

Action report

June 2008

www.metroouthchamber.com

Leading Businesses
Leading Communities



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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ATHENA Award Program Featured

Thursday, June 19, 2008



Michelle Yozzo Drake, CEO of the Cove Group, Inc.

The Metro South Chamber of Commerce will hold the 9th annual **ATHENA Award** program on Thursday, **June 19, 2008**, from **7:30-9:00 am**, at the Holiday Inn-Brockton, 195 Westgate Drive.

The featured speaker for the 2008 **ATHENA Awards** is **Michelle Yozzo Drake**, internationally known professional speaker

and executive coach, as well as the CEO and co-founder of The Cove Group, Inc.

Michelle has over twenty years of experience in the field of strategic communication. As CEO and co-founder of The Cove Group, a management and marketing firm that handled over \$150 million in projects during the last five years, Drake provides highly acclaimed presentations, products and services to help businesses boost performance in the areas of sales, leadership development, team dynamics and customer service.

After receiving her Bachelor of Science in Marketing and Management and her Master of Science in Education, Drake became a teacher of business and life skills for 11 years. Since then,

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she has been a keynote speaker and trainer for various Fortune 100 companies, has made presentations for universities and women's leadership organizations, and has appeared as guest expert on a number of prominent radio and television shows.

In addition, she is the creator of the business advice and career advancement podcast "Tips from Michelle", a contributing author to Inspiration to Realization Volume III, co-author of Whatever Happened to the Word No, and author of From the Kitchen to the Corner Office: Mom's Wisdom on Leadership.

Each year the Chamber presents the **ATHENA Award** to an exceptional individual who has achieved excellence in his or her business or profession, has served the community in a meaningful way, and has assisted women in reaching their full leadership potential.

As always, the Good Morning Metro South program series promises to be fast-paced, informational, and a great networking opportunity. Guests are encouraged to stay for informal networking immediately following the program.

Pre-register by calling the Chamber at **508.586.0500 ext. 231**. The cost is \$20 for members and \$25 for non-members.

Chamber Honors Local Businesses



Event Sponsors Paul Anghinetti and Bob Kenworthy of Bank of America and 2008 Small Business of the Year Award Recipient, Peter McConnell of Heights Crossing



2008 Entrepreneur of the Year Award Recipient, Robert Monahan of UPPAbaby and Christopher Cooney, Chamber President/CEO.

For all nominees, see page 7

Past ATHENA Award Winners

- 2007 Dr. Susan Szachowicz, Brockton High Principal
- 2006 Loretta Degrazia, East Coast Petroleum
- 2005 Marianne Wroble Cox, WXBR 1460am Radio
- 2004 Shailah Stewart, Brockton Public Schools
- 2003 Linda Faria Braun, The Adult Learning Ctr.
- 2002 Christine Karavites, Proteas Consulting
- 2001 Barbara Duffy, My Turn, inc.
- 2000 Noelle Foye, Brockton School Nurse
- 1999 Janice Cunningham, East Bridgewater Police

Join the Chamber of Commerce!

Call Lisa, 508.586.0500 x 225

State Representative Seat Produces Primary Race

June 13, 2008



9th Plymouth District State Representative Candidates Forum



Robert Sullivan



Michael Brady



Conor Yunits

The next Government Affairs meeting will be held at the Chamber on Friday, June 13 at noon. The meeting will feature a forum with candidates for the 9th Plymouth District primary to be held September 16. The candidates are Robert Sullivan, Brockton City Councilor, Michael Brady, Brockton City Councilor, and Conor Yunits, Communications Director for the Greater Boston Chamber of Commerce.

This meeting is by invite only and will be aired on the Brockton Community Access Channel following the event. We urge you all to take part by sending questions for the candidates to Lisa at Ikeene@metrosouthchamber.com. Selected questions will be asked and answered during the taping. For additional information, please call 508.586.0500 x 225. Don't forget to vote in the primary on Tuesday, September 16.

For information on the Government Affairs Planning Session, see page 2

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.

2007-2008 Featured Speakers:



Senate President Therese Murray, State Representative Geraldine Creedon, State Representative Christine Canavan, State Representative David Flynn, State Representative Thomas Calter, Senator Robert Creedon, John Regan from Associated Industries of Massachusetts and Jon Hurst from the Retailers Association of Massachusetts

The next Government Affairs meeting will be a Planning Session held on **July 11 at 12:00 p.m.** During this meeting, speakers for the upcoming year will be discussed. Come tell us

which officials you would like to meet and speak with.

If you would like to attend please R.S.V.P. by calling the Chamber at 508.586.0500 ext. 225.

The Chamber will be holding key *planning sessions* this summer in order to establish priorities and brainstorm speakers for 2008-2009 events. Chamber members are encouraged to attend and help in providing the best possible programming.

Please note the date of the meeting you would like to attend and call Kim at 508.586.0500 x 231 to confirm your attendance.

Government Affairs - Friday, July 11 at 12:00 pm

Business Issues Breakfast (HRMC) AND Good Morning Metro South - Wednesday, August 6 at 12:00pm

Opportunities for Customers & Contacts

Ambassador Team/Membership

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

The Chamber provides many opportunities to expand your business contacts.

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. *Don't miss the planning session for the 2008-2009 season on July 11 at 12pm at the Chamber Office*

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

Business Issues Breakfast

The Business Issues Breakfast series 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. *Provide input on the speakers you would like to see for the 2008-2009 season of HRMC and Good Morning Metro South on August 6, 2008 at 12pm at the Chamber Office*

Fuller Craft to Host After Hours

Thursday, June 26, 5:30-7:30 pm

Please join us on Thursday, June 26, 5:30-7:30 pm for a Business After Hours Event at the Fuller Craft Museum, 455 Oak Street, Brockton.

The Fuller Craft Museum is New England's home for contemporary craft and one of the premiere cultural institutions in Massachusetts. Their 22-acre campus in DW Field Park is home to world-class galleries, studios, cafe, courtyard and sculpture garden.

