

# 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.

## **Penn National Insurance Returns \$1.7 Million to Members Advantage Program Participants**

For the tenth year in a row, Penn National Insurance declared a dividend for the Members Advantage Program (MAP) – a business insurance program of the York County and Hanover Area Chambers of Commerce. Based on the 2009/2010 program year, the group earned a 25 percent dividend, the second highest dividend earned over the program's history, totaling more than \$1.7 million.



*L. to r.:* Scott Burns, Weber Agency; Jack Meeker, E K McConkey & Co.; Andrew Stauffer, Weber Agency; Bill Greenawalt, The Glatfelter Agency; and Gary Laird, Hanover Chamber.

With this dividend, the company has returned almost \$7 million to its MAP members over the last 14 years.

The program offers Chamber members special coverages and pricing on property and casualty insurance, including businessowners, commercial auto, commercial fire and crime, general liability, inland marine and workers' compensation. In addition, through safety consulting, Penn National Insurance and local independent insurance agencies encourage member businesses to develop safety practices to substantially reduce or eliminate workplace injuries.

Penn National Insurance has a successful track record of group dividend programs with 17 active group programs underwritten by Penn National Insurance. The company has paid out

more than \$12.6 million of dividends in the last five years among their various programs. The company has a financial strength rating of A- (Excellent) from the A. M. Best Company.

Headquartered in Harrisburg, the company was founded in 1919 and has since grown to operating five offices in nine different states with more than \$1.3 billion in assets. True to their roots, the company is still a mutual insurance company, which means that it

operates to the benefit of their policyholders. A multiple-year recipient of Best Places to Work in PA and Computerworld's Best Places to Work in IT awards, the company was also named among the Best Places to Work in Insurance.

The Penn National Insurance program is just one of many benefits of Chamber membership.

For more information, call 637-6130.

**NEW Workshop Series Just Announced!** See insert for details.

## 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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## Chamber Dollars Program Set to Launch in Time For the Holiday Season

The Hanover Chamber is currently working to develop a “Chamber Dollars” gift certificate program which is set to launch Holidays 2011. The checks will be redeemable for goods and services, same as cash, at participating Chamber member businesses in the Hanover area.

Chamber Dollars will be available through the Chamber office in \$10 and \$25 denominations. Participating businesses will be listed on the Chamber website, and

each business will be provided marketing collateral and point-of-sale material to signify that Chamber Dollars are accepted.

There is no cost beyond Chamber membership dues for members to participate in the program.

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).



## 2012 Discover Hanover Magazine Increases Distribution to 15K Reserve now to lock-in Early Bird Rate and pay next year

The Hanover Chamber recently released its third edition of the “Discover Hanover” Magazine, and members are already asking how they can advertise in the next issue!

### New for 2012

Due to the overwhelming popularity of the Discover Hanover Magazine, we are **increasing distribution** from 10,000 to **15,000** and be **included in the York County Convention & Visitor Bureau’s distribution racks** throughout York County.



The 2011 Discover Hanover edition was such an overwhelming success that it has required the Chamber to again expand the distribution network for 2012. In fact, just 100 out of 10,000 remain.


Through November 1, 2011, you can secure 2010 ad rates with a signed contract. We will invoice you in January 2012. This publication showcases many of the


interesting and unique features of our great community.

We hope you enjoy the 2011 edition and please remember to use the business listing in the magazine as a reference for

shopping, dining, or choosing a professional service.


To take advantage of the Early Bird Rate, please contact Melissa Speal, Marketing/PR Director, at 637.6130 or [mspeal@hanoverchamber.com](mailto:mspeal@hanoverchamber.com).







*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 \$6.9 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.









**Business Briefs**

**Cross Keys Village (CKV) Announces Promotions**

Three senior administrators at Cross Keys Village – The Brethren Home Community have been promoted and given new responsibilities as part of an organizational restructuring announced for the 103-year-old continuing care retirement community.



