

# Actionreport

October  
2011

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.



Titi Ngwenya, page 6



James Shelton, page 10



Tim Allen, page 11

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Designed by:  
Alison van Dam

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Wednesday, October 5, 5:30 pm - 7:30 pm, Donahue Hall, Stonehill College

- Brian Joyce  
State Senator
- Thomas Kennedy  
State Senator
- James Timilty  
State Senator
- Christine Canavan  
State Representative
- Angelo D'Emilia  
State Representative
- Geoff Diel  
State Representative
- Geraldine Creedon  
State Representative
- Michael Brady  
State Representative
- Louis Kafka  
State Representative
- Daniel Webster  
State Representative



Sponsored by:



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Town of Whitman
- Daniel Pallotta  
Town of Hanover
- Daniel Salvucci  
Town of Whitman
- Francis Lynam  
Town of Whitman
- Frank Hegarty  
Town of Avon
- Gerald Salvatori  
Town of Canton
- Jim Benson  
W. Bridgewater
- John Barry  
Town of Hanover

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 5 for the 22<sup>nd</sup> Annual Legislative and Candidates Reception. The reception will be held at Donahue Hall, on the campus of Stonehill College in Easton from 5:30-7:30 p.m.

The reception is a casual event at which business leaders and elected officials can renew face-to-face contacts and discuss issues of importance while enjoying complimentary refreshments and hors d'oeuvres. The cost to attend is \$5 for members and \$15 for future-members. Register by calling 508.586.0500 x 225, email lkeene@metrosouthchamber.com or visit events.metroouthchamber.com.

**Lower Tax Rates  
Attract Business, Jobs**

Many communities within the Metro South region have benefited from proximity to Boston while offering lower comparable real estate prices and tax rates. Over the years, this combination of lower comparative real estate prices and tax rates has helped the region in attracting businesses, residents and jobs. At this time each year, every town and city in Massachusetts sets their tax

- More on page 11 -

**Regional Partnerships Key  
to Competitive Region**

Issues such as water supply, wastewater treatment, transportation, business development and infrastructure investment are areas where working together produces far more benefits for the region in the long run. The Metro South Chamber is actively expanding its partnerships with business and community leaders from throughout the Metro South region and has recently been invited to pursue

- More on page 11 -

**Keynote Speaker:**  
David Morales, VP,  
Steward Health Care System

**98<sup>th</sup> Annual  
meeting**



Wednesday, November 16, 2011

Conference Center at Massasoit, 770 Crescent Street, Brockton

**98th Annual Meeting Luncheon**

12:00 pm - 1:45 pm



David Morales, VP of Public Policy and Planning for Steward Health Care System, LLC

We invite you to join over 400 business people and community leaders to celebrate businesses working together for the future of the Metro South Region.

This entertaining and informative meeting will feature keynote speaker David Morales. In addition, there will be Economic Impact Award presentations, fun and exciting raffles and valuable networking opportunities.

Tickets are \$45 for members and \$55 for future-members.

**Business-2-Business EXPO**

10:30 am - 12:00 pm  
1:45 pm - 3:00 pm



Explore products and services of value to your business and make profitable business contacts. Over 70 exhibitors are expected. Be sure to make time before or after the Annual Meeting to visit the Expo.

**Reserve Your Booth Space:**

Expand your business and reach over 500 people at the Business-2-Business Connection Expo. The Expo was designed as a personal table top Expo for local businesses. Your organization will be provided with meaningful opportunities to promote your business while keeping your budget in mind.

**Travel With The Chamber  
-Open To All Travelers-**

**AFRICAN SAFARI**  
March 15-March 29, 2012



**AMALFI COAST, ITALY**  
March 27 - April 4, 2012



See page 7 for more information

For more information on the Annual Meeting Luncheon or Expo, see page 2

## Business-to-Business Expo

November 16, 2011, 10:30 am-3:00 pm

As part of the 98th Annual Meeting, the Metro South Chamber of Commerce will host a **Business-2-Business Expo** on Wednesday, November 16, from 10:30 am - 3:00 pm, at the Massasoit Conference Center in Brockton. The Business-2-Business Expo is a great opportunity to reach over four hundred business people throughout the Metro South region. Designed to be a personal table top expo, presenters will be provided with meaningful opportunities to promote their company to prospect after



prospect. It is the right place, the right time, and the right audience.

The cost of a booth is \$329 for members (\$429 for future-members). Call before October 14 and receive the **discounted price of \$279 for members (\$379 for future-members)**. 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 **Kim Prosper** at 508.586.0500 ext. 231.



Bill Bures, Liam Henderson  
Hub Technical Services



Lisa Wyn  
Bathfitter



John Hoyle  
Owen's Corning of New England

### Companies Exhibiting at the Business-2-Business Expo (Space still available!)

ABC Specialties	Crescent Credit Union	Products of New England
AFA Massachusetts, Inc.	Curry College	Pops Fine Wines & Liquors
Allegra Print & Imaging	Father Bill's and MainSpring	Red Jacket Resorts
B.C. Tent & Awning	Fisher College	Rich Morgan Photography
Beacon Telecom, Inc.	Good Samaritan Medical Center	Rob Peters Entertainment
Blue Cross/Blue Shield of MA	HarborOne Credit Union	Sharkansky & Co
Boston Medical Center	Health Services Administrators	South Eastern Economic
HealthNet Plan	Home/Health & Child Care Services	Development (SEED)Corp.
Bridgewater Savings Bank	Hub Technical Services	MA Supplier Diversity Office
Brockton Area Arc, Inc.	Metro South Chamber Commerce	Technical Support Intl
Brockton Rox	Mutual Bank	The Community Bank
Comcast	Old Colony Elder Services, Inc.	
Costco Wholesale #303	Owens Corning Residential	

## EXPO Sponsorship Opportunities

Sponsoring the Annual Meeting and EXPO offers your company exposure to the local business community and an opportunity to network with business leaders in the area. Not only does it create an awareness for your products and services, it allows you to target your marketing efforts to business professionals and potential customers in the Metro South Region.

### Sponsorships Still Available

<b>Grand Sponsor</b> (\$5,000)	<b>Contributing Sponsor</b> (\$2,500)
<b>Tote Bag Sponsor</b> (\$3,000)	<b>Supporting Sponsor</b> (\$1,500)
<b>Exhibit Hall Sponsor</b> (\$3,000)	<b>Coffee Station Sponsor</b> (\$850)

Sponsorship categories can be tailored to fit your company needs. Call **Kim Prosper** at 508.586.0500 x 231 or email [kprosper@metrosouthchamber.com](mailto:kprosper@metrosouthchamber.com) for more information on what each sponsorship package includes.

## Promote Your Product, Service at Annual Meeting



Donate a prize for the Metro South Chamber 98th Annual Meeting Raffle and you will receive valuable exposure and direct promotion to over 400 business leaders in the Metro South Region in attendance. Examples of prizes to donate: Gift certificates, savings

bonds, bottles of wine, passes to cultural or educational events, free ads, or clothing. Feel free to be traditional or creative. Proceeds go to the Metro South Chamber of Commerce Education Foundation. Contact Kim Prosper at 508-586-0500 x 231 for more information.

## VP of Steward Health Care, 98th Annual Meeting

November 16, 2011, 12:00 pm-1:30 pm



**Massasoit Conference Center in Brockton for the Metro South Chamber of Commerce 98th Annual Meeting.** The featured speaker is David Morales,



David Morales

Join us and over 400 fellow Chamber members at the **Massasoit Conference Center in Brockton for the Metro South Chamber of Commerce 98th Annual Meeting.** The featured speaker is David Morales, Vice President for Public Policy and Strategic Planning for Steward Health Care System, LLC. Morales has a unique and distinguished career in health care and policy. One of the key architects and authors of Massachusetts' Health Care Reform law, Chapter 58, Morales previously served as Commissioner of the Division of Health Care Finance and Policy. As Commissioner, he led efforts to enhance quality of care, while reducing costs in the nation's most innovative health care that include the All Payer Claims Database, Health Care Cost Trends market analysis hearings, in partnership with the State's Attorney General. In addition, as a member of the Health Care Cost and Quality Council, Morales worked to standardize the metrics used to publicly measure quality, as well as total medical expense.

