



# Action report

September 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.



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## Happy, Healthy, Breakfast!

*Good Morning Metro South - September 22, 2005*

The Metro South Chamber of Commerce is presenting the first **Good Morning Metro South** of the season on **Thursday, September 22** from 7:30-9:00 at the **Radisson**



Charles D. Baker, Harvard Pilgrim Health Care

**Hotel and Conference Center** located at 195 Westgate Drive, Brockton.

**Charles D. Baker is the breakfast's featured speaker.**

Charles D. Baker is President and CEO of Harvard Pilgrim Health Care, Inc., one of New England's leading non-profit health plans.

Founded in 1969, Harvard Pilgrim and its affiliates are licensed to provide comprehensive health insurance solutions in Massachusetts, Maine and New Hampshire. Its provider network has more than 22,000 physicians and 125 hospitals in MA, ME, NH and Rhode Island. HPHC and its affiliates offer health

and benefit plan solutions to over 900,000 members in New England.

Before becoming Harvard Pilgrim's CEO in May 1999, Baker was President and CEO of Harvard Vanguard Medical Associates, a non-profit, multi-specialty group practice whose more than 800 physicians and other clinicians provide care to nearly 300,000 residents of Eastern Massachusetts.

The Good Morning Metro South is being sponsored by St. Joseph Manor. St. Joseph Manor is a 118-bed non-profit nursing home located on a 26 wooded acre campus. St. Joseph Manor attends to the needs of the whole persons' mind and spirit. They welcome and respect people of all faiths and traditions.

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.

**Sponsored by St. Joseph Manor:**



## Dollar for Dollar - There is No Better Value

*New Member Recruitment Luncheon - Thorny Lea Golf Club*

The Chamber will host a New Member Recruitment Luncheon beginning at Noon on September 30, at the Thorny Lea Golf Club in Brockton. Over 100 current and prospective Chamber members will be in attendance for a program designed to familiarize business people with the Chamber of Commerce. Participants will learn about programs and benefits, while

listening to member testimonials and winning exciting door prizes. Businesses that become a member between now and the Luncheon will receive great Chamber benefits not available at any other time. To discuss how your business can become a member of the Chamber and reserve a seat at the Luncheon, please contact John at 508. 586.0500 ext 225.

See related article on page 9

## Democratic Party... Republican Party... Political Party

**Legislative Reception Wednesday, October 12**



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 16<sup>th</sup> 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

Article continued on page 5

**Join the Chamber of Commerce NOW!**

Call 508-586-0500 x229

# Have You Ever Tried to Shake Hands Over the Phone?

**Shake hands with potential clients, customers and other local businesses at the next Business After Hours**

## Good Samaritan Medical Center

Join us for food and fun while meeting and greeting fellow business professionals. On Thursday, **September 15, 2005** from 5:30 - 7:30 pm, **Caritas Good Samaritan Medical Center** located at 235 North Pearl Street in Brockton will host the next **Business After Hours**.

Caritas Good Samaritan Medical Center is a member of Caritas Christi Health Care, the second largest health care system in New England. Caritas Good Samaritan is a 258-bed, acute-care hospital. They are repeatedly recognized for their quality care and excellent service. Recently, they

were rated among the top 7% of hospitals nationwide for patient satisfaction. In addition, they received 91 out of 100 points in a review by the Joint Commission on Accreditation of Health Care Organizations and the highest rating possible for a community hospital cancer program from American College of Surgeons Commission on Cancer.

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 free for members and \$10 for non-members. To register for this event, please call 508.586.0500 ext 221.

# 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](mailto:hrhotline@metrosouthchamber.com) or log onto [www.metroouthchamber.com](http://www.metroouthchamber.com). For more information contact **Kerrie Blake** at 508.586.0500 ext. 231.

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SERVING AREA BUSINESS SINCE 1975

# 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, **September 24, 2005**. Contact CareerWorks at 508.513.3400 for further workshop information.

## 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
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**ACTION Report**

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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.

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**Networking at Events**

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

**SEPTEMBER Calendar**

<b>7</b>	<b>Ambassador Meeting</b>	8:00 am
<b>8</b>	<b>Human Resource Management Council</b> <i>Radisson Hotel and Conference Center, 195 Westgate Drive, Brockton</i>	7:45 am
<b>9</b>	<b>Government Affairs</b>	7:45 am
<b>15</b>	<b>Business After Hours</b> <i>Caritas Good Samaritan Medical Center, 235 North Pearl Street, Brockton</i>	5:30 pm
<b>22</b>	<b>Good Morning Metro South</b> <i>Radisson Hotel and Conference Center, 195 Westgate Drive, Brockton</i>	7:30 am
<b>30</b>	<b>New Member Luncheon</b> <i>Thorny Lee Golf Club, 159 Torrey Street, Brockton</i>	12:00/Noon

