

Action report

October 2005

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.



Representative Creedon, page 6



Geoffrey Murphy, page 10



Lester Schindel, page 11

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Chamber Hosts Candidates

Legislative Reception, Wednesday, October 12



Shake hands with state and local officials at the legislative reception.

The Metro South Chamber of Commerce cordially invites members of the business community, candidates for public office, and state, federal and local elected officials to gather on **Wednesday, October 12** for the 16th

Annual Legislative and Candidates Reception. The reception will be held at **Donahue Hall**, on the campus of **Stonehill College** in **North Easton** from **5:30-7:30 p.m.** The reception is sponsored by **Stonehill College.**

The reception is a casual event at which business leaders, elected officials, and candidates for public office can renew face-to-face contacts and discuss issues of importance to them and the business community while enjoying a complimentary bar and hors d'oeuvres.

Legislative actions at municipal offices, on Beacon Hill and in Washington are having far greater impact on Metro South



area businesses than ever before. As a result, there is a greater need for our business community to speak out and be heard on regulations affecting commerce and industry.

As a member of the Metro South Chamber, your organization has a vested interest in helping foster stronger relationships with local officials. The Legislative Reception is an excellent and cost-effective way for you, your key staff, and colleagues to initiate or renew face-to-face contacts at the state, federal and local level. We encourage your firm to participate and support the unified voice of the Metro South

Chamber of Commerce. Together, we can ensure that government understands and supports the needs and concerns of the business community in our region.

Register by calling **508.586.0500 ext. 221.** This event is \$5 for members and \$10 for non-members.

Pre-registration is necessary.

See related article on page 4

Rise, Shine & Network

Good Morning Metro South - October 20, 2005



Chancellor John V. Lombardi

The next **Good Morning Metro South** is on **Thursday, October 20** from **7:30-9:00 am** at the **Radisson Hotel and Conference Center** located at **195 Westgate**

Drive, Brockton.

John V. Lombardi of the **University of Massachusetts Amherst** will be the keynote speaker. John V. Lombardi is Chancellor and Professor of History at the University of Massachusetts Amherst. He also serves as co-editor of The Center's Top American Research Universities project on measuring

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Join the Chamber of Commerce NOW!

Call 508-586-0500 x229

92nd Annual Meeting & Business-to-Business Expo

Wednesday, November 16, 2005 from 10:30 a.m.-3:30 p.m.

The **Annual Meeting** and **Business-to-Business Expo** is soon approaching. Mark your calendars for this special event! Join other business people and community leaders and attend the annual meeting to celebrate businesses working together for the future of the Metro South Region.

At the Expo explore the products and services of value to your business and profitable business contacts with over four

hundred attendees. Be sure to schedule time either before or after the annual meeting to participate in the Business-to-Business Expo.

This years key note speaker is **Stephen Deschenes**, Executive

Article continued to page 10



Give 'em two Thumbs Up!

The Ambassador Team Produces Results...



Ronald Lombardi of New England Sinai Hospital and Chamber Ambassador Marilyn Jackson of Old Colony Hospice networking at the September GMMS breakfast.

twenty business professionals on the Ambassador Team.

To become an Ambassador, please contact the Chamber at 508.586.0500 ext. 221



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- Item 17 must be signed.

Failure to file or publish a statement of ownership may lead to suspension of Periodicals authorization.

PS Form 3526, October 1999 (Reverse)

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

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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.

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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 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!

OCTOBER *Calendar*

- 5** Ambassador Meeting 8:00 am
- 6** Business After Hours 5:30 pm
Fuller Craft Museum, 455 Oak Street, Brockton
- 10** Columbus Day - Chamber Office Closed
- 12** Legislative Reception 5:30 pm
Stonehill College - Donahue Hall, 320 Washington Street, North Easton
- 20** Good Morning Metro South 7:30 am
Radisson Hotel and Conference Center, 195 Westgate Drive, Brockton
- 28** Board Retreat 8:00 am
MIT Endicott House, 80 Haven Street, Dedham

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

Coming up

November

- 2** Ambassador Meeting 7:45 am
- 2** Regional Business After Hours 4:30 pm
Benjamin's Restaurant, 698 Bay Street, Taunton
- 3** Human Resource Management Council Meeting 7:45 am
Radisson Hotel and Conference Center, 195 Westgate Drive, Brockton
- 4** Government Affairs Meeting 7:45 am
- 16** 92nd Annual Meeting 12:00/Noon
Massasoit Conference Center, 770 Crescent Street, Brockton
- 16** Business to Business EXPO 10:30 am
Massasoit Conference Center, 770 Crescent Street, Brockton

Save the date

December

- 7** Ambassador Meeting 8:00 am
- 9** Government Affairs 7:45 am
- 13** Executive Committee 4:00 pm
- 15** Good Morning Metro South 7:30 am
Radisson Hotel and Conference Center, 195 Westgate Drive, Brockton
- 21** Board Meeting 12:00/Noon

GOODNews

Here is What a Standing Ovation Looks Like on Paper!

