

Action report

February 2006

Always about
OPPORTUNITY

CHAMBER MISSION
To serve the interests of member businesses while providing community leadership to ensure the economic advancement of the Metro South region.



Thomas Stanton, Jr. of Ricoh Business Systems, page 5



Jon Hurst of R.A.M., page 6



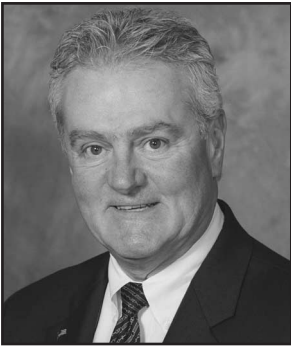
Aisha Bonny of BAMSII, page 9

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Breakfast Features Mayor of Brockton

February 16, 2006 - Radisson Hotel, Brockton



Mayor James Harrington

Join us as we continue our popular **Good Morning Metro South** breakfast series. Enjoy a delicious breakfast while making valuable business contacts. The next **Good Morning Metro South** is scheduled for **Thursday, February 16**, from

7:30 to 9:00 a.m. at the **Radisson Hotel and Conference Center** in Brockton.

The featured speaker is Brockton **Mayor James Harrington**. The Mayor will be interviewed by the Chamber. Questions will focus on his past experience, his first month in office and his vision for the future of Brockton.

Mayor Harrington was a Ward 5 City Councillor from 1986-2005 and served several terms as council president, until his election to the office of Mayor. He also

worked as a computer field service engineer and a field service manager at Wang Laboratories, Inc. In 1990 he started Harrington's Insurance Agency, now Bayside Financial Insurance Agency and in 1996 he started Centre Street Financial Services, Inc. a tax and financial advising services firm, which he currently owns and operates along with the insurance agency.

The event is being sponsored by Brockton Area Multi Services Inc. BAMSII is dedicated to improving the quality of life and

Sponsored by:

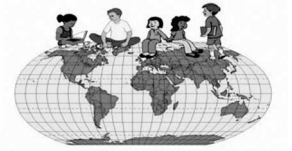


sense of self-worth for individuals and families in MA. BAMSII has developed a comprehensive network of services that is effective in supporting and sustaining individuals over time.

As always, the Good Morning Metro South program is a great networking opportunity. Pre-register by calling **508.586.0500 ext. 221**. The cost is \$17 for members and \$24 for non-members.

"English for All Workers" Summit

March 10, Brenner Conference Center



Sponsored by: Verizon
Hosted by: New England Sinai Hospital

At this very moment, over two thousand Brockton area residents are eager to learn English so they can participate fully in the local economy. To address this need, the Chamber will convene business, education and community leaders at the "English For All Workers" Summit on Friday, March 10, 2006 from 12:00 Noon until 2:00 p.m. at the New England Sinai Hospital (Brenner Conference Center) in Stoughton, MA.

The program will focus on increasing English language skills training to support the growing immigrant population. Immigrants are an important component of the regional economy and it is important for the region to chart a course of successful integration.

Chamber chairman, Steve Hall and Enterprise Publisher, Kirk Davis will open the program by discussing literacy goals and the importance of finding solutions for the region.

Article continued on page 2

"Taste" Event Set for Shaw's Center March 22

Sponsored by: The National Grid



The Chamber will celebrate the **14th Annual "A Taste of Metro South"** on **March 22** at the **Shaw's Center**, 1 Feinberg Way in

Brockton. The event will run from **5:30 to 8:00 pm**.

This Annual Event is a celebration of living and working in the Metro South region. It is a great opportunity to sample tastes from area restaurants, discover cultural and community service organizations and enjoy live

entertainment from local performers.

Event Coordinators expect over 700 guests based on past attendance. Tickets are \$20 in advance and \$25 at the door. This year "A Taste of Metro South" will feature home and garden displays to help welcome spring. Space is limited.

Any restaurants, cultural organizations or community organization interested in participating in A Taste of Metro South should contact **Kerrie Blake** at **508.586.0500 ext. 231**.

Join the Chamber of Commerce NOW!

Call

508.586.0500 x 225 or 229

H.R.M.C. Calendar! Sponsored by: BlueCross/BlueShield

Human Resource Management Council Topic: OSHA Compliance



Tim Irving, OSHA

The next **Human Resource Management Council (HRMC)** meeting will take place on **Thursday, February 9, 2006**

worked as a safety coordinator on some of the largest building projects in Boston. As a safety coordinator with Clark Construction he worked on the Joseph Moakley Courthouse on Fan Pier and as a safety manager with Bovis Lend Lease he worked on the 40 story Millennium Place towers, the 20 story 10 Saint James office Building and the Boston Research Center for Merck Pharmaceutical.

Join us for this special seminar that will help equip you to meet new challenges facing HR professionals. Pre-register by calling 508.586.0500 ext. 231. The cost is \$17 for members and \$27 for non-members.

at the **Radisson Hotel and Conference Center in Brockton.**

The featured speaker is Tim Irving. Mr. Irving is the Compliance Assistance Specialist (CAS) working in the OSHA Braintree area office. Previously Tim worked as a Compliance Safety and Health Officer on the construction strategic team. Prior to joining OSHA in 2001 he

CareerWorks in Brockton Awarded Competitive Disability Grant



CareerWorks is pleased to have received a grant from The New England ADA (American With Disabilities Act) and Accessible IT Center. The New England ADA & Accessible IT Center provides information and guidance on the Americans with Disabilities Act, Section and accessible information technology to individuals living in New England.

CareerWorks was the only One-Stop Career Center in Massachusetts that received these funds. CareerWorks will utilize this funding to provide a specialized training program for individuals with hidden disabilities. This training will assist individuals in acquiring competencies and skills for funding appropriate prospects.