Now on display at the Fuller Craft are Mechanical Confections-Sculptures by Gina Kamensky, Folded Light, Folded Shadow: Paper Relief by Nishimura Yuko, sculpture Transformed: The work of Marjorie Schick, and The Machinery of Heaven: Glass Sculpture by Steven Easton, among other exhibits. For more information and a full list of exhibits, please visit www.fuller-craft.org or call 508.588.6000.

Come celebrate a night of art and enjoy networking in a casual setting and as always, don't forget your busi-



ness cards! In addition, complimentary refreshments will be served. The cost to attend is \$5 for members and \$10 for non-members. If you would like to register, please call Kim at 508.586.0500 x 231. You may also register online at www.metroouthchamber.com/register.html.

Attendees Learn How to Get Results



Jim Moniz, Owner of NorthEast VisionLink (far left) and Ken Cheo, Principal with Winfree Business Growth Advisors (far right) conducted a workshop in March aimed at helping business owners get the most out of their employees. Discussed was creating a mission statement and having employees know their roll in achieving its success, how to share ideas and open feedback and how to make the work environment fun for all workers. For more information, Call Ken Cheo at 781-353-6493



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

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

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

Photo and print production by Mark Mahoney, The Enterprise

Networking at Events

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

JUNE Calendar

4	Ambassador's Meeting	8:00 am
10	Executive Committee	3:00 pm
13	Government Affairs (Invite Only)	12:00 pm
17	ITAC Workshop	8:30 am
18	Board Meeting	12:00 pm
19	Athena Awards <i>Holiday Inn, 195 Westgate Drive, Brockton</i>	7:45 am
24	Brockton Based Manufacturers Meeting	4:30 pm
25	SBA Seminar	8:30 am
26	Business After Hours <i>Fuller Craft Museum, 455 Oak Street, Brockton</i>	5:30 pm

Coming Up
July

4	4th of July - Chamber Closed	
11	Government Affairs Planning Session	12:00 pm
16	Business Assistance Center/ Edison Business Incubator Meeting	TBD
17	Disaster Relief Workshop <i>Thorney Lea Golf Club, 159 Torrey Street, Brockton</i>	8:30 am

Save the date
August

6	Good Morning Metro South and Business Issues Breakfast Planning Sessions (HRMC)	12:00 pm
21	Board of Directors Meeting	12:00 pm

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

GOODNews

Celebrate the great things going on!

Volunteer of 2008 at Children's Museum



Judy Copley (center) flanked by Paula Peterson (L) Executive Director and Maria Unda (Chair, Board of Directors).

The Children's Museum in Easton is pleased to announce Judy Copley as the Volunteer of the Year for 2008. Judy was selected for her continued commitment to the children of Easton and surrounding communities, and presented with a plaque, a gift and a citation from the Massachusetts House of Representatives.

Judy has been the chair of the Museum's Annual Father's Day Road Race for the last 10 years and under her leadership, the Race has grown tremendously attracting over 400 runners and bringing in over \$65,000 in the last 13 years. Professionally, Judy works with children and families, and has two children of her own, MacKenzie and Britton. For more information on The Children's Museum in Easton, check our website at www.childrensmuseumineaston.org or call us at (508) 230-3789.

Community Shred Day

Mutual Bank has teamed up with the Town of Whitman to host its first annual "Community Shred Day" Saturday, June 14, at their Whitman Center office parking lot at 570 Washington Street, Whitman Center. The event, which will run from 9 a.m. to 1 p.m., will have an on-site shredder and will provide the opportunity for Whitman residents to bring paperwork to the site that they would like to have securely destroyed. Typically, such papers would include bills, old financial records, bank statements, legal documents, credit card offers, old tax returns, or cancelled checks. Datasafe Security Shredding will have a mobile shredder on site which will shred the paperwork into tiny particles and then press them for recycling use at no charge.

Children's Museum In Easton Mini Camps

Registration is now open and spaces are still available for the Museum's Summer Mini Camp program. Designed to meet the developmental needs and interests of children ages 3-8, Museum

campers offer creative, fun-filled activities that immerse campers in the theme of the session. Accomplished Museum educators, together with student teachers and junior aides, allow for a low teacher-to-camper ratio, assuring plenty of individualized attention.

The flexible schedule allows you to choose just the weeks you want, or enjoy them all! Each session is \$135 for members, \$150 for non-members, plus a \$10 t-shirt fee. The camps run 9-12 Mondays-Wednesdays for consecutive 2-week sessions and camps begin June 23 and run through the end of August. The Children's Museum in Easton is located in the Old Fire Station on Sullivan Avenue in North Easton Village. For more information, click "Summer Camp" at www.childrensmuseumineaston.org or call us at (508) 230-3789.

Columbia Electric Welcomes . . .



Joan Reid

Ralph Valente, Senior Vice President and Director of Marketing, Strategy and Communications for Rockland Trust, announces the promotion of Joan Reid to Vice President of Public Relations. In this role, Ms. Reid is responsible for the Bank's public

relations, events and corporate contributions. Ms. Reid joined Rockland Trust in December of 2005, and lives in Scituate, Massachusetts with her son, Geoff.

Rockland Trust Donates to Cardinal Cushing



Jeffrey Smith, Rockland Trust, Cardinal Cushing students Jason and Coles and Paul Fanning, Cardinal Cushing Centers

Rockland Trust has donated \$7,500.00 to the Cardinal Cushing Centers, it was announced today. Cardinal Cushing Centers is a school and vocational training center for individuals with developmental disabilities in Hanover, Massachusetts. Opened in 1947, the Center serves children ages six through twenty-two with cognitive, physical and emotional disabilities. Rockland Trust's donation will help renovate the school's vocational training areas. A check for \$7,500.00 was presented to Paul Fanning, Senior Director of Organizational

Advancement for Cardinal Cushing Centers on May 16, 2008.

Caritas and Rox Spread MRSA Awareness

Caritas Good Samaritan Medical Center and the Brockton Rox are stepping up to the plate to make the public aware of ways to prevent the spread of MRSA. At four games this season, May 28, June 25, July 24 and August 27, representatives from Caritas Good Samaritan Medical Center will hand out hand sanitizer to the first 500 people at each game. Each game will begin at 7:05 p.m. at Campanelli Stadium, 1 Feinberg Way.

