

CHAMBER NOTES

A Monthly Newsletter of the
Delaware Area Chamber of Commerce

September 2019

Sustaining Members

Industry Exclusive
Platinum Level



Gold Level



Silver Level



Bronze Level



Linux Communications



The Delaware Area
Chamber of Commerce
Established 1907

UNITED STATES CHAMBER OF COMMERCE

ACCREDITED



It's not too late to get YOUR ad in the 2020 membership directory

The Chamber is entering into the last month of its ad campaign for the publication of the 2020 Community Profile and Membership Directory. The early bird special has passed, but new members and last year's advertisers who want to upsize their ad can still save. **If you ran a 1/8 page last year and up size to 1/4 page take \$50 off; if you ran a 1/4 page last year and upsize to a 1/2 page, take \$75 off; and if you ran a 1/2 page and upsize to a full page, take \$100 off.** Artwork and payment must be in by October 1.



In addition, any member who joined the Chamber after June 1, 2018 qualifies for a new member discount of an additional 10% off the price of their ad. We'll be following up with email reminders so you have several opportunities to be reminded of this special offer. Linked is the [ad agreement form](#) for those of you ready to move forward with reserving your ad at the special price. We'll be working again with [Gayle Holton Design](#) who will continue to offer special pricing for ad prep for those of you who need art created for your ad. Contact the Chamber at dachamber@DelawareAreaChamber.com with questions and to return your ad form. For a look at this year's directory, [click here](#).

Reminder to respond to database update

Still on the subject of the directory, a reminder to respond when our office sends the primary contact of your membership an email requesting verification/update of the information we have in our database. We work hard to ensure the directory is accurate and so each summer we ask you to verify and/or make changes to your information. Watch your email for it.

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!!**

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.

Advertisers in this issue

[Anthem Blue](#)
[Cross/Blue Shield](#)
[Black Wing](#)
[Shooting Center](#)
[CES Credit Union](#)
[Dawson & Associates](#)

[Dusty Hostutler Edward Jones](#)
[Fahey Bank](#)
[First Citizens](#)
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[HW&Co.](#)

[Maloney + Novotny](#)
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[Ohio Living Sarah Moore](#)
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[SourcePoint](#)

**2019 Board of Directors
Executive Committee**

Dusty Hostutler– Chair
[Edward Jones](#)

Zach Price– Chair-elect
[TRIAD Architects](#)

Ana Babiasz– Treasurer
[Fidelity Federal Savings & Loan](#)

Glenn Marzluf– Immediate Past Chair
[Del-Co Water Company, Inc.](#)

Aric Arnett– Vice Chair
[Ohio Living Sarah Moore](#)

Todd Irion–Vice Chair
[Engineered Materials Systems Inc.](#)

Bill Morgan– Vice Chair
[2K General Co.](#)

Board Members At Large

Scott Cubberly
[Equity](#)

Shane Dawson
[Dawson & Associates, LLC](#)

Denny Frierimood
[Honda Marysville](#)

Rex Gore
[Black Wing Shooting Center](#)

Chad Hoffman
[Richwood Bank](#)

Andy Miller
[Buckeye Valley Local Schools](#)

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

Liz Owens
[Alpha Group of Delaware](#)

Scott Ruth
[Cogburn Electric](#)

Brad Schneider
[The Growth Coach](#)

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

Staff

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hquaine@DelawareAreaChamber.com
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Sarah Yoakam, Office Manager
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Matt Carbary, IT Mgr.
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Delaware, Ohio 43015
740-369-6221

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www.DelawareAreaChamber.com



*(The Jug is on the
third Thursday
this year)*



You are invited to attend a program of the

**Delaware Area Chamber of Commerce
The Annual State of the Schools
with**

**Delaware County K-12 and Career Center
Superintendents**

sponsored by



Thursday, **September 26, 2019**, 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 members: \$25

Deadline to register is Monday, September 9, 2019

Cancellations after September 9 and no-shows will be charged.

[Click here to register](#) or call 740-369-6221 or email
dachamber@DelawareAreaChamber.com

September Business BEFORE Hours

Get a read on what other Chamber members are up to and start your day on Thursday, September 5 by networking when the [Delaware County District Library](#) plays host at its Ostrander branch (75 North Fourth Street Ostrander, OH 43061). Food, networking – bring lots of business cards to share. The event is held from 8:00 - 9:30 am. Please let us know you'll be attending. [Click here to register.](#)



September Business After Hours

End your day on Thursday, September 26 by networking when the [Delaware Area Career Center](#) hosts the After Hours. Food, networking– bring lots of business cards to share. The event is held at 4565 Columbus Pike, Delaware from 5:00-6:30pm. pm at Please let us know you'll be attending. [Click here to register.](#)



New member opens new location

Join us on Monday, September 9, at 4:30 pm when we welcome [Raising Cane's](#) to Delaware. Helping cut the ribbon will be franchise owner Tim McCarthy, CEO Eric Ongaro and senior leadership from Ohio. This is the largest franchise owner in the chain and Delaware will be Tim's 32nd restaurant in Ohio and Northern Kentucky and his 17th in Central Ohio! In addition to presenting [MASH Food Pantry](#) with a check, immediately following the ribbon cutting guest will receive a yummy Box Combo! Don't miss the celebration. [Click here to let us know you're coming.](#)



Neighboring chambers congratulate, mourn Chamber staff promoted just up the road

The Board of Directors of the Marion Area Chamber of Commerce is pleased to announce that they have named Matthew Carbary president of the organization. In a unanimous vote, the Board made permanent the position Carbary has held as Interim since last spring.