CareerWorks will utilize the full range of available basic employment skill training onsite such as job search, resume writing, interviewing and networking. All of these workshops will be geared toward individuals with hidden disabilities, making the subject matter welcoming and not intimidating to this audience.

For more information please contact Bruce Wright at 508-513-3446, visit our website at www.careerworks.org, or come in person to 34 School Street, Brockton.

As a One-Stop Career Center, CareerWorks offers a place for employers and people seeking employment to connect in a customer-friendly, customer driven environment. CareerWorks applies creative and innovative approaches to meet the growing and changing needs of our members.

English article continued from page 1

Dr. Michael Goodman, Director of Economic and Public Policy Research at the University of Massachusetts Office of the President, will examine the issue from a regional, statewide and national perspective. He will highlight the positive economic impact that can result from addressing this important workforce need.

Business leaders such as Jim Blake of Harbor One Credit Union and Sue Joss of Brockton Neighborhood Health Center will offer their perspective on the issue. In addition, they will describe activities and services currently being offered to employees to learn the English language. Education leaders such as Dana Mohler Faria of Bridgewater State College and Charlie Wall of Massasoit

Community College will respond to the business panel and offer a variety of additional creative options.

The forum's primary goal is reduce the current waiting list for English language classes by 500 people in 2006. In addition, the summit hopes to find a sustainable solution to this growing problem and keep it from becoming an impediment to future regional economic growth.

Verizon is the premier sponsor of the "English for All Workers" summit. If you would like more information about the forum contact Chamber President and CEO, Christopher Cooney at 508-586-0500 ext. 223.

READY - SET - GO!!!

Attend a **FREE SBA** workshop designed to highlight the various SBA programs and services that are available to prospective or current entrepreneurs who need assistance in starting or expanding their business. General information will be provided on the following:

- * **Small Business Counseling (SCORE)**
- * **Small Business Development Centers**
- * **Business Information Center**
- * **SBA 7(a) Loan Guaranty Program**
- * **8(a) Business Development**
- * **HUB/Zones**
- * **Small Disadvantaged Business Assistance**
- * **Government Contracting Opportunities**

A glance at SBA upcoming workshops:

• March 15 • April 19 • May 15

The workshop will be held at **CareerWorks**, 34 School Street, Brockton from 2 - 3:30 pm on Wednesday, **February 15, 2006**. Contact CareerWorks at 508.513.3400 for further workshop information.



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CHAMBER MISSION: To serve the interests of member businesses while providing community leadership to ensure the economic advancement of the Metro South region.

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The Metro South Chamber of Commerce is solely responsible for the editorial content of this publication.

The Chamber wishes to assure our members of our intention to provide physically challenged participants equal access to all programs. If you or your employees have special needs in this area, please let us know by calling the Chamber at 508-586-0500 at least 48 hours in advance.

Website Design by www.mc-internet.com



Networking at Events
 is one of the most effective ways
 to grow your business!

FEBRUARY *Calendar*

- 9** Human Resource Management Council 7:30 am
Radisson Hotel and Conference Center, 195 Westgate Drive, Brockton
- 16** Good Morning Metro South 7:30 am
Radisson Hotel and Conference Center, 195 Westgate Drive, Brockton
- 17** Government Affairs 7:45 am
- 20** Presidents' Day - Chamber Closed

Note: All meetings are held at the Metro South Chamber Office or Metro South Business Assistance Center (BAC) unless otherwise indicated.

Coming up

March

- 1** Ambassador Meeting 8:00 am
- 10** English for All Workers Forum Noon-2:00 pm
Brenner Conference Center, New England Sinai Hospital, Stoughton
- 14** Executive Committee 4:00 pm
- 15** Member Orientation 8:00 am
- 17** Government Affairs 7:45 am
- 22** A Taste of Metro South 5:30 - 8:00 pm
The Shaw's Center, One Feinberg Way, Brockton
- 29** Board Meeting 12:00/Noon

Save the date

April

- 5** Ambassador Meeting 8:00 am
- 6** Human Resource Management Council 7:30 am
Radisson Hotel and Conference Center, 195 Westgate Drive, Brockton
- 14** Government Affairs 7:45 am
- 17** Patriots Day - Chamber Closed
- 27** Legislative Breakfast (Tentative)
Massasoit Conference Center, Brockton

GOODNews

Here is What a Standing Ovation Looks Like on Paper!



Chase away the chill weather with a visit to the **Children's Museum in Easton** during

February School Vacation Week. Museum hours during **February Vacation Week** are **Monday – Saturday 10 AM - 5 PM** and **Sunday 12 - 5 PM**. The museum will pay tribute to Ben Franklin as he celebrates his 300th birthday this year! Come make a lightning bolt in a jar, attend a birthday party with cake, and meet Ben Franklin himself! In addition to the Museum's three floors of popular hands-on exhibits featuring the arts, sciences and the humanities, there will be daily activities highlighting the work of Benjamin Franklin. Activities change daily – call us or check out our website for a complete schedule.

The Museum is located in the Old Fire Station on Sullivan Avenue in North Easton Village. Admission is \$6.00 per person, members and children under 1 are free. For more information check our website www.childrensmuseumineaston.org or call us at (508) 230-3789.

Heights Crossing Residents will be exhibiting their work with the theme "*The Art of the Heart*" Taking Good Care of Your Heart from February 4, 2006 until February 27, 2006 at the art room of the **Brockton Public Library**, 304 Main Street Brockton. Please call **Anne Beauregard** at **508-584-6919** for more information.



Plymouth County has been chosen to receive **\$245,156** to supplement emergency food

and shelter programs in the county.

