



# Chamber Connection

Your connection to the greater Hanover business community.

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**Mission:** The Hanover Area Chamber of Commerce delivers value to its members and advances the interests of the business community.

## Finish Your Holiday Shopping with Chamber Dollars

Looking for a one-stop shopping experience this holiday season? Look no further than the Hanover Chamber's "Chamber Dollars."

You can give co-workers, employees, friends and family the gift of choice! Purchase Chamber Dollars at the Chamber office in \$10 and \$25 denominations.

The checks are redeemable for goods and services (same as cash) at participating Chamber member businesses. Although merchants will accept the checks as cash, no change will be given. This encourages gift recipients to spoil themselves!

Below is a list of **participating businesses**. For the most current list of **participating businesses**, visit Chamber website at <http://hanoverchamber.com/BusinessList.pdf>.

- Adamark Investments, LLC
- Baker's Dress Shop
- Brusters
- Christina's Desserts & Coffee
- Claire's Restaurant
- Cremer Florists
- Exclusive Hair Salon & Spa
- Farley's Jeweler's
- Flatbush Golf Course
- Furs by Susan
- Gene Latta Ford
- Great Clips of Hanover
- Hanover Bowling
- Hanover Clothing
- Hanover Community Players
- Hanover Doors
- Hanover Home & Garden
- Heritage Gallery of Lace
- Kleffel's

- La Cucina
- Main Street Restaurant and Lounge
- On the Go Café
- Reader's Café
- Schmuck Lumber
- Stephen W. Eyer Jewelers
- Treasures
- WalMart South
- Warehouse Gourmet Bistro & Catering Co.

There is no cost beyond Chamber membership dues for members to participate in the program. Each business will be provided marketing collateral and point-of-sale material to signify that Chamber Dollars are accepted.

If you are interested in participating in the Chamber Dollars program and would like to have your business promoted at no cost, please contact the Chamber office at 637-6130 or [office@hanoverchamber.com](mailto:office@hanoverchamber.com).

**Chamber Dollars Accepted Here**

Program administered by the Hanover Area Chamber of Commerce, 146 Carlisle St., Hanover, PA 17331. 717.637.6130



## HANOVER AREA CHAMBER OF COMMERCE

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*Chamber Connection* is a monthly publication of the Hanover Area Chamber of Commerce. For deadline information, please contact Melissa Speal at [mspeal@hanoverchamber.com](mailto:mspeal@hanoverchamber.com).

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[www.hanoverchamber.com](http://www.hanoverchamber.com)

## MAP Meets Members' Needs

The Membership Advantage Program (MAP) offers the opportunity to receive dividends on your property, general liability, automobile and workers' compensation coverages. The MAP program is unique because dividends are not traditionally available on these lines of coverage.



Hanover Chamber Agent of the Quarter **Richard Rosensteel, Rosensteel Insurance**, exclaims "What a great experience to help someone

and we all benefit! Thank you Penn National for being our partner and for your partnership with the Chamber."

You can contact Rosensteel Insurance, located at 360 Main St., McSherrystown, at 632-1216 or visit [www.rosensteelins.com](http://www.rosensteelins.com).

### What is the advantage?

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For more information and a list of agents, please contact the Hanover Chamber at 637-6130 or [office@hanoverchamber.com](mailto:office@hanoverchamber.com).

## Annual Meeting Names Award Recipients, Goals and Accomplishments

In addition to naming its award recipients, the Chamber celebrated its accomplishments and announced its goals for its new fiscal year: new member services, four-color newsletter, strategic plan update, Main Street Hanover and its legislative agenda.

To read the Annual Report, visit [hanoverchamber.com/Annual%20Report.pdf](http://hanoverchamber.com/Annual%20Report.pdf).


Gary Laird, Hanover Chamber President; and Positive Action recipient Billy Wineholt, Hanover Exchange Club - Healing Fields; and Fritz Livelsberger, Chamber Board Chair.




The Chamber thanks **Retiring Director Dave Dubs, Hanover Clothing, Co.**, for his six years on the Board.