Carbary joined the Chamber in 2011 shortly after moving to Ohio from East Lansing, Michigan. He immediately took on roles in finance, programming, IT and member relations. A native of Port Huron, Michigan, Carbary studied civil engineering and political science at Michigan State University where he also received a master's degree in public policy.

"When I came to Marion, almost immediately I knew I'd found a career and a community that I could see myself committing to," says Carbary. "Relationships are at the heart of chamber culture and that's something that speaks to me. Running the business of the Chamber is a responsibility I embrace. This is a strong community and I believe the Chamber has the resources and an obligation to partner with other dedicated organizations in ways that enhance the experience of doing business, being educated and calling Marion home. I appreciate the Board's confidence and I'm excited for the opportunity to play a role in moving the business community forward."

"In the past six months, Matt has demonstrated his extensive knowledge and strong skill set to manage our Chamber," says Chamber Board Chair Tom Kenney, "but his amazing passion for our community inspires all of us and gives us all the confidence in Matt being a great choice for the President of the Marion Area Chamber of Commerce."

Delaware Area Chamber members know Matt as the organization's IT manager. Matt came on board the Delaware Chamber in August of 2011 to build a new website and manage the IT side of things. Matt will continue in that part time role remotely as he has been for the past eight years. And he'll still be the go-to guy for our annual dinner's tech and new board member videos.

The board and staff of the DACC is proud of Matt and looks forward to partnering with the Marion chamber to the benefit of all our members. Congratulations, Matt!



Business Advocates for Over 100 years!
Marion Area Chamber of Commerce

Long-time chamber exec passes

Less than a week after announcing Matt's promotion, the Marion community mourned the loss of the Chamber's long-time president, Pam Hall. Pam was a frequent guest at the Delaware Chamber annual dinner and attended the open house in July, 2010 when offices moved to Sandusky St. Pam and her husband Chuck were well-known in the Delaware community where they were both partners at engineering firm Floyd Brown & Associates.

In 1998 Pam began what was to be a 21-year career as president of the Marion Area Chamber of Commerce where her leadership left lasting impact. The Delaware Chamber partnered with Marion and will continue to do so; Pam's spirit will be felt for a very long time. Pam lost her fight with cancer on August 18, leaving her husband of 44 years and son Trevor, daughter-in-law Kaitlin and grandson Emerson and her friends at the Delaware Area Chamber.



Chamber accepts board applicants

The Chamber's Nominating Committee is accepting Letters of Intent from members interested in serving on the board of directors beginning January, 2020.

The Letter of Intent is the first step in the nominating process. The Nominating Committee will vet applications and invite qualifying members to interview.

If you're interested in submitting a Letter of Intent, please call Holly at 740-369-6221 or via email to hquaine@DelawareAreaChamber.com. The Chamber will accept Letters of Intent until September 15, 2019.



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



Healthcare franchise launches

Experienced healthcare professional Jen Mundwiler is pleased to announce the launch of her new [Home Helpers](#) in-home care franchise in Delaware, Ohio.

Home **Helpers**[®]

Home Helpers is the nation's leading franchise specializing in comprehensive home care for seniors, new mothers and individuals needing recuperative and continuing assistance. Home Helpers also offers Direct Link, its proprietary line of 24/7 medical alert systems, including a fall sensor with GPS locator and an automated medication dispenser. Mundwiler's locally-owned franchise serves Delaware, Ostrander, Powell, Lewis Center, Columbus, Shawnee Hills, Galena, Westerville, Plain City and the surrounding areas.



Prior to Home Helpers, Mundwiler spent 18 years as an occupational therapist, mostly with patients 55 and older. She has worked in multiple settings, including, most recently, in-home health care. Mundwiler decided to open Home Helpers when she found she was ready to use her skills and passion for the senior population to open an in-home care agency focused on providing exceptional care with compassionate, well trained caregivers.

"Over the years I have continued to encounter individuals whose main goal is to stay in their homes as they get older. There are many companies who provide home care, but it's my experience that not all of them are trained to enhance an individual's quality of life, which is a vital part of their mental and physical health. At Home Helpers, our caregivers can meet almost any need, even if it's just driving a client to lunch with friends or helping them get to the store. Those are the kinds of things we take for granted, but when the ability to do those things is lost, it leaves a void," Mundwiler said. "We are looking forward to partnering with local seniors and families to help those in need of assistance live their fullest, happiest lives."

Home Helpers offers free in-home consultations and works with each client to create a flexible, affordable care plan based on a person's individual needs. Services offered include care such as grooming, bathing, ambulation, medication management and care management as well as respite care, meal preparation, laundry, light housekeeping, companionship and transportation. Home Helpers specializes in helping families care for their loved ones so they can focus on spending quality time together.

"At Home Helpers, we are dedicated to hiring and training quality caregivers who are passionate about the work they do. For the people on my team, this is not just another job – it's a partnership with a family or an individual that allows someone to have an enhanced life in the comfort of their own home and allows families to enjoy their time together. I'm looking forward to having a positive impact on the communities I serve through Home Helpers," Mundwiler said.