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

**Coming up****October**

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

**Save the date****November**

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

Photo and print production by Mark Mahoney, The Enterprise



**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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Photography by Eagle Photography

# GOODNews

*Here is What a Standing Ovation Looks Like on Paper!*

The **Children's Museum In Easton** presents the **Play Fore Kids Golf Tournament**. The Children Museum In Easton will host its first Annual Golf Tournament on Thursday, **October 6, 2005** at the **Easton Country Club**. All proceeds from this fundraiser will benefit the educational programs at the Children's Museum In Easton. The tournament begins with a shotgun start at **9:30 AM** and will be played in a scramble format. Your donation of \$125 includes; greens fees, cart, continental breakfast, giveaways and a lunch reception hosted by Joe Joyce, New England Cable News Meteorologist. To register or to inquire about sponsorship opportunities please contact **Stephen Keohane**, Director of Development at the Children's Museum in Easton at **508-230-3789**.

The Physicians of **Primary Care Affiliates**, a physician group practice affiliated with **Brockton Hospital**, are pleased to announce the recent addition of **Corinna C. Manini, M.D.** Dr. Manini earned her medical degree from the Stanford University School of Medicine and her undergraduate degree from MIT. Board eligible in internal medicine, Dr. Manini completed an internship and a residency at Beth Israel Deaconess Medical Center. She has an academic appointment as a clinical



Dr. Corinna C. Manini

fellow at Harvard Medical School. Dr. Manini is seeing patients at 1300 Belmont Street office of Primary Care

Affiliates on the Easton/Brockton line. To schedule a new patient appointment with Dr. Manini, please call 508-941-7227.



Robert W. Gustafson

**Robert W. Gustafson** of **Crescent Credit Union** president and CEO, has been named **chairman** of the **Caritas Good Samaritan**

**Medical Center board of trustees.**

He served previously as vice chairman of the board and has been a longtime trustee. Earlier this year, he also was named to the Caritas Christi Health Care board of governors. Caritas Good Samaritan is a member of Caritas Christi, the second largest health care system in New England. Gustafson has been president and CEO of Crescent Credit Union, a \$300 million community credit union with eight branches, since 1993.

Quilt expert and author **Robert Shaw** will present a lecture on the history of art quilts on **September 18, 2005 at 1:00pm at Fuller Craft Museum**. The former curator of the Shelburne Museum will discuss the influence of Michael James and other artists on contemporary quilt making. The cost is \$8 for members and \$12 for non-members. For further information please visit [www.fullercraft.org](http://www.fullercraft.org).

**Caritas Good Samaritan Medical Center** invites everyone to come enjoy the family fun at its annual **Country Fair** from **11 a.m. to 5 p.m.** on Saturday, **Sept. 10**, on the hospital grounds at 235 North Pearl St., Brockton (Exit 18B off Rte. 24). As usual, the Country Fair will feature its popular chicken barbecue, make-your-own ice cream sundae booth, kiddies' carnival rides, a crafts fair, games, music, cash and prize raffles and more. Exhibitors will include Brockton Police and Fire Departments, area organizations

providing community resources and education for families and children, departments from the hospital providing information ranging from nutrition to poison prevention and much more. Admission to the Country Fair is free. Parking also is free, ample and available on the hospital grounds. Proceeds from the sale of food and raffle tickets benefit the hospital. For information, call **508.427.2751**.

The **Old Colony Y Big Brother Big Sister** program is excited to announce the innovative **Magic program!** They are looking to local businesses to join them in making a difference in our future, TODAY! Becoming a **Magic** partner doesn't require a lot of work...but it may include a ton of fun. Studies have shown that employees who are



given work release time to volunteer are more productive and contribute to a higher company moral. **Magic** is a power hour of mentoring, giving and caring in your community. Are you ready and up to the challenge of becoming a **Magic** maker? They would love to be able to show you

how. Join them for an evening of **Magic** event on Wednesday, **September 28** from **6-7:30 pm** hosted at the **Thorny Lea Golf Club** in Brockton. Any questions regarding this event or the **BBBS** program, please contact **Kelli-Beth** at **508.587.4242 ext 27**.

**St. Joseph Manor's Mater Dei Adult Day Health Program** will join in the national celebration of the **22nd National Adult Day Services Week, September 18-24, 2005**. The Mater Dei Adult Day Health Program will celebrate National Adult Day Services Week with an open house on Wednesday, **September 21, 2005** from 3:00 p.m. to 6:00 p.m. The Mater Dei Adult Day Health has recently completed renovations and has expanded its program. They now have the capacity to serve 60 clients each day able to accept new clients in the adult day program (full-time or part-time). For more information please contact **Louise Gallagher** at **508.583.8313**.