Morales also served as Deputy Chief of Staff to Massachusetts Governor Deval Patrick, and Senior Advisor to Massachusetts Senate President Robert E. Travaglini. In both roles, he led efforts on issues that included health care policy, economic development and life sciences. Finally, Morales also has extensive knowledge in the pharmaceutical market and implemented the nation's first prescription drug insurance model, Prescription Advantage, which influenced the creation of Medicare. Part D. Morales is a dedicated public and community servant, who has founded multiple non-profit organizations committed to fostering leadership.

Also at this meeting, **Economic Impact Awards** will be presented to businesses who have made a significant investment in the Metro South region over the past year. Board service awards will also be presented.

Tickets are \$45 for members and \$55 for future-members. **Corporate tables of 10 are still available.** To register, please call Kim Prosper at 508.586.0500 x 231, email [kprosper@metrosouthchamber.com](mailto:kprosper@metrosouthchamber.com) or register online at [events.metroouthchamber.com](http://events.metroouthchamber.com)

### Sponsored by:



## The Fall is a Great Time to Host an Intern



School has begun and there is an abundance of high school student interns available to assist employers at their workplaces. In the Connecting Activities Internship Program, students from local high schools are matched to worksites based on their career interests and are involved in a meaningful worksite learning experience that builds academic, technical, and workplace skills. Become a leader in the community by hosting an intern and help shape the future of the Metro South region's skilled workforce!

If you are interested in hosting an intern at your worksite, contact Kathleen Lynch, Connecting Activities Coordinator, by calling (508) 586-0500 x 227, e-mail [klynch@metrosouthchamber.com](mailto:klynch@metrosouthchamber.com), or visit [www.metroouthchamber.com/ca.html](http://www.metroouthchamber.com/ca.html).

**BOARD OF DIRECTORS**

**OFFICERS**

Chair of the Board  
**Peter Neville**  
Concord Foods

President and CEO  
**Christopher Cooney**  
Metro South Chamber of Commerce

Chair-Elect  
**William Morse**  
Mutual Bank

Treasurer  
**David Orloff**  
Sharkansky & Co., LLP, CPA's

Vice Chair Community Affairs  
**Andrea Papadopoulos**  
Arista Associates, Inc.

Vice Chair Economic Development  
**Pat Ciaramella**  
Old Colony Planning Council

Vice Chair Government Affairs  
**Susan Joss**  
Brockton Neighborhood Health Center

Vice Chair Membership Development  
**Patricia Williams**  
HarborOne Credit Union

Immediate Past Chair  
**Scott Sanborn**  
TD Bank

**CHAMBER STAFF**

**Christopher Cooney**  
President and CEO x 223

**Lisa Keene**  
Business Development x 225

**Kathleen Lynch**  
Connecting Activities - Internships x 227

**John Nesti**  
Member Services x 229

**DIRECTORS**

**Jane Callahan** - HR Alternatives  
**Richard Colon** - Verizon Communications

**John Costa** - Backstage Hardware  
& Theatre Supply

**Loretta DeGrazia** - East Coast Petroleum  
**Peter Dello Russo** - Bridgewater Savings Bank

**Anne DeMinico** - Consultant  
**Francis Dillon** - Stonehill College

**Jeffrey Dukess** - Frenette & Dukess, PC  
**Sheila Gonzalez** - Bank of America

**John McGovern** - Rodman & Rodman,  
PC, CPA's

**Jim Murphy** - Wheatstone Engineering  
& Consulting, Inc.

**Gerald Nadeau** - Rockland Trust Company  
**Bill Scanlon** - Community Newspapers  
(The Enterprise)

**Andrew Schwartz**  
Law Office of Andrew H. Schwartz, LLC

**Larry Siskind** -  
Siskind and Siskind Attorneys at Law

**Art Sullivan** - Consultant

508-586-0500 Front Desk x 221

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Program Director x 231

**Kerry Sullivan**  
Finance x 230

**Alison van Dam**  
Director of Communications x 222

Newsletter Designed by  
*Alison van Dam*

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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!

**OCTOBER Calendar**

<b>5</b>	<b>Ambassador Meeting</b>	8:00 am
<b>5</b>	<b>Legislative Reception</b> <i>Stonehill College, Donahue Hall, North Easton</i>	5:30 pm
<b>10</b>	<b>Columbus Day - Chamber Closed</b>	
<b>12</b>	<b>The Charlie Horse Business After Hours</b> <i>674 Old West Street (Rt. 106), West Bridgewater</i>	5:30 pm
<b>13</b>	<b>Introduction to QuickBooks</b>	8:30 am
<b>20</b>	<b>Good Morning Metro South</b> <i>Fuller Craft Museum, 455 Oak Street, Brockton</i>	7:30 am
<b>25</b>	<b>Principles of Lean Manufacturing</b>	7:30 am
<b>25</b>	<b>Mutual Bank Open House</b> <i>656 Crescent Street, Brockton</i>	5:30 pm
<b>26</b>	<b>Board Meeting</b>	12:00 pm
<b>27</b>	<b>Quickbooks: Beyond the Basics</b>	8:30 am

*Coming Up*  
**November**

<b>1-9</b>	<b>Chamber Trip to China/ Hong Kong &amp; Thailand</b> <i>Chamber Open</i>	
<b>2</b>	<b>Ambassador Meeting</b>	8:00 am
<b>4</b>	<b>Government Affairs</b>	12:00 pm
<b>8</b>	<b>Election Day</b>	
<b>10</b>	<b>"Show Me the Money" Direct PR Workshop</b>	8:30 am
<b>16</b>	<b>98th Annual Meeting &amp; EXPO</b> <i>Massasoit Conference Center, Route 27, Brockton</i> <b>Expo Begins</b> 10:30 am <b>Annual Meeting Luncheon</b> 12:00 pm <b>Expo Ends</b> 3:00 pm	
<b>24-25</b>	<b>Chamber Closed (Thanksgiving)</b>	

*Save the Date*  
**December**

<b>7</b>	<b>Ambassador's Meeting</b>	8:00 am
<b>9</b>	<b>Government Affairs</b>	12:00 pm
<b>13</b>	<b>Executive Committee</b>	3:00 pm
<b>15</b>	<b>Good Morning Metro South</b> <i>The Charlie Horse, 674 Old West Street, W. Bridgewater</i>	7:30 am
<b>16</b>	<b>SDO Pre-Certification Workshop</b>	10:00 am
<b>21</b>	<b>Board Meeting</b>	12:00 pm
<b>26</b>	<b>Chamber Closed (for Christmas)</b>	

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



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

**Metro South Chamber of Commerce**  
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www.metroouthchamber.com

**Photography by Rich Morgan**  
www.richmorganphotography.com

**Members:** Send your good news to [avandam@metrosouthchamber.com](mailto:avandam@metrosouthchamber.com)

## Celebrate the great things going on!

### **Bridgewater Savings Bank Offers Additional Services**

Bridgewater Savings Bank is pleased to announce that investment, insurance and financial planning services will now be available in partnership with Infinex Financial Group. Bridgewater Savings Bank customers will have access to a full complement of life insurance, long term care insurance, annuities and investment products such as mutual funds, as well as professional assistance in financial planning, estate planning and asset allocation decisions. Please visit [www.bridgewater-savings.com](http://www.bridgewater-savings.com) or call 508-884-3300 for additional information.