Restore becomes official after a long wait

After years of planning and months of preparations, [Habitat for Humanity's](#) new restore in Delaware finally cut the ribbon. Habitat's Curtis Street facility has housed its office and restore for years. The restore long outgrew the space, but finding just the right location took several years. It was worth the wait and the Chamber was delighted to help executive director Todd Miller and his staff make it official.



The 14,000 square foot store on US 23 next to [Goodwill's](#) Delaware location, is a perfect fit. Visibility and elbow room mean a more organized experience for both staff and customers.

Getting the facility ready was met with unexpected hiccups and a delay of the ribbon cutting, but that's all behind Habitat's staff now. The store is big and bright and inventory is well-displayed.

Congratulations to Todd, the Habitat board and staff. [Click here for more photos.](#)



Marketing 101 for Small Business Six Pack Series

How do you determine what type of marketing will be effective for your business goals? Where do you start? This series takes you from the first step of defining marketing through decision-making of where and how much to spend your marketing dollars; how to navigate your Internet presence; how to handle the press, requests for donations, your staff's role in your brand and much more. The program includes:

- ⇒ **September 16: Marketing 101** What is marketing? Branding; customers and competitors; data: what do the numbers say? Developing a marketing plan and budget
- ⇒ **September 23: The Internet** Your website: what you know, what you don't know and what you think you know about your online presence; SEO, SEM, E-commerce
- ⇒ **September 30: Media Buying and Integration** Traditional media vs digital media vs social media
- ⇒ **October 7: Social Media** Yeah, you have to slay that dragon and go down that rabbit hole. We'll help.
- ⇒ **October 14: Media Relations, Community Giving & Networking** Responding to media and media interviews; managing a crisis; social media tips; establishing a giving strategy and budget; managing requests effectively. What is networking? How to work ON not just IN your business.
- ⇒ **October 21: Reputation Marketing** What does the world (or your community) think of you and what can you do about it? How your reputation becomes your brand.

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 September 16. Attendees must pre-pay to be eligible to participate. [CLICK HERE TO REGISTER](#). CLASS SIZE IS LIMITED.

Our presenters:

DEB CROW, director of corporate communications for Greif, Inc.

SIERRA DYER the executive officer of the Richwood Marketing team and helps oversee branding for Richwood Bank and its service lines. From checking accounts to coffee, she keeps all Richwood brands fresh through both digital and traditional media.

GERE JORDAN and his wife Kaitlin own the successful digital marketing agency, Holony Media.

CECE UTENDORF leads the agency side of Richwood Marketing as the Director of Marketing. She ensures all business clients are receiving the best deliverables, while also implementing marketing for clients.

BROOKS VAN KIRK is a small business owner with extensive corporate marketing experience. She and her husband own Delaware Automotive Service where she has put her background to use growing this successful family business. Brooks is also is the owner of Van Kirk Creative where she helps small businesses and start-ups build efficient processes, firm their message and grow their business.

HEATHER WIRTZ is a marketing wizard with the visionary Richwood Marketing. The media platforms to reach your audience keep changing, but the desire for customers to connect on an emotional level hasn't. Across multiple industries, states and objectives, Heather has worked with clients that vary from national companies, politicians and celebrities, to one employee startups and enjoys helping each and every one articulate their "why" message in memorable ways.



regional chamber BUSINESS EXPO

A Joint Effort of Delaware Area and Marion Area Chambers of Commerce



DELAWARE AREA CHAMBER OF COMMERCE



**GAIN LEADS
GET CONNECTED**



THURSDAY 4:00-7:00 PM
OCTOBER 17, 2019

Event located at All Occasions Catering

6989 Waldo Delaware Rd, Waldo, OH | Finger Foods Provided!

RESERVE YOUR BOOTH TODAY!

\$125 Early Bird Registration • after September 1: \$175 • Deadline October 9

Electricity and wifi available for additional \$25. Appetizers and beverages will be provided. Exhibitors registration includes listing on Exhibitor's Map, Vendor List with Contact Information. Exhibitors receive 8-ft space with pre-set 8-ft table and 2 chairs (must bring own linen).

Joint Business Expo 2019 Exhibitors, please complete this form and send with payment to the Delaware Area Chamber for Commerce, 32 South Sandusky Street, Delaware, OH 43015, or for more information contact 740-369-6221 or email dachamber@delawareareachamber.com. Registration will not be finalized until payment is received. Registration deadline is Monday, October 7. Electricity and WiFi, or both available for flat fee of \$25. Please specify your requirements in advance. Availability is limited. Exhibitors must bring their own extension cords and power strips. Host is not responsible for any power failure or insufficient power source.

NAME COMPANY

ADDRESS

EMAIL PHONE

SELECT CHAMBER MEMBERSHIP DELAWARE AREA MARION AREA

SELECT BEST THAT DESCRIBES YOUR EXHIBIT TABLETOP DISPLAY FLOOR DISPLAY DON'T NEED A TABLE REQUIRE ELECTRICITY (\$25) REQUIRE WIFI (\$25) REQUIRE BOTH WIFI & ELECTRICITY (\$25)

EXPO SPONSORS: \$1,000 SPONSORS RECEIVE: Exhibitor space with premium space assignment; Logo on marketing materials & websites OF BOTH CHAMBERS; logo on exhibitor bags, exhibitor map, and event signage



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 anytime, all the time.

