

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.

You Can Network at the Chamber's Golf Outing
Shhh! Don't tell the boss, but you'll have fun too!

You can nurture existing business relationships, develop new contacts, and of course, have lots of fun at the Hanover Chamber's 43rd Annual Golf Outing on Wednesday, June 22nd at South Hills Golf Course in Hanover.



Photo of you kickin' some major green on the golf course!

If birdies and eagles aren't your thing, then join us for networking during the steak dinner (after golf). This is also a wonderful way to network with your colleagues.

Reserve your spot today! Complete and return the enclosed registration form or visit hanoverchamber.com.

More than 93 percent of members join for networking and promotional opportunities. The Chamber's Golf Outing provides the opportunity for you to interact with 160 business men and women. Can you afford not to be there?

The scramble-formatted outing includes a hot dog lunch, a steak dinner, a round of golf, cart, and beverages on and off the course.

Don't say we didn't yell fore! South Hills' signature hole is number 4 on the West course, a 339-yard, par four, requiring an accurate tee shot. The terrain is hilly, so you can expect some interesting lies in the fairways.

Be sure to take advantage of the tee-riffic foursome and twosome packages, hole sponsorships and the opportunity to win an array of prizes!

The Chamber thanks the following sponsors:

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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.

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Welcome New Members

Attorneys

Kimberly Trone

Stock and Leader

Susquehanna Commerce Center East
221 W. Philadelphia St., Ste. 600
York, PA 17401-2994
846-9800

Automobiles & Truck Dealers

Barry Hamed

A 2 Z Motor Sports LLC

916 Baltimore St.
Hanover, PA 17331
637 4229

Churches

Rev. Kirk Griffin

St. Mark's Evangelical Lutheran Church

129 Charles St.
Hanover, PA 17331
637-8904

Concrete- Contractors & Products

Jonathan Carbaugh

Carbaugh Concrete, Inc.

3834 Jefferson Road
Glen Rock, PA 17327
637-9922

Contractors- General

Shawn Leister

Leister's Powerwash

465-0700

Financial Planning & Services

Matt Deihl

New York Life

1 E. Walnut St.
Hanover, PA 17331
524-8132

IT Services

Jonathan Hopta

Full Circle Solutions Group

910 N. Hanover St.
Elizabethtown, PA 17022
361-0462

- Continued on pg. 5 -

Survey Results Help Chamber Establish Agenda

The Pro-Business Committee recently completed a membership survey to assist in developing the Chamber's Pro-Business Agenda and legislative priorities for 2011/2012.

The Chamber's current legislative agenda includes transportation, business taxes, health insurance reform, energy, and labor climate. The survey returned 175 results (30%), with respondents from diverse backgrounds such as education, tourism, manufacturing, health care, goods and services, and finance.

Survey results indicate that the majority would rate Hanover's overall business climate as 'good,' and feel that the climate has remained the same over the past 12 months. The top issues facing businesses include the current economic situation, environmental aspects such as EPA and OSHA, healthcare costs, and workforce development. An overwhelming 61% felt that the cost of healthcare is a major business deterrent.

Respondents feel that the economy in the greater Hanover area is better than or

about the same as the national economy, and 67% answered that they would remain in the Hanover area rather than leaving if given the opportunity.

Quality of the workforce in the Hanover Area is of concern to many businesses, with 89% of respondents ranking it as 'good' or 'fair.' Employers list critical thinking, math and reading skills as needing improvement in the workforce, and 57% say that they would not hire entry-level applicants who lack basic education skills.

Looking ahead, respondents feel that controlling healthcare costs and lowering business taxes should be the top legislative priorities for the Hanover Chamber when interacting with the state's elected officials.

The Pro-Business Committee and the Hanover Area Chamber of Commerce would like to thank all those who participated in the survey. Complete results can be found at www.hanoverchamber.com/about_legislative.html.

Puzzled over your healthcare cost?