Greg Nanigian and Associates, Inc. (GNA) has been approved as a training provider for the **Massachusetts Workforce Training Fund Express Program**. This means that employers may receive training from GNA and potentially receive 50% of it paid for by the MWTF. The Workforce Training Fund Express is a program designed for small employers to quickly and easily provide training for employees. The mission of the Workforce Training Fund Express is to provide businesses with the resources to invest in the Massachusetts workforce and improve employee skills, and to maintain the economic strength and viability of the Commonwealth's businesses. All of these programs provide a dynamic, ongoing learning experience comprised of mutual support and personal coaching. The programs provide a safe environment in which to build skills, ask "real world" questions, and face the toughest sales and sales management problems through ongoing reinforcement training.



The **Old Colony YMCA** will hold its **118th Annual Meeting** on **Wednesday, November 9** at

the **Stonehill College Martin Institute**, 320 Washington Street, Easton, MA. The meeting, which will include lunch, will be held from noon to 2 pm. The program will feature guest speaker **Edward J. Loughran**, Executive Director of the Council of Juvenile Correctional Administrators, an organization representing the CEOs of state juvenile correctional agencies. Tickets are \$25 per person or \$200 for a table of eight. For more information please

contact **Antoinette S. Lautieri**, Vice President of Marketing & Media Relations at **508-897-1263** or alautieri@oldcolonymca.org.



Brockton Hospital announced that it has been awarded a \$75,000 grant from **Harvard Pilgrim Health Care (HPHC)**,

which will greatly improve cardiac care for local patients. The grant will fund the development of an innovative electronic patient data registry that will offer local physicians the ability to develop individualized outpatient cardiac care plans to reduce cardiac risk and related health care costs. The project will be based on a model used for diabetes management, which HPHC helped fund through a grant awarded to Brockton Hospital in 2002. "Charlie Baker and the entire team at Harvard Pilgrim Health Care have done a tremendous job of thinking about, and investing in, ways to improve health care both today and in the future," said Norman B. Goodman, Brockton Hospital President. "Programs like this, which maximize the use of technology to raise the bar on quality while reducing the cost of health care, are rapidly moving medicine in the right direction."

Caritas Good Samaritan Medical Center continues its community health education lecture series in October with the following presentation "**How Work Can Affect Your Health**" with instructor **Robert Naparstek, MD**, Medical Director, Caritas Good Samaritan Occupational Health Services. The presentation will be held at the **J. Joseph Moakley Conference Center** at Caritas Good Samaritan Medical Center, 235

North Pearl St., Brockton from **6:30-8:30 p.m. on Tuesday, Oct. 18, 2005**. To pre-register please call **508-427-3547**.

By demonstrating compliance with the Joint Commission on Accreditation of Healthcare Organization's national standards for health care quality and safety, **Brockton Neighborhood Health Center** has earned the Joint Commission's Gold Seal of Approval™. "We sought accreditation for our organization because we want to demonstrate our commitment to patient safety and quality care," says **Susan Joss**, Executive Director. "We view obtaining Joint Commission accreditation as another step toward achieving excellence in the Greater Brockton healthcare community." "Joint Commission accreditation sets Brockton Neighborhood Health Center apart," says Michael Kulczycki, Executive Director of the Ambulatory Care Accreditation Program of the Joint Commission. "Organizations awarded this Gold Seal of Approval™ dedicate themselves to continuous operational improvement." The award of accreditation is for a three-year period ending 2008. For



further information contact **Susan Joss**, Executive Director at **508.894.3203**.



John Brooks, Allison Nuovo and Art Whish

The **SCORE** Chairman **John Brooks** presented to the Counselors at the

August 31, 2005 monthly meeting **Allison Nuovo**, a client in 2003 who has been successful in her business venture, **The Town Calendar**. Nuovo met with **John Brooks, Abe Gamzon and Mike Fortunato**, SCORE Counselors, to present her idea as a valid business venture. After a follow-up session with John Brooks, Allison set in motion her idea which with hard work and dedication to succeeding, has developed a successful business. The Town Calendar now has five Southeastern Massachusetts towns that are circulating their town calendars, portraying daily events each month of the year as an adjunct to each day of the month.



The **Children's Museum in Easton** presents **Live in Concert**,

a new and unique experience for musicians and vocalists in grades 6-12. Various instruments, lead and back-up vocals are needed for these performance ensembles.

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BSC Science Center Boon for Region

By Dana Mohler-Faria

The Massachusetts State Senate and House of Representatives last spring made good on their promise to place new emphasis on public higher education by restoring \$41 million of system-wide funding. This infusion of resources has already begun paying dividends in the form of smaller class sizes, additional course offerings, new faculty hiring and the stabilization of student charges. This past summer, Governor Romney added to the emerging groundswell of support for public higher education by recommending \$400 million of the state's budget surplus be directed towards needed capital improvements at our institutions.

As leaders on Beacon Hill consider this historic bill, it is important that the citizens of Southeastern Massachusetts grasp all that would be gained locally by its passage. Included in the proposal is \$91.5 million for projects in the region, \$60 million of which has been earmarked for a new integrated science facility at Bridgewater State College.

When BSC's Conant Science Center opened in 1964, it was designed for a campus of 800 full-time students. In contrast, the new facility would serve a campus community of nearly 10,000 and be equipped with state-of-the-art laboratories and technology. Students and faculty would have access to experiences and research tools on par with their peers at any institution anywhere.