The **Enterprise and Patriot Ledger Newspaper** in Education programs in collaboration with **HarborOne Credit Union** and **Stonehill College** proudly present a special Character Education event featuring **Peter Yarrow** of **Peter, Paul and Mary** and his international program, **Operation Respect: "Don't Laugh at Me"** at **Stonehill College** on Thursday **October 20th**. This event will include an anti-bullying workshop

*Good News continued to page 10*



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*Legislative Reception article continued from page 1*

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



Senator Robert Creedon, Ray Ledoux of the Brockton Area Transit Authority and Representative Geri Creedon at the 2004 Legislative Reception at Stonehill College

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.**



Bob Wisgirda of WBET 1460 AM Radio and Representative Christine Canavan

## Youth Career Exploration and Preparation

**Story Provided by: BAWIB**

The start of the school year for our area high schools is just around the corner. At the Brockton Area Workforce Investment Board (BAWIB) we are working with our 6 partner high schools (Brockton, East Bridgewater, Southeastern Vocational Technical, Stoughton, West Bridgewater, and Whitman-Hanson) to design career preparation experiences for youth for the upcoming academic year. Through career education, exploration, planning, and hands-on activities students can make informed choices about career options.

How do local businesses fit in? Providing hands-on work

experience and sharing career path experiences are invaluable employer contributions. Depending on your interests and time commitment, there are many ways to get involved including hosting an intern for a semester, hosting a 1/2 day or full day job shadow event for students, sharing work experiences/strategies with students over lunch, setting up a career information booth at our annual spring Career Day event, being a speaker at our annual Employer Education program, or being a mentor.

Please call Anna Nalevanko at 508-584-3234 or Meghan Abella Bowen at 508-584-3234 to find out more.

## Massachusetts Economy on the Rise



The MassBenchmarks Current Economic Index for June was 154.5, up 3.1 percent from May (at annual rates), and up 3.3 percent from June of last year. The Current Index is normalized to 100 in July 1987 and is calibrated to grow at the same rate as Massachusetts real gross state product over the 1978 - 2003 period.

The MassBenchmarks Leading Economic Index for June was 4.3 percent, and the three-month average for April through June was 2.8 percent. The Leading Index is a forecast of the growth in the Current Index over the next six months, expressed at an annual rate. Thus, it indicates that the economy is expected to grow at an annualized rate of 4.3 percent over the next six months (through December). Because of monthly fluctuations in the data on which the index is based, the three-month average of 2.8 percent may be a more reliable indicator of near-term growth.

While it is too soon to tell if a sustained acceleration in growth is emerging, there are finally several positive signs that the Massachusetts economy is picking up steam again, as the Leading Index recorded its fastest growth forecast since May 2004. Drops in June's unemployment rate and initial unemployment claims indicate strengthening labor markets. On a seasonally adjusted basis, initial unemployment claims fell to 29,400, the lowest number since the beginning of the recession in December 2000. The Bloomberg stock index, a reliable leading indicator, has been rising steadily for three months, finishing July at a level not seen since August 2000. Massachusetts merchandise exports, on the rise

again, are up sharply this year, rising 10.7 percent from January through May on a seasonally adjusted basis. Gains in self-employment are outstripping payroll employment, as evidenced by growing proprietors' income and income tax revenues.

"Caution must be used in interpreting these positive signs", noted UMass Boston Professor and MassBenchmarks co-editor Alan Clayton-Matthews. The three-month average of the Leading Index is still suggesting near-term growth below a 3 percent annual rate. The Current Index is estimating second quarter real state gross product growth of only 2.8 percent, significantly slower than the 3.4 percent annual rate of growth for U.S. real gross domestic product. "Declining unemployment may in part reflect a labor force that is falling faster than employment and this is not a sign of strength", Clayton-Matthews added. A comprehensive analysis of the state of the Massachusetts economy can be found in the most recent issue of MassBenchmarks.

A comprehensive analysis of the state of the Massachusetts economy can be found in the most recent issue of MassBenchmarks.

MassBenchmarks is published quarterly by the University of Massachusetts Donahue Institute in cooperation with the Federal Reserve Bank of Boston. The Donahue Institute is the public service, outreach, and economic development unit of the University of Massachusetts Office of the President. The current and leading economic indexes are compiled and analyzed by Dr. Clayton-Matthews and released monthly by the UMass Donahue Institute. For more information, contact Dr. Michael Goodman, Director of Economic and Public Policy Research at the University of Massachusetts Donahue Institute and Managing Editor of MassBenchmarks at 617.287.7040 or at [mgoodman@donahue.umassp.edu](mailto:mgoodman@donahue.umassp.edu)

# Innovative Techniques Mean Local Company Doesn't Have to "Chace" the Competition

Story Provided by: MassMEP



In today's global marketplace, small and medium sized (SME) manufacturing companies have to constantly adapt the way they do business in order to survive against under-priced overseas competition.

Chace Leather Products has been manufacturing high quality leather and synthetic fabric products in FallRiver, Massachusetts, for nearly a century, but competition from imported products has recently begun to cut into the company's bottom line. Faced with a 25 percent reduction in business over the past five years, Chace's management recognized the company needed to be innovative.