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- Wellness Consulting



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Beechmont B&B Earns Recertification "Inn" Quality Assurance

Select Registry™, Distinguished Inns of North America, proudly announces that the Beechmont Bed & Breakfast Inn has passed inspection and continues to be a member in good standing of the association.

This elite network of celebrated inns and B&Bs across North America has a 40-year history of outstanding quality assurance with the longest, continuously running inspection program in the industry. Of the more than 20,000 bed and breakfasts in North America, only about 400 have qualified for membership in Select Registry.

"Select Registry's distinctive quality assurance program underscores our commitment to an exceptional guest

experience and the Beechmont Bed & Breakfast Inn continues to meet these high standards," stated William Carlson,

Executive Director of Select Registry.

Inns applying for membership undergo rigorous inspections as do existing members on a periodic basis. Independent inspectors with years of hospitality experience arrive unidentified, spend the night and evaluate the inn. No other online directory or organization of innkeepers has a comparable inspection program, establishing

Select Registry as the benchmark for quality.

Celebrating its 25th anniversary, The Beechmont Inn welcomes leisure and business travelers with exceptional hospitality and thoughtful extras. The stately seven-room bed and breakfast is located at 315 Broadway, Hanover.

The Beechmont hosts intimate weddings and small family gatherings, and Innkeeper Kathryn White is known for her love of cooking breakfast with farm-fresh, locally-grown produce and dairy ingredients. In 2009, White was recognized as Innkeeper of the Year by the Pennsylvania Tourism and Lodging Association.

For reservations and more information, visit www.thebeechmont.com or call 800.553.7009.



Kathryn White, innkeeper, Beechmont Bed & Breakfast Inn.

History is Alive at Penn Mar Castings

Penn Mar Castings recently completed work on replica cannon balls for use at Fort McHenry in Baltimore, Maryland. Gerald Pech, a living history volunteer from Fort McHenry, traveled to Hanover in March to pick up the cannon balls to be displayed beside naval cannons outside the fort.

The original cannons, now on display to the public, helped to protect the Baltimore Harbor from British invasion during the War of 1812. Alongside the 18 and 36 pound cannons are various tools associated with cannon use including cannon balls. Although the park displayed numerous 18 pound balls, 36 pound cannon balls are hard to come across these days.

"We wanted something that visitors can touch and remember. By having these cannon balls on display, people can hold them and compare the sizes."

Penn Mar volunteered to take on the project, producing true-to-size replicas of the original cannon balls. The Hanover-based company then donated the replicas to the national parks.

"Penn Mar has been a God-send, and the National Parks are thrilled with this new addition. Now we will truly be able to tell our story."

Cremer Florist Selected to Offer Fine Chocolate

Cremer Florist has been selected as a new retail location for one of the finest chocolate companies in America. This chocolate company's success is credited to their emphasis on using natural ingredients and a supreme quality of chocolate. They take pride in their craft - handmade fresh, one piece at a time.



The company only distribute their delicious chocolates to stores of superlative quality in the United States including Neiman Marcus, Dillard's, Lord & Taylor and now Cremer Florist!

These chocolates would be a wonderful addition to the flowers you send to your Mother this coming Mother's Day!

To place your order, contact Cremer Florist at 219 E. Walnut St., Hanover, 637-6621 or www.cremerflorist.com.



L. to r.: Robert Meier, Director; William Hester, VP of Engineering; and Tracy Siegle, Sales Manager, Penn Mar Castings; and Gerald Pech, National Parks volunteer.

Hanover Hospital Respiratory Care Earns National Level Recognition

Hanover Hospital has earned Quality Respiratory Care Recognition (QRCR) under a national program aimed at helping patients and families make informed decisions about the quality of respiratory care services available in hospitals.

About 700 hospitals (about 15%) in the United States have received this award. The program, started in 2003 by the American Association for Respiratory Care (AARC), was designed to help consumers identify facilities using qualified



respiratory therapists to provide respiratory care. Hospitals earning the QRCR designation ensure patient safety by agreeing to adhere to a strict set of criteria governing their respiratory care services.