This building's construction would fundamentally change the way we study science and, equally important, impact our region. While all at Bridgewater State College are committed to improving the quality and expanding the scope of the student experience, the complementary mission is to harness the energy that arises naturally from this

pursuit and channel it back into the public we serve.

For too long, Southeastern Massachusetts has lacked the critical foothold it needs for scientific advancement and discovery. As a result, our urban centers – Fall River, New Bedford, Brockton, Taunton and Attleboro – have struggled to attract high-tech industries and transition to the new economy.

Employment and income growth throughout Plymouth and Bristol counties have lagged behind the rest of the state and, increasingly, those who represent the best and brightest of the next generation are leaving the region and commonwealth at an alarming rate.

Equally disturbing is the dwindling supply of new K-12 science teachers as their demand across the region and state continues to rise. Add to this a recent report by the National Center for Education Information which predicts that 40 percent of all teachers working today will retire within five years and the challenge before us becomes even more daunting.

Building an appetite for science begins at an early age. Teachers in primary and secondary schools have the power to engender this appreciation, but will only do so if their own experiences have been rewarding, enriching and stimulating.

Construction of a new science facility at Bridgewater State College would be the most ambitious building project undertaken by a state college in Massachusetts. That state leaders have proposed such an investment in Southeastern Massachusetts is an indication that the region is poised to take huge leaps forward.

At a time of clamor for more attention to science education, and a moment in which innovation and the generation of knowledge have never been more inextricably linked to the state's competitive edge, Southeastern Massachusetts has the opportunity to do what it has so rarely done over the past century – lead our state into the future.

The Small Business Administration

Join the SBA for a 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 businesses. General information will be provided on the following:

- * SCORE
- * Small Business Development Centers
- * Business Information Center
- * SBA 7(a) Loan Guaranty Program
- * 8(a) Business Development
- * HUBZones
- * Small Disadvantaged Business
- * Government Contracting Opportunities

The workshop will be held at **CareerWorks**, 34 School Street, Brockton from 2 - 3:30 pm on Wednesday, **October 19, 2005**. Contact CareerWorks at 508.513.3400 for further workshop information.

Do You Have an 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 Human Resources 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.

H.R.M.C. Calender!

Human Resource Management Council

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Peter Moser

The next **Human Resource Management Council (HRMC)** meeting will take place on **Thursday, November 3** at the **Radisson Hotel and Conference Center in Brockton.**

The featured speaker is **Peter Moser**, an attorney with **Robinson and Cole, LLC** and expert on labor and employment law. Mr. Moser represents management-side clients in a variety of labor and employment matters. He is actively involved in the Labor and Employment Section of the

Massachusetts Bar Association, most recently serving as co-chair of the Employee Rights and Responsibilities Committee for the 2001-2002 session and he also serves as an adjunct professor at Boston College.

Topics will include the new federal and state wage and hour regulations, non-competition agreements, the new draft regulations under USERRA, and the changes at MCAD.

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.

Candidates Confirm for Chamber Reception

Legislative Reception, Wednesday, October 12 - Stonehill College, Donahue Hall



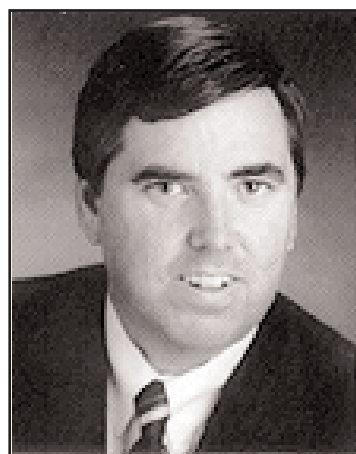
Representative Christine Canavan



Senator Robert Creedon



Representative Geraldine Creedon



Senator Michael Morrissey



Representative Kathleen Teahan

There is No "I" in TEAM

What About Partnership?

Story Provided by: SCORE

There are many valid reasons people form partnerships when they go into business: a pooling of money, different areas of expertise, and family ties are just three. Often partners are very good friends. Regardless of the reasons and relationships, too often they do NOT prepare a detailed "partnership agreement". The importance of having such an agreement cannot be over stated.



"We are such good friends that there will never be any problems between us." Or, "he's my brother (or sister, cousin or uncle) and we get along just fine and never have arguments. This is heard of often at SCORE, but nothing stays the same forever. Circumstances change. People change. Suppose one of your partners gets sick and can't work any longer, or dies? Who gets his half of the business - the remaining partner, the spouse and/or the children, or is it out up for sale? Or suppose one of the partners wants to retire and sell the business and the other doesn't?

And too, let's not over look the fact that as years go by the partners may have more and more differing views as to how the business should run so they finally decide to come to a parting of ways.

A simple well developed partnership agreement can avoid all sorts of future legal entanglements and costs. SCORE counselors are alert on these, and many other, potential problems faced by businesses. Counseling is free. Please call the Metro South Chamber of Commerce at 508.587.2673 for an appointment.