### **Downtown by Design Fashion Show**

Downtown By Design will present a Fall Fashion Show on Tuesday, October 18, 2011 beginning at 6 p.m. at the Brockton Main Library, 304 Main Street, Brockton. Moore Fashion will host the event and tickets will be available at the door only for \$5.00 per person or two for \$8.00 with all the proceeds benefiting the Brockton Library Foundation. For more information please contact Anne at [greenbeachab@yahoo.com](mailto:greenbeachab@yahoo.com) or 508-584-6919.

### **Chan Joins G.T. Reilly & Company**

Michael Chan has joined G.T. Reilly & Company as a Tax Supervisor. Chan previously worked for a CPA firm in Wellesley, where he handled a variety of taxation issues for both businesses and individuals. Chan is also an enrolled agent with the IRS. G.T. Reilly & Company is a full-service accounting and consulting firm offering accounting, auditing and tax services, as well as management consulting and estate planning.

### **90th United Way Campaign Kicks Off**

For the fourth consecutive year, Ocean Spray Cranberries, Inc. hosted the United Way Campaign Kick-off and "Day of Caring" event at their headquarters. Over 100 volunteers gathered to complete numerous projects at local non-profit agencies in the greater Plymouth county area.

### **South Shore Savings Bank Donates**

Following the 19th annual South Shore Savings Bank Charity Golf Classic at the Marshfield Country Club, a donation of \$10,000 from the South Shore Savings Charitable Foundation was presented to Braintree-based Caritas Communities. Since its inception in 1993, the South Shore Savings Bank Charity Golf Classic has raised more than \$450,000 to benefit many non-profit organizations on the South Shore.

### **Diman Joins Old Colony Elder Services**

Amy Diman, a resident of West Bridgewater, MA has joined Old Colony Elder Services (OCES) as the new Money Management Program Coordinator. In her new position as Money Management Program Coordinator, Mrs. Diman will assist elders in managing their household finances, which includes balancing their checkbook, developing a budget and paying bills. Mrs. Diman will also be responsible for training money management volunteers to work with elderly clients. Once

the volunteers are trained, Mrs. Diman then becomes a liaison between the client, volunteer and OCES.

### **Crescent Credit Union Receives Recognition**

For the second straight year, the Massachusetts Credit Union League awarded Brockton-based Crescent Credit Union 1st Place in the asset category of \$200-\$500 million in the state level competition of the Dora Maxwell Social Responsibility Recognition Award. The League has forwarded Crescent's entry on to the national competition. The Dora Maxwell Social Responsibility Recognition Award is given to a credit union for its social responsibility projects within the community. Crescent Credit Union was recognized for its efforts in helping to address issues involving high-risk youth in the City of Brockton, primarily through its fundraiser walk in which credit union employees raised over \$15,000 for the Old Colony YMCA Strong Kids campaign, and through the summer soccer program Crescent initiated with the YMCA and the New England Revolution professional soccer team.

### **New England Burials at Sea**

To meet the needs of many new clients visiting Boston for memorial burial at sea services, New England Burials at Sea, (NEBAS) has recently expanded their range of hospitality and travel related services available. In April, company founder Captain Brad White launched the new Concierge program which includes priority hotel and restaurant reservations, meeting reception space, flowers, airport water taxi service and city trolley transportation. For more information or images, visit [www.NewEnglandBurialsAtSea.com](http://www.NewEnglandBurialsAtSea.com) call toll free New England Burials At Sea, Capt Brad White at 877-897-7700 or (781) 834-7500, email [OceanBurial@aol.com](mailto:OceanBurial@aol.com).

### **Good Samaritan Medical Center Welcomes**

Good Samaritan Medical Center has added Emilie Tack, DO, and Cindy Dodard, MD, to their OB/GYN team. Dr. Tack will be seeing patients at 21 Bristol Drive, Easton, joining the well-established practice of Dr. Scott Dreiker & Associates. Dr. Dodard's office will be located at 830 Oak Street on the medical center campus in Brockton in space she will share with Dr. Sandra Chenkin. Both physicians began seeing patients on August 1. In addition, Good Samaritan welcomes Laurie Han into a new physician practice at 1 Pearl Street, Brockton. Dr. Han's area of special interests include diabetes, reduction and management of cardiovascular risk, women's health and general internal medicine. To reach the offices of Dr. Tack, Dr. Dodard, or Dr. Han, please call DoctorFinder at 1-800-488-5959 or online at [www.Steward.org](http://www.Steward.org).

### **Jeanne Martins Appointed to Board of Trustees**

Massasoit Community College is pleased to announce that Governor Deval Patrick has appointed Maria Jeanne Martins to a five year term on the Board of Trustees. Ms. Martins is a resident of Brockton and is the owner/bro-

ker/realtor of Martins and Associates Real Estate Company in Brockton and co-owner of Di Nos Shipping, Inc. She will serve in the position previously occupied by Eugenie Fitzhugh, who completed both an unexpired term and a full five year term.

### **Mutual Bank Promotions**

Mutual Bank has named Brenda Santarpio of Taunton to the position of Assistant Treasurer/Branch Manager at its Whitman Banking Center. Santarpio began her career with Mutual Bank in October of 2000 as a teller. From there, she was promoted to head teller, then Assistant Branch Manager and ultimately Branch Manager of the Hanson Banking Center. She will co-manage the Whitman branch with Assistant Vice President Eileen Casey. Christine E. Beaudoin has been appointed Branch Manager/Assistant Treasurer of its Hanson Banking Center. Beaudoin has ten years experience in the banking industry, first joining Mutual Bank in October of 2000 as a teller. She was promoted to Head Teller in 2006; one year later Beaudoin was named Branch Manager of the Bank's Brockton East location and also received designation as Assistant Treasurer.

### **Old Colony Elder Services Receives Grant**

Old Colony Elder Services has recently been awarded a \$2,500 grant from the Massachusetts Association of REALTORS. The grant will be put toward Old Colony Elder Services' Emergency Fund which helps low-income seniors remain in their homes by helping them pay for fuel, medical transportation or utilities. Tax-deductible donations may be sent to Old Colony Elder Services Emergency Fund, 144 Main Street, Brockton, MA 02301.

### **BKA Helps in Stonehill College Renovations**

Stonehill College recently undertook the renovation of a portion of the Duffy Academic Center in order to centralize administrative offices, create a new Financial Office and additional classroom spaces. BKA Architects of Brockton, Massachusetts who provided the architecture and interior design services and Building Engineering Resources, Inc. of Easton, Massachusetts who provided the electrical, mechanical, plumbing and fire protection engineering services worked closely with Auburn Construction of Whitman, Massachusetts.

### **Bath Fitter Open House**

Saturday, October 15: Bath Fitter Open House, 10am-5pm at 25 Turnpike Street, W. Bridgewater, MA. Come see our Open House and become eligible to win a free bathtub/shower renovation (valued up to \$3,000). Drawing will be done at the end of the day. There will also be many other prizes, scrumptious food, hilarious clown, talented face painter, DJ and more. Call 1-800-479-8827 for more information.

### **10th Annual Stepping Up for Sinai**

Sunday, October 16: 10th Annual Stepping Up for Sinai Walkathon, a 3.2 mile look around the New England Sinai Hospital neighborhood, starting at 9:30 am. Proceeds raised will fund scholarships to Sinai's Adult Day Health Program, awarded to qualified

seniors from Stoughton and 19 surrounding communities. For every \$55 raised, one day of scholarships can be awarded. Walk individually, in teams, become a sponsor or recommend sponsors who may be interested. Contact Susan Dowling at x 1153 or email [sdowling@nesinai.org](mailto:sdowling@nesinai.org).

### **Massasoit 45th Anniversary Celebration**

October 22: Massasoit Community College 45th Anniversary Celebration Gala, "Making it at Massasoit" to benefit the United Student Fund. The evening of celebration, dinner, live music and dancing will be from 6 to 10 p.m. at the Massasoit Conference Center in Brockton. Cost is \$100 per ticket. For tickets, call 508-588-9100 x 2602. For sponsorship opportunities please call x2603 or email [ssavage@massasoit.mass.edu](mailto:ssavage@massasoit.mass.edu). Please join us in helping our students pursue their dreams.