**Tracy Biesecker** has been promoted to the Vice President of Operations and Technology. A Cross Keys team member since 2002, Biesecker is now responsible for the Environmental Services, Maintenance, Transportation, Dining Services, Reception Services and Information Services Departments. She also became the Corporate Compliance Officer.



**Karl Brummer** has been promoted to Vice President of Programs and Human Resources. Brummer has been a team member since early 2009.

Added in addition to his current responsibilities include the Residential Living, Personal Care, Wellness and Pastoral Care departments, as well as a new Home Care Services department.



**Amanda Chase** has been promoted to the Vice President of Health Care and will add the Admissions Office and Beauty Shop to her current responsibilities.

The restructuring follows the retirement of

Senior Vice President Dave Gerber, who left after more than 23 years as an executive officer, with service as a member of the Board of Directors prior to beginning his CKV employment.

“Organizations should use transitions such as this to re-examine their structures and make changes that take advantage of the talents available to them,” said President/CEO Vernon King. “This I believe we have done, and in doing so we have created a stronger and more efficient administration for CKV.”

**Tender Care Welcomes New Director Sue Hoffman**



**Sue Hoffman** is the new director at Tender Care Pregnancy Consultation Services. Hoffman steps into the role having been a Nurse Manager with Tender

Care since 2006.

With offices in Hanover and Gettysburg, Tender Care offers cost free services to women and families with pregnancy related concerns in a safe, non-judgmental, confidential environment.

“Many of our families feel like they’re at home in our office. We always strive for a

no-judgment atmosphere, and provide our clients with all of their options so that they can make a positive, informed decision,” says Hoffman.

**King Addresses ACC**



**Michael W. King**, Employment Law Attorney and Partner with the law firm of Stock and Leader recently addressed the Central Pennsylvania Chapter of the

Association of Corporate Counsel (ACC). Attorney King presented, “Ethical Dilemmas Facing General Counsel,” at the Country Club of York.

The ACC is the world’s largest organization serving the business and professional interests of attorneys. The Central Pennsylvania Chapter, one of 52 chapters in the organization, includes in-house counsel practicing in corporations, associations and other private-sector organizations from Harrisburg, Lancaster, York and throughout the Central Pennsylvania region.

Stock and Leader was founded in 1952. The firm now is one of the area’s largest with 30 attorneys and more than 35 support professionals.

**SERVEPRO’s New Location Provides Opportunities**

SERVEPRO of Gettysburg/Adams County is pleased to announce the expansion of its business. They have moved operations to their new facility, located at 3045 York Rd., just east of Gettysburg.

Boasting 2200 sq ft of office/conference space and a flooring show room; as well as 1400 sq ft of production and warehouse space, SERVEPRO’s new location provides them with a platform for future growth.



Centrally located in Adams County, SERVEPRO is “Faster to any size disaster.”

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

## Business Briefs

### Barley Snyder Attorney Frey Named One of Forty Under 40



Barley Snyder attorney **Jeremy Frey** will be honored as one of Central Penn Business Journal's (CPBJ) 2011 Forty Under 40 award recipients for his commitment to

business growth, professional excellence and the community at an evening reception and awards program next month. This year marks the program's 17th anniversary.

Frey is a partner with Barley Snyder and focuses his practice in the areas of planning, negotiation and execution of business and real estate transactions, real estate development, land use and zoning matters, real estate assessment appeals, business and real estate financing, as well as business planning and immigration.

Frey and the other award recipients will be featured in a special supplement to the October 21st edition of the CPBJ. The list of winners will also appear in the 2012 Book of Lists publication.

### Ellis Joins Barley Snyder as COO



Barley Snyder, a regional law firm with offices in Central Pennsylvania, recently appointed **Jamie Ellis** as the Chief Operating Officer.

Ellis joins the firm after most recently serving as the Chief Financial Officer at SC&H Group, a CPA, Tax and Management Consulting firm in Sparks, Maryland. There he managed the finance, human resources, information technology, marketing, and recruiting functions. Ellis has also previously held positions at Allegis Group, Inc. and Affiliates and Ernst and Young.

