

CHAMBER NOTES

A monthly newsletter of the
Delaware Area Chamber of Commerce

April 2021

Sustaining Members

*Industry Exclusive
Platinum Level*



Gold Level



Silver Level



Bronze Level



The Delaware Area
Chamber of Commerce
Established 1907



Chamber eases back into in-person events

Cabin fever took on a whole new meaning over the past 12 months. Networking is at the very heart of the chamber culture and its been appropriately a no-show during this time. Although we'll still require masking, we are happy to announce the return of our signature events and celebrations.

April Business BEFORE Hours

Start your day on Thursday, April 1 by networking outdoors on a lovely spring day at [Stratford Ecological Center](#), 3083 Liberty Rd., Delaware. Food, networking – bring lots of business cards to share. The event is held from 8:00 - 9:30 am. Please let us know you'll be attending. [Click here to register.](#)



Educational Farm & Nature Preserve

April Business After Hours

End your day on Thursday, April 15 by networking when [Penn Lanes](#), 451 Pennsylvania Avenue, Delaware, hosts the After Hours. Food, networking – bring lots of business cards to share. The event is held from 5:00-6:30pm. pm at Please let us know you'll be attending. [Click here to register.](#)



And more events!

And join us as we celebrate the ribbon cuttings galore in April!



On Friday, April 2 at 9:00 we'll be celebrating the grand opening of [Discount Fashion Warehouse](#), 1000 Sunbury Rd., Delaware (next to Kohl's) [Click here to register.](#)

On Thursday, April 15 at 1:00 we'll help [Huntington Learning Center](#), 83 Neverland Drive, Lewis Center, cut their ribbon. [Click here to register.](#)



And on Wednesday, April 28 at 11:30, [First Citizens National Bank](#) celebrates the opening of their newest branch at 33 West William Street, Delaware. [Click here to register.](#)



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facebook

Member announces new staff

Mark Johnson, President and

CEO of [The First Citizens](#)

[National Bank](#), has an-

announced that Frank Reinhard joined the bank team as Regional President, Delaware Market. Reinhard will lead the bank's team of business banking advisors, commercial lenders, and business banking specialists from its new banking center at the corner of W. William Street and S. Franklin Street in Delaware, Ohio that will open in April.



“We are thrilled to have Frank join our team,” Johnson.

“He is a true community banker who understands the vital role that only a *community* bank can play in supporting the growth of local businesses and the resulting strength and prosperity of our local communities.”

Reinhard, a native of Delaware, has served local businesses and the community for over 25 years in several senior commercial banking and leadership positions, and was recognized by The Ohio Statewide Development Corporation as SBA (Small Business Administration) Lender of the Year.

“It’s been a privilege to work with so many local businesses in my banking career,” Reinhard commented, “because successful businesses fund opportunity for everyone in the community. And now I get to continue this work with a bank that puts “local” first and with a team dedicated to providing the financial advice and tailored solutions that contribute to business success.”

Reinhard, who in 2019 was recognized by The Delaware Area Chamber of Commerce with the Wayne Hilborn Lifetime Achievement Award, has also been active in the community throughout his career. He has served as board chairman for The Delaware Area Chamber of Commerce and The Delaware County Fair and is currently on the boards of [The Delaware County Foundation](#), The Delaware County Finance Authority, and [The Delaware Rotary Club](#).

The First Citizens National Bank is the 4th oldest national bank in the United States still operating under local leadership. It prides itself for its unique style of community banking, blending leading-edge technology and convenience with outstanding personal service, and access to experts who provide advice and tailored solutions to more complex financial questions. Founded in Wyandot County in 1860, the Bank operates thirteen banking and ATM locations in Wyandot, Hardin, Marion, and Delaware Counties, including branches in Powell, Marion, Delaware, and Upper Sandusky.

New member orientation—except it means you veteran members, too

Every quarter the Chamber holds a new member orientation. Members mingle with board members over coffee and pastries and then retreat to the conference room where Chamber staff run through the benefits of membership.

But we know that there are many of our current/long-standing members who could use a brush-up or have new staff who should be brought up to speed.

Everyone is invited— even prospective members, and the Chamber staff encourages you to register to attend; bring a client who may be considering membership.

Our next orientation is **Tuesday, April 27**. [Click here to register](#). We’d love to see you! It’s not just for new members!



DELAWARE AREA
CHAMBER OF COMMERCE



Marketing 101 for Small Business Six Pack Series

How do you determine what type of marketing will be effective for your business goals? Where do you start? This series takes you from the first step of defining marketing through decision-making of where and how much to spend your marketing dollars; how to navigate your Internet presence; how to handle the press, requests for donations, your staff's role in your brand and much more. The program includes:

- ⇒ **April 5: Marketing 101** What is Marketing? Developing a marketing strategy & plan; who are your customers & competitors? Your customer value journey
- ⇒ **April 12: The Internet** Your website and online presence; email marketing, sales, data - What do the numbers tell you?
- ⇒ **April 19: Branding** What is branding? How can branding help your business? Design services, promotional products & apparel; brand & commercial photography; head shots & product shots.
- ⇒ **April 26: Media Relations, Community Giving & Networking** Responding to media and media interviews; managing a crisis; social media tips; establishing a giving strategy and budget; managing requests effectively. What is networking? How to work ON not just IN your business.
- ⇒ **May 3: Social Media** Yeah, you have to slay that dragon and go down that rabbit hole. We'll help.
- ⇒ **May 10: Reputation Marketing** What does the world (or your community) think of you and what can you do about it? How your reputation becomes your brand.