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- Timothy Cruz, Plymouth County District Attorney
- Shirley Auston, Holbrook Town Clerk
- Janice Beyer, Candidate for School Committee Ward 3
- Robert Sullivan, Candidate for Councillor at Large
- James Harrington, City Council President & Candidate for Mayor
- Dennis Eaniri, Candidate for Councillor Ward 3
- Michael Brady, Candidate for Councillor Ward 2
- David Bazarian, Candidate for Councillor Ward 1
- Dr. Sam Kelley, Candidate for Lieutenant Governor
- Chief J. Michael Sammon, Rockland Fire Department

Business-to-Business Expo

November 16, 2005
Massasoit Conference Center, Route 27, Brockton



As part of the 92nd Annual Meeting, the Metro South Chamber of Commerce will host a Business-to-Business Expo on Wednesday, November 16, from 10:30 am - 3:30 pm, at the Massasoit Conference Center in Brockton. The Business-to-Business Expo is a great opportunity to reach over four hundred business people throughout the Metro South region. Designed to be a personal table top expo, presenters will be provided with meaningful opportunities to promote their company to prospect after prospect. It is the right place, the right time, and the right audience.

The cost of a booth is \$309. Call before October 14 and receive the discounted price of \$259.

In previous years, the Chamber's response to this opportunity has been very strong. Since space is limited, registrations are on a first come, first served basis. To reserve your booth space, call Kerrie Blake, Program Director, at 508.586.0500 ext. 231.



Anne Klim from Hilliards House of Candy, Easton

Nine Chambers to Combine Networking

Regional Business After Hours - November 2, 2005

On Wednesday, November 2, 2005 the nine Southeastern Massachusetts area Chambers of Commerce will host a **Regional Business After Hours** from 5:00-7:00 p.m. at **Benjamin's Restaurant**, Taunton.

Meet business people from the **Attleboro, Cranberry County, Metro South, New Bedford, Fall River, North Attleboro, Tri-Town, Plymouth and Taunton Chambers of Commerce.**

Last years networking event brought together a crowd of nearly **300 business professionals** and **entrepreneurs**. This is a great

opportunity to meet members from surrounding chambers.

To register for this event please call the Chamber at **508.586.0500 ext. 221**. The event is free for members and \$10 for non-members. Come and enjoy hor d'oeuvres, raffle, cash bar and most importantly a lot of **NETWORKING!**

Don't forget your business cards.

Benjamin's is located at 698 Bay Street, Taunton, MA. for directions visit their website at www.benjaminsrestaurant.com.

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Opportunities for Customers & Contacts

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.

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.



GOVERNMENT Affairs

Government & Legislative Division Accomplishments

The Metro South Chamber of Commerce Government Affairs committee recently met to review the work of the committee this past year. Chairman Scott Sanborn of Sovereign Bank presented the following list of activities they had accomplished for the year. The full Chamber Board is scheduled to establish an updated list of priorities at a retreat in October.

- Advocated for the Reuse of the Naval Air Base – The Chamber took a position and lobbied to adopt the new LMR re-use plan for the former South Weymouth Naval Air Station. The Metro South Chamber of Commerce has also recommended that the communities of Abington, Rockland and Weymouth pursue the implementation of the proposed Naval Air Base Reuse Plan for the purpose of providing additional housing and commercial development.

- Hosted Senate Transportation Chair – State Senator Steven Baddour, Chairman of the Senate Transportation Committee visited the City of Brockton in March at the request of the Metro South Chamber of Commerce. The Senator was accompanied by Senator Robert Creedon along with city and business leaders on a tour of transit related development projects underway within the city. The meeting and tour was designed to highlight some great examples of public transportation investment and the significant private investment that has resulted.

- Hosted Monthly Government Affairs Meetings – The Chamber convened monthly meetings where chamber and legislative leaders were able to discuss issues of concern to the local business community. Guest speakers have included Charlie Hickey, The Enterprise, Mark Roosevelt, Mass Business Alliance for Education, Paul O'Brien, Co-Chair for Early Education for All Campaign,

Gregory Spier, Mass Home Builders Association, Robert Creedon, State Senator, Beverly Miyares, Mass Teachers Association, Mike Goodman, UMass Donahue Institute and Michael Widmer, Mass Taxpayers Foundation. Topics in the last year have included education, economic development, workforce development, health care, housing, property taxes, and the state budget.

- Advocated for Market Rate Housing – The Chamber continues to support efforts to expand market rate housing in the Metro South Area. New developments in the Brockton area include: Skyview Village, an over 55 gated community which will consist of 60 homes, SoCo Lofts are affordable loft style condominiums and the landmark Brockton Times Building offers 16 one bedroom condos.

- Government Affairs Articles – The Chamber published numerous updates and legislative position statements in the monthly Action Report newsletter and in the weekly Chamber eUpdate broadcast emails covering such topics as unemployment insurance reform, the state budget, health care reform and other business issues.

- Legislative Breakfast – The Chamber hosted its annual Legislative Breakfast in May with Senate President Salvatore DiMasi as guest speaker. The breakfast with a crowd of over 350, encouraged dialogue between the many legislators in attendance and chamber members.

- Legislative Reception – The Chamber conducted its annual Legislative Reception at Stonehill College in October, 2004. Attendees included area legislators, local officials, and candidates for statewide office. The reception provided members with the opportunity to meet their elected officials and discuss local business issues.

RENEWING Members

Thank You !