A Local Board made up of representatives from the **United Way of Greater Plymouth County; the Salvation Army; The American Red Cross; Catholic Charities** and other community-based organizations will determine how the funds awarded to Plymouth County are to be distributed among the emergency food and shelter programs run by local service agencies in the area. The Local Board is responsible for recommending agencies to receive these funds and any additional funds available under this phase of the program.

Public and private voluntary agencies interested in applying for Emergency Food and Shelter Program funds must contact Local Board Chair, **Barrie Young**, at the United Way of Greater Plymouth County at **508-583-6306** for an application. The **deadline** for applications is **February 10, 2006**.



Claudia Morgan

The **Brockton Area Workforce Investment Board (BAWIB)** is pleased to announce that it has a new Associate Director for Research and Operations. **Claudia Morgan** comes to BAWIB with considerable footing in both the public and private sectors. She was the senior human resources executive at internet security leader Netegrity when it had the best performing stock on NASDAQ. She then spent several years working in micro-enterprise training, mostly with the Center for Women and Enterprise. Most recently, she served as founding director of the Randolph Community Center Project. She looks forward to applying her skills to BAWIB's work in operations infrastructure,

program evaluation, and social and economic data analysis.

Clare F. Keating, CPA recently joined the audit and accounting department of **G.T. Reilly & Company**, Certified Public Accountants, in Milton, MA as a Supervisor. Ms. Keating graduated from Northeastern University (1985) with a BS in Business Administration-Accounting. She formerly worked at Boston Public Health Commission as an Assistant Director of Finance. Prior to that, she worked as a Senior Auditor at a local CPA firm.

G.T. Reilly & Company is a full-service accounting and consulting firm whose clients include corporations, individuals, closely-held family businesses, multi-national companies, non-profit organizations and financial institutions. The firm offers traditional accounting, auditing and tax services, as well as management consulting services and estate planning.



Ana C. Dyer

Webster Bank, N.A., a subsidiary of Webster Financial Corporation (NYSE: WBS), announces that **Ana C. Dyer** has joined the bank as **senior vice president**, region manager for business and professional banking in Massachusetts. She will maintain offices in Webster's regional headquarters, 330 Swansea Mall Drive, Swansea, Mass. and Webster's banking office at 545 Pleasant Street in New Bedford. Dyer will oversee Webster's customer growth, retention and cross-selling efforts for small business banking in Massachusetts.

The **University of Massachusetts Dartmouth, Center for Marketing Research (CMR)** and the **Southeastern Massachusetts Regional Small Business Development Center (SBDC)** are sponsoring a Customer Service Seminar for area businesses entitled "**GREAT CUSTOMER SERVICE** and a **WARM SUNNY DAY**". The seminar will be held on Wednesday, **February 22nd** from **8:00 a.m. to 9:30 a.m.** at the UMD Woodland Commons Conference Center. A continental breakfast will be served.

Customers are the lifeblood of your business. Good customer service will assure customer retention and the growth of your business. The seminar will address all aspects of customer service including hiring, training, retention of employees as well as suggestions for keeping customers happy, and fixing problems when they are unhappy.

There is a \$15.00/person charge, which can be paid at the door. Only checks or cash will be accepted. Please make checks payable to UMD-F-CMR.

For additional information or to reserve a seat please contact **Ava Lescault** at **508-910-6435**.

The **B.C. Tent & Awning** team of **Bob Masison**, Director of Operations, and Crew Chief **Mike Pappas** recently participated in the Mid Atlantic Tent Renters Association (MATRA) Conference Games winning the **first prize** for the fastest time in the "Two Man Vista Install."

MATRA is an organization made up of tent rental companies from Maryland, Virginia, and N. Carolina to Maine. The conference closed with the MATRA Games, also known as the "Olympics of tenting." B. C. Tent participants finished first or

Good News continued to page 5

Meet, Greet & Serve Fellow Members



Athena Parker and Ambassador Bob Wisgirda of WBET 1460 AM Radio



Ronald Lombardi of New England Sinai and Ambassador Marilyn Jackson of Old Colony Hospice of Brockton

The next **Ambassador meeting** will meet on **March 1** from **8:00 - 9:00 am** at the **Metro South Chamber of Commerce**.

The Ambassador Team meets on a monthly basis to serve fellow members by providing information, resources, member-to-member support,

increasing awareness and promoting active participation in Chamber programs and services. Presently, there are over twenty business professionals on the Ambassador Team.

To become an Ambassador, please contact John at 508.586.0500 ext. 225.

Good News continued from page 4

second in 4 out of 8 events.

Also attending the conference from B. C. Tent were: **Bob Costa**, CEO; **Rhona Walker**, Director of Administration; **Bob Kelleher**, Facilities Manager; **Mark Wilson**, Crew Chief; **Jose Rodriquez**, Crew Chief; **Tom Mazgelis**, Crew Chief. The group participated in educational seminars on: CAD drawing, lighting and electricity, interior tent design, equipment repair, site surveys and layouts, and new techniques for installing floors in tents. The group also attended refresher courses on tent installations, including an update on recently adopted new international codes for proper tent installations.

Mr. Paul Rusesbagina, who was the subject of the Academy Award nominated film 'Hotel Rwanda' starring **Don Cheadle**, will speak at **Bridgewater State College** on **Tuesday, February 21** at **7:00 p.m.** in the **Rondileau Campus Center Auditorium**.

Tickets will be available to the general public beginning on Tuesday, February 7. Tickets are \$20 for the general public and \$10

for non-BSC students with an ID and seniors.

For more information, please call 508.531.6616 or visit www.bridgew.edu/cmia.

By way of generous donation from **Clear Channel Outdoor**, **kidfit Charitable Foundation** has recently received space on two large billboards along the major Massachusetts highways to spread its message.