This program is available for \$250 per Chamber-member participant. (\$325 for non-members) The program will run from 8:00-10:00am for six consecutive Monday mornings beginning April 5. Attendees must prepay to be eligible to participate. [CLICK HERE TO REGISTER.](#)

Our presenters:

BROOKS VAN KIRK is a small business owner with extensive corporate, franchise and small business marketing experience. She and her husband own Delaware Automotive Service where she has put her background to use growing this successful family business. Brooks is also the owner of Van Kirk Creative where she helps businesses and start-ups develop their marketing strategy & plan, build efficient processes, firm their message and grow their business.

MISSY SESLAR is a local business owner with a degree in commercial photography. She has been in the industry for over 15 years and has worked together with many local small businesses, bloggers and brands. From product photography to virtual tours she can help you build your brand. Helping small businesses connect better with their audience through imagery is her specialty.

VICKIE CLOSSON is the President and proud owner of Hype 5 Promos & Apparel, a woman-owned and operated business. She started in newspaper advertising and continued her journey with radio, tv and print media. She now focuses on the branding side of marketing with Hype 5, which provides high quality custom apparel and promotional products to create brand awareness for their customers. Helping You Promote Effectively, now that's HYPE!

HEATHER WIRTZ is a marketing wizard with the visionary Richwood Marketing. The media platforms to reach your audience keep changing, but the desire for customers to connect on an emotional level hasn't. Across multiple industries, states and objectives, Heather has worked with clients that vary from national companies, politicians and celebrities, to one employee startups and enjoys helping each and every one articulate their "why" message in memorable ways.

County shares initiatives in economic update event

Over 100 chamber members attended the virtual annual [Delaware County](#) update on March 18. Commissioner Gary Merrell and Economic Development Director Bob Lamb led attendees through the initiatives the county took quick action on during the pandemic as well as ongoing plans for development throughout the county. The County continues to grow and the County strategically uses public/private partnerships, incentives, the Finance Authority and land bank to grow the kind of balanced economic climate that keeps our community healthy and poised for the future. [Click here to view the presentation](#). And thank you to County leadership for their commitment and wise governance.

Thank you to our event sponsor



April Calendar

Business Before Hours

Thursday, April 1
8:00-9:30 am
Stratford Ecological Center
[Click here to register](#)

Discount Fashion Warehouse Ribbon Cutting

Friday, April 2, 9:00 am
[Click here to register](#)

Marketing 101 Six Pack Series

Monday, April 5
8:00-10:00am
One of six: Marketing 101
via Zoom
[Click here to register](#)

HR Council

Wednesday, April 7
8:30 am via Zoom

Leadership Delaware Health Care/Economic Development Day

Thursday, April 8

Workforce Development & Education Committee

Friday, April 9
8:00 am via Zoom

Marketing 101 Six Pack Series

Monday, April 12
8:00-10:00 am
Two of six: The Internet
via Zoom
[Prior registration required](#)

Government Affairs Committee

Tuesday, April 13
8:00 am via Zoom

Manufacturers' Council

Wednesday, April 14
7:30 am via Zoom

Safety Council

Tuesday, April 14
9:00 am via Zoom

Huntington Learning Center Ribbon Cutting

Thursday, April 15, 1:00 pm
[Click here to register](#)

Business After Hours

Thursday, April 15
5:00-6:30 pm
Penn Lanes
[Click here to register](#)

Marketing 101 Six Pack Series

Monday, April 19
8:00-10:00 am
Three of six: Branding
via Zoom
[Prior registration required](#)

Chamber Board of Directors

Wednesday, April 21
7:30 am via Zoom

Marketing 101 Six Pack Series

Monday, April 26
8:00-10:00 am
Four of six: Media relations, Community
Giving & Networking
via Zoom
[Prior registration required](#)

New Member Orientation

Tuesday, April 27, 8:00-9:15 am
Chamber office
[Click here for details and registration](#)

First Citizens National Bank Ribbon Cutting

Wednesday, April 28, 11:30 am
[Click here to register](#)

SAVE THE DATES

Golf Outing
Friday, June 18, 2021

Clay Classic
Friday, October 8, 2021

Annual Dinner
Thursday, February 3, 2022

[Click here to visit the chamber's
interactive calendar of events](#)



Looking for product or service? Look to your fellow Chamber members *first*.
The Chamber exists for and by its members— [check here](#) before you buy.

Welcome

New Members

Beem's BP Distributing, Inc.