Children are also invited to bring their teddy bears to take part in a Teddy Bear Clinic! All bear boo-boos will be treated by a Caritas Good Samaritan Medical Center "doctor" or "nurse".

The Brockton Rox are generously donating a portion of the proceeds from each of the four games to benefit patient care at Caritas Good Samaritan Medical Center. Log onto www.brocktonrox.com to buy your tickets now. For more information you may also log onto www.CaritasGoodSam.org.

Caritas New Cancer Center

A groundbreaking ceremony was held on May 13 at Caritas Good Samaritan with the opening of the Caritas Good Samaritan Cancer Center.

Mark Sinesi, MD has been appointed to be the medical director of the new radiation oncology treatment center. Dr. Sinesi will oversee operations at the center in conjunction with Caritas Good Samaritan Medical Center and Alliance Oncology. Dr. Sinesi will work with the multi-disciplinary Caritas Good Samaritan Cancer Committee and Rohini Sakhuja, MD, Department of Pathology and Laboratory Medicine, who oversees all activities of the medical center's cancer program.

The new cancer center will provide state-of-the-art treatment to cancer patients in addition to cancer treatments presently available at the hospital. Cancer program activities include weekly Oncology Conferences, a Cancer Registry, a Quality Management Program, and a Community Outreach Program that is actively involved in improving the health of our local community.

Mutual Bank- New Branch

Mutual Bank, a leading independent community bank with branches in Whitman, Brockton, Falmouth, Halifax, Carver, Middleboro and Hanson, will open its ninth location this fall. The

newest Mutual Bank location will be in Plymouth and plans to open by October 2008.

The new branch will be located at 10 Pilgrim Hill Road, off Samoset Street (near Exit 6). The 3,600 square foot storefront location will offer full service, including the bank's "Totally Free checking" program, commercial banking services, 24-hour ATM service, two-bay drive-up, safe deposit boxes, and full inside service.

Hundred Hungry Guys and Dolls

On Tuesday, June 17 the Charity Guild will host a "Hundred Hungry Guys and Dolls" Dinner event at Thorny Lea Golf Club, Brockton. 6-7: Cocktails, 7-9 Dinner, entertainment, raffles. \$100 per person if participating in raffle, \$50 per person if not participating. Proceeds will benefit the Charity Guild which provides basic and necessary services to those unable to meet their primary needs of food clothing and household goods. To purchase tickets, please email nancygus@verizon.net. Call 508.583.5280 for more information.

SBA Recognizes SEED With Award



Steven Preston, SBA Administrator, Maria Gooch-Smith, SEED Exec. Director and Jovita Carranza, SBA Deputy Administrator

Last Friday during "Small Business Week", the Small Business Administration (SBA) presented the national "2008 SBA Excellence in Lending Award" to the South Eastern Economic Development (SEED) Corporation.

In 2007, SEED worked with the region's banks to approve 56 SBA 504 loans and close on another 55 loans, for a total of 111 loans representing \$42.9 million. These loans leveraged \$55.4 million in bank financing and private funds, and assisted with the creation of 637 new jobs.

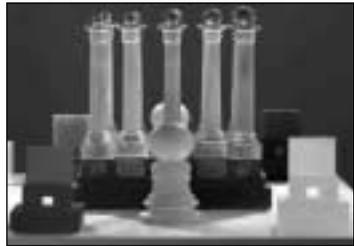
SEED is non-profit regional economic development corporation. In addition to the SBA 504 loan program, SEED runs three other loan programs designed to assist start-up and expanding small businesses. SEED also runs a business assistance program which includes monthly entrepreneurial workshops. For more

GOODNews

Celebrate the great things going on!

information on SEED please call 508-822-1020 or visit www.seedcorp.com.

New Exhibits at the Fuller Craft



The Machinery of Heaven, Steven Easton

The Fuller Craft Museum has four new exhibitions opening this spring, celebrating contemporary craft artists from Rhode Island to Japan.

The vibrant and energetic work of Marjorie Schick will be on exhibit through November 14th along with an exciting glass installation by sculptor Steven Easton.

Artist Wendy Wahl and Japanese artist Nishimura Yuko illustrate two very different ways one can create artwork with paper. Wahl's installation of life-size trees, made from "deconstructed encyclopedias," will be on exhibit through November 14th and Nishimura's gorgeous hand-folded panels of hand-made Japanese paper can be viewed through July 27th. For more information, visit www.fullercraft.org or call 508.588.6000. Don't miss the Chamber Business After Hours event on July 26! (see page 2)

Fun is Good Seminar

Mike Veeck will hold his third annual Fun Is Good Seminar on Friday, June 13th at 1 p.m. at the Shaw's Center. During the day-long event, Veeck will demonstrate how his Fun is Good philosophy translates from the baseball diamond to any business model ranging from the small business to the Fortune 500 company. Marketing innovator Al Fahden will join

Veeck as a featured speaker. Fahden is co-author of Best Seller, "The One Minute Millionaire". He has trained some of the biggest Fortune 500 companies on how to maximize their worker potential.

Registration begins at noon with a bar-beque dinner following the seminar at 5:30 p.m. Attendees will also have the opportunity to see Veeck's ideas in action at Spygate Demolition Night when the Rox host the Atlantic City Surf at 6:05 p.m. Tickets are \$125 and can be obtained by contacting the Rox Ticket Office at (508) 559-7000 or ordering online at www.brocktonrox.com.

Dictionary Project

The Bridgewater Rotary Club is happy to announce that it has partnered with the elementary schools in Bridgewater, East Bridgewater, and West Bridgewater to distribute dictionaries and thesauruses to each student in every third grade on Friday March 28. The Burnell School in Bridgewater received 54 dictionaries and that community's Mitchell Elementary School received 274 thesauruses for its fourth grade students. The Central School in East Bridgewater received 274 dictionaries. The Rose L. Mac Donald School in West Bridgewater received 96 dictionaries.