Accounting Office of Daniel Kaplan
Ailano School of Cosmetology
Alcoa Fastening Systems
Bank of America
Bay Copy
Brockton Area Multi-Services, Inc
Brockton Christian School
CATAX, Inc./Christos Liapopoulos
CDIJ Enterprises
CRTR Inc.
Denise Robichaud Interior Design
Emmanuel House Residence
Farley Funeral Home, Inc.
George's Service Station
Gowell Candy Shop, Inc.
Heidi Churchill Real Estate
ISI New England
J.K. Olivieri Insurance Agency, Inc.
John T. Veale, D.M.D

Labor Ready
Law Office of Donald Williams
Merrill Lynch
Milton Morris Real Estate
P.K. Beauty Supply
P.M.P Association, LLC
Payton Construction
Plymouth County Registry of Deeds
Rick's Custon Fabrication
SalesGroup
Sovereign Bank
St. Joseph Manor Health Care, Inc.
Stonehouse Gardens Norwell
Greenhouse, Inc
Stoughton Pumping Service
The Charity Guild, Inc.
The Charlie Horse Restaurant
The Crazy Chef's Caterers
Trufant Real Estate, Inc.

To Join the Chamber Contact John Dudley or Frank Gillooly at
508.586.0500 ext. 225 or 229

Brockton Among the Best

www.brocktonspromise.org



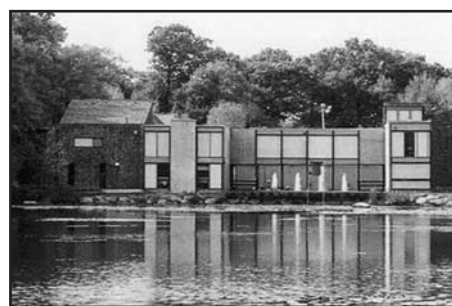
The Mayor's Office and the Alliance for Youth are pleased to announce that the City of Brockton is a winner of a first-ever national competition to identify "100 Best Communities for Young People". The winning communities – ranging from small towns to urban neighborhoods across America – are being celebrated for their commitment to provide healthy, safe and caring environments for young people.

Brockton is receiving the 100 Best honor, in part, because of the

community's strong educational resources and collaborative programs on behalf of children and youth. Young people in Brockton benefit from programs such as: The Brockton After Dark program, offering several different activities each weeknight during the summer from 6:00 – 10:00pm at seven strategic locations across the city. Teens participate in basketball, performing arts, open swim, tennis, soccer, volleyball and an open mike night at no cost. The Brockton community also offers support to families in need through the Family Life Center at the Old Colony YMCA, providing permanent supportive housing to formerly homeless families with children.

A complete list of winners can be found at www.americaspromise.org. For more information and to view the complete story please visit www.brocktonspromise.org.

Your Networking Source



Fuller Craft Museum located at 455 Oak Street, Brockton

Join us for food and fun while meeting and greeting fellow business professionals. On Thursday, **October 6, 2005 from 5:30 - 7:30 pm**, **Fuller Craft Museum** located at 455 Oak Street in Brockton will host the next **Business After Hours**.

Let the art touch you at Fuller

Craft Museum. Craft reflects the inspired ideas of artists who work primarily with their hands in materials that are tactile and familiar. Fuller Craft offers a collection, exhibitions, demonstrations, workshops and special events where you can literally touch the materials and objects.

This is a great way to make business contacts in a casual setting. Exposure for your business is your competitive edge, so bring plenty of business cards. The event is \$5 for members and \$10 for non- members. To register for this event, please call 508.586.0500 ext 221.

BSC - Marketing Membership



Back row, left to right: Matt Graupen, Gerard Bergeron, Shawn O'Brien, and Ben Pimental
Front row, left to right: Marlyn Lopez, Adan Smith and Andrea Gagne

The Metro South Chamber of Commerce will again be utilizing the enthusiasm of the college's marketing students to assist the Chamber in accomplishing its objectives. A team of seven students currently enrolled in Principles of Marketing at BSC, led by esteemed Professor Sylvia Keyes, will be providing support to the Chamber's membership recruitment efforts this fall.

Meet Your Next New Client

Over 75 people attended the recent Business After Hours held at Caritas Good Samaritan Medical Center. This is a great opportunity to meet business people from throughout the region. You may even meet your next new client at the Business After Hours scheduled for October 6 at the Fuller Craft Museum. Call the Chamber at 508-586-0500 ext. 221.

See related article on page 2



Brett Peroni of JK Olivieri Insurance Agency and Bay Srisuwanporn of Downey Plumbing and Heating



Peter Dutcher of Edward Jones Investments and Michael Connor of Thrive On Change

Good News continued from 4

Music styles covered will range from rock/alternative, country, pop and blues. Whether you read music or play by ear, you can jam! Interacting with other musicians can be very rewarding. You'll get hands-on experience. Learn what it takes to make it in the music industry. Please contact the **Children's Museum in Easton** at 508.230.3789 for further information.



11:00 am and going until 4:00 pm on **Saturday, October 8, 2005** the event includes a visit by Mix 98.5 FM

Radio with free ice cream, the Balloon Man, free pony rides, face painting, the Cosmo Legion band, crafts, snacks and a Raptor Show. For more information please call Anne at 508.584.6919.