Stephen Beem - Co-Owner
2005 Hendrix Drive
Grove City, OH 43123
(614) 272-2452

beemsdistributing.org

Delivers unleaded, premium unleaded, diesel, premium diesel & off road diesel to business, farm or residence



The Daily Dumpsters

Eric Moulton - Co-Owner
1814 Chiprock Drive
Marysville, OH 43040
(740) 363-4111

thedailydumpsters.com

Offers roll-off dumpster rentals for residential & commercial customers



Discount Fashion Warehouse

Robin Thorley - Store Manager
1000 Sunbury Road
Delaware, OH 43015
(740) 602-6839

www.dfw.com

Offers discounted clothing, accessories & footwear



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Worly, Don

Member receives prestigious award

Treplus Communities was awarded the 2021 55+ Innovation Award by the National Association of Homebuilders (NAHB) at The Nationals, a virtual event honoring the best in 55+ housing on Friday, March 5, 2021. The Nationals salutes and honors the best in the building industry for their determination, integrity, creativity and endurance. This award is presented to builders who are developing exceptional projects, have achieved success through innovation, development practices, financial success and leadership. Awards were presented through a professionally produced event powered by Wells Fargo Home Mortgage.

The 55+ Housing Industry Council serves builders and industry professionals who work in the strongest growth segment of today's housing market, meeting the needs of aging, but vibrant baby boomers. "We are just thrilled to be recognized for innovation in Active Adult Living and appreciate the value our membership in the Building Industry Association of Central Ohio and the NAHB drives for the industry" says Jane Arthur Roslovic, Managing Partner.

"The Nationals are the most prestigious awards of their kind, setting the benchmark for innovations in new home design, marketing and sales," said Angela Harris, chairperson of the Nationals. "NAHB's commitment to recognizing originality, imagination and success has been exemplified by its award winners since the competition's inception."

Treplus Communities is redefining 55 Plus living for active adults in three communities of luxury rental homes in Central Ohio located in [Delaware](#), Dublin, and Pickerington with several more planned. Each community offers beautiful apartment homes with designer finishes and attached garages that are free from the maintenance and expenses associated with home or condo ownership. A beautiful community commons area offers a spacious venue for entertaining, fitness, group events, and activities as well as a business center at each site. Select sites, including Burr Oak Commons and Redbud Commons, will also offer community gardens.

Treplus is better known in Delaware as Burr Oak Commons, a beautiful community on the west side of the city. Congratulations!



Leadership Delaware Class of 2021 Law Enforcement and the Courts Day

Facilitators: Scott Wolf '99, Erik Penkal '20
Newsletter editors: Kyle Lewis, Lindsay Mauter

"It has been the true glory of the United States to cultivate peace by observing justice." James Madison's words on the back wall of the Delaware County Court of Common Pleas, Juvenile Division, captured the essence of Leadership Delaware's day of exploration and understanding of the court system and law enforcement in our city and county.

Early on Thursday, March 11, facilitators Eric Penkal and Scott Wolf led the Leadership Delaware Class of 2021 on a tour of [Delaware County](#) courts. The class joined the Honorable David Hejmanowski to learn about the Court of Common Pleas, Juvenile Division and Probate Court. Hejmanowski hears approximately 5,000 cases per year; 4,000 of those cases are in the Juvenile Division with subject matter spanning traffic offenses and truancy to custody and child endangerment cases. On the Probate Court side, he hears 1,000 cases per year including wills, adoptions, and marriage licenses.

Hejmanowski spoke to multiple strategies in place in Delaware County to deter juveniles from entering the court system. Professionals who watch for truancy are the front line in prevention, while the Willis Assessment Center, and other diversion and treatment programs provide healthy pathways for youth. As Judge Hejmanowski put it, "The goal is always to produce healthy adults and put juvenile court out of business."

Next on the tour was a visit to the Delaware County Court of Common Pleas to meet with the Honorable Randall Fuller, David Gormley, and James Schuck. The Delaware County Court of Common Pleas has jurisdiction over felony crimes committed in violation of the laws of the State of Ohio. The court has civil jurisdiction for all cases in which the amount exceeds \$15,000. The court sees twice as many civil cases, and carries the fifth largest domestic relations case load in the state.



Judges Fuller, Gormley, and Schuck noted that rehabilitation is an important part of sentencing. All three judges carry a Specialized Docket of 16 or so individuals who are on probation and have drug, alcohol, mental health, or other challenging situations. Individuals are referred into the 12-18 month program and voluntarily participate and graduate upon successful completion. Judge Schuck said, "It's one of the more rewarding aspects of my job. Usually when you send someone out with a probation officer you never see them anymore. This way you're more involved."

Continued on next page

Leadership Delaware Class of 2021

Chris Baker
[Delaware County Foundation](#)
Matt Brown
[Delaware County](#)
Stephen Cook
[First Citizens National Bank](#)
Chelsea Dean
[Delaware County Sheriff's Office](#)
Rachel Dobney
[Olentangy Local Schools](#)
Tola Francis-Sanus
[Marion Technical College](#)
Dawn Hall
[Delaware Public Health District](#)
Megan Hammond
[Delaware County Prosecutor](#)
Holly Hanson
[Drama Kids of North Columbus](#)

Craig Heath
[Delaware City Schools](#)
Kenzie Johnston
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Tricia Kalmar
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Lori Kannally
[Delaware Public Health District](#)
Angi Lee
[Safe Harbor](#)
Kyle Lewis
[Delaware-Morrow Mental Health & Recovery Services Board](#)
Lindsay Mauter
[Ohio Wesleyan University](#)
Larry McQuain
[Delaware County Court of Common Pleas -Domestic Division](#)