*L. to r.:* Fritz Livelsberger, Board Chair; Dave Dubs, Hanover Clothing; and Gary Laird, Hanover Chamber.


Con't. pg 7






## Does Your Business Insurance **EARN** Dividends?


Ours does. Our business insurance group program through Penn National Insurance is one of the many benefits of Chamber membership. We've returned almost \$7 million in dividends to our member policyholders over the last 14 years. To find out more, contact Melissa Speal at the Chamber, 717-637-6130, or Susan Stropparo at Glatfelter, 717-852-8000.



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## Business Briefs

### Klunk Selected as a 2011 Pink Power Mom™



Bright Starts, an innovative brand of infant and toddler products, has named **Diana Klunk**, President of **LifeChanges Boutique, Inc.** as a 2011 Pink Power Mom. Klunk joins

seven other women from across the United States who were selected for persevering through their battles with breast cancer and for their continuous inspiration to their family, friends and other survivors.

Bright Starts selected Klunk for her bravery in the struggle against the disease and for her efforts to help others join the fight against breast cancer. There are many reasons why she is exemplary, but primary is her determination and commitment to this cause in opening Life Changes Boutique, Inc., a health and healing boutique for women living with cancer, in the Hanover Hospital Wellness and Education Center at 400 York St., Hanover.

Klunk is involved with a plethora of national, state and local programs, including Look Good Feel Better program through the American Cancer Society, bringing free wigs and makeup for women in cancer treatment.

### Ox Paper Tube & Core Inc. Welcomes Hartlaub



**Ox Paper Tube & Core Inc.**, a family-owned manufacturer of 100% recycled paper tubes and cores, is pleased to announce **Amanda Hartlaub** as their Human Resources

Manager. Hartlaub was selected as one of Central Penn Business Journal's Forty Under 40 in 2008 and was elected to the York MS Leadership Class of 2009. Hartlaub has been a member of the Hanover Area Human Resource

Association since 2002 and is currently serving as the Vice President. In 2010, she achieved her Senior Professional in Human Resources certification.

### Collins Earns CIC Designation



**Andy Collins**, President of **Staub, Riggs, & Collins Insurance** has earned the designation of Certified Insurance Counselor (CIC) His successful completion follows

of a rigorous insurance education program sponsored by the Society of Certified Insurance Counselors. The announcement was made by Dr. William T. Hold, President of the Society of CIC, who conferred the designation in an official ceremony.

Collins has demonstrated his professional competence through the successful completion of the five CIC institutes and comprehensive written examinations focusing on all major fields of insurance, insurance management, and agency operations.

Collins specializes in business liability, workers compensation, and other commercial insurance lines. In addition to the CIC designation, Collins has an MBA from Mount Saint Mary's University and is an Ambassador for the Hanover Chamber of Commerce.

Staub, Riggs, & Collins Insurance was recently voted Hanover's best insurance agency for the fourth year in a row in the Hanover Evening Sun's Best of the Best.

## Welcome New Members

### Building Contractors

John Howe

#### **Howe Homes Sales, Inc.**

635 W. King St., Abbottstown, PA 17301  
259-0514

### Contractors - General

Michael Aiello

#### **PSI Pumping Solutions, Inc.**

PO Box 185, 8210C Carlisle Pk.  
York Springs, PA 17372  
259-5779

### Financial Planning & Services

Cindy Fremont

#### **Edward Jones**

856 Baltimore St., Hanover, PA 17331  
637-9502

Jamie Mladenoff

#### **Edward Jones**

233 Broadway, Hanover, PA 17331  
630-8264

### Insurance & Financial Services

William Bartholomew

#### **First Financial Group**

100 McClellan Ln., Hanover, PA 17331  
479-8012

### Merchant Services

John Black

#### **Diversified Acquiring Solutions**

49 Landing Ave., Smithtown, NY 11787  
631-360-4394

### Real Estate - Commercial/Industrial

Robert Behler

#### **Bennett Williams Realty, Inc.**

110 N. George St., 4th Floor  
York, PA 17401  
843-5555

### Restaurants

Jim Granado

#### **Longhorn Steakhouse**

20 Wilson Ave., Hanover, PA 17331  
630-2001

### Retailers

Ford France

#### **Shoe Carnival**

91 Wilson Ave., Hanover, PA 17331  
632-0403

### Warehousing & Storage

John Campanelli, Jr.