With the help of organizations such as yours, kidfit hopes to raise awareness of the epidemic of childhood obesity and related diseases in America while promoting fitness, nutrition, and self-image. The kidfit Charitable Foundation is looking for businesses to support its cause, and in return, sponsors receive advertising and endorsement on the donated billboards and kidfit's website.

If your organization is interested in the opportunity to be a part of the billboard project, please contact **Kimberlee Gibbs-Bubello** at 508.577.5715 or visit www.kidfitkids.com.

Chamber Selects Sullivan

The Chamber Welcomes Kerry Sullivan

The Chamber is pleased to announce the recent addition of **Kerry Sullivan** as full charge **Bookkeeper** for the organization.

Kerry will be responsible for all of the Chamber's financial record keeping and will work cooperatively with the management team to produce forecasts, projections and budgets.

Prior to joining the staff of the Chamber, Kerry was employed by Rich's Transportation and On Technology fulfilling similar duties.

Should you have any questions about your account with the Metro South Chamber of Commerce, please contact Kerry at



Kerry Sullivan

508.586.0500 ext. 230 or via email at info@metrosouthchamber.com.

MEMBERProfile

Ricoh Business Systems



Thomas L. Stanton, Jr.

Address: 307 Waverley Oak Road
Waltham, MA 02452

Phone: 781.891.4200 x 3238

Fax: 781.893.2859

Website: www.ricoh-usa.com

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Number of Employees: 6,100 (USA)

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What is your market area?

We are a nationally recognized company.

What is your main business objective concerning your customers and the business community?

To provide a total solution based on the customers needs.

The Chamber features a Member Profile in each issue of the Action Report. Members are selected randomly from those in attendance at the Good Morning Metro South (GMMS) breakfasts.



GOVERNMENT Affairs

Next Meeting: February 17, 2006

The **Government Affairs monthly meeting** will be held on February 17, 2006 at the Chamber Headquarters and provides an opportunity for member businesses to discuss issues important to them with their elected officials. This month's guest speaker is Jon Hurst, President of the Retailers Association of Massachusetts (RAM).

Mr. Hurst was named President of the Retailers Association of Massachusetts (RAM) in December 1990. As the chief executive officer of the 2,500-member statewide trade association, Hurst manages the staff, business affairs, member services and education, public affairs, and governmental affairs of the organization. RAM was organized as the "Voice of



Jon Hurst

Retailing" in 1910, and today represents all types and sizes of stores and restaurants in the retail employer sector across the state.

If you would like to attend or receive further information about the Chamber's Government Affairs Committee, please contact the Chamber at 508.586.0500 ext. 221.

Opportunities for Customers & Contacts

Ambassador Team/Membership

The Ambassador Team meets on a monthly basis to serve fellow members by providing information, resources, and member-to-member support, increasing awareness and promoting active participation in Chamber programs and services. Presently, there are over twenty business professionals on the Ambassador Team.

Government Affairs Committee

Government affects your life every day. Legislative actions at municipal offices, on Beacon Hill, and in Washington D.C. affect your organization's continued ability to prosper. With widespread concern over the status of the national economy, now more than ever is the time to speak out and be heard on taxes, regulations, and other issues that affect your bottom line. The Government Affairs Committee meets every month to discuss issues of concern to Metro South businesses.

Human Resource Management Council

The Human Resource Management Council (HRMC) supports and provides continuing education and consulting to professionals in the ever-changing world of human resources. Regardless of the size of your business, human resource issues directly affect you, and the resources of the Council can be your link to vital information.

The Chamber provides many opportunities to expand your business contacts.

For a complete list of all Chamber committees, please visit www.metroouthchamber.com or call 508-586-0500 x221.

MEMBER Orientation

March 15, 2006 - 8:00 a.m.-9:00 a.m.

Join us for a Member Orientation held at the Chamber of Commerce building on Wednesday, March 15, 2006. The Member Orientation gives new members, prospective members, and new employees of existing member companies an opportunity to network and explore the many programs and services available to Metro South Chamber members. Whether you're a new member, new to your company, or a long-time member who wants to know "what's new at the Chamber", you'll be welcome at this session.

The orientation will begin promptly at 8:00 a.m. Coffee and refreshments will be provided. Please bring plenty of business cards for networking and some promotional materials about your business to share.

The Member Orientation is free, but pre-registration is required. Please call 508.586.0500 ext. 221 to register or email info@metroouthchamber.com.

Sponsored by:



Health Services Administrators

Should You Advertise?

Article provided by:



Should you advertise? The answer is yes. That is a given. True, there are rare exceptions, but the odds overwhelmingly favor new businesses doing some kind of advertising. What kind and where gets more complicated. More often than not, when you think advertising, you think newspaper, TV, radio and direct mail. All good. And so many other less obvious media. After all, they would cease to exist if they offered no value.

So what's best for you? A lot of the answer will depend on what type of business you have and what you expect the advertising to do for it. Is your business seasonal, service oriented, highly competitive - these are just three of the many considerations. And there are far too many to get into specifics here, with possible exception of stating flat-out: - no matter how much or little you have to spend, and no matter where you spend



Where is the best place to advertise?

it, consistency is essential for any new business.

So, how much should you spend? And where? What is in your budget? What's normal for your kind of business? These are very tough questions and can't be answered in this limited space. We can tell you that the answers are buried somewhere in what we call "doing your homework."

SCORE counselors can help. We don't have all the answers, to be sure; but we can give some suggestions and perhaps put you in the right direction to find the answers. Call a SCORE counselor at the Metro South Chamber of Commerce today at 508.587.2673 for a **FREE** counseling appointment.