Russ Meade
[Meade & Associates](#)
Morgan Mellen
[The Alpha Group](#)
Jason Sanson
[Environmental Design Group](#)
AJ Santos
[Preferred Benefits Insurance Agency](#)
Melissa Stroupe
[Delaware Historical Society -The Barn at Stratford](#)
Courtney Vanest
[Fidelity Federal Savings & Loan](#)
Joe Wheeler
[Dinsmore & Shohl, LLP](#)
Tonia Wilson
[Family Promise of Delaware County](#)

Leadership continued

Next on the agenda was a panel discussion of how the county courts, municipal courts, county prosecutor, and law enforcement work together towards Madison's goal to "cultivate peace by observing justice." Panel participants included Sheriff Ross Martin, County Prosecutor Melissa Schiffel, Judges David Gormley and James Schuck from the Delaware County Court of Common Pleas, Judges Kyle Roher and Marianne Hemmiter from the Delaware Municipal Court, and Acting Judge Peter Ruffing.

One of the most discussed topics of the day was the massive shift in how the courts and law enforcement conduct business during COVID. Sheriff Martin shared that law enforcement, in general, is pretty good at adjusting and adapting in crisis and managed to reduce jail population, create a safe environment, and make adjustments in the field.

County Prosecutor Marianne Schiffel summarized, "In the criminal justice field you cannot stop, so we changed how we did it. Courts jumped on the ball and began hearing cases virtually and allowed prosecuting staff to distance; the docket never changed and we indicted almost as many cases as the previous year. Other counties stopped trials but Delaware County did not—people [in other counties] are stuck in jail and victims are stuck waiting for justice."

The judges reflected on how efficiently their team was able to utilize available resources, building space, and virtual tools to keep cases moving. Hearing cases over Zoom increased the appearance rate in many instances, but was too challenging for jury trials, which remained in-person with safety protocols. Specialized Dockets were impacted by the lack of face-to-face contact and accountability and the added pressures participants are facing including layoffs, pay cuts, and housing issues. Several judges see some level of Zoom hearings continuing post-pandemic to provide more access and flexibility.

The panel also reflected on social justice issues. Sheriff Martin spoke candidly about law enforcement's response to an incredibly serious and emotional issue. Martin stressed the social contract, "we only have the authority and responsibility that we have because the community gives it to us." While each community is different and needs different fixes, law enforcement must listen to the communities and there must be accountability.

After a quick lunch, Leadership Delaware heard from Captain Adam Moore of the [Delaware City](#) Police Department. DPD records 60,000 radio log entries a year resulting in only 2,278 arrests (2019 statistics). Capt. Moore covered department staffing, strategic planning, problem solving, training, and community education and partnerships. With a grant from the mental health board, DPD created and filled a service coordinator position to act as a social worker who connects citizens with community resources. One key partnership that changed during COVID was that of the School Resource Officers (SROs) in the local schools. Throughout distance learning, SROs support local students by delivering technology resources, meals, and well checks at home.



A short walk down the road, Leadership Delaware visited the Municipal Court and Judge Marianne Hemmiter. The Municipal Court handles cases from Delaware County including misdemeanor criminal cases, traffic cases, small claims (under \$3,000), civil matters (claims under \$15,000), and civil actions where money, contracts, or personal property are disputed. Judge Hemmiter spoke to her two Specialized Dockets, OVI and Veterans, and has witnessed great success stories.

Closing out the day, Leadership Delaware took a virtual tour of the Delaware County Jail. The tour provided a better understanding of the intake process, various cells and blocks, COVID protocol, special duties and the reentry programs. The jail's trustee program provides inmates with special jobs and incentive programs for good behavior.

[Click here for more photos](#)



Unemployment identity theft update

Thank you to Maria Reese, [Small Business Payroll Services](#), for sharing this important update from the Office of Unemployment Insurance Operations and the Ohio Department of Job and Family Services:

Employers:

We know that identity theft and unemployment fraud continue to be challenges. Thank you for your efforts to report it to us, so that we can stop payment and take other needed actions. Please continue to follow the steps below, and remember that you also can find this information at unemploymenthelp.ohio.gov/IdentityTheftEmployer.

Step One: Report identity theft through the hotline or website.

If you receive an unemployment notification from the Ohio Department of Job and Family Services regarding someone you don't know, please notify us as soon as possible by calling our hotline at (833) 658-0394.

If you would like to report identity theft involving one or more of your employees, you can either use the hotline or [complete this secure online form](#). If you use the online form, you will be prompted to download an Excel template, enter the requested data in the template (including your employees' full Social Security numbers), and upload the file as instructed.

Step Two: Continue to respond to any "Request for Separation Information" notices that you receive from us.

Please respond timely to these notices and write "fraud/identity theft" on them so that we can investigate the claims and take appropriate actions. The most expedient way for employers to respond to Request for Separation forms is by responding via your online account or by using the State Information Data Exchange System (SIDES) portal.

Step Three: Share resources with your employees.