#### **Limestone Personal Storage**

830 Southwood Rd., Avondale, PA 19311  
610-268-4181

## Panebaker Funeral Home, Inc. Receives National Recognition for Innovative Programming, Outstanding Community Outreach

Panebaker Funeral Home, Inc. was recently honored with the 2011 Pursuit of Excellence Award by the National Funeral Directors Association (NFDA). Only 147 firms from around the world received this prestigious recognition, placing Panebaker Funeral Home among an elite group of funeral service professionals.



Panebaker Funeral Home was just one of five PA funeral homes honored.

Pursuit of Excellence (POE) Award recipients raise the bar on funeral service excellence by adhering to the highest ethical and professional standards and providing unsurpassed service to families and communities.

“Kristin and I are very proud to receive this honor and we are equally as proud of

### Visionary Web Service



Focused on working with local businesses, Owner Sam Barnhart, Visionary Web Services (VWS), is committed to helping colleagues maintain/create their web image. VWS is

a Hanover-based company that specializes in providing custom, affordable web design and SEO/maintenance.

“Our top three priorities to our clients are: making the process simple and easy, creating a successful site to meet business’ needs, and offering cost efficient solutions,” explains Barnhart.

Barnhart is a nationally-recognized multi-award winning graphic designer that is focused on producing clean, structured, uncluttered designs that focus on content

our dedicated staff that helped us achieve this distinction. We feel that the Pursuit of Excellence Award not only reinforces our commitment to the families we are privileged to serve, but also the community in which we live,” explains Michael Newman, co-owner of Panebaker Funeral Home. The funeral home, which was established in 1954 offers burial, cremation and grief support services, will soon be opening Loyal Companion Pet Cremation, the only pet

crematory licensed in York County.

To earn the Award, a participating funeral home must meet or exceed business standards set forth by the program and demonstrate proficiency in key areas of funeral service and community involvement. Participants are also required to adhere to a Pledge of Ethical Practices.

“Panebaker Funeral Home’s voluntary participation in the POE program reflects a clear determination to exceed the expectations of those they serve,” said NFDA CEO Christine Pepper, CAE.

### Exclusive Hair Salon & Spa Welcomes Hess

Exclusive Hair Salon and Spa, located at 11 W Clearview Rd., Hanover is pleased to announce the addition of Linda Hess to their staff.

Hess specializes in electrolysis, a FDA-approved permanent hair removal process that she has performed for five years.

Lisa Noble, owner of Exclusive, describes Hess’s services as “a wonderful addition to



L. to r.: Lisa Noble, owner, Exclusive, and Linda Hess, electrologist.

without any unnecessary distractions. She has more than 25 years of experience in web, graphic design, printing, publishing and photo styling.

VWS offers an extensive list of services, including custom web designs, website SEO/maintenance, internet marketing strategies, hosting and domain registration, graphic design and printing, traditional marketing needs, and image manipulation and color correction.

“We provide truly competitive pricing, while offering a variety of packages that can be specifically tailored to meet the needs of your business. At Visionary, we understand that now more than ever, it is crucial that businesses get the most out of every dollar spent,” adds Barnhart.

For more information, please visit [www.VisionaryWebService.com](http://www.VisionaryWebService.com)

the salon’s already large menu of offerings. We are the only salon in the Hanover area that provides electrolysis, so this is very beneficial for our existing clients,” said Noble.

Along with electrolysis, Hess also offers facials, massages, manicures, pedicures and hair care. Exclusive has been in business for over five years, and offers a wide-variety of services as well as monthly specials.

For a full list of services or to schedule an appointment, call 630-0966 or visit [www.exclusivehairsalonandspa.com](http://www.exclusivehairsalonandspa.com).