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

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.

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.

Check Out the

HOT DEALS

from Chamber Members

Posting is FREE with your membership

- [Air Conditioning Service/ Installation—Custom Air](#)
- [Earn Referral Buck\\$\\$ - Delaware Area Chamber](#)
- [Join Safety Council— Delaware Area Safety Council](#)
- [Closeout on Revere Sandals and Therafirm Hosiery—Foot & Ankle Wellness Center](#)
- [Kona Ice Brings The Party - Kona Ice of Delaware/Marysville](#)
- [Oak & Brazen Wine Co: Daily Deals - Oak and Brazen Wine Co.](#)
- [Fall Membership Special—NorthStar Golf Club](#)
- [Book your 2019 Holiday Party! - Swan Lake Event Center](#)

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.



Our **commitment** to service leads to your **financial success**.



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DELAWARE AREA
CHAMBER OF COMMERCE

Delaware Area Chamber of Commerce Clay Classic 2019



Deadline to register is October 8

Friday, October 11, 2019
Black Wing Shooting Center
3722 Marysville Road, Delaware
12:30pm: Registration & lunch
1:15pm: Mandatory safety briefing
1:45: Shooting begins
4:40-ish: Awards

Single Shooter \$125
Station Sponsor \$125
Team Sponsor (5 shooters) \$625
Mulligans \$5 each (limit 5)

Shooter Awards

- High Shooter
- High Team
- Booby Prize

Shooter Amenities

- Lunch
- 2 Rounds ammunition
- Gun rental
- Eye & ear protection
- Range safety officer
- Safety briefing
- Optional side games

TEAM REGISTRATION

Team sponsor company name _____
Contact name _____ Phone _____
E-mail _____
Shooter #1 _____ Shooter #2 _____
Shooter #3 _____ Shooter #4 _____
Shooter #5 _____

INDIVIDUAL SHOOTER REGISTRATION

Company name _____
Shooter _____ Phone _____
E-mail _____

STATION SPONSOR REGISTRATION

Company name on sign _____
Contact name _____ Phone _____
E-mail _____

Number of Shooters x \$125 _____
Station Sponsor \$125 _____
Mulligans _____ x \$ 5 \$ 0 _____



TOTAL

\$0

Please invoice Check enclosed

Credit Card # _____ exp. date _____

Delaware Area Chamber of Commerce, 32 S. Sandusky St., Delaware, Ohio 43015
740-369-6221 ~ fax 740-369-4817 dachamber@DelawareAreaChamber.com



**The Delaware Area Chamber of Commerce
is pleased to offer a 3-part
Microsoft Office Productivity Training
in partnership with
Clarity Technology Solutions**



Using Microsoft Office products doesn't have to be difficult. Register for this four-part workshop designed to maximize your Outlook, Excel, and Word programs.



Workshop Schedule

November 18 – Microsoft Word

- ⇒ How to track and review changes
- ⇒ How to insert a table or pie chart
- ⇒ How to set up keyboard shortcuts
- ⇒ And more

November 25 – Microsoft Excel

- ⇒ How to create waterfall charts
- ⇒ Explaining 3D maps and how to use them
- ⇒ How to use one-click forecasting
- ⇒ And more

December 2 – Microsoft Outlook

- ⇒ How to use the clutter tool
- ⇒ How to easily and quickly attach files
- ⇒ Utilizing the Outlook Calendar
- ⇒ And more

All sessions will be held at the Delaware Area Chamber of Commerce
32 S Sandusky St, Delaware, OH 43015
from 8:00 AM – 10:00 AM

Cost: \$100 for Chamber members
\$125 for non-Chamber members

*Deadline to register is November 8, 2019.
No shows will be charged the full amount.*

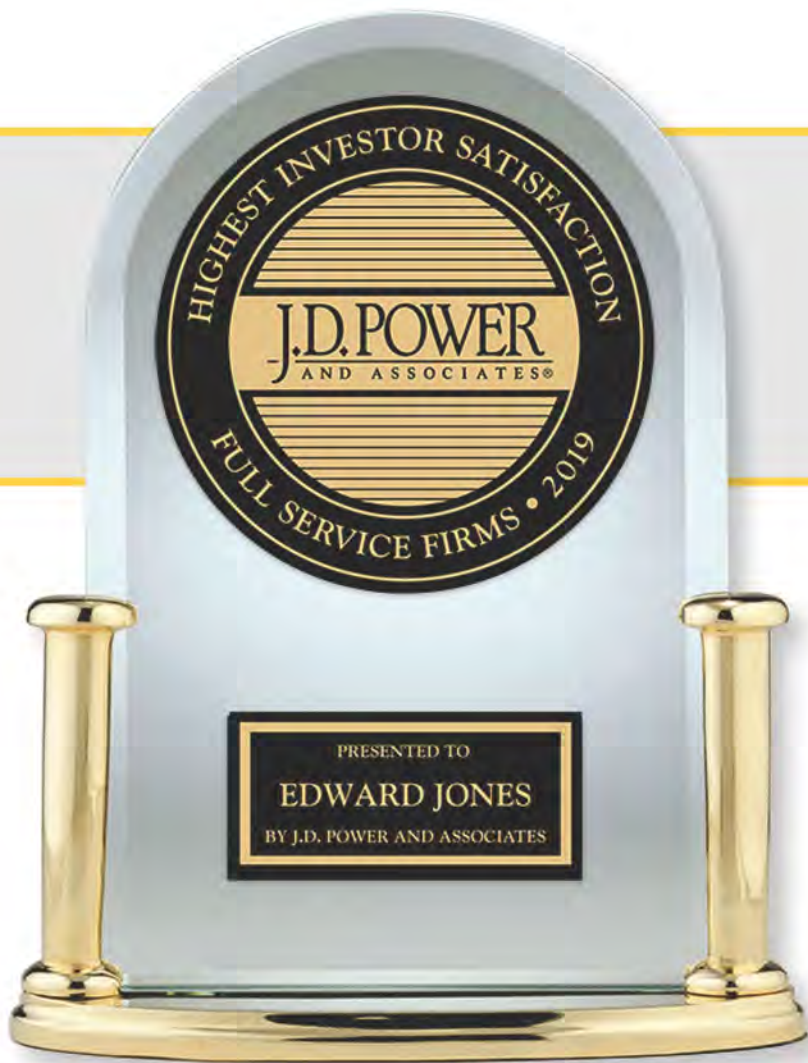
This is a hands-on workshop so
**please bring a laptop with your
Microsoft Office Suite.**