Please share the [resources for individuals](#) on this website with the employees at your organization. This web page includes a link to the IRS guidance regarding identity theft involving unemployment benefits and other measures individuals can take to protect themselves.

We recognize that reporting suspected fraud through both Step One and Step Two may be an inconvenience, but both steps are necessary to reduce the likelihood that fraudulent claims will be paid.

As a reminder, you can access the hotline number, the online reporting portal, identity theft resources, and frequently asked questions and answers at unemployment.ohio.gov, by clicking on the red "Report Identity Theft" button.

An educational opportunity for company employees

Since 2016, [Columbus State Community College](#) and Franklin University have partnered to bring the Exact Track program to the Columbus State Delaware Campus. This business program earns students an Associate of Applied Science in Business Management from Columbus State and a B.S. in Business Administration and Management and Leadership from Franklin University. Below are the benefits of the program.



Convenient: Classes are automatically scheduled each semester for Exact Track students by academic advisors.

Predictable: Courses are held the same day and time throughout the program. You'll take two classes every eight weeks: One online class and one in-person class (Tuesday nights at Columbus State's Delaware campus)

Collaborative: Work with same group of peers throughout the program.

Cost Effective: Textbooks and parking are provided free of charge.

Supportive: Advisors are on hand to support you throughout your education.

Streamlined: Coordination between Columbus State and Franklin University means seamless transfer of admission, financial aid, and transcript information.

If you are interested in learning more about this program, you can register for one of our Exact Track info sessions. Registration Link: <https://www.csc.edu/academics/departments/exact-track/index.shtml>

Also, if any businesses are interested in having a virtual presentation for their employees, we can set that up as well.

To learn more about the program, please contact Lawrence James at (740) 203-8224 or email at ljames6@csc.edu.

REBUILD MY TOWN

Columbus, Ohio



Help lift up your community by sharing the Columbus virtual mosaic, which encourages consumers to support local this holiday season.

You can still be a part of this campaign by adding your business to our Support Local directory, where local consumers can find you and give you their business.

[Shop Local Now](#)

Show your support by promoting it on your marketing and social channels. Join the movement!

Spectrum Reach stands with our communities. **Together, we will rebuild.**

Is your advertising strategy ready for 2021?

Reach us at [1-844-TO-REACH](tel:1-844-TO-REACH) to schedule a call with a local Account Executive today.

County offers relief programs

Delaware County launched an Economic Development Revolving Loan Fund application to the Delaware County business community.

Powell-based Buckeye State Bank will administer the program, which will provide loans between \$10,000 and \$25,000 over a five-year term. The loan principal can equal up to six months' of rent, mortgage and/or utility payments. The interest rate is 4 percent with a \$1,000 fee that will be added to the loan principal. Interest-only payments will be required during the first six months of repayment. Review and approval of the loan application will take no more than 10 business days. If you apply for other local loans, we will ask you to withdraw from our program, in order to give other businesses a chance to use local funds.

The fund was engineered by the Commissioner-appointed Delaware County Economic Recovery Advisory Team, a committee that was established in response to the COVID-19 pandemic. Delaware County officials, including Clerk of Courts Natalie Fravel, have contributed \$2.5 million to get the fund started. The Delaware County Finance Authority, **Orange Township** and **Liber-ty Township** have each contributed \$250,000. The committee continues to seek additional contributions to the fund.

To apply for the loan, visit <https://BSBDelCo.com>. For more information about Delaware County's response to the economic impacts of the COVID-19 pandemic, [visit their website](#).



January TechCred round funds nearly 5,000 credentials, program updates announced- Next application period opens April 1st

Lt. Governor Jon Husted, who serves as Director of the Governor's Office of Workforce Transformation, announced the results of the January round of TechCred, which will provide the opportunity for Ohioans to earn nearly 5,000 technology-focused credentials.

The most recent TechCred application period closed at the end of January and 384 Ohio employers were approved for funding, resulting in Ohio employees earning up to 4,736 technology-focused credentials. The January round was record-setting, as almost 100 more employers were approved, in addition to more credentials being approved, than the previously most successful round.

With the approvals announced, a total of 1,168 Ohio employers have been approved for funding, supporting the earning of 19,841 tech-focused credentials by Ohio employees.

Starting with the April round, the following updates have been implemented to further streamline the program:

- The length of the grant will be reduced from 18 months to 12 months from the award date.
- Training programs must start on or after the date of the award, not before, and must be completed in less than 12 months.
- Training providers are no longer eligible to receive reimbursement for employees trained in-house. If a training provider wishes to utilize TechCred to upskill their employees, they must use an external training provider.

The next TechCred application period opens Thursday, April 1st and closes April 30th at 3:00 p.m. Businesses with employees who have completed their TechCred training should submit proof of credential completion to receive reimbursement at TechCred.Ohio.gov.

You can learn more about the program at TechCred.Ohio.gov.