### **Brockton Symphony Orchestra Concert**

Sunday, October 30: Brockton Symphony Orchestra Concert. 3:00 P.M. West Middle School, West street, Brockton. Orchestra concert entitled "Nature". Beethoven, Symphony No. 6, "Pastorale". Brahms "Tragic Overture", Winstan Huang, Feinberg competition winner plays the brilliant Saint-Saens "Piano Concerto No. 2". Contact the Brockton Symphony at [www.brocktonsymphony.org](http://www.brocktonsymphony.org) or by phone at (508) 588-3841. Look forward to Holiday Pops Concert on December 4.

### **St. Joseph Manor Trick or Treating**

St. Joseph Manor is hosting Trick or Treating on Sunday, October 30, 2011 from 2:00 p.m. to 4:00 p.m. In addition to the traditional trick or treating activity we will also have games and prizes for the children. Come and enjoy a spooktacular time. St. Joseph Manor, 215 Thatcher Street, Brockton, MA 02302. For more information please call, 508-583-5834 and speak with Diana Caparello, Director of Recreational Activities. [SJMbrockton.org](mailto:SJMbrockton.org).

### **Good Samaritan Medical Center ER Open House**

Good Samaritan Medical Center invites the community to its brand new, state-of-the-art Emergency Room with an Open House on October 15 from noon to 3 p.m. at 235 N. Pearl St. The new ER will offer improved efficiency, comfort and privacy with patient-centered care. The ER will feature 42 private rooms; a cardiac care room, double-trauma room and rapid medical evaluation rooms plus a dedicated imaging suite with 2 X-ray rooms and a 64-slice CT scanner bringing world class care close to home.

### **Tech Day Camp 2011**

Attend Tech Day Camp, a full day of workshops delivered by technology professionals. Powered by the Toolbox. Featured will be Leslie Poston, co-author of Twitter for Dummies, Jeff Cutler, a social media journalist, Dav Caolo, Managing Editor with AOL, Eric Andersen, Senior I/T Architect in IBM's Global Business Services division, and more. \$109 per person. RSVP to John at 508.586.0500 x 229 or email [jnesti@metrosouthchamber.com](mailto:jnesti@metrosouthchamber.com). Visit [techdaycamp.com](http://techdaycamp.com) for more information.

## Ten Tips to Grow your Business Through Exporting

By Nancy Lowd, Senior International Trade Advisor, MA Export Center

Many small and medium sized companies are achieving significant growth through export sales. The following are ten tips for success.

1) Undertake an export readiness assessment. Take a short test to see if you are ready to export your product on Mass Export's web site at [www.mass.gov/export](http://www.mass.gov/export). Under "Publications", click on "The International Business Plan Workbook".

2) Update and improve your web site. Can international customers understand it? Do you have a button for them to click that speaks to them in their language?

3) Use SEO (Search Engine Optimization) techniques to improve web site searches so that potential customers around the world will come to your site.

4) Reach out to your international customers, often. Use any one of the many email customer relationship products to tailor newsletters, special offers, and other communications to your global customers.

5) Identify good face to face marketing opportunities. Trade shows are some of the best marketing opportunities to enter or expand a presence in a foreign market.

6) Turn domestic marketing into international marketing. Every major US trade show and publication has international attendees and readers.

7) Research your overseas markets, and stay on top of trends. Often, the best market opportunities or opportunities for growth for your products are outside the United States.

8) Expand your network. Most small companies export through distributors in key markets. Research and identify distributors of complementary products in those markets, and approach them to determine their interest in handling your product line.

9) Identify additional resources you may need. Do you have the right financial, legal, marketing and logistical resources in place to help you find prospects, negotiate the deal, protect yourself legally, get the goods to their destination, and most importantly, to get paid at the end?

10) Call us at the Massachusetts Export Center. We can help you with all of these things and more. Our business counseling services are free of charge. We also run a continuous series of very low cost training seminars that can help you and your staff stay current with export regulations, marketing opportunities, and other topics relevant to exporting. Visit [www.mass.gov/export](http://www.mass.gov/export), email [nlowd@msbdc.umass.edu](mailto:nlowd@msbdc.umass.edu) or call Nancy Lowd at 508-999-1388.



Nancy Lowd at a recent MA Export Center Workshop held at the Chamber

## Holiday Parade - Call for Floats; Cover Design



The 25th Annual Holiday Parade in Brockton will take place in Downtown Brockton on **Saturday, November 26, 2011**, at 1:00 pm. The theme is "25 Years of Parade Memories." Any float, musical organization or marching procession is welcome to participate. Awards will be given out for the best floats and marchers. Registration is free and open to all. The cut off date is November 12th. Sponsors are invited for Parade

Groups and Annual Holiday Program Book. No adult Santas please. Call 508-587-4322 for more information. **Cover Design Competition:** Any student in the Metro South area is invited to design a cover for the 25th Anniversary Parade Booklet. A \$100 Gift Card will be awarded to the winner. Send your entries to the Downtown Brockton Association at P.O. Box 4306, Brockton, MA 02303, or email to [kbrower@harborone.com](mailto:kbrower@harborone.com).

## U.S. Small Business Programs Offered

Attend a FREE SBA workshop designed to highlight the various SBA programs and services that are available to prospective or current entrepreneurs who need assistance in starting or expanding their business. General information will be provided on the following: **Small Business Counseling (SCORE) • Small Business / Development Centers • Business Information Center SBA 7(a) • Loan Guaranty Program • 8(a) Business Development HUB/Zones • Small Disadvantaged Business Assistance • Government Contracting Opportunities**

The workshop will be held at **CareerWorks**, 34 School Street, Brockton from 2 - 4 pm on the third Wednesday of each month. The next workshops will be held on **October 19, and November 16, 2011**. Contact CareerWorks at 508.513.3400 for further workshop information.

## Rockland Trust Supports Business Development



Mike Savage and Joe Tansey of Rockland Trust present Chamber President and CEO Christopher Cooney with check in support of the Metro South Business Assistance Center. MSBAC activities include access to business development coaching, workshops and access to additional support at the Chamber's headquarters, Sixty School Street in Brockton.

## Fisher College Continuing Education Program

Fisher College is thrilled to announce the opening of a new Division of Continuing Education Site in Brockton, MA! The Brockton Site is located in the Signature Healthcare Brockton Hospital School of Nursing, and offers a variety of certificate, associate, and bachelor degree programs. Fisher's DCE programs provide students with flexible course options—on campus and through our online program—that are designed to fit into a working adult's busy schedule. Our eight week terms and evening and weekend class times make it easy to attend part-time or full-time. Small class sizes and one-on-one counseling create a personalized environment that is optimal for learning. Existing college credits can be transferred, while our Prior Learning Assessment Program offers credits for qualifying life and work experiences. Financial aid is also available. Fisher College was founded over a century ago. For decades, Fisher has guided its graduates to success. Please visit our website at [www.fisher.edu/dce](http://www.fisher.edu/dce) to request more information and complete a free online application. You may also contact Richard Potter, Site Coordinator, at (508) 941-7996 or at [rpotter@fisher.edu](mailto:rpotter@fisher.edu). Next term begins October 31st!

## Chamber Affiliation News & Events

To become an affiliate organization of the Chamber, contact John Nesti at 508.586.0500 x 229 or email [jnesti@metrosouthchamber.com](mailto:jnesti@metrosouthchamber.com).



The **Bridgewater Business Association** will be producing their first printed BBA Membership Directory and Information Guide. They will be producing 10,000 copies and hope to have directories mailed in October. For more information, or to join the BBA, call 508-326-1867 or visit [www.bridgewaterbiz.biz](http://www.bridgewaterbiz.biz).