Health Center Project Gets Lift

Article provided by: Brockton Enterprise 1.17.06

By Maria Papadopoulos, Enterprise staff writer



The Brockton Neighborhood

Health Center has been awarded a \$1.5 million federal grant to help build a new facility, the health center's executive director said Monday.

"This is pretty exciting for us," said Sue Joss, the center's executive director. "We have been at this fundraising piece for a good three years."

Groundbreaking for the new facility is expected to take place in April, she said.

The grant was awarded through the Economic Development Administration of the U.S. Department of Commerce, Joss said. The funds were awarded as a "joint investment" to the health center and the city of Brockton to help fund construction of a new medical, dental and training center in the downtown area, according to the EDA.

Joss said the health center and the city had jointly applied for the funds in 2003.

The Brockton Neighborhood Health Center plans a \$16.3 million, 58,000-square-foot, five-story building at Main Street and Legion Parkway. It will rent a 4,000-square-foot space on the first floor to Plaza Pharmacy.

Boston-based Monitor Builders will be the general contractor, Joss said. She expected the health center would be able to select the subcontractors by March.

The ultimate purpose of the grant is job creation, Joss said. The health center currently has 135 employees. That number is expected to grow to about 210 employees in the first five years after the new center is built.

"They look at our growth, but they also look at jobs that are expected to be created because of our expansion," Joss said.

Joss said the center has applied for a \$12.5 million, 30-year

loan for the project. While borrowing the money, it will continue raising funds during construction.

The center, currently located at 231 Main St., provides medical and dental services to low-income residents in the region.

The center has more than 60,000 visits annually, Joss said. Approximately 82 percent of its patients are minority and 54 percent are uninsured.

The Old Colony Planning Council, which serves as the local liaison to the Economic Development Administration, also worked on

"The ultimate purpose of the grant is job creation..."

the grant application. "They were a huge part of why we got the grant as well," Joss said.

EDA assistance is available to rural and urban areas experiencing high unemployment, low income or other severe economic distress.

"What we used in our application were average per capita income and unemployment rate. Those two (factors) were very clear in the downtown area," Joss said.

In 2000, Brockton's average per capita income was \$17,163, compared to the national average of \$21,578, Joss said.

Brockton's unemployment rate in 2004 was 6.8 percent, 1.7 percentage points higher than the state rate and 1.3 percentage points higher than the national rate, Joss said.

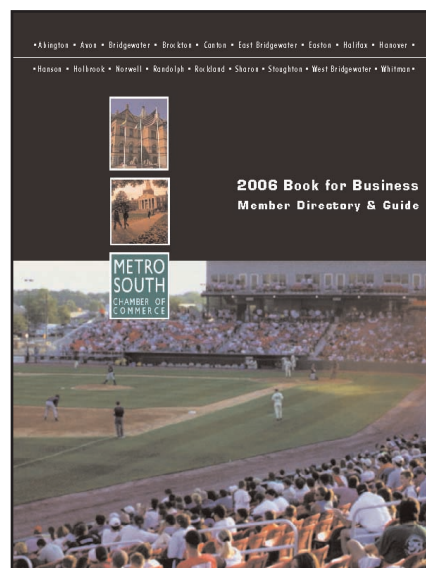
Joss said a representative from the EDA will visit Brockton on Wednesday to present the grant to the health center and Mayor James E. Harrington.



Computer image of the new Neighborhood Health Center

2006 Business Book, Hot off the Press

The Book for Business, Membership Directory & Guide



The Chamber of Commerce will soon be distributing the 2006 Metro South Book for Business. The book features area dining, lodging, public golf courses, recreation, legislative leaders, community demographics, regional and economic data and a complete membership listing. The book also includes a full color map of the

Metro South region, highlighting hotels, golf courses, industrial parks, town halls and other points of interest.

The 2006 Book for Business features an array of local photographs highlighting the beauty of the region.

"This year's Book for Business features 100 pages of information useful to residents, visitors, and businesses in the Metro South region. It places the entire Chamber membership at your fingertips," said Christopher Cooney, President and CEO of the Chamber.

Copies of the Book for Business will be distributed throughout the region to banks, real estate offices, town hall offices, all Chamber members, area colleges, and sent to all relocating businesses and families interested in the Metro South area.

Need help starting your business? Searching for money to start your business?

The Metro South Business Assistance Center can help!

The Metro South Business Assistance Center (BAC), a partnership of over twenty organizations, is a high-tech, one-stop business resource center that offers counseling, technical assistance, and financing to potential, existing and expanding businesses.

FREE services offered

- Business Related Software
- Comprehensive Reference Library
- Professional Counseling (by appt.)
- Access to Computers & Online Resources
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Workers May Qualify for EITC

Metro South Chamber of Commerce is proud to partner with Mayor James Harrington's Earned Income Tax Campaign for 2006. Free electronic tax preparation and filing is available at Brockton's Main Branch Public Library, 304 Main Street, beginning Saturday, January 21st and continuing through Saturday April 15th.

Hours of operation are Monday and Tuesdays from 4 pm to 7 pm and Saturdays from 10 am to 1 pm. Sign in and flyers will be available at the entrance on the first floor on White Avenue.

Preparation and filing will be done on a first come first serve basis. Please bring a photo ID; Social Security Cards for you and your dependents as well as all earned income statements, i.e.

W-2's and 1099s.

This program is designed to assist working families and individuals with low and moderate income take advantage of the Earned Income Credit (EIC) as well as the Child Tax Credit (CTC).

For working families throughout the country this tax credit is worth more than ever - \$4,400 for some families. Many families may also qualify for the CTC, worth up to \$1,000 for each child. Millions of eligible workers risk missing out on these important federal tax benefits which are also matched to a lesser degree by the state.