The advertisement for The First Citizens National Bank features the bank's logo on the left, which consists of a stylized 'FC' in red and white. To the right of the logo, the text reads "The FIRST CITIZENS NATIONAL BANK" in bold, black, sans-serif font. Above "FIRST CITIZENS" are the words "MEMBER FDIC | EQUAL HOUSING LENDER" in a smaller font. Below the logo and text is a photograph of a large, white, two-story building with a green roof, identified as the Powell Banking Center. To the right of the photograph, the text "MORE than just banking!" is written in a large, red, serif font, with "MORE" in all caps and "than just banking!" in a smaller, lowercase font. At the bottom of the advertisement, the address "Powell Banking Center" and "9595 Sawmill Parkway Powell, OH | (614) 789-9595 | www.FirstCitizensNational.com" are listed.

Trusted and professional tax, auditing, and business valuation experts



BodinePerry
Certified Public Accountants & Advisors

7620 Olentangy River Road, Columbus, OH 43235
614.431.1040 | BodinePerry.com

OhioHealth Grady Memorial Hospital

Quality medical care serving the Delaware community.



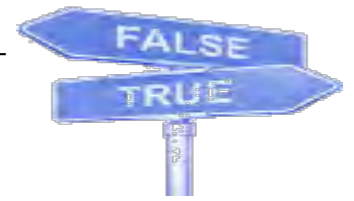
Whether you need preventive care, emergency services, a routine test or rehabilitation, OhioHealth Grady Memorial Hospital is here for you. And, if additional care is required, *WE* seamlessly connect you with physicians and facilities from our entire OhioHealth system and then arrange follow-up care in your hometown.

BELIEVE IN *WE*™  OhioHealth

To learn more about all the services offered at Grady Memorial Hospital, visit OhioHealth.com/Grady.

Your Chamber membership: True or False?

- The Chamber receives several requests each year for goods or services provided in our community and recommends Chamber member businesses. **TRUE!** The Chamber encourages members to supply the office with their brochures for display at no charge. The Chamber receives *hundreds* of requests each year by phone, email and in the Chamber office.
- Free for the asking is a prescription discount card that you can distribute to all your employees. **TRUE!** There's nothing to sign; no charge to distribute or to use; accepted at all the big chain pharmacies; and the discount is often a bigger savings than the co-pay. Look like a hero to your staff and contact the Chamber today: 740-369-6221 or dachamber@DelawareAreaChamber.com
- The Chamber's conference room may be reserved at a very reasonable cost to Chamber members. **FALSE!** The conference room sits 25 comfortably and has a screen, projector and Wi-Fi. Also on hand: podium, easel and white board. It's the perfect location for training, strategic planning or meetings you'd rather have off-site; for home-based members it a perfect place to meet your clients. We'll even supply coffee, water and soft drinks. **And best of all, it's FREE.** To schedule the room, contact the Chamber at 740-369-6221 or dachamber@DelawareAreaChamber.com



Six degrees of chamber member-to-member

The Chamber is relentless about encouraging its members to do business with other members. Do you look to Chamber members first for goods and services?

We encourage you to do business with your fellow Chamber members and to let us know about your experience. Tell us who you've done business with and send us a testimonial. hquaine@DelawareAreaChamber.com.

Looking for product or service? Look to your fellow Chamber members *first*.
The Chamber exists for and by its members— *check here* before you buy.



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Drawing By Karen Collins

Did you know you can get a discount on health insurance for your company through your local chamber?



The relationship you have with your employees is key, especially when it comes to your health plan. That's why the Central Ohio Chambers of Commerce (COCC) and Anthem Blue Cross and Blue Shield teamed up to offer you ChamberSaver discounts.

What matters most to you when it comes to your company's health coverage?

An affordable health plan? Healthier employees? A full range of health insurance offerings? That's exactly what you get when you choose ChamberSaver. Companies with 2-50 eligible employees can save 1.4% and companies with 51-500 eligible employees can save 1% on health insurance – and not just on a few plans, but rather, on Anthem's full range of health insurance offerings.*

Access to care that's right for your employees

When employees feel good, they are usually more focused and more likely to perform at a higher level, which can have a positive affect on a company's bottom line. That's why every Anthem plan includes 100% coverage for checkups, flu shots, and other preventive care services for your employees and their families. The reward is peace of mind and better health at no extra cost to your employees.

To learn more specifics about this new offering contact one of the following Chamber members who are Anthem Elite or Champion Brokers:

Creative Financial Insurance Services Agency, Inc.

Jim Roesch
jwroesch@discovercfi.com
740-363-5433
www.discovercfi.com

201 Pennsylvania Avenue, Delaware

Preferred Benefits Services Agency, Inc.

Mark Pettitt
pettitt@prefben.com
740-363-6028
www.prefben.com
611 South Sandusky Street, Delaware



Your chamber membership creates value for your company.

The savings alone is great. But consider what also comes with it.

- o Your choice of plans, from industry-leading consumer-driven health plans to point-of-service products
- o Administrative convenience of working with one carrier who offers a complete menu of coverage options: prescription drugs, dental, vision, life insurance, long-term and short-term disability and employee assistance programs
- o Extensive selection of providers and lower in-network costs
- o Strong local service

You'll also benefit from access to discounts on Anthem dental, vision, life, and disability products.

Product	Group size	Discount
Dental	2-50	5%
	51-99	4%
	100+	2%
Full-service Blue View Vision plans	2-499	15%
Life and Disability	2-9	5%
	10+	10%

In addition to these great savings, Anthem products offer industry-leading product features and networks.