This project is part of an international effort by Rotary to increase literacy around the world. More information can be found at the website www.dictionaryproject.org.

Excel 2007 Workshops

The Massasoit Community College Division of Workforce Development will hold an Excel 2007 course at the Canton Campus, 900 Randolph Street, Canton on Wednesday June 11 from 9am-3:30pm. This is an introduction

class where you will find out how to navigate through the new Microsoft Office 2007 interface, plan your database before you begin, create a new database, setup and set parameters for fields in design view, enter data into tables, explore queries, and create and use a form. Learn these as well as other new Microsoft Office Excel 2007 features and enhancements. Cost of enrollment is \$97. For information on how to register, please call 781-588-9100 x 2011.

Sensitive and Intense Child Workshop

The Children's Museum in Easton is pleased to announce The Sensitive and Intense Child, a parenting workshop presented by licensed marriage and family therapist Natasha Edelhaus. This workshop will teach strategies for helping your child survive in a busy, over-stimulating world. It also will help you develop some essential tools to empower you as a parent.

The workshop will be held at the Children's Museum in Easton on Thursday, June 5th from 6:30-8:00pm. The cost is \$5 and pre-registration is required. Please call 508-230-3789 to pre-register, or stop by and register in person.

Rockland Trust Supported Cancer Walk

Rockland Trust announced its support of the ninth annual "Champions Fighting Cancer Walk" to benefit Signature Healthcare Brockton Hospital and the Chrystine M. Sullivan Memorial Foundation.

The former wife of Sullivan Tire president Bob Sullivan, Chrystine lost her four and a half year battle to cancer in August of 1999. Friends and family initiated the Cancer Walk to build an endowment to support those that live with and fight cancer. This is the ninth year that Rockland Trust has supported the walk, which took place on May 3.

History of West Bridgewater Book: Contribute Your Photos or Information

West Bridgewater resident, historian and author, James E. Benson has announced that he will be publishing a new history of the town of West Bridgewater, Massachusetts. This book will be published by Arcadia Publishing Company as a part of their Images of America series. This will be Benson's third book.

Benson's book will tell the history of West Bridgewater through the use of vintage photographs combined with text. These images will largely focus on the town's history from its early days with a major concentration on the late 19th to mid-20th century. Featured will be photographs of some of the town's more than 30 farms, neighborhood stores, restaurants, schools, public buildings, notable residents including those who served in the military and those who gave the ultimate sacrifice, and plain everyday family life of day's gone by.

Benson is welcoming contributions of photographic images for possible inclusion in the book. Anyone having photographs or interesting historical facts and tid-bits they wish to share are asked to contact Jim at 508-586-5104 or by e-mail at wbdhistory@comcast.net. All material will be returned to the donor.

James E. Benson is the co-author of The Swedes of Greater Brockton and author of Along Came Canada Road both published by Arcadia Publishing Company. He is a resident of West Bridgewater and a graduate of West Bridgewater High School.

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avandam@metrosouthchamber.com

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Topic: International Trade

Date: Tuesday, June 17

Time: 8:30 am

Location: Chamber Office,
60 School Street, Brockton



International trade has become vitally important for companies of all sizes. With trade barriers falling and the US Dollar at a favourable exchange rate for exports now is the time to find international markets for your product or service.

This program will show you how to identify and evaluate export markets, how to effectively use the Internet to market globally and how to think strategically about your supply chain.

At this workshop you'll also learn about the free programs and services available to you through the International Trade Assistance Center, Inc. ITAC is a state-funded private non-profit organization that provides free assistance for all of your international expansion needs.

For more information or to reserve your seat, please call Lisa at 508.586.0500 x 225 or email lkeene@metrosouthchamber.com.

Hot Topic: Disaster Preparation

Date: Thursday, July 17

Time: 8:30 am - 11:00 am

Location: Thorney Lea Golf Club,
159 Torrey Street, Brockton



A program of the Institute for Business & Home Safety

Diana McClure, VP and Director of Business Protection for the Institute for Business & Home Safety, will cover why planning for

business resumption from a natural or human-caused disaster can make the difference between survival and closing your doors. Participants will receive a copy of IBHS' "Open for Business®: A Disaster Planning Toolkit for the Small to Mid-Sized Business", learn about the basics of business continuity planning and how small and mid-sized businesses can protect their company and employees with a minimal burden on resources.

If you would like to attend, please contact Lisa at the Chamber at 508.586.0500 x 225.

If you had to close your business because of a natural or human-caused disaster, how prepared would you be to maintain contact with your employees, customers, vendors and others to do whatever it takes to get back in business as soon as possible? What if equipment or machinery that you rely on were severely damaged? What if you lost critical information or vital records, essential to the continuation of your business? Would you lose market share and damage your reputation? According to the Institute for Business & Home Safety (IBHS), at least one-fourth of all businesses that close because of a disaster never reopen.

SBA Workshop at the Chamber

If you are ready to launch a small business, or take an existing one to the next level, the SBA and our resource partners are eager to help. Join us for a morning of networking and connect with the SBA and resource partners for assistance.

Date: Wednesday, June 25, 2008

Time: 8:30 a.m. - 12:30 p.m.

Location: Metro South Chamber of Commerce
Sixty School Street, Brockton, MA

To Register: Call Lisa Keene, 508.586.0500 x 225



9:00a.m. - 10:00 a.m.: "Working Together for Success"

Discuss SBA counseling and training resources available to assist start-up and growing businesses.

10:15 a.m. - 11:15 a.m.: "Finance Your Dreams"

Discuss how SBS and lending institutions work together in assisting entrepreneur's access the financing needed to start and grow their businesses.

11:30 a.m. - 12:30 p.m.: "Government Contracting: The Hidden Market"

The federal government is the largest buyer of goods and services in the world. The SBA has a number of programs to help small businesses obtain a fair share of these contracts.