Ellis will divide his time between Barley Snyder's five offices. He will be responsible for enhancing the internal organization processes and infrastructure that will allow Barley Snyder to continue to grow. Ellis will also work directly with members of Barley Snyder to increase the firm's capacity to provide excellent service, professional quality and outstanding value to its clients. In reference to his new position, Ellis said, "I am very excited to be part of the Barley Snyder team and look forward to applying my knowledge and skills to such a well established firm in Central Pennsylvania."

Ellis graduated with a B.S. in accounting from the Pennsylvania State University and received his MBA from Loyola University. Ellis is also a Certified Public Accountant.

### DOCEO Named one Top 50 Fastest Growing Companies



DOCEO Office Solutions LLC is proud to announce that it has made the Central Penn Business Journal's 15th annual list of companies with increasing revenues. This is the first time that DOCEO has achieved this milestone.

In order to be eligible for consideration, companies were required to show revenue of at least \$500,000 in each of the fiscal years ending 2008, 2009 and 2010, as well as revenue growth in 2010, as compared to 2008. For-profit entities (public or private) that are headquartered in Adams, Cumberland, Dauphin, Lancaster, Lebanon, Perry or York County were eligible for nomination.

"We are honored and ever so grateful for this recognition by the Central Penn Business Journal. Each and every associate at DOCEO takes pride in working to grow our company while ensuring the highest level of customer satisfaction. It is a true team effort that has gotten us this far and we look forward to continued growth," said John Lewis, President & CEO.

## Welcome New Members

### Automobiles

#### Body Repairing & Painting

Clark Smith

#### **Clark's Body Shop**

9 Gilbert St., New Oxford, PA 17350  
624-2436

### Computers - Sales & Service

Tobiah Rothingshafer

#### **T & S Computer Systems Plus**

207 Queen St., Littlestown, PA 17340  
359-0273

### Health Care Services

Matthew Gouveia

#### **MedExpress Urgent Care**

1139 Baltimore St., Hanover, PA 17331  
633-3647

### Lodging

Pinakin Merchant

#### **Super 8**

40 Wetzel Dr., Hanover, PA 17331  
630-8888

### Non-Profits

Terry Wagner

#### **Goodwill Keystone Area**

1017 Baltimore St., Hanover, PA 17331  
637-0397

Jim Sponaugle

#### **York SCORE**

2101 Pennsylvania Ave., York, PA 17404  
845-8830

### Restaurants

Sylvia Salahutdin

#### **Little Caesars Pizza**

805 Baltimore St., Hanover, PA 17331  
630-9871

### Retailers

Linda Leonard

#### **The Frame Shop & Gallery**

22 Baltimore St., Hanover, PA 17331  
632-6398

Kari Andrews

#### **Hobby Lobby Stores, Inc.**

111 Wilson Ave., Ste. 3  
Hanover, PA 17331  
630-8297

## Ribbon Cuttings and Ground Breaking

### Target Opens New Store in Hanover

31 Wilson Ave. Hanover 634-3140 [www.target.com](http://www.target.com)

Melissa Newton, General Manager, Target (center holding scissors) celebrates with team members, and business and community representatives at the store's July opening. Guests were also invited to shop that evening.

Target operates nearly 1,750 stores in 49 states, including more than 240 SuperTarget® stores that include an upscale grocery shopping experience. In addition to the photo processing centers, pharmacies and Food Avenue® restaurants found in almost every Target, SuperTarget stores include in-store bakery, deli, meat and produce sections.



L. to r.: Dirk Wildasin--B&D Building and Development, Inc; C. Michael Newman, Ben Newman, Kristin K. Newman and Tyler Newman.

### Loyal Companion Breaks Ground for Pet Crematorium

43 Amy Way Hanover 637-5194

Owners of Panebaker Funeral Home, Inc. recently broke ground for Loyal Companion Pet Cremation, Inc. Pet cremation services are slated to open in November.