## Chamber Recognizes Volunteers & Member Anniversaries

Thank you for your continued faith and dedication to your Chamber!

### 15-Year Anniversaries

We apologize for not using the photo taken at the breakfast. A retake was necessary because Chamber President Gary Laird, broke the camera.

*L to r.:* Joe Murphy, Murphy's Funeral Home; Jen Millheim, Historic Gettysburg Hotel, est.1797; and Deanna Reindollar and Becky Costello, Hampton Inn.

*Not pictured:* Adams County Economic Development Corporation, Community Progress Council, Ox Paper Tube & Core, Inc., Prudential Bob Yost - Homesale Services; and Quaker City Paper Co.

*The Hanover Chamber thanks its event sponsor:*



*75-year, 50-year and 25-year photos were published in the previous issue.*



### 10-Year Anniversaries

*Back row, l. to r.:* Gary Laird, Hanover Chamber; Steve Barrick, Barrick & Associates; Henry Grossman, ComputerWorks; Derf Maitland, Reader's Cafe; Ron Higgs, HBH Management; and Sue Krumrine and Lori Jones, Rita's Italian Ice.

*Front row, l. to r.:* Mary Ann Maitland, Reader's Cafe; Brandi Keefer, ComputerWorks; Denise Burge and Lisa Barshinger, BELCO Community Credit Union; and Kelly Miller, Rita's Italian Ice.

*Not pictured:* Capital Self Storage - Hanover, Donald Fiery, Homefield Advantage, The Palms Dry Cleaning and York County School of Technology.

### 5-Year Anniversaries

*Back row, l. to r.:* Tom Landis, Cartridge World; Bill Fair, WPS; Gary Laird, Hanover Chamber.

*Front row, l. to r.:* Daryl Senft, Victorian Tea Parlor; Darlene Brown, Pennsylvania Interfaith Community Programs; Karen Mackley, Columbia Cottage/Horst Group; Michele Witman, AquaPhoenix Scientific; and Paula Senft, Victorian Tea Parlor.

*Not pictured:* B & P Roofing, W. H. Cooke & Co., DRO Machine Shop, Hilltop Country Barn, Impact Management, Marchio Auto Body, Martin's Potato Chips, Ridge North Shopping Center Association, TCS Engraving, United Electric Supply, West Manheim Township, Wildasin Roofing & Remodeling and York Revolution Baseball Club.



Con't from pg. 3



*Pictured left, l. to r.:* Fritz Livelsberger, Chamber Board Chair; **Small Business of the Year** recipients Tom Whitman and Gary Watson, **Schmuck Lumber Co.**, and Gary Laird, Hanover Chamber President.



*Pictured right, l. to r.:* Gary Laird, Hanover Chamber President; and **Entrepreneurs of the Year** recipients Dan, Tim and Bill Gouker, **ASJ Imagining**; and Fritz Livelsberger, Chamber Board Chair.

Thank you Annual Meeting sponsors: **HANOVER HOSPITAL**



*Pictured left, l. to r.:* Gary Laird, Hanover Chamber President; and **Educators of the Year** recipients, Joy Weikert, Conewago Valley; Bruce Lee, South Western; and Jason Suter, Hanover Public; Dr. Barb Kerr, Director; and Fritz Livelsberger, Chamber Board Chair.



*Pictured right, l. to r.:* Gary Laird, Hanover Chamber President and Mary Lou Dorffner, St. Joseph School.



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## Help Brighten Hanover with Lighted Christmas Decorations

Every year, with your help, the Hanover Chamber installs lighted decorations in the Downtown and along Eisenhower Dr. These decorations provide a festive atmosphere for area shoppers.

Decking the halls *or streets* is a costly expense. The Chamber incurs \$6,000 in annual maintenance and installation costs. You can help offset the expense by making a donation.

Please send donations to the Hanover Area Chamber of Commerce. In the memo line of your check, please write "Decorations"

and/or "Santa." See pg. 11.