"For four generations the Chace family's philosophy has been "Total Customer Satisfaction" and we knew that by targeting specialty segments of our industry that required increased service and speed to market we could separate ourselves from the competition," said Larry Walsh, Chace Leather Products President and CEO. "To do this we had to focus on ways to improve the on-time-delivery performance."

During a training program at the UMass Dartmouth Fall River campus, Stephen Chace, Chace's Vice President of Operations, was introduced to the Massachusetts Manufacturing Extension Partnership, a resource that provides business and technical assistance to smaller manufacturers. MassMEP representatives proposed a Lean

Pilot project to address Chace's needs, specifically focusing on the company's line of hard cases for heavy duty uses and the product line for Motorola, one of its largest clients.

Lean Manufacturing is an implementation technique that utilizes simple but effective methods to identify and reduce waste and inventories, clear shop floors, and streamline production processes, all with a goal of decreasing costs and increasing productivity.

"We used lean techniques like Value Stream Mapping to assess the cycle time between each manufacturing step to find ways to make the most efficient use of time and other techniques to help organize the workplace," said Rick Bowie, MassMEP Project Manager. "As a result, the lead time was cut from weeks to a matter of days and Chace has achieved 100% on-time delivery for Motorola."

The improved performance has enabled Chace to develop a delivery program that increased business opportunities with Motorola's German manufacturing facility. Chace was informed that it now out-performs all of the competition, including competitors from India and other foreign countries. The company has shared this experience with Motorola USA

**"Our philosophy has always been total customer satisfaction."**

Chase CEO

and all their major customers. "The experience of that first day of Lean workshops was unbelievable," said Walsh. "The members of our team that attended the class came back to work energized and focused on quickly implementing improvements. We were able to accomplish much more than I expected in less than six weeks and the performance changes have been truly remarkable."

# Workers' Compensation Rates Fall Again

The regulated average rates for workers' compensation will fall again in 2005 as a result of a ruling from Insurance Commissioner last week. This continues a trend that began after the enactment of workers' compensation reform legislation in 1991. It refutes insurance companies and some

business groups that had advocated for moderate increases last year to modify dramatic rate increase this time around. Among the reasons given for this year's reduction are the changing workforce – more sedentary office jobs.

## A Little "Country" in the City



The new Country Inn and Suites Hotel  
at 50 Christy Drive, Brockton

The hotel features an indoor swimming pool, indoor hot tub, fitness room, conference room and high speed internet access. Complimentary continental breakfast is provided each morning.

phone: 508.559.0099

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# How Do I Make a Business Plan?

Story Provided by: SCORE

If you must borrow money to help start your business, the first thing you will be asked for is a business plan. What you submit can often be the "make or break" of the loan.

It is in essence, a detailed roadmap of what your business will endeavor to do during its first year. A proper business plan will show a breakdown of all your costs: rent, materials, salaries, advertising, repayment of loans, and virtually every single item of expense. And then, your plan will show an accounting of all the money you expect to bring into business during the same period. Lastly, it will indicate your estimated net profit or loss.

So, you ask, if I'm not in business yet, how can I possibly come up with accurate figures? The

answer is, you can't. But you can come up with reasonable expectations. Close enough to allow the bank to believe you have a good understanding of what you are about to do and therefore have a reasonable chance of success; or they may feel such is not the case and reject your application.

In either case, this is good for you. Approval is a strong indication that you are heading in the right direction and your plan is sound. Denial usually (but not always) means there is a flaw somewhere in your plan. But, even if not borrowing, developing a sound plan is vital.

SCORE offers free counseling on developing a business plan and loan application at the Metro South Chamber of Commerce. Please call 508.587.2673 for an appointment.

# Business-to-Business Expo

**November 16, 2005**

**Massasoit Conference Center, Route 27, Brockton**

As part of the 92<sup>nd</sup> 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 three 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.



John Costa and Bill Reed of BC Tent and Awning, Avon at the 2004 Business-to-Business Expo

## 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](http://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

The monthly Government Affairs meetings are held at the Chamber and provide an opportunity for member businesses to discuss issues important to them with their elected officials. The next Government Affairs meeting will be held on **September 9** and the guest speaker will be **Dr. Marylou Buyse**, President and CEO of the **Massachusetts Association of Health Plans**.

Prior to joining the Association, she was Vice President of Health Affairs at United Healthcare of New England and also served as its Medical Director. A past President of the Massachusetts Medical Society and member of the Board of Registration in Medicine who also chaired its Licensing Committee, Dr. Buyse is also a Trustee of the Boston Medical Library and serves on numerous boards and task forces. Dr. Buyse also served as Director and President of the Center for Birth Defects Information Services,



Dr. Marylou Buyse, President and CEO Massachusetts Association of Health Plans

Inc., has published extensively in its scientific literature, and is the Editor-in-Chief of the multi-volume Birth Defects Encyclopedia (Blackwell Scientific Publications, 1990).