Last year the Metro South Chamber and the Mayor's EITC Campaign returned more than \$300,000 to eligible Brockton participants.



Mayor James Harrington

Brought to you by:



Nominations Being Accepted for Small Business Awards

The Metro South Chamber of Commerce and Bank of America Small Business Services are joining forces to recognize the achievements and contributions of small businesses and entrepreneurs in creating new jobs and economic opportunities in the Metro South region. All members are invited to participate in the selection process to name the 15th Annual Small Business of the Year and Entrepreneur of the Year award winners. "Small businesses are the backbone of our local economy. Each year, we are proud to turn a special spotlight on small businesses and their valuable contribution to our community," said Christopher Cooney, president and CEO of the Metro South Chamber. "We look forward to receiving your nominations."

Nominating someone is easy...
 You may nominate your own business or any other business you deem worthy (maximum of one nomination per category). Submit a summary of your reasons for the nomination, based on the criteria listed below. Call or fax the Chamber office for nomination forms. You may include any additional documentation that will help illustrate why the business is deserving of the award. Nominees do not need to be members of the Chamber. Nominees must be a for-profit business.

Criteria...
Employment/Staying Power. The Small Business of the Year nominee must have been in business for a minimum of three consecutive years under the current ownership, and have less than 50 full-time equivalent employees. The Entrepreneur of the Year nominee must have been in business less than three years, and have fewer than 10 full-time equivalent employees.

Growth.
 The nominee should demonstrate growth in employees, revenues, and profitability.



2005 Entrepreneur of the Year Award Winner,
 Jeff Chrzanowski, Sparks Street Auto

Innovation.

The firm should demonstrate creativity and imagination in the development of its business or in its product or service

Social Responsibility.

Nominees should reflect internal and external social responsibility, which may include one or more of the following points: strong, comprehensive employee relations programs; efforts by the company and its staff to aid or benefit the community through personal involvement and/or donations of other company resources; efforts to encourage diversity in its workforce and management; activity in the business community through involvement in industry or professional organizations; and development of other programs relating to social and community betterment.

Nominations are due by March 17, 2006. Call the Chamber office at 508-586-0500 ext 231 to request an easy-to-complete nomination form. Winners will be selected by the Chamber's Award Selection Committee and will be announced at a special awards program in May. Award recipients will receive an engraved plaque and extensive promotion honoring their business and achievements.

That's Not A Cold Your Computer Caught

Article provided by:
Verizon Work @ Home newsletter



Protecting your computers from viruses is as important as turning on your burglar alarm and locking your doors. If your employees use e-mail, share files, and surf the Internet, then they engage in activities that allow viruses to spread from one computer to another.

Since dangerous viruses, worms, and malicious codes can wreak havoc, it's essential to develop an anti-virus strategy. If you have a network, consider solutions that encompass all the machines on the network as a group, rather than individually. (Look for features such as centralized management, automatic virus pattern updates, and server-based client software deployment). If, however, you have just a single PC or a hodgepodge of computers, then chances are you'll find that an off-the-shelf anti-virus package is the best solution.

In either case, the key to anti-virus software is in the updates. The number of computer viruses—now estimated at more than 22,000—grows every day. Updating is required as often as once a week. The good news is that the cost of keeping up is minimal: a few dollars a year at most. In fact,

anti-virus software itself is very inexpensive—as little as \$29.95 per copy (network packages range from less than \$20 to more than \$4,000, depending on the number of users). The software can be found through catalogs, online software retailers, or at computer superstores. Leading brands include Global Virus Insurance (Panda), InoculateIT (Computer Associates), McAfee (Network Associates), Norton (Symantec), and Office Scan (Trend Micro).

What features should you look for? Low-maintenance updating is the most important. The best packages allow automatic, click-free updating; the software periodically retrieves the latest virus definitions from its Web site and incorporates them into your software. Also, you'll need to decide how you want your files to be protected. Can the software remove zipped viruses from e-mails without destroying the entire document? Will it warn you of infected files before they're downloaded?

Since anti-virus software will be continuously running in the background, be aware that some programs can cut computer performance speed by up to 6%. If maximizing processing speed is critical to your business, carefully evaluate how much loss in speed different packages will cause, and consider adding more RAM to your computer if need be.

Chamber Sets Legislative Priorities

Members of the Chamber's Board of Directors and Government Affairs Committee have recently completed a strategic planning process to determine the top five legislative issues for 2006. They are as follows:

- **Health Care-** Increasing access to quality health care and controlling costs. Oppose current proposal to institute a new payroll tax on employers.
- **Education & Workforce Training-** Supporting the goals of education reform and promoting job training and investment in human capital.
- **Economic Development-** Developing and supporting economic strategies that will encourage the growth of existing small business and industry and attract new business ventures to complement the region.
- **Housing-** Supporting sensible solutions to the housing challenges faced by the Commonwealth.

• **Fuel/Energy Costs-** Encourage savings through additional awareness of energy savings programs available to chamber businesses. Coordinate Chamber member purchasing program to achieve greater savings for chamber member businesses. Support of public policies and legislation that supports competitive energy purchasing rates.

The Metro South Chamber's legislative priorities are not a catalog of the Chamber's position on every important issue that might come up over the next year. Rather, they are intended to communicate to employers, the news media, the legislature and administration, a sense of what our federal, state, and local government's top priorities should be to encourage job creation and economic growth.

For more information, please contact Kerrie Blake at the Chamber 508.586.0500 ext. 231 or email via kerrie@metrosouthchamber.com.