Until now, pet owners had only the option of cremation through their veterinarian's referral or utilizing a crematory more than an hour away. Often cremation took place on a weekly basis and there was delay in the return of the remains. Loyal Companion will be open to the public and offer local service, with transportation from either the home or the veterinarian's office. When choosing a private cremation, families will be guaranteed that their pet is cremated alone and privately with a certified crematory operator performing the service.

The facility is located on peaceful grounds and will feature a family viewing room. Pet owners will also have the time to choose memorabilia and/or an urn that fits the personality of their pet the best. Caskets suitable for burial will be available and bereavement support will also be offered. The cremated remains will be expedited and available at their facility or the veterinarian's office.

"By establishing Loyal Companion Pet Cremation, Inc., we will be able to provide service to the entire family with the same level of dignity that all deserve," stated C. Michael Newman, President, Panebaker Funeral Home, Inc. and Loyal Companion Pet Cremation, Inc.

### Fiducial Relocates to South Hanover

1108 Baltimore St., Ste. 100 Hanover 646-1040  
[www.fiducial.com](http://www.fiducial.com)

Fiducial Business Centers, Inc. recently relocated their office to South Hanover. Members of the community were invited to celebrate during the ribbon cutting and open house.

Fiducial provides services in financial reporting and bookkeeping, payroll, taxes and business counseling.

L. to r.: Deanna Layton, Administrative Assistant; Laurie James, Receptionist; Melissa Maher, Graphic-Web Designer; Karen McCord, Business Advisor; Bill Morice, Director of Field Operations; Michele Robbins, District Manager; Tammy Cottrill, Business Associate II; and Kate Wesselink, National Sales Manager.



## Dutch Festival Attracts 10K to Center Square to Celebrate German History

The 28th Annual Hanover Dutch Festival featured more than 325 food and handmade craft vendors, authentic German entertainment, the Gettysburg Region AACA's Antique/Classic Car Show and



Hanover YMCA's Kids Carnival.

Like any event, the Festival was successful as a result of the hard work of many. The Chamber is grateful for its sponsors, volunteers and donors.

We thank our presenting sponsor Belco Community Credit Union, car show sponsor Gene Latta Ford; contributing sponsors Hanover Hospital, Harry L. Bubb Insurance, Weber Agency, The Peak, The Evening Sun, Fiducial Business Centers and Penn National Insurance. We also thank the following for supporting the car show: Verizon

Wireless, Smooth Finishes, Firestone Complete Auto Care, NAPA of Gettysburg and Hanover, and Lester Sell Agency.

### Thank you volunteers

Acts of Kindness Theater Group  
Borough of Hanover  
Calvary Assembly of God  
Gettysburg Region AACA  
Hanover Valley Presbyterian Church  
Jonathan Holmes, Gordon Brown & Assoc.  
Dan Laird  
Erin Laird  
Linda Laird  
Shannon Laird  
Ralph Laughman

*Con't next pg.*  
Dutch Festival

## Have Fun and Celebrate Life at York's Premier Event for Women

Don't miss a celebration of women at the 14th Annual Women's Show, Oct. 1 and 2 at the York Expo Center.

Two days of shopping, exhibits, entertainment, seminars, demonstrations and more provide a great escape from the daily routine. "There's something for every woman at the Women's Show," said Barbara Carbaugh, president of The Peak 98.5. "This annual event is the perfect time to spend a great girlfriends' day out with your mother, sister, daughter or best friend."

Many prizes will be awarded, including the grand prize, sponsored by TJ Maxx, consisting of \$1,000 in cosmetic treatment from Advanced Vein & Laser Center, a \$500 Weis Markets gift card and a \$500 TJ Maxx Shopping Spree. The first 250 attendees each day will receive a free Women's Show official tote bag.