If you would like to attend or if you would like further information about the Chamber's Government Affairs Committee, please contact the Chamber at 508. 586.0500 ext. 221.

## H.R.M.C. Calender!

### Human Resource Management Council

The first **Human Resource Management Council Meeting** of the season will be held at the **Radisson Hotel & Conference Center, September 8 at 7:45 am.**

The featured speaker will be **George W. Skogstrom** of **Schlossberg and Associates, P.C.** and the topic of the meeting will be "**Pre-Hiring, Hiring Issues and Termination.**"

Mr. Skogstrom's practice emphasizes employment law and corporate litigation matters. Mr. Skogstrom represents many large and small employers and has presented and argued hundreds of cases involving commercial litigation, labor and employment matters in arbitration, administrative hearings, state court and federal courts. He

advises clients on a daily basis on employment related issues. He has considerable experience litigating employment related disputes, including discrimination, harassment and wrongful termination matters. Mr. Skogstrom assists clients in drafting and negotiating employment and severance agreements, non-compete and confidentiality agreements and corporate employment policies and handbooks. He also has extensive experience enforcing restrictive covenants.

The HRMC meeting is \$18 for members and \$28 for non-members. Please contact the Chamber at 508.586.0500 ext. 221 with any further questions or to register for this event.

## 92<sup>nd</sup> Annual Meeting and Business-to-Business Expo

Wednesday, November 17, 2004 from 10:30 a.m.-3:30 p.m.



Stephen Deschenes, Executive Vice President  
Fidelity Investments

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 year's key note speaker is Stephen Deschenes Executive Vice President of Fidelity Investments, 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 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.**

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## Blake Receives IOM Graduate Recognition



Kerrie Blake, Program Director,  
Metro South Chamber of Commerce

Kerrie Blake, IOM, Program Director, of the Metro South Chamber of Commerce, recently graduated from Institute for Organization Management (Institute), a four-year professional development program of the U.S. Chamber of Commerce, held at the Villanova University in Philadelphia.

For more than 80 years, associations and chambers have used the U.S. Chamber's Institute as a training platform for the professional development of their future leaders. Participants receive training in leadership, organization

management competencies, as well as targeted curriculum in membership, technology, and financial management.

Graduates of Institute receive the IOM recognition, signifying completion of more than 90 hours of nonprofit study and dedication to the nonprofit profession. Institute students also earn points toward the Certified Chamber Executive (CCE) or Certified Association Executive (CAE) designations.

The Institute program offered at the Villanova University is one of five Institute programs held each year at U.S. college campuses. Nearly 1,500 individuals attend Institute annually.

The U.S. Chamber of Commerce is the world's largest business federation representing more than three million businesses and organizations of every size, sector, and region.

For more information, contact Institute for Organization Management at U.S. Chamber headquarters at 202-463-5570 or at [www.uschamber.com/institute](http://www.uschamber.com/institute).

## October Business After Hours



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 **Business After Hours** next month.

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.

## Hurricane Relief



Help provide shelter, food and counseling to those in need. Donate to the Hurricane 2005 Relief.

Victims of Hurricane Katrina are attempting to recover from the massive storm that caused extensive damage. **American Red Cross** volunteers have been deployed to the hardest hit areas of Katrina's destruction, supplying hundreds of thousands of victims left homeless with critical necessities.

By making a financial gift to Hurricane 2005 Relief, the Red Cross can provide shelter, food, counseling and other assistance to those in need.

Please contact the local Red Cross today at 508.586.4790 or [www.bostonredcross.org](http://www.bostonredcross.org).

# Membership Luncheon = Great Benefits!

Friday, September 30, 2005 • Thorny Lea Golf Club, Brockton • 12:00/Noon

Membership is an investment in your business' future. The Chamber gives you access to education, consultation, research and advocacy. Ultimately, this investment strengthens your business and community foundation.

- **FREE Radio Advertising on WBET Radio AM 1460\* (Ten 30 second spots).....\$250**
- **FREE Advertisements in the "Action Report" distributed by the Enterprise newspaper.....\$275**
- **FREE Chance to win a membership for one year! (2nd year).....\$275**
- **FREE Entry into the Chamber's rapid referral system to generate new customers.....\$250**
- **FREE Posting on the Chamber's online job forum .....\$150**
- **FREE Listing in the Chamber's website with 36,000 hits per year.....\$270**
- **FREE Web Link for 12 months from the Chamber's Web site to your Business Website .....\$250**
- **2 FREE Listings in the Chamber's Membership Directory.....\$250**
- **FREE Admission to the next two Chamber networking events.....\$50**
- **FREE One time use of the Chamber's mailing list\*\* WHEN PAID BY CREDIT CARD.....\$275**
- **20% Discount on 2nd year when 1st and 2nd years are PAID BY CREDIT CARD.....\$55**
- **90 Day Money-Back Guarantee.....\$275**
- Total Value.....OVER \$2,425!**

## NEW Investors

Welcome!