In addition, the Hanover Chamber, Main Street Hanover, Hanover Exchange Club, Kiwanis and Rotary clubs have prepared Center Square for the holidays, which includes Santa's Cabin, the Christmas Tree Lighting Ceremony and decorations.

### Santa's Cabin

Friday, December 2: 6 - 8 p.m.

Beginning Monday, December 5:

Monday- Friday: 6 - 8 p.m.

Saturdays: 10 a.m.- 12 p.m., 1 - 6 p.m.



Last day is Friday, December 23:  
6 - 8 p.m.

## HAHRA Raises Over \$4K for AHCS' Amazing Kids Program



Hanover Area Human Resource Association's (HAHRA) 6th Annual Casino Night rolled out another high stake ante raising \$4620 for Adams Hanover Counseling Services' Amazing Kids program, which benefits children with autism.

To find out how you can get involved with next year's event, contact Mary Kloker at [klokema@kellyservices.com](mailto:klokema@kellyservices.com).

*Pictured left, l. to r.:* John Moore, Adams Hanover Counseling Services; Sara Knaub, Utz Quality Foods; Mary Kloker, Kelly Services, Carol Conner Adams Hanover Counseling Services; and Amanda Hartlaub, Ox Paper Tube & Core.



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## Feed-a-Friend Marathon on WHVR 1280 AM

WHVR's 26th Annual Hanover Foods Feed-A-Friend Marathon, a 50-hour on-air program to collect food for the hungry in our community, will be held Dec. 7 - 9. The goal is 128,000 cans.

The Greater Hanover Red Cross uses the food and financial contributions in conjunction with their

"Hope for the Holidays" Program to provide meals during the holidays and throughout the



entire year. Last year, 1,598 families were assisted at Thanksgiving and Christmas and the need this year is just as great.

Businesses, schools, organizations and individuals can support the marathon by organizing a food drive, donating canned and non-perishable food items or by making a financial pledge.

By participating in the Feed-A-Friend Marathon, you'll be helping the needy in our community and earning recognition for your efforts on the radio. In advance, you can pledge a number of items to be donated every hour of the marathon and WHVR air personalities will read your pledge on-air at the beginning of each hour.

Please consider supporting the 26th Annual Hanover Foods Feed-A-Friend Marathon on WHVR 1280 to help provide food to those who will be hungry this winter and into 2012. Call Karen Hockensmith at 637-3831 for more details or, during the marathon, call 637-0052 with your pledge.

## Puzzled over your healthcare cost?



Featuring HealthAmerica

- Premium discounts
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The Hanover Area Chamber Healthcare Plan is provided by Stoudt Advisors. We represent all carriers for all types of employee benefits.

We also provide:

- HR Consulting
- Wellness Consulting



Partnered With



## Eye-Opener Breakfast

**Wednesday, December 21, 7:30 a.m.**

Hanover Elks Lodge  
47 N. Forney Ave., Hanover



**Salutes:**

- ACNB Bank** - new office
- DOCEO Printing Co.** - new business
- Legacy Athletic** - expansion
- Visiting Nurse Association** - expansion

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## Membership Mixers

**Wednesday, December 14, 5 - 7 p.m.**

**Susquehanna Bank**  
402 Eisenhower Dr., Hanover

**Wednesday, January 24, 4 - 6 p.m.**

**Hanover Rotary Club & Sheppard Mansion**  
117 Frederick St., Hanover

*Please RSVP to the Chamber so the host may accommodate all guests.*



### Controlling Work

December 2, 8 - 11 a.m.  
*Facilitator: Dave Wauls, LMA Consulting Group*

Supervisors will discover how to control the work and not the person. They will also learn how to write performance standards and discuss how they can use these standards to manage individuals.

### Problem Solving

January 6, 8 - 11 a.m.  
*Facilitator: Dave Wauls, LMA Consulting Group*

Leaders will learn the characteristics of a problem, the five step process for resolving a problem, how to get agreement on problems, how to collect data, how to make decisions, and finally develop a plan for resolving their identified problem.