The 14th Annual The Peak 98.5/Smart Magazine Women's Show is presented by Memorial Hospital and sponsored by Weis Markets, Advanced Vein & Laser Center, 3-Every-Day of Dairy, M&T Bank, Christmas Tree Hill, bare™ Skin Care & Laser Center, Penn State York and the York County Chamber of Commerce. A portion of the proceeds from the show will benefit P.I.N.K. Partners.

Admission is \$4, but attendees can present

a Weis Markets Preferred Shopper's Club Card at the door for free admission or download a free ticket by logging on to [www.thepeak985.com](http://www.thepeak985.com).

The show hours are Saturday, 9 a.m. to 5 p.m., and Sunday, 11 a.m. to 5 p.m. For more information, call 717-637-3831, or visit [www.thepeak985.com](http://www.thepeak985.com).

Memorial Hospital presents  
THE PEAK 98.5 - smart magazine

# Women's Show

**Save the Date!**  
14th Annual Women's Show  
October 1 & 2, 2011  
Saturday 9-5 & Sunday 11-5  
Memorial Hall • York Expo Center  
*Entertainment on the M&T Bank Stage...*

- Keynote Speaker, Susan Shapiro, WGAL News 8
- TJ Maxx Fashion Show
- York Area Repertoire of Dance

*Grand Prize\* Sponsored by TJ Maxx Includes...*  
\$1,000 in Cosmetic Treatment from Advanced Vein & Laser Center,  
\$500 Weis Markets Gift Card and \$500 TJ Maxx Shopping Spree

**There's still time to join us as a Women's Show exhibitor. Don't miss out!**  
**Call 637-3831 today for more information.**

A portion of the proceeds benefits  
P.I.N.K. Partners

\*No purchase necessary. Some restrictions apply.

**For the latest updates on entertainment, exhibitors and more  
visit [www.thepeak985.com](http://www.thepeak985.com)**

Dutch Festival  
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Bonnie Link  
 Zulma Mendez, The  
 Performance Group  
 Judi McGee, Members 1st FCU  
 Christina Rosensteel, Rosensteel  
 Insurance  
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 Kelly Smith  
 Neil Smith  
 Bob Wright  
 Becky Zinn  
 Tom Zinn

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 Utz Quality Foods



The Board of Directors of Hoffman Homes for Youth invites you to join us for our eighth

# ANNUAL Gala

Saturday, November 12, 2011  
 7:00 PM - 11:00 PM

Majestic Theater  
 25 Carlisle Street  
 Gettysburg, Pennsylvania

Fine dining provided by The Altland House  
 Live music provided by 6 Cents  
 Silent and Live Auction

*Cocktail attire required. Guests must be 21 or older please.*

**Hoffman Homes for Youth**  
 A Psychiatric Residential Treatment Program for Children  
 613 Box 4122, Gettysburg, PA 17325

Majestic Performing Arts of the Jennifer and David LaVier  
 Performing Arts Center Box 0500  
 (717) 337-4000 • [MajesticTheater@gettysburg.edu](mailto:MajesticTheater@gettysburg.edu)

Tickets: \$100 per person / \$175 per couple

For questions contact Alicia Stanley in the Development Office: 717-359-7148 ext. 1404

## Volunteer Recognition & Member Anniversary Breakfast

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

Cross Keys Village - Brethren Home Community  
Nicarry Meetinghouse | 2990 Carlisle Pk. | New Oxford

**All are invited to attend this special breakfast.**

Please join us as we thank our volunteers and honor our members' Chamber anniversaries.

*Sponsored by:*



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

**Directions:**

**From Hanover:** take 94N to New Oxford. Turn left onto Village Dr. and follow to Nicarry Meetinghouse on right.

**From York:** take 30W and turn left onto Village Dr. Follow to Nicarry Meetinghouse on left.

## Save Time & Money with Annual Breakfast Subscription



For an annual fee of only \$130 per person, those in your organization who regularly attend the Chamber's Eye-Opener Breakfasts can take advantage of a special annual subscription rate. This special covers Breakfasts from September through August.