**Beals and Thomas, Inc.**  
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32 Court Street  
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phone: 508.366.0560  
fax: 508.366.4391  
[www.btiweb.com](http://www.btiweb.com)  
*Engineering*

**Georgio's Roast Beef, Pizza & More**  
Mr. Artie Georgacopoulos  
1041 Pearl Street  
Brockton, MA 02301  
phone: 508.580.0160  
*Restaurants*

**Law Office of Aurelie M. Couturier**  
Ms. Aurelie M. Couturier  
37 Belmont Street  
Brockton, MA 02301  
phone: 508.559.2240  
fax: 508.559.2242  
[www.couturierlaw.com](http://www.couturierlaw.com)  
*Attorneys*

**Precision Installation**  
Mr. Joseph Cepkauskas  
34 Ridge Street  
Brockton, MA 02302  
phone: 508.510.0969  
fax: 508.580.9999

**Telcohelp Communications**  
Mr. Donald Dawson  
170 Liberty Street, Suite 200  
Brockton, MA 02301  
phone: 508.580.7881  
fax: 508.580.7886  
[www.telcohelp.com](http://www.telcohelp.com)  
*Telecommunications*

**Tropicana Casino & Resorts**  
Atlantic City  
Mr. Lee Fister  
PO Box 33363  
Baltimore, MD 21218  
phone: 410.467.6991  
fax: 410.467.7369  
[www.tropicana.net](http://www.tropicana.net)



**Business Development**  
**Exposure**  
**Legislative Representation**  
**Opportunity**  
**Networking**  
**Group Discounts**  
**Where Successful People**  
**Belong!**

To become a member, call  
508-586-0500 x 225 or 229

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

*Good News continued from page 4*

for educators from 3:30 PM -5:30PM and an inspiration presentation by Peter Yarrow from 7PM-9PM. Both activities will be held at The Joseph W. Martin Institute. For additional information please call **Cheryl Showstack**, Educational Outreach Manager, South of Boston Media Group at 508-427-6856.

*Calling All Cooks to Class* with



**Maureen Sullivan** on Saturday, **October 22** at the **Brockton Public Library**

beginning at 1:00 pm. The theme will be Harvest Time with a main special stew recipe and dessert. Seating is limited to 55 people. To reserve your spot, or for further information, please contact **Anne** at 508.584.6919.

**Bike, Boat and Run** as a team or as one on Sunday, **September 25** at 9:00 am at **D.W. Field Park** in Brockton for the benefit of the **Brockton Neighborhood Health Center**. Sponsors and volunteers are needed too. For more information call 508.586.0075. Application fees vary and you can also sign up online at [www.dwtriathlon.org](http://www.dwtriathlon.org). This event is run entirely by volunteers and is sanctioned by the USA Triathlon.

**"Artful Paws"** is an art sale



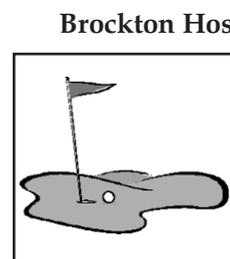
fundraiser to benefit the **MSPCA of Brockton**. The opening night of "Artful Paws" is

on Thursday, **September 15, 2005** at 7:00 pm at **UNITI Credit Union**, 115 Commercial Street, Brockton. The pieces of art work will be displayed during the opening night for sale followed by a week's worth of showing. "Artful Paws" is open to the public with special invitations mailed out to donors of the MSPCA, friends of UNITI Credit Union and members of the community.

**Old Colony Elderly Services**

is sponsoring a free seminar, **"Helping Employees Balance Work and Eldercare"**, for both employers and employees on **September 13** from 8-9 am at the **Metro South Chamber of Commerce**. The seminar will address the growing impact of eldercare responsibilities on the workplace. This is a great opportunity for your business to assist employees. Please RSVP by September 9 at 508.584.1561 ext 293.

The **Professional Development Center (PDC)** at **Massasoit Community College** has planned two exciting new **Massasoit Motivations Breakfast** presentations. The first, **Practical Guidance to Employment Law Updates** will take place on September 27 and the second, **Improve Your Bottom Line by Managing Your Risk** will take place on November 8. Each breakfast will be held in the Louison Board Room at the College's Brockton Campus, from 7:45 to 9:00 am and the cost is only \$15! And there is a new twist! Both breakfasts with have follow-up training for those who are interested! These training directly relate to Practical Guidance to Employment Law Updates. 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.