[Click here to register](#)



**DELAWARE AREA
CHAMBER OF COMMERCE**





Edward Jones ranks highest in investor satisfaction with full service brokerage firms, according to the **J.D. Power 2019 U.S. Full Service Investor Satisfaction StudySM**

Why?
Because we're built for listening.

So what's important to you?

Contact me at 740-363-9200 to get started.

Edward Jones - It's Time for Investing to Feel Individual.

Study based on responses from more than 4,629 investors who primarily invest with one of the 18 firms included in the study. The majority of the study was fielded in December 2018. Your experiences may vary. Rating may not be indicative of future performance and may not be representative of any one client's experience because it reflects an average of experiences of responding clients. Visit jdpower.com/awards.



Dusty Hostutler, CFP[®], AAMS[®]
Financial Advisor

595 Sunbury Road
Delaware, OH 43015
740-363-9200

edwardjones.com
Member SIPC

Edward Jones[®]
MAKING SENSE OF INVESTING

After Hours promotes networking therapy

If networking is great therapy for your business then the August After Hours had everything covered. [OSU Wexner Medical Center](#) hosted the event in the physical therapy room of their outpatient care facility in Lewis Center.

Ohio State Outpatient Care Lewis Center, located on U.S. Route 23 amid the rapidly growing and family-friendly neighborhoods of southern Delaware County, is home to a variety of outpatient health services, including JamesCare Mammography Services; primary care, cardiac, orthopedic, podiatry, physical therapy and rheumatology.

Kim Saunders, Associate Director of Sports Medicine and Ambulatory Services and her staff fed and informed guests in the state-of-the-art PT area. Chamber goofballs Tony Beneshek, Deanna Brandt and Ken Barton played “don’t try this at home” and everyone went home with lip balm and other goodies.



Thank you to our pals at OSW Wexner for their hospitality! [Click here for more photos.](#)



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 pre-pay for 10 months, you’ll receive two additional months of the same size ad FREE!** Email your ad to hquaine@DelawareAreaChamber.com

Ad prices are for one run:

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



THE OHIO STATE UNIVERSITY

WEXNER MEDICAL CENTER

2018
Business of the Year
awarded by the Powell Chamber of Commerce



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9595 Sawmill Parkway | Powell, OH 43065
(614) 789-9595

www.FirstCitizensNational.com

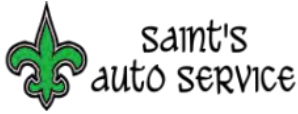


There really is a difference!



Keep it in the family– use a Chamber member first and tell us about it

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'd like to hear from you. Tell us who you've done business with and send us a testimonial. hquaine@DelawareAreaChamber.com.



"Todd and Hayden of [Dry Patrol of Delaware](#) did an outstanding job cleaning our duct system of our newly built home today! They were careful using their equipment and made sure things were put back the way they found them. They were very professional and let me know what they doing every step of the way. Another bonus was, they were on time! We have utilized a variety of Dry Patrol's services in our homes and at our business. We will continue to recommend them to others as everyone (Bryan, Bob, Janine and the guys) are a wonderful company to work with at a reasonable price."

Angela Linnane-CFO, [Saint's Auto Service](#)

"When I first launched my firm over a decade ago, I had a difficult time finding an accounting firm that met our needs. As a result, we moved from firm to firm to firm, until I found [Blue & Co.](#) through former partner Ken Barton. Whether it was with Ken or any of the accountants who have followed him, I've been pleased with their professionalism, responsiveness, and efficiency. Matt Dasta, Gina Grote, and Angie Justice make the unpleasant task of taxes one less concern for me."



Shane Dawson, Esquire, [Dawson & Associates](#)



"I recently had an unusual printing job that several local firms were unable to handle. At this point I remembered a Chamber member, [Mail Pro 1](#), (thank you Holly!) and contacted Susan Garrett. My discussion with Susan and her husband Larry convinced me to place my business with their team. As I worked with their folks we found that we would need a "work around" to be able to finish the job. They suggested and implemented exactly what was needed and successfully completed the task. In addition, they came in on time and on budget! I highly recommend their work."