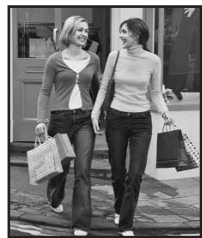


Brockton Visiting Nurse Association was recently recognized by MassPRO, the quality

improvement organization for Massachusetts, at its statewide conference celebrating the achievements made by home health agencies. The Brockton Visiting Nurse Association received an award for achieving significant improvement for care to patients with surgical wounds. "All of the agencies that volunteered to participate in this project clearly showed their commitment to improving the quality of care delivered to their patients," said Helen M. Magliozzi, RN, BSN, and Team Leader. The Brockton Visiting Nurse Association has a wound team made up of nurses who have received special education on the care of wounds to patients in the home care setting. Under the supervision of Kathie Aubert, the wound team members include: Sylvia Averill R.N., Marcia Britton R.N., Louise Bombardieri R.N., Janet Clark R.N., John Dednah R.N., Dana Diorio R.N., Marcy Hunt-Liberty R.N., Diane Lonergan R.N., Betsy Merriam R.N. and Laurie Zarella R.N. Betsy Merriam, Marcia Britton and Laurie Zarella have received Wound Care Certification by the National Alliance of Wound Care. The Brockton VNA remains one of the largest, freestanding VNA's in Commonwealth, providing nursing, rehabilitation therapy, social work and home health aide services.

The Professional

Development Center (PDC) at **Massasoit Community College** presents an exciting new Massasoit Motivations Breakfast, Improve Your Bottom Line by Managing Your Risk on November 8, from 7:45 to 9:00 am and the cost is only \$15! They are offering follow-up training for those who are interested! The topics are "**Risk Management and How to Save your Company Money**" (December 8, 9 am-3:30 pm), and "**The Simple Hands-On Approach to Forklift Safety Training**" (January 10, 9 am-12 pm). You do not have to attend the breakfast to take part in the training and vice versa. Training will be held at the Massasoit Conference Center in Brockton. For more information please call 508-588-9100 x2013.



Go Shopping and get discounts at participating stores! **Gifts of the Season** Charity Event will be held on

November 13, 2005 from **6:30 - 9:30 pm** at the **Westgate Mall**, Brockton. Tickets are available through the **United Way of Greater Plymouth County**. Please contact **Sue** at 508.583.6306 for a shopping pass.

The D.W. Field Park

Association is proud to announce the second annual **Towerfest**. A family fun day that's free and located at D.W. Field Park on Oak Street in Brockton! Beginning at

A Celebration of a Man and His Time: Ten Years of Extraordinary Service!

The Brockton Historical Society
presents the **Historic Citizen Award** to
Mayor John T. Yunits, Jr.

Saturday October 12, 2005
6:30 Cocktails • 7:30 Dinner
Shaw's Conference Center
One Feinberg Way, Brockton
Call 508.588.5034
for further information



Looking For A Job-Made Simple

Article provided by: **CareerWorks**

On Thursday, October 6, 2005, Career Works, the Brockton Area One-Stop Career Center, will participate in the 3rd Annual 'Jobs First' Day that was initiated by Governor Mitt Romney in 2003. Jobs First Day is an annual statewide job fair held at the 32 One-Stop Career centers across the Commonwealth to showcase the importance of the Career Center system, which connects workers and employers. Last year, Jobs First Day connected thousands of job seekers with big and small employers looking to hire qualified workers for all types of jobs. Career Works will be marking this occasion by hosting employer information sessions as well as a targeted job fair geared to the financial and banking industry from 9:30 am – 1:00 pm.

The topics of the information sessions will be "Increasing your knowledge and understanding of OSHA" which will provide current news on OSHA requirements and laws and "Coming of Age: Considerations for a Maturing Workforce in the New Millennium" will examine the benefits the mature worker

brings to the workplace and successful practices that attract and retain these valuable employees.

In addition to these special events, CareerWorks offers unemployed individuals a wide range of search and assistance throughout the year. Job seekers can post their resume online, receive career assessment and training information, unemployment insurance information, and use the Internet in their job search and more.

Employers can take advantage of customized services that include being able to post a job vacancy online, recruiting and screening qualified workers, and access to labor market information.

'Jobs First' Day is open to the public. For event information, call CareerWorks at 508-513-3476.

As a One-Stop Career Center, CareerWorks in collaboration with the Brockton Area Workforce Investment Board 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.



Lean Concepts: Change in Management and Hourly Workforce

Story Provided by: MassMEP



traditional manufacturing process to a Lean manufacturing environment through a simulation workshop. Attendees learn about the eight wastes in manufacturing and how to apply standardized work, workplace organization, visual controls, set-up reduction, batch size reduction, point-of-use storage, quality at the source, workforce practice, and pull systems to eliminate these wastes.

In addition, TimeWise demonstrates the value of implementing Lean concepts by preparing net income statements for each of the four rounds of simulation. Sales numbers are calculated for each of the three models of clocks.

Real Success Leads to Value-Add Activities

One of their clients is a manufacturer of a high volume item used in over 80% of all vehicles, including automotive, in the US. Their products are in danger of becoming commodities, and as such, the company is in danger of losing jobs to China. They have responded by training all of the almost 300 employees in the Lean 101 TimeWise Workshop. In parallel with the training, the company has undertaken an extensive lean implementation program. Among the many improvements in metrics, the company has freed up over 25% of their existing factory space.