**Brockton Hospital** is pleased to announce the return of the popular **Charity Golf Classic** tournament on Monday, **September 12** at the beautiful **Indian Pond Country Club** in Kingston. This year's event continues the tradition of holding an exceptional tournament at one of the region's premier courses. Golfers will enjoy a fine day of golf including a barbeque luncheon, reception and awards dinner. In addition to individual golfers, a variety of sponsorship opportunities are available, some

with foursomes included. Please call the **Brockton Hospital Foundation** at 508-941-7078 or via email at [jlynch@brocktonhospital.org](mailto:jlynch@brocktonhospital.org) or [cpontbriand@brocktonhospital.org](mailto:cpontbriand@brocktonhospital.org) for specific questions or to request a brochure.

**Crimson Security Group** was recently chosen by the **Massachusetts Governor's Seaport Council** to install comprehensive security systems at the state owned Piers in Fall River, New Bedford and Gloucester. Security measures being implemented include wireless surveillance cameras, security fencing, gates and access control systems. **Lieutenant Governor Kerry Healy** was given a tour of the facility at the Fall River Line Pier and a demonstration of the capabilities of the newly installed security measures.

The **Center for Women and Enterprise** will be holding a **"Destination Success"** conference with a dynamic keynote speaker **Maura Donahue** of the **US Chamber of Commerce**. The half day conference will be on Thursday, **September 29** at the Westin in Waltham. For further information please contact **Charlene Neu** at 617.536.0700 ext 246.

The nine area Chambers of Commerce of Southeastern, MA invite you to a huge **Regional Business After Hours** on Wednesday, **November 2, 2005** at **Benjamin's Restaurant**, 698 Bay Street, Taunton from 4:30 – 7:00 pm. Come and meet business people from **Attleboro**, Cranberry County, **Metro South**, New Bedford, **Fall River**, North Attleboro, **Tri-Town**, Plymouth and **Taunton**. For further information please contact the Chamber at 508.586.0500 ext 221.

**Robert M. Haddad, MD**, president of **Caritas Christi Health Care**, and the Caritas Christi board of trustees have named **John J. Holiver** president of **Caritas Good Samaritan Medical Center**, Brockton. Holiver is the former senior vice president and chief operating



John T. Holiver

officer of Caritas St. Elizabeth's Medical Center, Boston. While serving as a member of the senior leadership team, Holiver oversaw

strategic planning, business development and system integration initiatives, and played an active role in hospital board activities and community affairs. Prior to his position at Caritas St. Elizabeth's, Holiver served for ten years at South Shore Hospital, South Weymouth, as vice president of administrative and clinical support services. During that time, he led multiple initiatives that expanded clinical capabilities and profitability. Before entering healthcare, Holiver served as an administrator within the hospitality industry. He is a graduate of the College of the Holy Cross with a bachelor of arts in business and economics and holds a master's degree from Cornell University. A native of Holbrook, Holiver lives with his wife and three children in Mansfield.

At the July Southeastern MA **SCORE** Chapter 422 Counselor's Monthly meeting, **Chairman John Brooks** introduced **Maurice L. Dube**, as the new District Director of the US Small Business Administration, for all Massachusetts with the District Office located in Boston. Dube will direct five major program areas including loans for start up and expansion businesses, community economic development financing, federal procurement contracting, business development and management assistance and small business advocacy. Dube is particularly interested in greater collaboration between all functional entities, the banks and chambers of commerce offices in generating business success stories and in more effective public relations. Please visit [sba.gov/ma/directors](http://sba.gov/ma/directors) for more on Maurice L. Dube.

# RENEWING Members

Thank You !

6 Foot 3 Design  
 A1 affordable Towing & Repair  
 ACS Services, Inc.  
 Annunciation Greek Orthodox  
 Church of Brockton, Inc.  
 Benoit & Associates, LLC  
 Best Western Carlton House  
 BFI Waste Services  
 Bridgewater State College  
 Brockton Area Association for  
 Retarded Citizens  
 Cameron's on the Green  
 Cardinal Spellman High School  
 CareerWorks  
 Changing Directions Counseling  
 Chatham West Associates  
 City Shredding Corporation  
 Costa Mechanical Services  
 Dharma's Creative Hair Design  
 Eastern Bank  
 Edible Arrangements  
 Effective Logistics  
 Embassy House Skilled Nursing  
 and Rehabilitation Center  
 Employee Assistance Program, Inc.  
 G B Enterprises, LLC  
 Halifax Car Wash/Aqua Spray  
 Heights Crossing  
 Home/Health and Child Care  
 Sevices, Inc.