Dental

- Industry-leading local and national networks with deep discounts, saving members an average of 34% on covered services when they visit an in-network provider
- No waiting periods for major services with employer-paid plans
- Flexible plan designs and optional benefits like annual maximum carryover and brush biopsy
- A dedicated dental service department that provides fast and accurate claims processing that beats the industry average, with the average claim paid in less than 3 days¹
- Expanded care with our clinically integrated program, Anthem Whole Health Connection, is included at no extra cost. This includes additional dental services for members with certain health conditions.

Blue View Vision

- One of the largest vision networks in the nation, with the choice of independent eye doctors or Glasses.com, ContactsDirect, 1-800 CONTACTS, LensCrafters®, Pearle Vision®, Sears Optical®, Target Optical®, or JC Penney® Optical stores
- Members can buy extra pairs of glasses for 40% off from any network provider. And kids under age 19 get UV-blocking Transitions® lenses at no extra cost while adults get a discount.²
- Access to a dedicated and knowledgeable customer support team 7 days a week
- Enhanced care with our clinically integrated program call Anthem Whole Health Connection is included at no extra cost. This includes market-leading collaboration between primary care doctors and eye doctors

Life and Disability

- A broad portfolio of life and disability products and an A.M. Best financial rating of A (Excellent)
- Value-add programs include at no additional charge provide emotional, financial and legal support, along online will preparation and identity theft recovery services
- Telephone claim intake is standard in addition to a dedicated call center with calls answered live during business hours
- Outstanding claims turnaround time and payment accuracy – and we help with Social Security disability filings and approvals
- Integration of short-term disability and our health benefits may improve employee health and productivity



¹ Internal data 2017

² Except when discounting of non-covered services is prohibited by state law.

Standard broker commissions apply. Offer available to Ohio-headquartered businesses adding new Anthem dental, vision, life and/or disability plans. This discount program can be changed or terminated at any time.

Anthem Blue Cross and Blue Shield is the trade name of Community Insurance Company, An Independent licensee of the Blue Cross and Blue Shield Association.

® Anthem is a registered trademark. The Blue Cross and Blue Shield names and symbols are the registered marks of the Blue Cross and Blue Shield Association.



Who we are

The Chamber is a voluntary organization of businesses investing their time and money to improve the economic, civic and cultural well-being of the community. Through this investment, the individual volunteer, company or corporate sponsor increase their business, expand their profile and value and in turn accomplish their personal and professional goals. Everyone shares in the benefit created by the growth and prosperity generated.

The dues structure is designed to permit even the smallest business to be a member. The work of the Chamber is financed by the investment of individuals and businesses that support it. *The Chamber is not part of the city or the government. It is a unique organization and it belongs to the members.*



What we do

The Chamber provides its members with a platform to accomplish their business goals. Belonging to the Chamber increases a member's opportunity to network, develop professional and personally, build a referral base and increase their visibility. A recent study from the Shapiro Group shows that consumers are 49% more likely to think favorably of a Chamber-member business and 80% more likely to purchase goods or services from the company in the future. A Chamber membership comes with a 73% increase in customer awareness and a 68% increase in local reputation.

Your organization helps create jobs through stimulation of industrial and commercial growth. The Chamber is a voice for small business and keeps abreast of issues that affect the business climate and alerts membership to resources that may assist in their resolution. It also assists in bringing new business to the community by acting as a resource to the business principals and leaders. The Chamber serves as a resource for membership and provides referrals from a trusted network of business men and women.

The program of work is facilitated by the Chamber's member volunteers and committees under the direction of the board of directors. The goal is always to create more prosperity and opportunity for all members. Every member has a voice in determining the Chamber's work, policies and projects- and every member is needed to work to get the job done!

And programming? Your Chamber knows how vital networking and educational programming are to its members. Monthly Before Hours and After Hours, Third Thursday luncheons, ribbon cuttings and other celebrations; annual golf outing and clay classic, the unique annual dinner and awards event; educational series, Safety Council and Leadership Delaware are the organization's sweet spot.

And what of your investment in the organization? In 2018, the Delaware Area Chamber received its second consecutive 5-year, 4-Star accreditation. Only 3% of chambers nationwide (and only four in Ohio!) seek and receive this prestigious recognition.

**Looking for product or service? Look to your fellow Chamber members *first*.
The Chamber exists for and by its members— [check here](#) before you buy.**

Are you making the most of the freebies that your Chamber membership offers?

The Chamber uses an integrated database system called ChamberMaster. From the staff's point of view, ChamberMaster's integration with our secure accounting system and website, and its use as a database system are only the tip of the iceberg; CM's features are robust and responsive to chambers of commerce who subscribe. But ChamberMaster is also a multi-faceted tool for our members that increases the value of membership to those who use it.