Frank Hickman II, [Integrated Financial Network](#)



"For years I've worked with [Dusty Hostutler at Edward Jones](#). Dusty provides me financial advice related to my investments in my law firm retirement plan, as well as other financial advice. He's very smart and he's a good friend. All of the clients that I've sent to him have reported to me that they appreciate his advice and they like working with him. And, by the way, his assistant, Joyce Evanko, is absolutely delightful!"



D. J. Young, Attorney/Partner-- [Firestone, Brehm, Wolf, Whitney & Young LLP](#)



"My family recently woke up to a flooded basement after our sump pump died. What a mess! It was a particular disaster, as we run our business out of our home and our office is located there. We called [SERVPRO of Delaware](#) and they were so quick!! A crew was out there to cleanup within two hours of my calling. They got the wet carpet removed and started the drying process in short order. They were professional and did their best to stay out of our family's way. They were flexible in scheduling dry checks to suit our schedule and helpful in removing damaged furniture etc. We had this daunting problem and ServoPro came out and basically said, "We got this." and they did. We turned it over to them and they did a great job of understanding what the problem AND the solution meant to our family and our business. We are grateful!"

Jason Comstock, [Clarity Technology Solutions](#)

"The [Foot & Ankle Wellness Center](#) proudly endorses [Richwood Bank](#). The home page of their website says it all: "People who really care about you". As a business and personal client of theirs, I can honestly say, they live up to that promise. When I walk into the bank, I am greeted by smiles, tellers who know my name. I might even get a cookie. I appreciate and support their coffee bar fundraiser and my business has benefited from their speaker series. Their partnership and commitment to helping the Delaware community grow strong is truly appreciated by all."

Dr. Jane Graebner [Foot & Ankle Wellness Center](#)



RICHWOOD



FOOT & ANKLE WELLNESS CENTER

Share YOUR story. Send your testimonials about your experience doing business with your Chamber-member peers. Email Holly at hquaine@DelawareAreaChamber.com.

Fair trivia starts the day



The August Business Before Hours was held at the cabin of the [Delaware County Fair](#). As she does whenever she hosts (or maybe until the brown tee shirts run out...) fair director Sandy Kuhn challenged attendees with fair trivia and rewarded correct answers with Little Brown Jug tee shirts.



This year marks the 186th Delaware County Fair. (No word on how many elephant ears that comes to). The week-long event attracts fair-goers and horse-lovers from across the nation. The Delaware County Fair is the culmination of work done by 4-H and FFA kids in the county in addition to exhibits, entertainment, rides and, yes, elephant ears.

The prestigious Little Brown Jug on Thursday caps of a week of the best harness racing in the world. And no county fair would be complete without a full schedule of motor sports events ranging from demolition derbies to school bus racing.

Thanks to Sandy and her staff and board members who made us feel welcome with their good humor and hospitality. [Click here for more photos.](#) See you at the fair September 14-21.



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.



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Chamber now accepting 2019 award nominations

It is not too early to be thinking about award nominations. As the Chamber does every year, business awards are presented at our annual dinner in February. We are now accepting award nominations.

[Click here for a list of nominating categories, award criteria.](#)

[Click here to submit a nomination.](#) And don't hesitate to self-nominate!!

Who will be presented with these awards for 2019?

⇒Large Business of the Year

⇒Small Business of the Year

⇒Quality of Life Award

⇒Innovation in Business Award

⇒Citizen of the Year

⇒Corporate Citizen of the Year

⇒Chamber Members of the Year

The Delaware Chamber's Annual Dinner and Awards is THE premier event in Delaware County, with over 400 people attending to experience the fun, awards and the famous table decorations. [Click here for photos of last year's auction, award ceremony, and amazing tables.](#)

And put Thursday, February 6, 2020 on your calendar. Invitations are sent via email in early January to the primary representative of your company. Watch for it!

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.

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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](#)

Kanasha Moss
[OhioHealth Grady Memorial Hospital](#)

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

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

Josh Page
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Nathan Parsons
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Eric Penkal
[Delaware County Prosecutor's Office](#)

Caroline Pusaten
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Karen Sedoti
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Dani Villaca
[Acoust-A-Fiber](#)

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

Erica Wood
[Syntero](#)



Leadership Delaware Class of 2020 kick off luncheon

Leadership Delaware kicked off its new class with a luncheon at [Willow Brook of Delaware Run](#). Present were Chamber board members, session facilitators (all alum themselves) and the fifty-two members of the Class of 2020. From its humble beginnings with ten participants to a another record-breaking forty-six graduates in May of 2019, the program has evolved over the years to become the Chamber's flagship program.

This year's class of fifty-two includes representation of private, public and agency organizations. Leadership's nine sessions are facilitated by Leadership alum. With facilitators who graduated from 1999 to 2019, this elite and passionate-about-community- Leadership group is the heart and soul of the program. Here's to another incredible experience!!





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[freshstartcafeandbakery.com](#)

Serves as a bakery offering pastries & coffee

Hometown Urgent Care

Amber Cronin, Marketing Rep
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Delaware, OH 43015
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[hometownurgentcare.com](#)

Provides urgent care & occupational health services

Ideal Electric Power Co.