Honey Dew Donuts of  
 West Bridgewater II  
 Law Offices of Janet B. Cole  
 Lyne Laboratories, Inc.  
 Maver Memorials, Inc.  
 Metro South Consultants  
 PCPractitioners, Inc.  
 Pine Oaks Golf Course  
 Plymouth County  
 Development Council  
 Powers & Waitt CPA's  
 Pyramid Flooring  
 RE/MAX Landmark Realtors  
 Robert G. Roy  
 Sandra Smith-Robbins  
 South Shore  
 Tri-Town Development  
 Stephanie A. Billingham,  
 Psychotherapist  
 Steve's Lawn Care  
 Thrive on Change  
 VKO, Inc. DBA Arley Corp.  
 Wal-Mart 2122  
 Wallace H. Peckham III,  
 CPA/CVA PC  
 Washington Realty Trust  
 Webster Bank, N.A.  
 Wilco Sales Company

## There is no I in Team...

### The Ambassador Team Produces Results...



The first **Ambassador meeting** of the season will meet on **September 7<sup>th</sup>** 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

- member support,
- increasing awareness
- promoting active participation

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 the Chamber at **508.586.0500 ext. 221**

## Report of the Nominating Committee

The Chamber Board of Directors, composed of a broad cross-section of Chamber members, is responsible for policy direction for the organization. For continuity, board terms are staggered over three years. The Chamber's Nominating Committee has prepared the following slate of candidates to fill terms expiring this year on the Board of Directors.

Nominated to serve a three-year term in the **Class of 2008** are **Jack Conway, Jack Conway & Company**; Christine Karavites, **PROTEAS Customized Consulting**; **Dana Molher-Faria, Bridgewater State College**; David Orloff, **Sharkansky and Company**; and **Charles Wall, Massasoit Community College**.

Nominated to serve a two-year term in the **Class of 2007** are **Susan Joss, Brockton Neighborhood Health Care**; Andrea Papadopoulos, **Arista Associates Inc.**; **Daniel Trout, The Community Bank**.

Nominated to serve a one-year

term in the **Class of 2006** are **Kirk Davis, The Enterprise**; Linda Faria-Braun, **Brockton Public Schools**; and **Lester Schindel, New England Sinai Hospital**.

In accordance with the Chamber bylaws, additional names of Chamber members can be nominated by petition bearing the signatures of at least 30 member firms in good standing. Such petitions must be filed by **September 12, 2005**. If a legal petition is presented with additional candidates, the names of all candidates will be mailed to all active members. If no petition is filed, the nominations shall be closed and the nominated slate will be elected by the Board at their October meeting. New Board members will take office at the **Chamber's Annual Meeting on November 16, 2005**. All Board of Directors' meetings are open to any Chamber member who wishes to attend.

## Chamber Receives VERIZON Grant



Rick Colon of Verizon presents Steve Hall, Chamber Chairman of National Grid with check to sponsor English as a Second Language (ESL) forum.

Over two thousand people in the Metro South region want to learn the English language so they can fully participate in the local workforce. Their names appear on a list kept by a number of local agencies eager to provide them the English classes they desire. "Many of these people possess skills that combined with a command of the English language would place them on a firm footing within the

local economy" said Christopher Cooney, President and CEO of the Chamber of Commerce. "We know, according to demographic projections, that a worker shortage is looming. It is in the best interest of our businesses and regional economy to provide these people with English classes so they can fully participate" said Cooney.

Verizon recently announced the grant. The funds will be used to convene a forum of business, community and political leaders to address the backlog. "The goal of this forum and the accompanying research is to establish a way to reduce the number of people on this list. We want to come away from this forum with a plan to provide five hundred more people with English classes each year" said Steve Hall, Chamber Chairman.

# Get Out From Behind Your Desk!

# Become a Season Ticket holder!

*Registering for events has never been easier.*



Become a Season Ticket holder for both of Metro South's most informative and innovative breakfast programs... **Good Morning Metro South and the Human Resource Management Council . With a**

**Season Ticket you will automatically be registered for all Good Morning Metro South OR Human Resource Management Council programs and you will receive significant savings!**

### Good Morning Metro South (GMMS)

Includes 8 breakfast programs and "A Taste of Metro South"

Number of Tickets	Regular Payments	Season Tickets	Savings
4 Seats	\$612	\$540	\$72
Individual	\$153	\$135	\$18

### Human Resource Management Council (HRMC)

Includes 4 breakfast programs and one half-day seminar

Number of Tickets	Regular Payments	Season Tickets	Savings
Individual	\$149	\$129	\$20

Company Name: \_\_\_\_\_

Name: \_\_\_\_\_ Preferred Name (for nametag) \_\_\_\_\_

Name: \_\_\_\_\_ Preferred Name (for nametag) \_\_\_\_\_

Name: \_\_\_\_\_ Preferred Name (for nametag) \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ E-mail: \_\_\_\_\_

Number of GMMS Seats (unlimited) \_\_\_\_\_ x \$125.00= \_\_\_\_\_ (total amount)

## BUSINESS EVENTS *Planner*

### September 15

#### Business After Hours

5:30 - 7:30 p.m.

Caritas Good Samaritan Medical Center  
235 North Pearl Street, Brockton

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

Please RSVP by September 14 at 508.586.0500 ext. 221  
Free for members & \$10 for non-members

### September 22

#### 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

### 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

### 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!**