The **Stoughton Chamber of Commerce** will host a meeting at Charlie's Deli, 366 South Main Street, Sharon on Monday, November 14, 11:30 am - 1:00 pm. At the meeting, Julie Dennehy, an accredited PR consulting will discuss guerrilla marketing techniques. The cost to attend is \$15 for members and \$20 for non-members. For more information, visit [www.stoughtonma.com](http://www.stoughtonma.com) or call 781-297-7450.



Norwell Chamber of Commerce

The **Norwell Chamber of Commerce** will host the 4th Annual Taste of Norwell on Thursday, October 20, 5:30 pm - 8:00 pm at the Cushing Center, 673 Main Street, Norwell. Come for food samples, silent auction, cash bar, to meet friends and enjoy entertainment by PoliticalExtinction1. \$20 per person. Visit [norwellchamberofcommerce.com](http://norwellchamberofcommerce.com).

The **East Bridgewater Business Association** provides a unified voice for business in East Bridgewater, provides a forum for networking, provides education about matters of business importance and provides support to community activities. Call 508-378-8400 for more information.



# Networking, Food, Music at After Hours

# Chamber Welcomes 115 Members in 2011

A New Member Orientation took place in conjunction with the Irish Cultural Centre Business After Hours. Photos courtesy of Rich Morgan, [www.richmorgan-photography.com](http://www.richmorgan-photography.com). To see all the photos, visit [flickr.com/photos/metroouthchamber](http://flickr.com/photos/metroouthchamber). To join the Chamber, Call John at 508.586.0500 x 229.



Stephan Ward Smith, Health Services Administrators; Denis Bergin, Denis P. Bergin, Attorney at Law



Over 200 people attended the Business After Hours at the Irish Cultural Centre of New England, 200 New Boston Drive in Canton



State Representative Michael Brady; Vanessa Leite, Irish Cultural Centre



Cristy Diaz, Panera Bread; Kathy Dionne, TD Bank; Titi Ngenwa, Fuller Craft Museum; Sasha Link, Bridgewater State University



Denise Cooper and Honey Cooper, John Cooper Paving & Sealing, Inc.



Jass Stewart, Brockton City Councilor; Rich and Steve McNeil, Electric by Design, LLC



Mark Olstein and Nicole True, Costco Wholesale



Live Irish Music



Robert Klane, CERTIGRAPH



Rob Hamilian, Pop's Fine Wines



Kathy Sylvia, Mutt-O-Mat, Inc.



John King Jr., Cires, Inc.



Rachael Phinney, Serlin Haley, LLP



Ralph D'Emilia, Rand Whitney



Debbie Falaska, The Shaw's Center



Warren Rutherford, The Executive Suite



Andrew Sheehan, AFA Massachusetts, Inc.



George Borden, WBZ News Radio 1030 AM



Angie Thorsell, Comcast Enterprise Business Services



Tom Ryan, Porter & Chester Institute

## Chamber Members Save on Comcast



Introducing the Chamber of Commerce Referral Program, the smart way to save on a wide range of business class products and services you need to better serve your customers and help your business grow.

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- Premium Internet: \$85 a month (Save over \$14 per month)
- Full Featured Phone Lines: Just \$29.95 each per month (2 line minimum)

For more information about the program contact the Metro South Chamber dedicated Comcast Business Class Sales Manager, Mike Iannetta, at 617-279-5418 or at [Michael\\_Iannetta@cable.comcast.com](mailto:Michael_Iannetta@cable.comcast.com). Visit [business/comcast.com/chambers](http://business/comcast.com/chambers).

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## Kenya Wildlife Safari Adventure

March 15 - March 29, 2012

Join the Metro South Chamber on a Trip to the Plains of Africa for a 15-day trip on March 15 - 29, 2012!

Explore Kenya's wildlife & stunning natural vistas! Numerous game drives bring you in search of the Big 5 (lions, elephants, buffalo, leopards & rhinos) on your safari adventure.

In addition to the animal safari, learn about the culture of the Samburu, visit the equator, travel through the Aberdares mountain range and rain-forest see the Nyahururu waterfalls, enjoy an optional hot air balloon ride, and visit Nairobi.

The Cost is \$6,349 per person (double occupancy); \$7,999 (single occupancy). Included in price is round trip air from Logan Int'l Airport, attraction taxes & fees of \$740 per person, tour guides, 36 meals, hotels and hotel transfers. Not included are air taxes & fees of \$140, cancellation waiver, and insurance of \$240 per person.

For more information, contact Alison van Dam, 508.586.0500 x 222, avandam@metrosouthchamber.com.



## Explore the Amalfi Coast

March 27 - April 4, 2012



Whether it is culture, gastronomy, cutting edge design, sybaritic pleasures or simply the art of doing nothing and soaking up the atmosphere, Italy is a country for lovers of all that is good in life. The Amalfi Coast's mixture of history and nature are yours to discover from the Cathedral of Amalfi, to the villas in Ravello and the numerous churches. From Galli's Isles in front of Positana to the Emerald Grotto, near Conca Dei Marini, the Amalfi Coast will captivate you with its warmth and beauty.

Join the Metro South Chamber on this 9 day tour. \$2,399 includes hotels, meals, flight, transfers and transportation to and from JFK, tours, guides and motor coaches. Optional 2 night Rome extension offered.

For more information, contact Alison, 508.586.0500 x 222, avandam@metrosouthchamber.com

## Governor's Workforce Board Meets in Brockton, Chamber Awarded \$250,000.

Nancy Snyder, President of Commonwealth Corporation awards Workforce Training Funds to The Metro South Chamber of Commerce to facilitate training among employees of Chamber member businesses in the health care and construction sectors. Chamber Chairman, Peter Neville of Concord Foods, Christopher Cooney, Chamber President and CEO and Mayor Linda Balzotti receive initial commitment at the Massachusetts Workforce Board meeting hosted at Concord Foods in Brockton.



Sheila Sullivan Jardim, President of the Brockton Area Workforce Investment Board presents results from a recent study on the impact of the healthcare industry on employment and the economy at the Governor's Workforce Board meeting recently held at Concord Foods in Brockton.

# RadarFrog

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The Patriot Ledger 617-786-7180  
The Enterprise 508-638-5580

# Networking, Bowling & Fun at the Charlie Horse

Wednesday, October 12, 5:30 pm - 7:30 pm



Please join us Wednesday, October 12 from 5:30pm - 7:30pm for a Chamber Business After Hours at The Charlie Horse, 674 Old West Center Street, W. Bridgewater at the junction of routes 24 & 106, exit 16B off of rt. 24.

The Charlie Horse is your home for great food, music, live entertainment, sports, over 70 arcade games, bowling, and more. The Charlie Horse has recently added a new function room, complete with a flagstone fireplace, a nine foot HD Projection screen and seven 50" HD



monitors, perfect for your business meeting or social gathering.

Bring your business cards and join us for an evening of networking, hors d'oeuvres, and a cash bar. In addition, a couple of bowling lanes in the new bowling alley will be opened for Chamber members. This event is \$5 for members and \$15 for future-members. Register online at [events.metroouthchamber.com](http://events.metroouthchamber.com), or contact Kim Prosper, [kprosper@metroouthchamber.com](mailto:kprosper@metroouthchamber.com), 508.586.0500 x 231.

# Hiring Our Heroes; Job Fair for Veterans



Tuesday, October 25, 2011  
10:00 am - 4:00 pm  
UMASS Boston

Join us on Tuesday, October 25, 2011 from 10:00 am - 4:00 pm for a hiring fair for veteran job seekers, active military members, Guard and Reserve members and eligible spouses at the Campus Center at the University of Massachusetts Boston, 100 William T. Morrissey Boulevard, Boston, MA.

This event will be a one-of-a-kind FREE hiring fair for both employers and job seekers.