According to Vicky Shrader, RRT, CPFT, Director of Pulmonary

Services, Hanover Hospital provided documentation showing it meets conditions such as:

- All respiratory therapists employed by the hospital to deliver bedside respiratory care services are both legally recognized by the state as competent to provide respiratory care services and hold the CRT or RRT credential.

- Respiratory therapists are available 24 hours a day.

- Other personnel qualified to perform specific respiratory procedures and the amount of supervision required for personnel to carry out specific procedures is designated in writing.

- A doctor of medicine or osteopathy is designated as medical director of respiratory care services.

Respiratory therapists are specially trained health care professionals who work under physician orders to provide a wide-range of breathing treatments and other services to people with asthma, chronic obstructive pulmonary disease, cystic fibrosis, lung cancer, AIDS, and other lung or lung-related conditions. They also care for premature infants and are key members of lifesaving response teams charged with handling medical emergencies.

For details, please contact Shrader at 633-8836 or shraderv@hanoverhospital.org.

Welcome New Members

Landscaping

Gaven Bullock

Hanover Landscaper's Supply Yard of Hanover

700 High Street
Hanover, PA 17331
(717) 633-6278

Manufacturers

Jim Marshall

The Beveled Edge

57 Aileron Ct., Ste. 18
Westminster, MD 21157
(410) 386-0161

Property Damage/Disaster Restoration

Jordan Lehr

C.A.R.E. Property Services

434 Peepytown Road
East Berlin, PA 17316
634-3060

Restaurants

Barry Hamed

Authentic Kebab Grill

990 Carlisle St.
Hanover, PA 17331
632-1700

All Things Possible at M&T Self Storage

M & T Self Storage, LLC is a family owned and operated storage facility located just off Route 30 between Gettysburg and New Oxford. Mike and Tina Livelsberger opened their business in 2004, offering 152 clean, dry indoor storage units which range in size from 5 x 10 to 10 x 30, and also 15 outdoor vehicle pads.

M & T has the ability to accommodate both residential and commercial needs, with state of the art security cameras on all buildings. The property is also surrounded by a security fence for customer peace of mind.

Mike and Tina's motto is "With God all things are possible," a belief that they pass along to daughters Jessica and Rebecca who also lend a hand at the family business. The Livelsbergers

strive to do their best in providing their community with a friendly, professional service.

To learn more about special deals being offered now, contact M & T Self Storage at 338-9599. Storage units are located at 55 Brickcrafters Rd., New Oxford.



L. to r: Owners Mike and Tina Livelsberger, with daughters Jessica and Rebecca.

Business Briefs

Hartlaub Promoted to GM



Amanda Hartlaub has been promoted to General Manager of **Adecco**, a world leader in recruiting and workforce solutions. Hartlaub will continue to oversee the operations of offices in four counties: Hanover,

York, Lancaster and Reading. Added responsibilities in this new role include budgeting, P&L reviews, sales and marketing strategies, and providing leadership to our team of 15 internal staff members as well as 700-900 temporary employees.

Hartlaub has been employed with Adecco since 2002, where she started as a Staffing Specialist and was promoted to Branch Manager, then Regional Operations Manager, and now General 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. In 2010, she achieved her Senior Professional in Human Resources certification.

C.S. Davidson's Madzelan Named Secretary of ASCE



C.S. Davidson, Inc., an employee-owned consulting engineering firm with offices in York, Gettysburg, and Lancaster, is pleased to announce that **Michelle E. Madzelan, P.E.** was named

Secretary of the American Society of Civil Engineers (ASCE) Central PA Section. ASCE is a professional organization of more than 140,000 civil engineering members dedicated to the advancement of the civil engineering profession, the professional development of its members and advocating for infrastructure and environmental stewardship.

Madzelan has experience with a wide-range of municipal services, including streetscapes, paving, drainage, parks and recreation trail projects. She has worked at C.S. Davidson for 10 years.