The company plans to use the space for value-added activities for their customers. By moving up the value chain, the company will realize increases in both revenue and profits. But more importantly, the company will insure their long term viability as an ongoing business, and will not only retain jobs, but will increase the level of employment at the plant. Going Lean is a way to succeed and maintain profits and reduce costs.

For more information about TimeWise and MassMEP, please contact Glenn Gertridge at 508-679-0847.

Many companies are accelerating their productivity growth by implementing Lean concepts as a way to streamline their businesses and the ability to compete. Since Lean, by definition, means CHANGE and requires a change in culture, training in Lean concepts is required for both management and the hourly workforce in order to produce an effect on a continuing basis.

Resistance to change, at least in manufacturing, is ingrained. Manufacturing has been taught through the years to do things in a repetitive fashion in order to achieve uniformity of quality and uniformity of product. This is a good philosophy if there is no competition. However, in today's global economy the competition is fierce. In order to remain competitive, if not viable, a company must embark on a program of continuous improvement. Today, Lean manufacturing concepts and principles are guiding new ways of thinking about processes and process performance.

The TimeWise Simulation

TimeWise, Lean 101 is an interactive workshop that introduces Lean concepts and the Lean transformation methodology. This methodology provides a customizable framework for transforming a company into a Lean enterprise and prepares the attendees for change.

The TimeWise workshop takes into consideration both financial and workforce constraints. Participants experience the power of Lean and the changes and benefits of moving from a

MEMBERProfile

Columbia Electric Supply, Inc.



Geoffrey Murphy, President, Columbia Electric Supply, Inc.

Address:

22 Station Ave., Brockton, MA 02302

Year Established:

1932

Number of Employees:

60

Products or Services:

Columbia Electric is a whole sale distributor of lighting and electrical supplies.

What is unique or special about your firm and the products and services you offer?

Columbia Electric is a 73 year old family owned business. They are able to offer their customers a more personal level of service.

What is your market area?

Southeastern Massachusetts and Boston

What markets do you serve?

Columbia Electric services small and large contractors, municipal, industrial and healthcare facilities

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

Columbia Electric Supply's main business objective is to provide superior service to existing, loyal customers while continuing to grow and seek out new business opportunities. Columbia Electric Supply takes their civic responsibility seriously and contributes back to the local community when ever possible.

List of Awards, honors or special recognition your firm has received:

Industry Recognition Award for Sales and Purchasing Growth 2004

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.

Networking BINGO Big Hit at Breakfast!

"I met more potential business prospects in one hour than I could have all week trying to work the phones from my office."

-Small Business Owner at September Chamber Breakfast



Jenna Stephenson of Bridgewater State College and Chuck Carey of Family Choice Mortgage



Mike Prior of MassMEP and Maria Andrade of McSweeney & Ricci Insurance Agency, Inc.

Civil War Soldier Given Hand

Forty years after losing a hand to a tree branch, the Civil War Soldier serving as sentry at Perkins Park in Downtown Brockton will be fitted for a new one thanks to the efforts of The Military Historical Society, the Metro South Chamber of Commerce and support from the City of Brockton.

(Picture to right) National Grid truck allows sculptor to prepare surface for new hand. The old hand was broken off by a tree branch in the 1960's.



Fred Lincoln of The Massachusetts Military Historical Society and Fred White of The National Grid discuss the Civil War Statue at Perkins Park in Downtown Brockton.



Joseph Pesce of Rika Smith McNally & Associates carefully cleans the surface of the monument.

Annual Meeting article continued from page 1

Vice President of Fidelity Investments. Fidelity is the largest mutual fund company in the United States, the No. 1 provider of workplace retirement savings plans and a leading online brokerage firm.

Mr. Deschenes joined Fidelity in December 2003 in his current position from Bow Street Capital, which he founded in 2001. Prior to that, Mr. Deschenes was the founding president of mPower (originally 401k Forum) in 1996, where he also served as chief operating officer from 1996 to 2000 and chief executive officer from 2000 to 2001. From 1995 to 1996, Mr. Deschenes was senior vice president, general manager, and U.S. board member of Gruner & Jahr, the publishing division of



Stephen Deschenes, Executive Vice President Fidelity Investments



Bertelsmann AG. From 1989 to 1995, he was with Time Warner/Time Inc., most recently as director of Sales and Marketing.

From 1985 to 1989, Mr. Deschenes was director of Special Operations for Newsweek, where he launched Newsweek on Health and Newsweek on the Family. Mr. Deschenes began his career as an advertising account executive at Saatchi & Saatchi in 1983.

Mr. Deschenes received a bachelor of arts degree, graduating Magna Cum Laude, from Harvard University, where he was a Harvard National Scholar, varsity athlete, and publisher and writer for the Harvard Lampoon.

Contact the Chamber at 508.586.0500 ext. 221 to register for this event.

GMMS article continued from page 1

university performance. Dr. Lombardi served as dean of international programs and dean of arts and sciences at Indiana University, provost at The John's Hopkins University, and president of the University of Florida. He is a specialist in Latin America with a special interest in Venezuelan history, and the author of a variety of books and articles, one of which is



Lester P. Schindel

coauthored with his wife, Cathryn. He received his Ph.D. and MA from Columbia University and his bachelor's degree from Pomona College.

In addition Lester P. Schindel, President and CEO of New England Sinai Hospital and Rehabilitation Center will speak.