**Preregistering with this Special Offer Means:**

- ✓ You won't miss a Breakfast because you forgot to register.
- ✓ You'll save money on administrative costs by having to write only one check for the entire year.
- ✓ You receive a reduced rate for the Breakfasts.

**FYI:** If you cannot use your reservation for a specific month, you may send someone in your place. Just notify the Chamber office of the change. Unused reservations may not be transferred to another month.

**Register on page 11 or by contacting the Chamber office at 637.6130 or [office@hanoverchamber.com](mailto:office@hanoverchamber.com).**

**Breakfasts are prime networking opportunities!**

## Shippensburg University has programs in your backyard

**Fully Online:**

Certificate of Advanced Studies in Business (graduate)

**York:**

Business Administration (MBA)

**Gettysburg:**

Health Care Administration (BS)

**Spring Grove:**

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Superintendent's Letter of Eligibility

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[www.ship.edu/extended](http://www.ship.edu/extended)

## Five Local Businesses Saluted at July Eye-Opener Breakfast



The Hanover Chamber saluted five area businesses at its July Eye-Opener Breakfast held at the Hanover Area Family YMCA.

The Chamber thanks the Hanover Hospital for sponsoring the breakfast.

*L. to r.:* Bud Yohe, PuroClean Mitigation Services, new member; George Kyriocou, Hanover Hospital, 85th anniversary and breakfast sponsor; Liam Behrens, Hanover Family YMCA, host; Matthew Diehl, New York Life, new member; and Tony Lardarello, Centrello, new member.

# 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

- September 21**  
Volunteer Recognition & Membership Anniversary Breakfast, 7:30 a.m.  
Cross Keys Village, Nicarry Meetinghouse, 2990 Carlisle Pike, New Oxford  
Sponsored by Shippensburg University  
Attendees: \_\_\_\_\_
- September 27**  
Membership Mixer, 11 a.m. - 1 p.m.  
ERA Preferred Properties, 570 Carlisle St., Hanover  
Attendees: \_\_\_\_\_
- October 20**  
Hanover Chamber's Annual Meeting  
Sponsored by Hanover Hospital & APPI Energy  
Attendees: \_\_\_\_\_
- Annual Eye-Opener Breakfast Subscription**  
Attendees: \_\_\_\_\_

RSVP	Investment
09/16	_____ \$11/m; \$15/n-m
09/20	_____ Complimentary
10/10	_____ Complimentary
ASAP	_____ \$130/person

**To register for workshops, please use the enclosed registration form.**

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.**

## Puzzled over your healthcare cost?



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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.

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• HR Consulting  
• Wellness Consulting



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### Hold the Date

*Hanover Area Chamber of Commerce  
Annual Meeting*

*Thursday, October 20, 2011*

*Location TBA*

*Join us as we name the recipients of  
Educators of the Year · Small Business of the Year  
Entrepreneur of the Year · Positive Action*

*4 p.m. Business Meeting & Award Ceremony  
5 - 7 p.m. Membership Mixer*

*Join us for the Business Meeting, Mixer or both.  
Event is complimentary, but registration is required.*

*Please RSVP to office@hanoverchamber.com or  
637.6130.*



HANOVER AREA  
CHAMBER  
OF COMMERCE

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# You now have a *choice* for your electricity supply.

APPI Energy is the preferred provider of energy consulting services for the Hanover Area Chamber of Commerce. APPI Energy's mission and operating model are based on one premise: provide superior, independent consulting services that reduce member's energy expenses.



*"Hanover Area Chamber of Commerce members should feel confident in knowing that APPI Energy is an invaluable member benefit for your energy needs. Call APPI Energy to learn more today."*

*- Gary Laird, President, Hanover Area Chamber of Commerce*

**Call the Energy Experts.  
Call APPI Energy.**

**800.520.6685 | [www.appienergy.com](http://www.appienergy.com)**



HANOVER AREA  
CHAMBER  
OF COMMERCE

Business. Community. *Commitment.*

**APPI**  
**ENERGY**