C.S. Davidson Welcomes Heller to its Staff



Jesse H. Heller joined C.S. Davidson as a CAD Technician and will provide drafting and design services for structural projects including commercial, industrial, and institutional projects. He brings

over 24 years of experience and knowledge in the CAD drafting and design field.

McCauslin Promoted to Director of Sales



Rick McCauslin has recently been promoted to director of sales for WYCR-FM (98.5 The Peak) and WHVR-AM. McCauslin oversees the stations' sales departments, as well as the creative

and traffic departments.

He has a notable list of professional accomplishments in radio, with more than 25 years experience in the industry.

"Now that we've made 98.5 The Peak the area's number one choice for radio advertising results, I look forward to the challenge of helping to expand our new media initiatives, including internet, web and special events to maximize results for our clients," stated McCauslin.

McCauslin is currently a board member of the Christian Business Men's Connection of Hanover, Chairman of the Board at Mt.

Victory United Methodist Church in Gardners, and a certified lay speaker for the United Methodist Church. He is a former board member for the NAACP and the HART Center. In addition, he served as an adjunct professor at Shippensburg University, teaching radio production and radio management.

Radio Hanover Welcomes Innerst



Radio Hanover is also pleased to announce the appointment of **Bob Innerst** as the FM sales manager. In this role, Innerst manages a team of account executives and will work to develop new sales initiatives and

exceed station sales goals.

"I am excited to join a family of true broadcast professionals who know how to do radio right," stated Innerst. "The people at The Peak are really dialed in to their listeners and are acutely aware of the impact the station can make for advertisers who want to increase their sales as well as their standing within the community."

Innerst graduated cum laude from Ohio University and is currently pursuing a master's degree in communications from Shippensburg University. He has a notable list of professional accomplishments in radio, with more than 30 years experience in the industry, including winning the Golden Microphone Award four times and the Pennsylvania Association of Broadcasters award for best radio commercial five times.

Innerst is active in the community, serving as past chairman for the Strand-Capital Performing Arts Center Celebrity Auction, York Sports Night and the Communications Committee for the United Way of York County.

Hanover's Center Square to Soon Blossom with Beauty

Main Street Hanover is organizing this year's Downtown Beautification Fund. Spring is here and we are looking forward to beautifying Hanover's downtown with professional planters and hanging baskets within the next few weeks.

You can help make Downtown Hanover more beautiful and inviting by purchasing

a \$50 hanging basket, \$300 planter, \$500 for two planters and/or by making a general donation.

The Chamber thanks On the Go Cafe, located at 11 York St., Hanover, for donating funds from the sale of their Main Street Wrap. For every wrap sold, On the Go donated \$2.

The Chamber also thanks the following individuals and businesses (*whose funds were received at press time*) for participating in this year's program.

Daughters of the American Revolution
Elsner Bell & Associates
Hanover Area Arts Guild
Hanover Capital Management
Hanover Garden Club
Hanover Pediatric Associates
Theodore Jenkins
M & T Bank
Mountain View Obstetrics & Gynecology
Northwest Savings Bank
On the Go Cafe
Panebaker Funeral Home
Rita's Ice
Smith & Company, CPAs
Square Commercial Center
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Heavy Equipment
Spill Cleanup
Brick & Stone Restoration



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 more than \$5.1 million in dividends to our member policyholders over the last 13 years. To find out more, contact Melissa Speal at the Chamber, 717-637-6130, or Susan Stropparo at Glatfelter, 717-852-8000.



Please note that all baskets and planters will be located in Center Square.

Your investment also includes maintenance, so flowers will look beautiful throughout the season.

If you would like to learn more about the work of Main Street Hanover, visit www.hanoverchamber.com or contact the Hanover Chamber office.

Additional contributors will be recognized in the next newsletter.

To make your purchase/donation, please see pg. 11.