Lester P. Schindel became the new President and CEO of New England Sinai Hospital and Rehabilitation Center in July. Mr. Schindel served as the chief executive officer at Merrimack Valley Hospital (formerly Hale Hospital) in Haverhill from 2001 until his Sinai appointment and is credited with its successful turn-around. During his 16 years of healthcare experience in Massachusetts, he has served as the chief operating officer (COO) at MetroWest Medical Center in Natick, MA,

which is

responsible for the daily operations at both Framingham Union Hospital and Leonard Morse Hospital (Natick). Prior to that post, he was the executive vice president of Somerville Hospital/Cambridge Health Alliance in Somerville, a position he also held at United Hospitals Medical Center in Newark, NJ. Schindel began his healthcare career with the Daughters of Charity National Health System and over the course of 15 years served as senior vice president at Carney Hospital Boston; executive vice president of Providence Hospital, Washington, DC; and senior vice president of operations for Saint Mary's Hospital in Troy, NY.

The Good Morning Metro South is being sponsored by CareerWorks. Whether you are looking for a job, making a career change, increasing your earning potential, or seeking a top quality job applicant, CareerWorks, has the resources you need to be successful. At CareerWorks they

give job seekers the tools to find the right job, they list available job openings and the skills required, and they work closely with employers to match prospective employees with available job openings.

As always, the GMMS breakfast program is a great networking opportunity. Guests are encouraged to stay for informal networking immediately following the program. Register by calling 508.586.0500 ext. 221. The cost is \$17 for members and \$24 for non-members.



GRO-N-THINGS, INC.

P.O. Box 1246
Middleboro, MA 02346
508.947.8433 (p)
781.767.2244 (f)

Shelley Tierney
OWNER



SERVING AREA BUSINESS SINCE 1975

NEW Investors

Welcome!



American Red Cross Blood

Ms. Cathy Newton
180 Rustcraft Street
Dedham, MA 02026
Phone: 781.461.2290
Fax: 781.461.2290

Baypointe Rehabilitation & Skilled Care Center

Mr. Robert Grady
Phone: 508.580.6800

Brockton Educational Foundation, Inc.

Ms. Shailah Stewart
43 Crescent Street
Brockton, MA 02301
Phone: 508.580.7445
Fax: 508.894.4269

Bugaboo Creek

Mr. David Champeau
400 Westgate Drive
Brockton, MA 02301
Phone: 508.586.9345
Fax: 508.586.9346

Restaurants

Country Inn & Suites

Ms. Kim Czerniak
50 Christy's Drive
Brockton, MA 02301
Phone: 508.559.0099
Fax: 508.776.5670

East Coast Petroleum Corp.

Loreha T. DeGrazia
1185 Turnpike Street
Stoughton, MA 02072
Phone: 781.297.7030
Fax: 781.297.7011

Elizabeth Grady

Ms. Tammy Swift
1285 Belmont Street
Brockton, MA 02301
Phone: 508.588.7546

Beauty Salons/Supplies

Hogan and Stone

Mr. Scott Tibbetts
PO Box 1021
Easton, MA 02334
Phone: 508.269.8290
Fax: 508.238.4740

Lion Labels, Inc.

Mr. Jerry Berke
PO Box 820
South Easton, MA 02375-0820
Phone: 508.230.8211
Fax: 508.230.8116

Labels/Decals

Mayflower Stationers

Mr. Ed Wyner
10 Mayflower Road
Holbrook, MA 02343
Phone: 781.767.1968

Merrill Lynch

Mr. Jerry K. Sliwka
201 Pine Street
Holbrook, MA 02343
Phone: 781.885.1770
Fax: 781.885.1170

Financial Service

Quality Foods of N.E., Inc.

Mr. Frederick Simpson
45B Tosca Drive
Stoughton, MA 02072
Phone: 781.297.5740
Fax: 781.702.0538

Food Suppliers

To Join the Chamber Contact John Dudley or Frank Gillooly at 508.586.0500 ext. 225 or 229

BUSINESS EVENTS Planner

October 6

Business After Hours

5:30 - 7:30 p.m.

Fuller Craft Museum

455 Oak Street, Brockton

This is an excellent opportunity to meet potential clients, customers, and other local business people.

Please RSVP by October 5 at 508.586.0500 ext. 221
\$5 for members & \$10 for non-members

October 12

Legislative Reception

5:30 - 7:30 p.m.

Donahue Hall, Stonehill College

North Easton, MA

The reception is a casual event at which business leaders, elected officials, and candidates for public office can renew face-to-face contacts and discuss issues of importance to them and the business community while enjoying a complimentary bar and hors d'oeuvres.

Pre-registration is necessary. Call 508.586.0500 ext. 221
\$5 for members & \$10 for non-members

October 20

Good Morning Metro South

7:30 a.m.

Radisson Hotel & Conference Center

195 Westgate Drive, Brockton

7:30 a.m. Check-In and Networking

7:45 a.m. Buffet Breakfast followed by program

9:00 a.m. Meeting Adjourns

9:00-9:30 a.m. Informal Networking

Please RSVP by September 21 at 508.586.0500 ext. 221
\$17 for members & \$24 for non-members

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

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 _____

REMINDER: We accept VISA, MasterCard and AMEX for dues and special events!