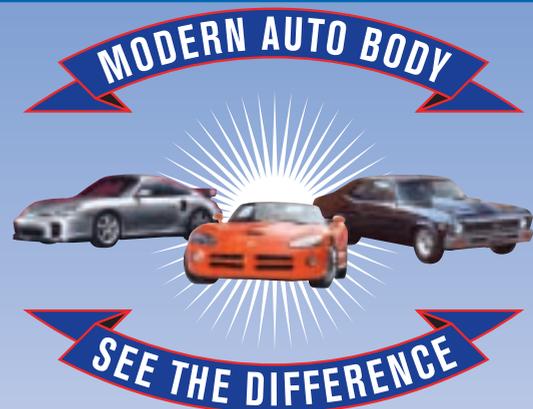
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Rep. Thomas Calter Speaks to Chamber



State Representative Thomas Calter spoke at the May Government Affairs meeting about current issues being discussed in the State House



Chamber President Christopher Cooney, Vice Chair of Chamber Government Affairs Christine Karavites, State Representative Thomas Calter, Mayor James Harrington and Chair of the Chamber Board Ray Ledoux

The next Government Affairs Meetings will be a candidate forum on June 13 and a planning session on July 11. See front page and page 2 for more information.

Chamber of Commerce Celebrates Small Businesses

2008 Award Recipients

Entrepreneur of the Year



Robert Monahan

UPPAbaby
371 Liberty
Street, Rockland
uppababy.com

UPPAbaby, created by parents Robert and Lauren Monahan, is a privately-owned juvenile products company specializing in the design and manufacturing of innovation, high-quality strollers and accessories. UPPAbaby seeks to contribute to our local communities by employing a Brockton-based warehouse and partnering with various local charitable organizations and donating products to families in need. The Strollers are \$600, complete with shock absorbers, a light and sleek aluminum frame, never-flat tires, and an adjustable handle. They are used by such celebrities as Denise Richards, Brooke Shields, and Tori Spelling. After a mere 18 months since product launch, UPPAbaby can be found in nearly 180 retail locations in North America. They have gone from 1 to 6 full time employees and continue to grow an average of 20% per month.

Small Business of the Year



Peter McConnell

Heights Crossing
Assisted Living
35 Christy Place,
Brockton
heightscrossing.com

Heights Crossing is a 100 bed Assisted Living Residence for the elderly. They opened in 1996 with only 10% of the facility occupied and a skeletal staff. Shortly after, business began to grow and for the past 10 years, Heights Crossing has been at 100% capacity with a staff of 50 full-time employees. In addition, they have been rated in the top 10% of nursing homes in a state conducted survey. Hired by The Pointe Group in 1998, Executive Director Peter McConnell realizes that assisted living is best served with an eye to hospitality and service. Mr. McConnell creates a hotel type atmosphere for residents by providing health and fitness rooms, sitting areas, washers and dryers, private function rooms, pub and country store, and a cinema with nightly movies. Heights Crossing is also active within the community. Under Mr. McConnell, Heights Crossing has conducted the annual "Keep Brockton Beautiful Day" cook-out, and during the summer, the patio serves as the venue for the Mayor's Summer Concert Series.



Lee Ehrenzeller

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Lee Ehrenzeller
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Randolph
www.franki-rounds.com

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a complete line of commercial and industrial firetube and watertube boilers, combustion equipment and boiler room accessories. Years of experience and continuous work in New England's most modern and up-to-date boiler rooms give Rounds Company a cutting edge view of practical and sophisticated system designs. Serving New England for over 65 years, Rounds Company has developed a unique customer service and support system. Frank I Rounds goes the extra mile to make sure that their customers receive the highest quality products, services, support and after market care available in the industry today.



Rich Morgan

Rich Morgan Photography
Rich Morgan
26 Crescent Street,
West Bridgewater
richmorganphotography.com

Rich Morgan specializes in wedding, individual and family portraits, corporate events and product photography, serving Cape Cod, South Shore MA and Rhode Island. In 2001, Rich opened Rich Morgan Photography in Milford, Ma. He recently moved to West Bridgewater where he has achieved 30% growth in each of the last 2 years. Rich Morgan is always looking for new technologies and equipment in order to produce a better presentation and product. In addition, initial photos of events are posted on a web site with password protected customer access where they may also order prints. Rich is the Chamber photographer, and has also worked with Special Olympics and the Children's Museum in Easton.

Congratulations to all the nominees of the 2008 Small Business and Entrepreneur of the Year Awards!



Michael Zygiel

Federal Telephone & Communications
700 West Center
Street, Suite 700,
West Bridgewater
fedphone.com

Michael Zygiel recognized that clients, small and large were frustrated to resolve "phone problems" between the equipment supplier and the phone company. In July 2003, Michael launched Federal Telephone with the idea that they can act as the concierge to your communication needs. They not only provide, install and maintain the physical phone but they also act on your behalf for repair and services from the phone company. Federal Telephone has been recognized as one of the fastest growing AVAYA Business Partners in the country and rank in the top 20% in the nation. Currently, Federal Telephone does business in 29 states, employing over 150 subcontractors to install, support and maintain telephone systems for major companies all over the United States. In addition, Federal Telephone has donated services and equipment to many non-profit organizations as well as offered them financial support.



Lou Tarantino

Environmental Operations Management, Inc
318 Manley Street,
West Bridgewater
kingofcardboard.net

Environmental Operations Management, Inc. (EOMS) has been on the cutting edge of the recycling business since 1995 where it started as a one person cardboard recycling company. EOS provides trash document destruction and the composting of food residuals in addition to paper recycling and trash removal for commercial, industrial and government entities. The company was started by Lou Tarantino in his family's backyard garage while he attended Bridgewater State College. What began with 4 drivers and 1 truck has grown to 21 employees and 15 trucks. EOMS' annual sales have grown an average 15% per year. They have also expanded operations beyond Brockton to cover the entire Metro South area, Boston, and points North and West of Boston.