Employers and job seekers must pre-register for Free at [HoH.GreatJob.net](http://HoH.GreatJob.net). For more information, email [hiringourheroes@uschamber.com](mailto:hiringourheroes@uschamber.com) or call 508.586.0500.



# Chamber Welcomes Stoughton High Intern



Irene Giannenakis

The Chamber would like to welcome Irene Giannenakis as an intern at the Chamber through the Fall and Spring semesters. Irene is attending Stoughton High School and is enrolled in the Connecting Activities Internship Program offered to Juniors and Seniors.

Irene will be graduating in June of 2012 from Stoughton High School. Her internship will provide her experience with working in a dynamic environment. Through this internship, Irene seeks to grow her knowledge of business management and develop her professional skills. Irene will be focusing her studies on Business Administration and Management in the fall of 2012.

For more information on this program, contact Kathleen Lynch at 508.586.0500 x 227, [klynch@metroouthchamber.com](mailto:klynch@metroouthchamber.com).

# Open House Networking at Mutual Bank

Tuesday, October 25, 5:30 pm - 7:30 pm

Join us for an Open House Networking event on Tuesday, October 25, 5:30 pm - 7:30 pm at Mutual Bank, 656 Crescent Street, Brockton.

Over the years, Mutual Bank has been committed to serving the communities' needs first. The communities that Mutual Bank serves have responded with a resounding vote of confidence by doing business with the Bank.

This event is complimentary to attend, however, pre-registration is



required. Reserve your space online at [events.metroouthchamber.com](http://events.metroouthchamber.com), or contact Kimberly Prosper, [kprosper@metroouthchamber.com](mailto:kprosper@metroouthchamber.com), 508.586.0500 x 231. Don't forget your business cards.

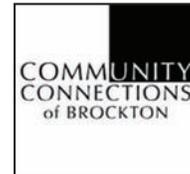
# The Family Center Grand Opening



Community Connections of Brockton  
Saturday, October 15, 12 pm - 4 pm  
18 Perkins Street, Brockton



Join Community Connections of Brockton and the Metro South Chamber of Commerce as we celebrate the Grand Opening of Community Connection's Family Center. The ribbon



Community Connections staff.

Community Connections increases neighborhood based networks of support to strengthen families, build communities and prevent child abuse and neglect. For more information, visit [www.ccbrockton.org](http://www.ccbrockton.org).

cutting ceremony will take place on Saturday October 15 from 12:00 pm - 4:00 pm at 18 Perkins Street, Brockton. Stop by and enjoy food, fun, raffle prizes, face painting and zumba for kids and adults while exploring new connections and getting to know the

This event is co-sponsored by United Way and Brockton's Promise. To RSVP or for more information about this event, contact Christophanie, at 508.583.5631 or email [christophaniej@gmail.com](mailto:christophaniej@gmail.com).

# Sign Design Goes Green



Ron Ferrigno, Owner of Sign Design is joined by Mayor Linda Balzotti and the business community at the Sign Design Green Technologies Ribbon Cutting



Sign Design, located at 170 Liberty Street in Brockton recently held a ribbon cutting ceremony to celebrate a commitment to greener technology and products for their customers, as well as an energy-efficient, safer work environment for their employees.

Among new initiatives include 12,500 sq. ft of solar panels installed on the roof, greener signs utilizing latex ink technology, and a greener workplace with recycling program and more efficient lighting.

For more information, call 508-580-0094 or visit [www.signdesigninc.com](http://www.signdesigninc.com).

## “Compliance Made Easy” at Next Breakfast

Thursday, October 20, Fuller Craft Museum, Brockton

The next edition of the Good Morning Metro South series will take place on Thursday, October 20, 7:30 am - 9:00 am at the Fuller Craft Museum, 455 Oak Street, Brockton. The breakfast will feature a panel discussion with **Philip Hillman, Department of Industrial Accidents; Michelle Amante, Department of Unemployment Insurance; and Sherley E. Cruz, ESQ, Office of the Attorney General.**

New and growing small businesses often need help identifying and understanding the specific state laws and regulations that apply to them. “Compliance Made Easy” is designed to be a resource that can help in this regard. The information in this presentation will provide employers with the introductory information they need to develop wage, benefit, safety and health policies for their business.

This collaborative effort is designed to provide useful information to small business owners regarding various state and federal regulations and statutes.

This event is sponsored by the Fuller Craft Museum and Good Samaritan Medical Center.

The Fuller Craft Museum is your



home for Contemporary Art in New England. Let the art touch you! Upcoming exhibitions include Traditions and Innovations: Fuller Craft Museum Collects and Michael Cooper: A Sculptural Odyssey, 1968-2011. For more information on the museum and

exhibits, visit [www.fullercraft.org](http://www.fullercraft.org).

Good Samaritan Medical Center invites the community to its brand new, state-of-the-art Emergency Room with an Open House on October 15 from noon to 3 p.m. at 235 N. Pearl St. For more information on the new ER, see page 5. Good Samaritan has also worked in partnership with the Fuller Craft Museum and the deCordova Sculpture Park and Museum for some special exhibits, including work by a Brockton artist.

The cost to attend is \$25 for members and \$35 for future-members and includes breakfast and networking opportunities. The educational portion of the breakfast is free to attend. As always, don't forget your business cards! Register by calling Kim Prosper at 508.586.0500 x 231, email [kprosper@metrosouthchamber.com](mailto:kprosper@metrosouthchamber.com), or register online at [events.metroouthchamber.com](http://events.metroouthchamber.com)

## Porter & Chester Institute Opens in Canton

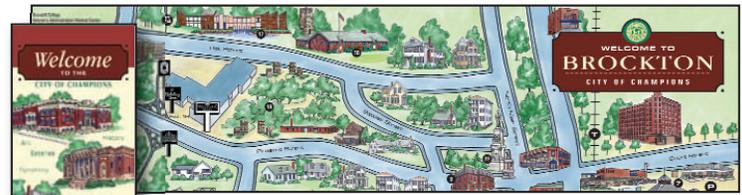


Senator Brian Joyce cuts the ribbon at the grand opening of the Porter and Chester Institute's Canton location. Senator Joyce is joined by (from left) Sarah Titus of Blue Hills Regional Vocational Technical High School, Chris Cooney, Metro South Chamber of Commerce, Avril Elkort, Canton Town Selectman, Joanne Tierney, Office of Representative Galvin, William Tierney, Student, Tom Ryan, Campus Director and Jim Mathis, President/CEO Porter and Chester.

Porter & Chester Institute (PCI) and the Metro South Chamber of Commerce recently celebrated the grand opening of PCI's Canton campus at 5 Campanelli Circle, Canton with a ribbon cutting ceremony, refreshments and networking.

Porter Chester has been providing Career Training in New England since 1946 with 9 campuses located throughout Connecticut and Massachusetts. PCI holds national accreditation through an agency recognized by the US Department of Education. In 2009, PCI was awarded the School of Excellence Award from ACCSC. The Canton campus features a 40,450 square foot building with all new updated equipment in both the classrooms and lab. For more information, visit [www.porterchester.com](http://www.porterchester.com)

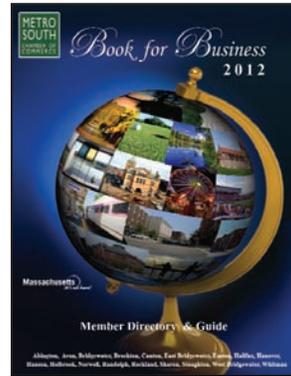
## New Map Features Brockton History & Attractions



The Chamber, in coordination with the City of Brockton has produced a new map featuring Brockton history and attractions. The map, originally designed by Ellen Moore, contains an artistic rendering of the city with important landmarks such as City Hall, the Fire Museum, the Civil War Memorial, D.W. Field Park, the Old State House, the Fuller Craft Museum, and more. It also contains a history of the city, including the shoe industry, sports heroes, information about Thomas Edison, and more. The map also lists restaurants, hotels and sports and leisure facilities.