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Breakfast Draws Large Crowd - Deval Patrick Featured



Rebeca Perez of East Coast Petroleum,
Maria Carey Lallemand of BAWIB and
Mary Waldron of the
Brockton 21st Century Corporation



Dana Moler-Faria and Edward Minick of
Bridgewater State College



Deval Patrick, Candidate for Governor and
Lou Russo of Comcast



Vanessa Leite of the United Way of Greater
Plymouth County and
Danny Steele of Verc Rentals



Aisha Bonny and Charlie Fiske of BAMS

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536 Washington Street
Abington, MA 02351
Phone: 781.871.3773
Fax: 781.871.3771
Health & Fitness

Belmont Dry Cleaners

Mr. William Lucas
92 Torrey Street
Brockton, MA 02301
Phone: 508.580.4610
Fax: 508.580.4610
Dry Cleaners/Laundries

Joseph Hutchins

Mr. Joseph Hutchins
39 Allen Street, Apt. 3
Brockton, MA 02301

Juliano Enterprises

Mr. Michael Juliano
132 Campenelli Ind. Drive
Brockton, MA 02301
Phone: 508.586.1200

Northeast Wholesale

Mr. John Hurwitz
39A Teed Drive
Randolph, MA 02368
Phone: 781.767.1019 ext. 204
Fax: 781.767.1021
Contractors Equipment/Supplies

RDC Realty Trust

Mr. Robert Campbell
PO Box 446
Abington, MA 02351
Phone: 781.447.6908

Start Right Start Bright Childcare

Ms. Euphemia Jones
856 North Montello Street
Brockton, MA 02301
Phone: 508.941.6767
Childcare

The Wizards Duel

Mr. John Throne
675 Centre Street
Brockton, MA 02302
Phone: 508.584.9572
Entertainment

Tierney Appraisals

Mr. William Tierney
11 Hartshorn Street
West Bridgewater, MA 02379
Phone: 508.857.3375
Fax: 508.580.3473
Real Estate/Appraisers

U.S. Postal Service/Brockton

Mr. Charles Williams
120 Commercial Street
Brockton, MA 02302-9998
Phone: 508.559.1910
Fax: 508.559.1940
Delivery Services

To Join the Chamber Contact



John Dudley x 229
Frank Gillooly x 225
508.586.0500

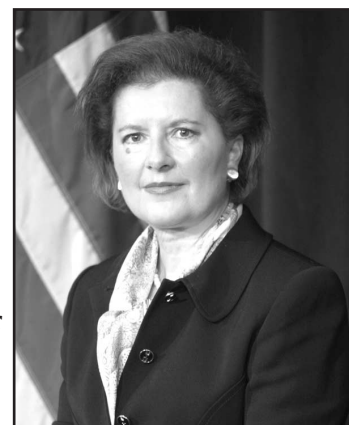
Chamber Offers China Trade Assistance

Medical Device and Aeronautics Industries Targeted - Feb. 15, 2006

Massachusetts is the historic leader for trade and investment in the United States, producing \$285 billion in goods and services annually.

Paul Swenson, Massachusetts Director of International Trade in Shanghai, China will meet with local businesses in Brockton February 15th at Thorny Lea Country

Club. The luncheon meeting will focus attention on current opportunities for selling products in China. Medical and aeronautics industry representatives in particular are encouraged to attend although any business people interested in conducting business in China should attend. The lunch is hosted by the Chamber and held in cooperation with the Massachusetts Office of International Trade and Investment (MOITI) and the International Trade Assistance Center (ITAC).



Christa Bleyleben, Executive Director of Massachusetts Office of International Trade & Investment

MOITI works to expand the Massachusetts economy by marketing the state's business internationally, through focused export promotion, attracting foreign companies to invest in Massachusetts and handling protocol as it relates to trade and investment.

The International Trade Assistance Center is a private, non-profit organization that provides international trade assistance to local companies. Based in Southeastern Massachusetts, ITAC is affiliated with all of the major Chambers of Commerce within the region.

If you would like to participate in this meeting with Paul Swenson to discuss opportunities in China, please contact the chamber to register at 508.586.0500 x 222.

Lean Manufacturing Collaborative: Learn by Doing for Small Manufacturers

Article provided by:



MassMEP and University of Massachusetts, Dartmouth partner to offer a collaborative approach to enable small manufacturers implement lean manufacturing tools and techniques!

Join us on Thursday, March 23, 2006 for an introductory session to Lean Principles and the Lean Collaborative. You might be a small or medium-sized manufacturer that has contemplated the idea of implementing lean techniques and methodologies, but you do not have enough resources to undertake a project of this nature.

MassMEP and UMass Dartmouth have partnered to offer this program to area companies starting in March 2006. The MEP's team of expert facilitators and trainers in Lean Manufacturing and supply chain has developed a new and affordable approach to help your organization benefit from the impact of a lean transformation and sustained change. We called this new approach the Lean Manufacturing Collaborative Program.

To participate, contact MassMEP Lead Project Manager – Glenn Gertridge at 508-679-0847 or glenn@massmep.org.

Do You Have a HR Question?

Try the Human Resource Hotline

Sponsored by:



Does your business have Human Resource questions? Do you know where to turn for the answers?

The Metro South Chamber of Commerce has developed a hotline for your business to receive professional advice from experts in the HR field.

Simply e-mail your questions to the HR hotline at hrhotline@metrosouthchamber.com or log onto www.metroouthchamber.com. For more information contact Kerrie Blake at 508.586.0500 ext. 231.

"Taste" Event Set for March!

Twenty-eight participating restaurants at the 2005 "A Taste of Metro South" made the selection of food amazing. The night was a success with over 750 people tasting treats from restaurants throughout the South Shore.

Mark your calendar for March 16, 2006. This is an event you will not want to miss! Call **Kerrie** at 508.586.0500 ext 231 for more information.