Chalk It Up Hanover to "Draw" People Into Downtown

Main Street Hanover is excited to announce its First Annual Chalk It Up Hanover on Saturday, May 14, from 10 am to 2 pm. in Center Square, Hanover. Rain date is Saturday, May 21.

Other cities across the country have found this to be a great event that brings new people to the downtown area for a day of free, family-friendly creative activity.

Artists of all ages will transform Hanover's sidewalks into colorful works of art. Each participant will be given an assigned square of sidewalk, chalk and time to convert concrete into temporary art. At 4 p.m., squares will be judged and monetary awards given to the artists.

Sidewalk spaces are approx. 4ft x 4 ft. You may use any or all of the space.

Participants can pick up their assigned space at the registration table, located in the Fountain Quadrant (northwest

quadrant) the morning of the event. Over 100 spaces are available.

For more information and to register, please visit www.hanoverchamber.com/downtown.html.

Best & Brightest to be Recognized

You can still show your support for the Best & Brightest! The Hanover Chamber and Elsner Engineering, in conjunction with Hanover, South Western, Delone Catholic and New Oxford high schools, will recognize approximately 160 National Honor Society students at the Best & Brightest Ceremony on Sunday, May 1 at South Western High School.

"Elsner Engineering Works believes that our employees are the best in the region. We congratulate all the recipients and look forward to their return back to the Hanover area after further education. Refined skills are required to continue the tradition of excellence for which the Hanover workforce has become well-known," said Bert Elsner, II, Vice President, Elsner Engineering Works.

Each student will be presented with a personalized gift. Businesses have the opportunity to sponsor this event at \$30 per student, and will be recognized in promotional materials related to program.

To show your support for this event, please see pg. 11 or contact the Chamber office.

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JA Announces Hanover/ Spring Grove Initiative

In an effort to sustain and expand the current impact of Junior Achievement (JA) in the Hanover/Spring Grove area, JA announces a support campaign from local businesses. Glatfelter will match every contribution dollar-for-dollar up to \$25,000. Additionally, a JA Restaurant day will be held May 17 at Blue Koi, KClinger's Tavern and Big Mike's Crab House. A percentage of the proceeds from these and other are restaurants will support the initiative.

For more information, please call 843-8028 or visit www.jasca.org.

Fall 2011 York College Scholarships Available

The Hanover Area Chamber of Commerce Awards & Recognition Committee, in partnership with York College of Pennsylvania (YCP), will award two three-credit scholarships for classes held at YCP.

YCP makes these scholarships available through the Hanover Chamber twice a year to be awarded to individuals whose continued education promises to serve their own intellectual growth and professional development as well as their ability to contribute to the Hanover community.

These scholarships will cover the tuition of any one (1), 3-credit course offered during the Fall 2011 session. The recipient must pay the registration fees and the cost of textbooks. One scholarship is awarded to two part-time students.

Applicants must complete and return the application to the Hanover Chamber, 146 Carlisle St., Hanover, PA 17331, no later than 5 p.m. on June 3, 2011.

For complete details and an application, please call 637-6130 or visit www.hanoverchamber.com/about_workforce.html.

Social Media Workshops Offered this Month

May 11

Social Media 101, 8 - 9 a.m.

Kim Goff, Goff Website Consultants

\$25/member; \$35/non-member

If the concept of creating a "social media" profile for your business makes your head spin, don't fear, you are not alone! Coming up with an effective way to incorporate social media into your organization's success can be overwhelming. This workshop teaches you the basics of social media and how to get started.

Participants will learn:

- Why the time is now for social media in the business world
- Concepts, technology and tools that drive social media
- Free tools to help with monitoring social media efforts
- Free tools to help you easily maintain multiple social media profiles
- Statistics and case studies of businesses social media successes

- Best advertising tools for social media profiles

May 25

Social Media 102, 8 - 9 a.m.