Rheanon Romero

RT Kid Works, Inc.
Rheanon Romero
15 Longworth
Avenue, #223,
Brockton
rtkidworks.com

Rheanon Romero noticed her son was banging his head on and chewing the railings of his crib, so she set out to remedy the situation by creating a decorative padding to cover the railings. Rheanon created the "Bite Me Bumper" under the company name RT Kid Works, Inc. She contacted a manufacturer in December 2007 and sold \$600 worth of the product. In March and April 2008, she averaged 70+ a month on Amazon.com. Currently she has over 200 "Bite Me Bumper" orders on backorder. Rheanon's product is sold in 12 stores and national chain stores such as Babies R Us and USA Baby are interested in carrying the "Bite Me Bumper". Rheanon is working towards her accounting degree at Bridgewater State College.



John Costa

BC Tent & Awning
23 Bodwell Street,
Avon
bctent.com

BC Tent provides custom products and awnings for commercial and residential use, fabric storage garages, and party rental items such as tents, tables and chairs. In 1980, Bob Costa started B.C. Tent & Awning with one tent in his father's garage. The company has now grown to 15 full time employees, 15 seasonal employees, and now manages over one half million square feet of tents. BC Tent is a leader in the industry in terms of sales and growth and demonstrates consistent delivery of superb service and quality. The company has been recognized nationally for their work, receiving an Image Award from the American Rental Association for their new warehouse in Avon. BC Tent and Awning can be seen at industry events, civic and community events, and at Brockton Rox games.

MEMBERProfile



Warren Rutherford

Rutherford Advisors, Inc.

What is your market area?

Focus on southeastern Massachusetts, yet have clients nationwide..

What markets do you serve?

Principally service businesses greater than \$1MM in sales annually.

Please list awards, honors or special recognition your firm has received:

Mr. Rutherford is accredited by the Institute for Independent Business, a CMT Accredited Senior Mentor, a Certified Analyst in Axiology, a Certified Behavioral Coach, and a Certified One Page Business Plan Consultant.

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

To provide each customer the maximum opportunity to increase its sales, improve its effectiveness and efficiency by enhancing alignment between the business and its employees, and the business and its customers.

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.

Address, Phone, Website:

251 Olde Homestead Driven
Marstons Mills, MA 02648;
508-428-9345;
www.RutherfordBusinessAdvisor.com

Year Established: 1997

Number of Employees: 1

Products or Services:

Business consulting and advisory services, executive mentoring, and executive coaching.

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

Each service is tailored to a business owner's needs and opportunities. I specialize in maximizing corporate growth through improved communication, planning, and execution; using a variety of consulting, mentoring, and coaching techniques and tools.

Charlie Horse Offers 'After Hours' Fun

Over 80 people attended the Business After Hours held at the Charlie Horse. The event was co-sponsored by the Special Olympics.

The Special Olympics offers year-round competitions. To learn how you can volunteer, visit www.specialolympicsma.org

For a menu and schedule of events at the Charlie Horse, visit www.thecharliehorse.com



Jay O'Brien and Klete Squires, The Special Olympics MA, and Kim Bewsher, Metro South Chamber of Commerce



Kevin Brower, HarborOne Credit Union, Matthew Ledin, Coastal Community Capital, and Lourdes Nieves and Paul Gravelise, HarborOne Credit Union



Matthew McLaughlin, Morgan Stanly and winner of a \$50 Charlie Horse Gift Certificate, Chris Callahan, Citizens Union, and Melissa Dacosta, Rockland Trust



Jack Yunits, Brockton ROX, Pat Ciaramella, Old Colony Planning Council and Jay O'Brien, Special Olympics



Damien Johnson and Mike Lanetta of Comcast and winner of Rox Tickets



Dee Flannery and Sam Dhamija of the Quality Inn, Brockton

Italian Press Tours Shoe Factory



Thomas Downs and Matt Horris of Acushnet Company (Foot Joy) in Brockton spent a recent afternoon providing an extensive tour to visiting journalists representing six Italian publications. The tour was coordinated through the Metro South Chamber of Commerce in cooperation with the Brockton 21st Century Corporation and Plymouth County Convention and Visitors Bureau at the request of the Governor's, Massachusetts Office of Travel and Tourism(MOTT), office. The tour included an oral history by Brockton Veteran's Agent, Bob Martin on the significance of the boots Brockton manufacturers produced for Union Soldiers during the Civil War and a written description of the upcoming exhibit at the Fuller Craft Museum highlighting shoemaking as fine craft. Chamber Vice-Chair, Christine Karavites and Chamber president and CEO Christopher Cooney, hosted the press corps and were joined by Bob Martin and Mary Waldron. Mayor James Harrington extended a special welcome on behalf of the city of Champions. Articles will begin to appear this fall in several Italian publications. The stories will focus on the exceptional quality of the golf shoes made in America (Brockton) and the long proud history of shoemaking in the region. Italian interest in American travel and products has increased dramatically with the strengthening of the euro against the dollar in recent years.

Membership Drive Goes Online

The Chamber's E-Membership Campaign is currently underway. We are asking directors, committee members and members to identify two or three businesses with whom you do business and invite them to join!

Please send your prospective companies to lkeene@metrosouthchamber.com or by fax to 508.587.1340. Prizes will be awarded for most leads, greatest number joined and most revenue. Winners will be announced at the end of the summer. View referred prospective members, track the competition, and view your standing by contacting Alison van Dam, 508.586.0500 x 222



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Do You Have an HR Question?

Try the Human Resource Hotline

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

The Metro South Chamber of Commerce has developed a hotline for your business to receive professional advice from experts in the HR field. Simply e-mail your questions to the HR hotline at hrhotline@metrosouthchamber.com or log onto www.metroouthchamber.com.

For more information contact **Kim Bewsher** at 508.586.0500 ext. 231.

Business Awards Luncheon Features Table Top Tech Expo

The Small Biz/Tech EXPO featured over 25 local companies. This premier business venue showcased products and services to future customers. The day featured programs, events, speakers and awards. Photos Courtesy of Rich Morgan, www.richmorganphotography.com.



Cindy Velez and David Ford, AT&T Wireless



Howard Rubin, Brendan Holleran and Vincent Vorducci of ACS Services, Inc.