See related article on page 1



Stephen Brennan, Leah Andrade and Angela Raymond of Brennan's Blackthorne Tavern



Christian Linoie of Chili's Grill and Bar, Brockton

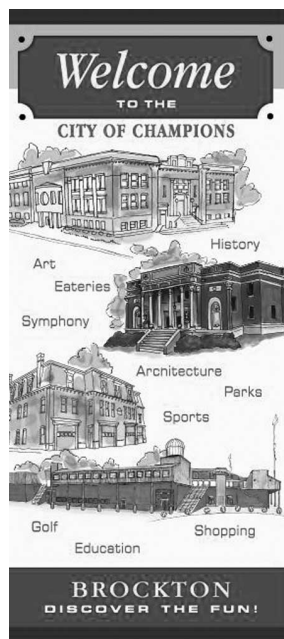
New Brockton Map

The Metro South Chamber of Commerce is pleased to announce the production and release of a new Brockton city map.

The map features hand drawn buildings, historical sites and hotel locations on the map as well as many local attractions.

"The map is an artistic rendition of the rich architecture and numerous fun places in Brockton." said Chamber President and CEO Christopher Cooney, .

Maps are being distributed throughout the region and will be available in late February at the Chamber office located at 60 School Street in Brockton.



The cover of the new Brockton city map. Hand drawn and colored by Designer Ellen Moore

Entrepreneurs Begin Ten Week Program at Chamber

The Metro South Chamber of Commerce and the Center for Women & Enterprise (CWE) in Boston have joined forces to offer entrepreneurial training in the Brockton area to dislocated workers. The program is designed to support the needs of dislocated and recently unemployed workers who are interested in starting a business.

The program is funded through a grant from the Massachusetts Division of Career Services. The ten-week program is being held at the Metro South Business Assistance Center (BAC) and will include topics such as business strategy, competition, pricing, financial projections, and public relations. One-on-one counseling will also be available.

Build Your Chamber & Help Re-Build New Orleans

Membership Drive – May 9, 10, 11

Becoming a member of the Metro South Chamber of Commerce provides your business opportunities to accelerate its growth. When you join the Chamber, you become a leader within the business community and a member of the region's most dynamic advocacy organization. Membership means potential new business prospects, new savings, access to valuable resources and information, access to health and dental plans, a variety of marketing opportunities and more, for you and your business.



On May 9, 10, and 11, many community and business leaders, currently benefiting from membership in the Chamber, will contact businesses that could benefit from membership in the Metro South Chamber of Commerce. This year's drive will feature many exciting incentives for small businesses to join the Chamber, including free radio and print advertising, free admission to several Chamber events, amazing discounts and more. Drive volunteers will get a taste of Mardi Gras – beads, food, and fun! – experiencing this year's drive theme.

As a result of the devastating impact Hurricane Katrina had on the gulf coast in 2005, the economic development of that region has been paralyzed and remains slow to recovery as local businesses and Chambers of Commerce struggle to get back on their feet. This year, the Chamber is pleased to announce that at the conclusion of the 2006 Membership Drive a donation will be made toward re-establishing Chambers in the gulf coast area.

If you are not currently a Chamber member, take this opportunity to listen to someone who is working more intelligently through membership in the Metro South Chamber. Chamber membership is affordable no matter how small your business – 70% of our members have 10 or fewer employees – and it provides your business with tremendous opportunity.

To discuss how the Chamber can help you build a stronger business, or if you are a current member and wish to become a drive volunteer, call John at (508) 586-0500 ext. 225.

Complete registration form on page 12

Participants will be well educated on the process of developing a comprehensive business plan upon graduation from the program.

For more information, please call the Chamber at 508.586.0500 ext 221.

Participants discuss their business ideas during the Thursday afternoon session at the Chamber



School Street to Bourbon Street! *

If you wish to represent your organization by becoming a membership drive captain or making a prize donation, complete the form below and fax it back to the Chamber at 508.587.1340 by April 5.

May 9, 10, 11, 2006

Team Captain: _____

Volunteers:

- 1. _____
- 2. _____
- 3. _____
- 4. _____

Prize Donation: _____

Contact Information: _____

** To benefit in part the Gulf Coast Chambers of Commerce
See related article on page 11.*

BUSINESS EVENTS *Planner*

IT'S EASY TO REGISTER!

508-586-0500 x 221 ☎

508-587-1340 📠

E-mail: info@metrosouthchamber.com ✉

Send reservation and payment to: ⌚



MSCC
Sixty School Street
Brockton, MA 02301-4087

February 9

Human Resource Meeting

7:45 - 10:15 am

Radisson Hotel and Conference Center

195 Westgate Drive, Brockton

This event is a great opportunity to work with other Human Resource professionals while enjoying a buffet breakfast followed by a keynote speaker and program.

Please RSVP at 508.586.0500 ext. 221

February 16

Good Morning Metro South

7:30 - 9:30 am

Radisson Hotel and Conference Center

195 Westgate Drive, Brockton

This event is a great opportunity to network with other members while enjoying a buffet breakfast followed by a keynote speaker and program.

Please RSVP at 508.586.0500 ext. 221

February 17

Government Affairs

7:45 a.m.

Metro South Chamber of Commerce

60 School Street, Brockton

Join other Chamber members for this opportunity to interact with legislators and hear first hand what is in store for the business community on Beacon Hill.

Call 508.586.0500 ext 225 for further information

PREREGISTRATION IS NECESSARY. Individuals registering at the event will be charged a \$5.00 late fee. For companies wishing to be billed there is a \$3.00 billing charge. Cancellations for all events must be received 24 hours in advance of the event, otherwise the company will be charged regardless of attendance.

Names of Persons Attending

Event

Company

Phone

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