Kim Goff, Goff Website Consultants

\$25/member; \$35/non-member

Have the basic concepts of social media? Are you ready to take your business to an advanced level of social media? Now that you have used social media to increase your on-line presence, now you can learn how to use social media to increase your company's "bottom line." This workshop explains and discusses how businesses can enhance their social media profiles to see an increase in profit.



Register on pg. 11.



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Eye-Opener Breakfast

Wednesday, May 18, 7:30 a.m.

Conewago Valley Intermediate School (CVIS)
175 700 Rd., New Oxford



Chairman of the day: Stephanie Corbin, Asst. Principal, CVIS

Invocation: Larry Sanders, Principal, CVIS

Salutes:

- M&T Self Storage, LLC - new member
- H&R Block - new location
- Penn Mar Castings - expansion
- Visionary Web Service - new member

Directions: From Hanover - Take Rt.94 N. Cross Rt. 30. Continue on Rt. 94 N. Turn left onto Gun Club Rd. Gun Club Rd. becomes 700 Rd.

\$11/member; \$15/non-member

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Members Benefit from Networking Opportunities

March Breakfast Features Chamber Benefits - APPI Energy & CBY Systems



L. to r.: Leroy Moore and Steve Gohn, CBY Systems (sponsor) and Mike Payne and Dan Flaherty, APPI Energy.

The Chamber Eye-Opener Breakfast, held at the Dutch Country Restaurant, featured benefits of APPI Energy and CBY Systems. As a result of the Chamber's partnership with these organizations, members receive high-quality programs at a discounted rate.

Membership Mixers

Many thanks to the Hanover Red Cross for hosting the March Membership Mixer at 529 Carlisle St. Members had the opportunity to tour the facilities, network and enjoy lunch catered by Gary's Meat Locker.



Upcoming Mixers

Wednesday, May 11, 4:30 - 9:30 p.m.

bare Skin & Laser Center
South Hanover Medical Center
3130 Grandview Rd., Hanover

Thursday, June 9th, 4:30 - 6:30 p.m.

New Age Associates, 126 Onyx Rd., New Oxford

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

- | | | |
|--|-------|---|
| <input type="checkbox"/> Beautification Fund - general donations or flower purchases welcome
Notes: _____ | ASAP | _____ \$50/basket; \$300/planter,
_____ \$500 for two planters |
| <input type="checkbox"/> Best & Brightest - general donations or \$30/student welcome
Notes: _____ | ASAP | _____ Donation |
| <input type="checkbox"/> May 11
Social Media 101, 8 - 9 a.m.
Held at the Hanover Chamber office
Attendees: _____ | 05/06 | _____ \$25/m;\$35/n-m |
| <input type="checkbox"/> May 11
Membership Mixer, 4:30 - 9:30 p.m.
bare Skin & Laser Center, South Hanover Medical Center, 3130 Grandview Rd.
Attendees: _____ | 05/06 | _____ Complimentary |
| <input type="checkbox"/> May 18
Eye-Opener Breakfast, 7:30 a.m.,
Conewago Valley Intermediate School, 175 700 Rd., New Oxford
Attendees: _____ | 05/13 | _____ \$11/m; \$15/n-m |
| <input type="checkbox"/> May 25
Social Media 102, 8 - 9 a.m.
Held at the Hanover Chamber office
Attendees: _____ | 05/18 | _____ \$25/m;\$35/n-m |
| <input type="checkbox"/> June 9
Membership Mixer, 4:30 - 6:30 p.m.
New Age Associates, 126 Onyx Rd., New Oxford
Attendees: _____ | 06/02 | _____ Complimentary |
| <input type="checkbox"/> June 15
Eye-Opener Breakfast, 7:30 a.m.,
On the Go Cafe banquet room, 11 York St., Hanover
Attendees: _____ | 06/10 | _____ \$11/m; \$15/n-m |

For a complete list of events, please visit www.hanoverchamber.com

Business: _____ Email: _____ **Total**

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

Card No.: _____ Visa Mastercard Expiration: _____
(circle one)

(Signature) _____ (Date) _____



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



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