Joseph Sheehan, Jena Nunos, Lucila Valesquez, and Paul Anghinetti of Bank of America (event sponsor)



Robin Napier and Craig Fox, PAETEC



Damien Johnson and Josh Smith, Comcast



John Karolemeas, Monster.com



Howard Wright and Dan Goldenberg, Wright Technology



Jim Landry, Adtran, Inc.



Jay Pike, Sharkansky & Co., Chamber Chair Ray Ledoux and Chamber President/CEO Chris Cooney



Jeanette Travaline, Bill Crowley and Beth Snell of Randolph Savings Bank

Small Business Luncheon Features Technology Columnist, Scott Kirsnir



Event sponsors Bob Kenworthy and Paul Anghinetti of Bank of America are interviewed by Christine Karavites, Proteas Consulting



Warren Rutherford of Rutherford Advisors, Inc. helps workshop attendees learn how to build a successful business plan. See member profile on page 8.



Dan Cooley, Assistant Director of Information Technology at Bridgewater State College leads a workshop on website design



Emcee of the event, Dan Trout of the Community Bank



Small Business of the Year recipient, Peter McConnell, Heights Crossing



Entrepreneur of the Year recipient, Robert Monahan, UPPAbaby



Featured Speaker, Globe Technology Columnist Scott Kirsnir

Video Available on the Web

To see a video of the Luncheon Program, courtesy of BCA, including a presentation by the featured speaker, Boston Globe Technology Columnist Scott Kirsnir, and the announcement of the Award Recipients, please visit the video section of our website. This new web component can be found at www.metroouthchamber.com/video.html

RENEWING Members Thank You !

Acme Precision Machine Company, Inc.	John Corcoran & Company
ACS Services, Inc.	John DeCosta Jr., Inc. Lock & Security
Advantage Health Care Resources	Joseph Stadelmann Electrical Contractors, Inc.
Avon Co-operative Bank	Knight International Weller
B C Tent & Awning Company, Inc.	Michael A. Taicher, PC
Barbour Corporation	Michael Cedrone Monuments
Bath Fitter	Modern Auto Body
Bay State Cooling	Montello Heel Manufacturing, Inc.
Bemis Drug Inc.	Needel Welch & Stone, PC
Blue Lion Insurance Agency	Pheonix Cleaning Services, Inc.
Bridgewater Cosmetic and Family Dentistry	Philip Nessralla, Jr., Esq.
Bridgewater State College	Pillsbury Florist
Brockton Area Workforce Investment Board	Robert Berks, Attorney at Law
ChriMark Financial Services	Safeguard
Christo's, Inc.	Sharkansky & Company, LLP, CPA's
Connolly Insurance	Silverstein & Creedon
Costco Wholesale #303	South Shore Supply
Creedon & Creedon	Southeastern Regional School District
Easton Country Club, Ltd.	Stonebridge Cafe
EMH Recovery Inc.	Sullivan Tire Company, Inc.
G.T. Reilly & Company	The Guardian Center for Skilled Nursing, Rehabilitative Service
Gary R. Oman, P.C.	The Hire Authority, Inc.
Good Days Restaurant, Inc.	Triad Advertising
Grant Stanton Produce Company, Inc.	United Way of Greater Plymouth County, Inc.
Hair It Is	Vermont Pure Springs
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Metro South Restaurant Week

The Metro South Chamber of Commerce will be coordinating a 2008 Restaurant Week.

The idea is to offer 12 days and nights of dining at the Metro South Region's finer restaurants serving 3 course fixed price lunches for \$12.08 or dinners for \$20.08. If you are interested in joining this committee to organize Restaurant Week, please call Kim Bewsher at 508.586.0500 x 231. A planning session will take place on July 1st at the Chamber of Commerce.

Join the Team!

The next **Ambassador Team meeting** will meet on **June 4** 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, and member-to-member support, increasing awareness and promoting active participation in Chamber programs and services. Presently, there are over twenty



Ambassadors met recently to discuss current issues and new ways to support Chamber member businesses.

business professionals on the Ambassador Team.

To become an Ambassador, contact Lisa at 508.586.0500 x225.

\$345,000 EITC Money Returned to Region

The 2008 Metro South EITC Campaign partnered with Self Help Inc. of Greater Brockton this tax season and saw an increase in the total number of clients aided at the main branch of the Public Library and the Self Help Fuel Assistance site on Main Street in Campello. This was the first year that Self Help participated in the Earned Income Tax campaign and the results were encouraging. The 2007 filing season saw nearly 700 working families take advantage of the free internet web based electronic tax service completing their Federal and State income returns.

This year the EITC campaign

operated at two locations for the first time. More than 1200 federal and state returns were filed electronically. The federal refunds generated this season totaled \$702,000 and Earned Income Credit money captured totaled \$345,000. More than 200 families qualified for the EITC credit on their Federal and State Income Tax returns.

The number of families benefiting from the EIC credit increased by 6 % from last year. The average Federal refund was nearly \$1100. When state figures are added into these totals, the refunds issued figure was more than \$875,000 returned to the local economy.

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

The Metro South Business Assistance Center can help!

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

FREE services offered

- Business Related Software
- Comprehensive Reference Library
- Professional Counseling (by appt.)
- Access to Computers & Online Resources
- Informational & Instructional Videos
- Workshops & Seminars (fees may apply)



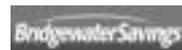
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Australian Developer Visits Chamber



Fine craft and manufacturing were the topics of a recent meeting held at the Chamber with Mary Waldron, Brockton 21st Century Corporation, Gretchen Keyworth, Executive Director of the Fuller Craft Museum, Wyona Lynch-McWhite, Deputy Director of the Fuller Craft, Jane Andrew, Engaged Consulting out of Westbourne Park Australia, Beate Becker, Cultural Economic Development Specialist and Christopher Cooney, Chamber President/CEO.

The Fuller Craft Museum has recently received a grant to pursue greater collaboration between designers and manufacturers that could result in additional product development with existing Brockton manufacturers. Similar projects have produced wonderful new products and profits for Australian manufacturers and designers.

