who fills the vacant position.

*Continued on next page*



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## Leadership continued

The Domestic Relations Division is the division one would go to if needed a civil protection order, child support, spousal support or divorce. Have you heard of Neutral Evaluation? It is a new dispute resolution Judge Fuller has created in the Division of Domestic Relations to help couples gain a better understanding of what the potential outcome would be if they followed through with a divorce. Both parties get to state their case to a selected committee by Judge Fuller and receive guidance on how their case would likely turn out if they decide to proceed with the court hearing. This has reduced the number of court cases going to

hearing. Judge Fuller completed a major goal of completing and closing over 149,549 cases that were not completed, since coming into office in 2017. Only one-in-five domestic relations courts in the state has been able to do this.

The Common Pleas General Division is the “be all” division Judge Schuck and Judge Gormley work in and handle Juvenal, domestic relations, criminal and civil cases. Judge Schuck and Judge Gormley spend a lot of their time day-to-day on criminal cases even though there are twice as many civil cases and not as much time is needed to be spent in civil cases. Civil cases regarding theft of equivalence of \$15,000 or more falls in the general category and the defendant may go to prison. Realizing prison is not the solution, specialized dockets (mental health docket, veteran docket, and OVI dockets) have been created where resources are allocated to help one get the treatment and help they need.

We thank the courts and law enforcement for giving us their time and sharing with us the accomplishments being made and showing us how data is being used to help those in the court system.

[Click here for more photos](#)



## Chamber accepting Leadership Delaware program applications for class of 2021

Leadership Delaware is now accepting applications for the class of 2021. 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. Participants are exposed to people and places they could not on their own and discover a perspective unavailable in the normal course of their work. Even participants who’ve lived their entire lives in Delaware County are amazed at what they learn.

The nine-month program, which is held on the second Thursday of each month September through May, focuses on various topics, including

Spectrum Leadership	Social Services,	Law Enforcement and the
Delaware County History and Tour	Volunteerism & Board Service	Courts
Agriculture	Government	Health Care
Education		Economic Development

Over 700 Delaware County professionals have graduated from the program since its inception in 1992. These alumni serve on local boards and committees helping to shape the future of the Delaware area.

[Click here to view the program brochure](#) and [click here to apply on-line](#). Get more information at [DelawareAreaChamber.com](#) 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.



**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.**

Delaware Area Chamber of Commerce ~ 32 S. Sandusky St., Delaware, Ohio 43015 ~ 740-369-6221 ~ fax 740-369-4817  
[dachamber@DelawareAreaChamber.com](mailto:dachamber@DelawareAreaChamber.com) ~ [www.DelawareAreaChamber.com](http://www.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, May 5**. [Click here to register](#). We'd love to see you! It's not just for new members!



## Foundation hosts Before Hours, introduces new CEO



The [Delaware County Foundation](#) is no newcomer to hosting Chamber events, but the March 5 Before Hours they hosted had a new face welcoming guests. New CEO, Chris Baker, who replaced the retired Marlene Casini, proved to be a most relatable, passionate -about-philanthropy, charismatic storyteller.

We had no way of knowing at the time that this networking event would be the last Chamber event for nearly two months. A terrific spread of food and beverage, the typical warm hospitality we've always received at the Foundation, and friends catching up and new contacts and friends made was a pretty good way to "pause" the Chamber's activities.

Welcome, Chris, to Delaware and the Chamber. We look forward to working with you. [Click here for more photos](#).

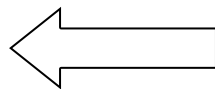


## Let them know you belong and support; link to Chamber logo

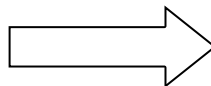
The most comprehensive research study to date on the relationship between Chamber membership and consumer confidence shows a marked effect for both large and small business. The caveat, however is that the positive outcomes only occur when the consumer knows that a business is a Chamber member. As a 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](mailto:jwroesch@discovercfi.com)  
740-363-5433  
[www.discovercfi.com](http://www.discovercfi.com)

201 Pennsylvania Avenue, Delaware

### **Preferred Benefits Services Agency, Inc.**

Mark Pettitt  
[pettitt@prefben.com](mailto:pettitt@prefben.com)  
740-363-6028  
[www.prefben.com](http://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 days<sup>1</sup>
- 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.<sup>2</sup>
- 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



<sup>1</sup> Internal data 2017

<sup>2</sup> 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.

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