To receive your free artistic/historic map of Brockton, visit Alison at the Chamber, located at 60 School Street, Brockton, across from City Hall. For more information on the map or advertising opportunities in the next round of maps, contact Alison at 508.586.0500 x 222, or email [avandam@metrosouthchamber.com](mailto:avandam@metrosouthchamber.com). Brockton street maps are also still available.

## Last Chance to Advertise in Annual Directory!



will also be used for telephone referrals made by the Chamber.

The Metro South Book for Business is a colorful, 99 page member directory and guide. It contains town information, business and residential demographics, legislative information and 2 free listings for each member. View last year's Book for Business at [www.metroouthchamber.com/b4b.html](http://www.metroouthchamber.com/b4b.html). Last year, 5,000 directories were printed and mailed to members, business leaders, town halls, libraries, all Brockton Businesses, Business Associations, and more.

The annual verification form can be completed online in the Members Only Section of the Chamber Website. The updated information will be used in the Annual Book for Business Member Directory. The information on the form

The Members Only Login Page can be found under the Member Benefits tab on the Chamber website. Please contact Alison van Dam at 508.586.0500 x 222, [avandam@metrosouthchamber.com](mailto:avandam@metrosouthchamber.com) if you have not received your login information.

### Advertise in the 2012 Book for Business

Don't miss the opportunity to place an ad in the 2012 Book For Business, sent to over 5,000 businesses. Your ad will be listed in close proximity to your free business directory listing. In addition, your alphabetical and categorical listing will be displayed bold and in green font. This opportunity is sure to give you a leg up on the competition by receiving added exposure.

Don't have the time to create an ad, or the money to pay a designer? If you reserve your ad space now, our in house graphic designer will create a professional quality full color ad for you, free of charge. The ad is yours to use for additional promotions or for other publications.

Call Alison at 508.586.0500 x 222 or email [avandam@metrosouthchamber.com](mailto:avandam@metrosouthchamber.com) for more information and for ad rates.

## Avon Selectman Speaks to Chamber



Avon Selectman Robert Brady recently spoke to the Chamber at a Government Affairs Lunch. Among the issues addressed were regional Water/Sewer, the Tropical Storm power outages and a proposed entertainment venue in Avon. For more info, call 508.586.0500 x 225.

**Pictured:** Jim Long, Controller Service & Sales Co., Robert Costa, BC Tent & Awning, Jim Murphy, Wheatstone Engineering, Brian DeLano, Weiss Sheet Metal, Selectman Robert Brady, Pat Ciaramella, Old Colony Planning Council, and State Representative Michael Brady.

# WELCOME *New Members*

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Mr. David Boutelle  
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Easton, MA 02375  
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www.mansfieldbankonline.com  
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### Porter & Chester Institute

Mr. Thomas Ryan  
5 Campanelli Circle  
Canton, MA 02021  
(781) 830-0389  
www.PorterChester.com  
Schools/ Colleges

To see your name listed here, contact **John Nesti** at 508.586.0500 x 229, or email [jnesti@metrosouthchamber.com](mailto:jnesti@metrosouthchamber.com). To learn more about the programs and services of the Chamber, visit [www.metroouthchamber.com](http://www.metroouthchamber.com).

# RENEWING Members *Thank You!*

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Belmont West Associates  
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Brockton Education Association  
Brockton Fair  
Brockton Community Schools  
Catholic Charities South  
Champion Rehabilitation and Health Center  
Crescent Credit Union  
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CWB Contractors, Inc.  
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South Eastern Economic Development (SEED)Corp.  
That's Tasty!  
Training Resources of America, Inc  
University of Massachusetts Boston  
Walkover Commons Apartments  
William R. Sullivan  
Wright Technology

## Chamber Ambassador's Meeting

The next **Ambassador Team meetings** will meet on Wednesday, **October 5 and November 2** from 8-9 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. For more information, contact John at 508.586.0500 x229 or email [jnesti@metrosouthchamber.com](mailto:jnesti@metrosouthchamber.com).

## Economic Impact of Education Addressed at Breakfast



Richard M. Freeland, Commissioner of Higher Education, Commonwealth of Massachusetts



James H. Shelton III, Assistant Deputy Secretary for Innovation and Improvement, U.S. Department of Education



Dana Mohler-Faria, President, Bridgewater State University



Provost, Howard London, Bridgewater State University



Richard Nall, United Way of Greater Plymouth; Mark Burgess, Toll Road Truck & Trailer Corp.; Bob Regan, Servpro



Christopher Cooney, Chamber President & CEO; Provost Howard London, Bridgewater State University; Richard M Freeland, Massachusetts Commissioner of Higher Education; James H. Shelton, Assistant Deputy Secretary for Innovation and Improvement, U.S. Department of Education; Interviewer Christine Karavites, Proteas Consulting; Emcee Charles Wall, Massasoit Community College at the recent Good Morning Metro South Meeting held at Bridgewater State University.

Photos by **Rich Morgan Photography**, [www.richmorganphotography.com](http://www.richmorganphotography.com),  
Sound by **Rob Peters Entertainment**, [www.robpetersentertainment.com](http://www.robpetersentertainment.com).  
Sponsored by **Bridgewater State University**, [www.bridgew.edu](http://www.bridgew.edu)



Catch up on the program highlights on [www.youtube.com/user/metrosouthchamber.com](http://www.youtube.com/user/metrosouthchamber.com).



## 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 take place on **Friday, November 4, 12:00 pm - 1:15 pm at the Metro South Chamber, 60 School Street, Brockton**. Speaking will be **Real Recycling for Massachusetts**.

Real Recycling for Massachusetts is a coalition of concerned citizens, businesses, and community organizations actively supporting comprehensive recycling programs that will improve recycling rates across the board. Discussed will be the

Massachusetts Bottle Bill.

An additional speaker is to be announced. If you would like to attend please **R.S.V.P.** online by visiting [events.metroouthchamber.com](http://events.metroouthchamber.com). You may also call Lisa at the Chamber at 508.586.0500 ext. 225, email [lkeene@metrosouthchamber.com](mailto:lkeene@metrosouthchamber.com). The cost to attend is \$5 for members and \$15 for future-members.



# Principles of Lean Manufacturing

Tuesday, October 25, 2011  
8:30 am - 4:00 pm

Metro South Chamber, 60 School Street, Brockton

Using a performance based simulated manufacturing environment, our experts will help transform you team into a Lean manufacturing enterprise, eliminating waste, increasing productivity and profitability and allowing you to gain a competitive edge in the marketplace. Workshop participants have reported a 90% reduction in lead time, 85% improvement in quality, 50% increase in productivity and a 50% reduction in floor space.



ing value-added activities to minimize waste. By utilizing a performance based learning environment, workshop participants experience a complete Lean transformation and learn how to implement Lean principles through their own manufacturing enterprise in the 8 hour workshop and simulation.

Lean implementation focuses on eliminating overproduction, wait time, transportation, inefficient processes, inventory, motion, defects, and production bottlenecks.

The cost to attend is \$79 for Massachusetts companies and \$325 for non-Massachusetts companies. Continental breakfast and lunch are included. Register online at [www.massmap.org](http://www.massmap.org) or call 508-831-7020 x 11.

Traditional manufacturing philosophies stress high utilization of machinery and manpower with less attention spent focusing on cycle time reduction or manufacturing waste. Lean manufacturing focuses on creating greater production efficiencies by implement-

# Networking at New Crescent Credit Branch



Jason Robbins, Tim Allen and George Borden, WBZ News Radio 1030 AM



Lourdes Nieves, HarborOne Credit Union; Van Littleton, Littleton Realty Group; Shaynah Barnes, Congressman Stephen Lynch's Office



Claudia Denelle, That's Tasty!