Can A Hobby Become A Business?

The quick answer is "yes," but it must be noted that it is rare, and usually not very profitable. While it is true that tens of thousands of people are able to sell some of the items they make, and in fact, may even sell enough to pay for the hobby; it is most unlikely that they can actually earn a living from doing so.

We don't mean to discourage anyone from pursuing their hobby. After all, you engage in it because you enjoy it-for any of several valid reasons. And if you can make some sales to individuals; or perhaps

even get a few retailers to sell your items, well that's great. And it happens all the time.

You must start asking yourself some tough questions: how much does each item cost to make; how much can I sell them for; how much can I make in a day, a week, a month; how much must I spend to advertise?

Free counseling to discuss your ideas is available from SCORE (Service Corps of Retired Executives) by calling the Metro South Chamber of Commerce at 508.586.2673 for an appointment.

SCORE
Counselors to America's Small Business

New Monument Honors Brockton Firefighters



On May 10, 2008, hundreds gathered in the City Hall Plaza in Brockton to see the dedication of the Strand Theatre Firefighters Memorial statue, a tribute to the thirteen firefighters who lost their lives in the theater blaze on March 10, 1941. The day included a bagpipe band and the Honor Guard, as well as many speeches, including those made by Mayor James Harrington and Brockton Fire Chief Kenneth Galligan.

The statue, made of bronze and granite standing more than ten feet tall depicts Edward Burrell, a retired Brockton fire chief and the only living survivor of the fire. Burrell is depicted kneeling with his head bowed. On



the base are engraved the names of the thirteen dead firefighters alongside 'A Fireman's Prayer.'

Seven years ago, a committee of firefighters and citizens joined to plan the building of and raise the necessary funds for the statue. The committee raised \$150,000 by holding raffles and potluck dinners in order to properly honor the fallen heroes.

The thirteen firemen were killed when the roof of the Strand, located on School Street, collapsed into the balcony where they were stationed. The cause of the fire was never determined, but remains one of the deadliest fires in U.S. history.

On Thursday, June 5, the Brockton Rox will be hosting a fundraiser for the Strand Memorial. The Brockton Firefighters will be playing the U.S. Military All-Stars. The game starts at 6:05 at Campanelli Stadium. The cost is \$5 and all proceeds will go to the Strand Fund. For more information, visit www.brocktonrox.com or call 508.559.7000

"Maintain the Metro South Momentum"

"The chief business of America is business."

- Calvin Coolidge

President Calvin Coolidge, who also served as Governor of Massachusetts, espoused the importance of a strong business community. He recognized the strength businesses contribute to a democracy. This is why, today, the U. S. Government (IRS) recognizes Chamber of Commerce membership dues as a necessary business expense. Membership in the Chamber of Commerce is a tax deductible investment in your business and community.

To join the Chamber, call Lisa:
508-586-0500 x225.

METRO SOUTH CHAMBER OF COMMERCE

Why Are So Many Successful Businesses Chamber Members?

Business Development Services

Edison Business Incubator
Business Assistance Center

Professional Development

Educational Seminars and Workshops

Energy Savings Program

Constellation New Energy

Qualified Leads

Metro South Leads Group



Group Medical Insurance Rates

Blue Cross Blue Shield, Delta Dental, Harvard/Pilgrim, Tufts, United Health Care

Cost Effective Advertising

Monthly Newsletter and Annual Book for Business

Legislative Activities

Monthly meetings with legislators

Rapid Referrals

Hundreds of referrals made daily

Chamber Membership is Key to Your Business Success

Call Lisa at the Chamber, 508-586-0500 Ext. 225

Join by July 11 and mention this ad, to save \$25, receive a FREE membership directory, a FREE set of mailing labels, and FREE admission to our next three (3) programs! Also, you will be entered into our drawing to win a free year of membership!



"The Metro South Chamber of Commerce is a major force promoting and serving Brockton's business community. I always encourage area businesses to become active in the Chamber. The Chamber is a great advocate for the city and we're fortunate to have such a committed organization working to enhance the future of Brockton."

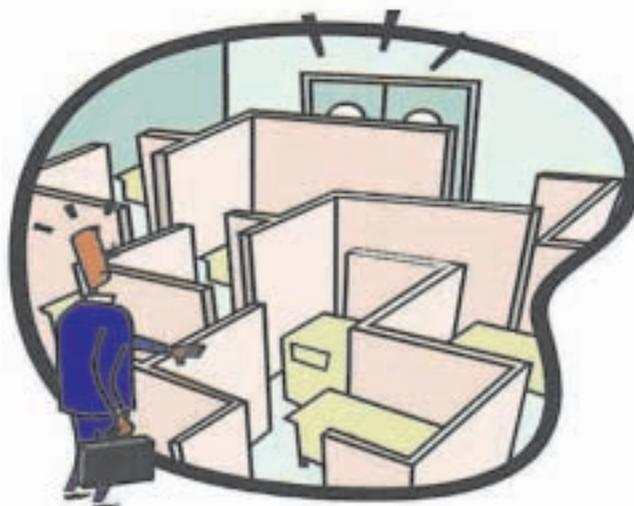
James Harrington
Mayor
City of Brockton

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MEMBER



BUSINESS EVENTS *Planner*

June 4

Ambassador Meeting

8:00 am- 9:00am

Metro South Chamber of Commerce
60 School Street, Brockton

Be a part of a team that serves fellow members and increases awareness and promotion of Chamber programs and services.

Please RSVP at 508.586.0500 ext. 225

June 19

Athena Award

7:30 am- 9:00 am

Holiday Inn, Boston-Brockton
195 Westgate Drive, Brockton

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

Cost: \$20 members, \$25 non-members
Please RSVP at 508.586.0500 ext. 231

June 26

Business After Hours

5:30 pm - 7:30 pm

The Fuller Craft Museum
455 Oak Street, Brockton

This is a great way to make business contacts in a casual setting while enjoying great art. Don't forget your business cards!

Cost: \$5 members, \$10 non-members
Please RSVP at 508.586.0500 ext. 231

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!