Wendi Knapp, Human Resources Manager

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[The Inside Wire](#)

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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!!***

Member receives certification

Financial Advisor Philip Ulery of the financial services firm [Edward Jones](#) in Delaware, OH has been authorized by the Certified Financial Planner Board of Standards (CFP Board) to use the certification mark CFP®.



Philip successfully completed the CFP Board's initial certification requirements, which include completion of financial planning coursework and passing a comprehensive examination.

Individuals who hold CFP® certification must agree to meet ongoing continuing education requirements and uphold the CFP Board's Code of Ethics and Professional Responsibility and Financial Planning Practice Standards.

This advanced training offers investment professionals the hands-on information needed to provide comprehensive financial services. Study topics include the financial planning process, risk management, investments, tax planning and management, retirement and employee benefits and estate planning. CFP professionals must also meet ongoing continuing education requirements and uphold the CFP Board's Code of Ethics and Professional Responsibility and Financial Planning Practice Standards.

Phil opened his office in October of 2015. at his side was his long-time partner Stephanie, a pediatric nurse. They were married in 2016 and remain active in the community. Congratulations, Phil!!

Looking for product or service? Look to your fellow Chamber members *first*.

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Lisa Clark, Manager

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Career Center opens in style

In 1967 the Ohio Revised Code allowed for the creation of joint vocational schools for the purpose of providing opportunities for students to learn the trades and crafts for the workplace. Adult education soon followed. Forty-five years ago the Joint Vocational School opened in Delaware County and this past August 15 the community experienced the reveal of an extraordinary journey.

No longer referred to as the JVA, in 2013 the [Delaware Area Career Center](#), under the leadership of superintendent Mary Beth Freeman, embarked on a feasibility study of combining the school's two campuses into one location. Programs were divided between "north" campus off 521 and 36/37 and "south" campus on US 23. Transportation and administration were just two of the issues that made the two-campus system inefficient. Fast forward to 2016 and the Career Center broke ground at the south campus to begin a \$45 million dollar expansion and remodel that would bring all programs under one incredible roof.

The 250,000 square foot project was completely paid for through the genius of Ms. Freeman's vision of streamline, consolidating and otherwise brilliant leadership.

Three years after the rainy day when the ceremonial shovel was put in the ground, the ribbon was cut on a facility that has to be seen to be appreciated. Over 27 program & adult education courses are in one magnificent, state-of-the-art, positioned-for-the-future facility.

It would be difficult to overestimate the project's accomplishment and the doors that will open and the futures that will be impacted by this treasure. Mary Beth will credit her board and staff— and she's right; she couldn't do it alone. But it was her vision and her commitment and her leadership, and it would also be difficult to adequately thank her for this amazing gift to the community.



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

New member orientation—except 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, October 22**. [Click here to register](#). We'd love to see you! It's not just for new members!

Mark your calendars now—you won't want to miss the Chamber's annual Halloween party on Thursday, October 24, 5:00-7:00. Costume contest, Tarot card readings, pumpkin painting, special brews and the chance to have your photo taken with Frank-and-stein and much more!! Come join the fun if you dare...

[Click here to enter the Chamber House of Horrors.](#) (OK, that might be overstating it a teeny bit. But it WILL be fun)



September Calendar



Labor Day September 2 Chamber office closed

Business Before Hours
Thursday, September 5
Delaware County District Library
Ostrander Branch
8:00—9:30 am
[Click here to register](#)

Ribbon Cutting
Raising Cane's
Monday, September 9
4:45 pm
[Click here to register](#)



Safety Council
Tuesday, September 10
11:30 am—1:00 pm
[Click here to register](#)

Manufacturers' Council
Wednesday, September 11
7:30 am

**Leadership Delaware
Spectrum Development**
Thursday, September 12

**Workforce Development &
Education Committee**
Friday, September 13
8:00 am Chamber office

**Marketing 101 for Small Business
Six Pack Series**
Session one of six
Marketing 101
Monday, September 16
8:00-10:00 am Chamber office
[Click here to register](#)

**Infrastructure & Development
Committee**
Tuesday, September 17
8:00 am Chamber office

Chamber Board Meeting
Wednesday, September 18
7:30 am Chamber office

**Marketing 101 for Small Business
Six Pack Series**
Session two of six
The Internet
Monday, September 23
8:00-10:00 am Chamber office
[Prior registration required](#)

Third Thursday Luncheon
Annual State of the Schools
Thursday, September 26
11:45 SourcePoint
[Click here to register](#)
Held on the 4th Thursday this month only

Business After Hours
Delaware Area Career Center
Thursday, September 26
5:00-6:30 pm
[Click here to register](#)

**Marketing 101 for Small Business
Six Pack Series**
Session three of six
Media Buying & Integration
Monday, September 30
8:00-10:00 am Chamber office
[Prior registration required](#)

HR Council
Wednesday, October 2
8:30 am Chamber office

Business Before Hours
Thursday, October 3
Delaware County Board of Developmental
Disabilities
8:00—9:30 am
[Click here to register](#)

SAVE THE DATES
Clay Classic
Friday, October 11, 2019
Black Wing Shooting Center
[Click here for details](#)

**Third Annual Regional
Expo** with the Marion Area Chamber of
Commerce
Thursday, October 17
[click here for details](#)

Annual Dinner
Thursday, February 6, 2020
Hilton Polaris

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



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](#)
 Larry Jones
[Liberty](#)
[Casting Company](#)
 Bill McCaughe
 Abrasive Technology
 Mark Nelson
 BWC

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.