Ron Brewer and Tom Ryan, Porter & Chester Institute



Over 80 people attend the Crescent Credit Union Business After Hours for networking opportunities.



Crescent Credit Union celebrated the opening of their new branch at 1300 Belmont Street, Brockton with a Business After Hours networking event. Founded in 1919 in Brockton, Crescent Credit Union is a not-for-profit financial institution providing better banking solutions via 8 full-service branches in Brockton, Taunton, and Norwell, and online at [www.crescentcredit.org](http://www.crescentcredit.org). Crescent Credit Union is rated 5 stars by BauerFinancial and is the winner of the 2010 Dora Maxwell Award for Social Responsibility in Massachusetts.

# QuickBooks Workshops

Beginners: Thursday, October 13, 2011, 8:30 am - 12:30 am  
Advanced: Thursday, October 27, 2011, 8:30 am - 12:30 pm  
Metro South Chamber, 60 School Street, Brockton



Small business owners will learn how to leverage their productivity and profitability at a series of QuickBooks workshops sponsored by G.T. Reilly & Company.

**October 13:** "QuickBooks for Small Business" will help business owners learn the basic features of QuickBooks, including setting up accounts, invoicing, posting payments and time tracking.

**October 27:** "QuickBooks for Small Business: Beyond the Basics" will help business owners who are already using QuickBooks for invoicing learn to utilize the software's more advanced features, including customization of reports and forms, job costing, online banking, year-end tips and tricks, and troubleshooting.



RSVP for either workshop by visiting [events.metroouthchamber.com](http://events.metroouthchamber.com), or contact Lisa Keene, 508.586.0500 x 225, [lkeene@metroouthchamber.com](mailto:lkeene@metroouthchamber.com).

## Regional Partnerships Key to Competitive Region

Issues such as water supply, wastewater treatment, transportation, business development and infrastructure investment are areas where working together produces far more benefits for the region in the long run. The Metro South Chamber is actively expanding its partnerships with business and community leaders from throughout the Metro South region and has recently been invited to pursue recognition as a Regional Economic Development Organization (REDO) by the state of Massachusetts. The strength from regional collaboration and public/private partnerships is recognized as a key to producing a more sustainable future while also producing economies of scale beneficial to all partner communities.

## Lower Tax Rates Attract Business, Jobs

Many communities within the Metro South region have benefitted from proximity to Boston while offering lower comparable real estate prices and tax rates. Over the years, this combination of lower comparative real estate prices and tax rates has helped the region in attracting businesses, residents and jobs. At this time each year, every town and city in Massachusetts sets their tax rates for the coming year. The Chamber urges community leaders to keep this region competitive and growing by setting tax rates that are attractive to business. Strong and growing businesses produce jobs and contribute positively to the local economy.

# Buy Local; 6 Economic Facts, Did You Know? . . .

- Shopping local generates up to 75% more community and state tax revenue?
- Independent businesses raise the standard of living in your community because they take their profits and buy products and services from other local businesses?
- Millions of tax revenue subsidy dollars are handed over to chains by financially starved local governments that drain even more tax revenue from our community and state?
- Independent businesses are unique enterprises that contribute to the character of our community, offering a more diverse selection of goods and services?

Metro South Chamber Member 2012 Window Decal  
For more information, call 508.586.0500 x 229.

- Independent businesses provide valuable services with a personal touch? It matters to them that you are satisfied and will come back again.
- Carefully planned predatory pricing practices have allowed national chains to establish virtual monopolies while they drive local competition out of business? And then they raise their prices! Spread the word, Shop local! For every \$100 spent in independently-owned stores, \$68 comes back to the community through taxes, payroll, and other expenditures. If you spend the same \$100 in a national chain, only \$43 returns to your community. Spend it online and nothing comes back.

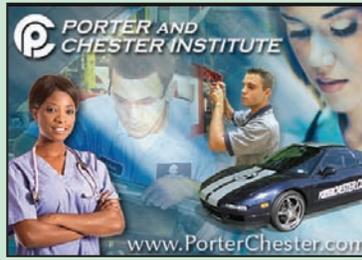
**BUY LOCAL FROM THESE NEW CHAMBER MEMBERS!** (See page 11 for Six Economic Benefits of Buying Local)

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**St. Patrick's Charities/  
Peace of the World Campaign**



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Porter and Chester Institute (PCI) is a postsecondary school with over 60 years experience providing technical, business, and health related career training. Founded in 1946, PCI trains over 3,000 students annually through nine campuses located throughout Massachusetts and Connecticut. The Canton campus is accredited by ACCSC and is licensed by the Commonwealth of Massachusetts Department of Education.

Saint Patrick's Parish invites you to the MA state choir competition. By participating, the community qualifies for proceeds raised that will aid in providing help to senior citizens and people with low income, clothes for the needy, feeds the hungry, houses the homeless and supports youth social programs. Our goal is to bring people together with common ground and restore faith in humanity. Visit MassStarChoir.com or call 1-888-559-1239. Deadline is October 22.

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Join the Chamber and network your business to success! The Chamber hosts informative meetings, networking events, and puts you in touch with your legislators. We also offer marketing and advertising opportunities, referrals, publicity and exposure. In addition, we offer Health Insurance packages and access to Comcast Savings, Discounts, and Energy Purchasing Programs. Call John to learn more today!

**BUSINESS EVENTS Planner**

**October 5**

**Legislative Reception**

5:30 pm - 7:30 pm

**Donahue Hall**

Stonehill College, North Easton

This is your opportunity to initiate or renew face-to-face contacts at the state, federal and local level of elected officials in a casual setting.

Cost: \$5 members, \$15 future-members  
Please RSVP at 508.586.0500 ext. 225

**October 12**

**Business After Hours**

5:30 pm - 7:30 pm

**The Charlie Horse**

674 Old West Street, Rt. 106, W. Bridgewater

This is a great networking event in a casual setting. Refreshments will be served. Do not forget your business cards.

Tickets: \$5 members, \$15 future-members  
Please RSVP at 508.586.0500 ext. 231

**October 20**

**Good Morning Metro South**

7:30 am - 9:00 am

**Fuller Craft Museum**

455 Oak Street, Brockton

This breakfast program provides an opportunity to hear from informative and entertaining speakers. It is also a great networking opportunity.

Cost: \$25 members, \$35 future-members  
Please RSVP at 508.586.0500 ext. 231

**IT'S EASY TO REGISTER!**

508-586-0500 x 231

508-587-1340

E-mail: [info@metrosouthchamber.com](mailto:info@metrosouthchamber.com)

Online: [www.metroouthchamber.com](http://www.metroouthchamber.com)

Send reservation and payment to:

**Metro South Chamber of Commerce**  
Sixty School Street  
Brockton, MA 02301-4087

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- flickr.com/photos/metrosouthchamber
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**October 25**

**Open House - Networking**

5:30 pm - 7:30 pm

**Mutual Bank**

656 Crescent Street, Brockton

This is a great networking event in a casual setting. Refreshments will be served. Do not forget your business cards.

Tickets: \$5 members, \$15 future-members  
Please RSVP at 508.586.0500 ext. 231

**November 4**

**Government Affairs**

12:00 pm - 1:30 pm

**Metro South Chamber of Commerce**

60 School Street, Brockton

Providing the opportunity for business people to discuss issues of importance with elected officials relative to the business and economic climate.

Cost: \$20 members, \$35 future-members  
Please RSVP at 508.586.0500 ext. 231

**November 16**

**98th Annual Meeting & Expo**

10:30 am - 3:00 pm

**Massasoit Conference Center**

770 Crescent Street, Brockton

**EXPO: 10:30 am - 3:00 pm**  
**Annual Meeting: 12:00 pm - 1:45 pm**

Cost: \$45 members, \$55 future-members  
Please RSVP at 508.586.0500 ext. 231