### Setting Strategic Direction

January 13, 8 - 11 a.m.  
*Facilitator: Grace B. Elsner, Organization Development & Training*

In order to survive and thrive, every organization needs to analyze its current reality, clarify direction and set measurable goals to ensure progress. In this workshop, participants will learn and practice the key elements of the strategic planning and goal-setting processes. Wherever possible, organizations are encouraged to enroll multiple employees or management team members to work together in this workshop.

*Discount: Individuals registering for three or more sessions, receive a \$10 discount per session. Register on pg. 11.*

*For a complete list of workshops, visit [hanoverchamber.com/Booklet.pdf](http://hanoverchamber.com/Booklet.pdf).*

# Be Connected

Please complete form and return with payment to the Hanover Area Chamber of Commerce, 146 Carlisle St., Hanover, PA 17331. You can also register by calling 637.6130, F: 637.9127 or E:office@hanoverchamber.com..

## Events

## RSVP

## Investment

- December 2**  
Workshop: Controlling Work, 8 - 11 a.m., Hanover Chamber office  
Attendees: \_\_\_\_\_ ASAP \_\_\_\_\_ \*\$50/member
  
- December 14**  
Membership Mixer, 5 - 7 p.m., Susquehanna Bank, 402 Eisenhower Dr., Hanover  
Attendees: \_\_\_\_\_ 12/07 \_\_\_\_\_ Complimentary
  
- December 16**  
Christmas Luncheon, 11:30 a.m., Hanover Country Club  
Attendees: \_\_\_\_\_ ASAP \_\_\_\_\_ \$32/member;  
\$350/table sponsor
  
- December 21**  
Eye-Opener Breakfast, 7:30 a.m., Hanover Elks Lodge, 47 N. Forney Ave., Hanover  
Attendees: \_\_\_\_\_ 12/16 \_\_\_\_\_ \$11/member
  
- January 6**  
Workshop: Problem Solving, 8 - 11 a.m., Hanover Chamber office  
Attendees: \_\_\_\_\_ 12/30 \_\_\_\_\_ \*\$50/member
  
- January 13**  
Workshop: Setting Strategic Direction, 8 - 11 a.m., Hanover Chamber office  
Attendees: \_\_\_\_\_ 01/04 \_\_\_\_\_ \*\$50/member
  
- January 18**  
Eye-Opener Breakfast, 7:30 a.m., Bay City Restaurant, 110 Eisenhower Dr.  
Attendees: \_\_\_\_\_ 01/13 \_\_\_\_\_ \$11/member
  
- January 24**  
Membership Mixer, 4 - 6 p.m., Rotary & Sheppard Mansion, 117 Frederick St.  
Attendees: \_\_\_\_\_ 01/17 \_\_\_\_\_ Complimentary
  
- Decoration Donation**  
In the memo line of your check, please write "Decorations" and/or "Santa." ASAP \_\_\_\_\_ Donation

Business: \_\_\_\_\_ Email: \_\_\_\_\_

Please indicate payment preference.  Check enclosed  Please charge my credit card

Card No.: \_\_\_\_\_ Visa Mastercard Expiration: \_\_\_\_\_  
(circle one)

(Signature) \_\_\_\_\_ (Date) \_\_\_\_\_

\_\_\_\_\_ **Total**



**Advanced registration is greatly appreciated. Cancellations made within 48 hours of the event are nonrefundable.**

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When the weather outside is frightful, listen to The Peak (98.5 FM) & WHVR 1280 AM for Chamber event cancelations.



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# Christmas Luncheon



Friday, December 16th • Hanover Country Club

11:30 a.m. Eggnog social

Please note: Based on member feedback, we are allotting more time for networking prior to the program.

12:15 p.m. Lunch & program

Presentation by local legislators

Eggnog sponsor:



**Lutheran Retirement Village at Utz Terrace**  
A Lutheran Social Services Community

Registration: Please register on pg 11, call the Chamber at 637.6130 or email  
[office@hanoverchamber.com](mailto:office@hanoverchamber.com).

\$32/member

\$350 - Table Sponsor

Recognition in press releases, Chamber newsletter, website.

Includes reserved seating, table sign and lunch for eight.