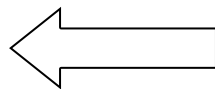
**Looking for product or service? Look to your fellow Chamber members *first*.
 The Chamber exists for and by its members—
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Let them know you belong and support; link to Chamber logo

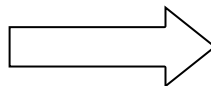
The most comprehensive research study to date on the relationship between Chamber membership and consumer confidence shows a marked effect for both large and small business. The caveat, however is that the positive outcomes only occur when the consumer knows that a business is a Chamber member. As a 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.





The SOCA self-funded medical plan. A big opportunity for small employers.

The Southern Ohio Chamber Alliance (SOCA) has teamed up with Anthem Blue Cross and Blue Shield to create a new 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

Find out more about the SOCA Benefit Plan. Call 1-844-MED-OHIO or visit 844MedOhio.com, or ask your Chamber of Commerce for a referral to a participating broker.



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.

Connecting the dots for the bigger picture in health care

Great things often start with a simple idea, like connecting the dots. That's what [Anthem Whole Health Connection](#) approach to health care is all about.

How it works: They connect the dots in health care — medical, drug, dental, vision, life and disability. Each time a member sees a doctor or dentist or fills a prescription, it's like a dot on a page. Connecting all those dots gives us the bigger picture — a more complete health profile of the whole person.

Doctors and other caregivers can easily share this information with each other. And seeing the bigger picture early on can help doctors catch chronic diseases like diabetes, cancer or heart disease earlier. And catching diseases early can mean earlier treatments and better results.

How it saves: Connecting the dots gives better data, better insights and better outcomes.

Up to 74% lower medical costs and fewer hospital stays, when patients who have chronic disease or are pregnant treat their periodontal disease¹

\$8,000 in medical costs savings for members with a connected medical and disability plan²

More than 26,000 diabetics identified earlier through yearly routine eye exams³

How it can work for you: When you add dental, vision, life or disability to Anthem's medical benefits, you get improved health care for your employees and cost savings for your business. That's because they connect member health records, claims and clinical data to help make sure they get better care with greater insight.

See how their products work together for a bigger, more holistic view of health care. Or talk to your Anthem sales rep.

1-American Journal of Preventive Medicine's Impact of Periodontal Therapy on General Health Study, June 2014.

2-Anthem, Inc. Productivity Solutions data study and Actuarial validation, 2015.

3-Anthem, Inc. data 2016.

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.

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.



Save money on health benefits without pinching pennies

As a chamber member with 2-50 employees, you can get a discount on any health plan from Anthem Blue Cross and Blue Shield — including industry-leading HSAs, HRAs and HIAs.*

While your competition is busy cutting corners, you get preventive care programs, prescription drug coverage and one-stop shopping for a complete benefits package.

Call (888) 506-1574, or get a free quote online at www.chambersaver.com/cocc.



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*Discount only applies to Chamber members who do not already have Anthem insurance. 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. (4/17)

For a list of Anthem-authorized Chamber member agents, call the Chamber at 740-369-6221 or [Click Here](#)

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.

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Health and wellness programs benefit you and your employee. Here's why.

When your employees have the right tools and resources to improve their health, it helps them be more productive, and improves your bottom line.

Offering health and wellness programs to your employees can result in:

Increased engagement in their health care. 93% followed advice they got from the Anthem 24/7 NurseLine to address health issues.

Lower cost of care. Medical costs could fall \$3.27 for every dollar spent on wellness programs.

Healthier, more productive employees. Absenteeism costs fall by about \$2.73 for every dollar spent on wellness programs.

Better employee retention and recruitment. 72% of companies plan to use their wellness program as a competitive advantage in the next three years — to achieve a high-performing workforce and compete for talent.

There's a program for every employee. Here are just ten of Anthem's many health and wellness programs:

24/7 NurseLine: Access to trained registered nurses any time of the day or night for answers to health questions, to help understand symptoms, and to help decide what type of care may be needed.



Future Moms: Personalized support and guidance from registered nurses for moms-to-be to help them have a healthy pregnancy, a safe delivery and a healthy baby.

ConditionCare: Extra support for asthma, diabetes, heart disease, chronic obstructive pulmonary disease (COPD) or heart failure. A nurse coach can answer questions and help your employees reach their health goals based on their doctors' care plans.

ComplexCare: Extra care for a serious health conditions from a nurse coach who will help answer your employee's questions, work to coordinate their care, and help them effectively use their health benefits.

MyHealth Coach: One-on-one professional advice from an experienced health coach for your employee or their family. Topics range from general wellness information to more serious issues like a chronic illness or help with medications.

Healthy Lifestyles: A personalized well-being plan and custom trackers that help your employees manage their physical and mental health.

Behavioral health resources: Licensed mental health professionals are available 24/7 to help your employees deal with challenges they may be having.

MyHealth Advantage: This program looks at your employee's claims to find ways to help them improve their health and save money.

For more information about how Anthem's health and wellness programs could benefit your company and your employees, please contact your broker or Anthem account manager.

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