To use any of the features offered, you will need a username and password. [Click here for instructions.](#)

Your online calendar displays events from other members, Chamber events, and of course, any events that you have posted. You can register online for Chamber events only; to register for another member's event, please contact that member directly. If the event you'd like to register for has a fee associated with it (for example, Third Thursday luncheon is \$20 per person), you can pay online right then and there, select to pay at the door, or let us know you'd like an invoice. [Click here for the full instructions on registering for Chamber events.](#) So, you've attended an event and you opted to be invoiced for it. You can pay that invoice online as well as ANY Chamber invoice. [Click here for instructions on how to pay invoices online.](#)

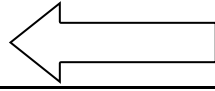


Let them know you belong and support; link to Chamber logo

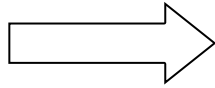
The most comprehensive research study to date on the relationship between Chamber membership and consumer confidence shows a marked effect for both large and small business. The caveat, however is that the positive outcomes only occur when the consumer knows that a business is a Chamber member. As a member of the Delaware Area Chamber of Commerce in good standing, you are encouraged to use the Chamber's logo on your email signature, website, stationery and marketing materials. Call the Chamber for an electronic version of our logo. Take advantage of the cache your membership brings to your business.



Click the image to the left for a high quality version of the Chamber **web stamp**.



Click the image to the right for a high quality version of the "**Proud Member**" web stamp.



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New business holds ribbon cutting



Dr. David Luther and wife Lindsay held a grand opening and ribbon cutting for their new business, [Luther EyeCare](#). The celebration included food, giveaways and remote music from the local radio station.

LUTHER
EYECARE LLC

It was a glorious spring day to celebrate Dr. Luther's dream of having his own office. Welcome to Delaware & best wishes for terrific success!

[Click here for more photos](#)

Agency needs your input

[Preservation Parks of Delaware County](#) is committed to protecting and conserving the natural and historic features of our county, while inspiring outdoor exploration and learning. To help them further actualize this mission, they want your feedback on how the organization can continue to grow and thrive. Additionally, they have been presented with the opportunity to acquire more parkland in the near future and strongly desire your input before moving forward with land acquisition and development. Please help them to continue to provide for the residents of Delaware County by taking part in our brief survey!

[Click here to take the survey.](#)



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PARKS** DELAWARE COUNTY

Did you know...

...that as a member of the Delaware Area Chamber you may use the Chamber's conference room at no cost? The conference room sits 25 comfortably and has a screen, projector and Wi-Fi. Also on hand: podium, easel and white board. It's the perfect location for training, strategic planning or meetings you'd rather have off-site; for home-based members it's a perfect place to meet your clients. We'll even supply coffee, water and soft drinks. And best of all, it's FREE. To schedule the room, contact the Chamber at 740-369-6221 or dachamber@DelawareAreaChamber.com.



Our Guiding Principle

The Delaware Area Chamber of Commerce acts as a champion of prosperity by influencing policy and regulations that impact the interests of business; researches, communicates, educates and advocates public issues on behalf of the and quality of life and the interests of business.



Angel Boulis
Senior Manager



"As a 20+ year resident, I am proud to serve our community."

Delaware | 740.362.9031

maloneynovotny.com

A message from the Government Affairs Committee

The Chamber's Government Affairs committee shares some information on significant pending legislation to keep you informed. What to watch:

- [Municipal income tax withholding update](#)
- [Emergency grant programs pass the Senate](#)
- [DeWine makes pro-business bill the first law enacted in 134th General Assembly](#)

Follow Ohio Chamber legislative updates



As a proud member of the [Ohio Chamber of Commerce](#), we're grateful for their advocacy on behalf of small business. For chambers like ours with bare bones staff, the value of our membership with Ohio Chamber is the vetting, education and lobbying that we lack the adequate resources to take on. We urge you to click on their logo and follow their updates.



Contact your legislator:

Ohio Senate District 19

Andy Brenner
Senate Building
1 Capitol Square
Ground Floor
Columbus, OH 43215
Hometown: Powell
(614) 466-8086
[Email](#)

Ohio House District 68

Rick Carfagna
77 S. High St
13th Floor
Columbus, OH 43215
Phone (614) 466-1431
Fax (614) 719-6990
[Email](#)

District 67

Kris Jordan
77 S. High St
11th Floor
Columbus, OH 43215
Phone (614) 644-6711
Fax (614) 719-0002
[Email](#)

US House

District 12
Troy Balderson

250 East Wilson Bridge Rd.,
Suite 100
Worthington, OH 43085
Phone: (614) 523-2555
[Email](#)

District 4

Jim Jordan
[Email](#)

US Senate

Rob Portman
[Email](#)

Chamber opposes financial literacy bill

At its March meeting, the board of directors of the Delaware Area Chamber of Commerce unanimously supported its Government Affairs Committee's request to oppose SB1 - Financial Literacy in High School. On its face the bill appears to make sense but we oppose this bill because it would be yet another underfunded mandate on our schools. Unfunded and underfunded state mandates cause school districts to levy new taxes or make unplanned cuts in other areas, causing a disruption to student supports and curriculum. If this bill is not fully funded by the state, then it should not pass.

We agree that all citizens should be provided with education on financial literacy. However, SB 1 is unnecessary because it is redundant. Ohio schools already teach required financial literacy standards. Private businesses have been supporting schools for years with free resources for use when teaching financial literacy standards. SB 1 proposes to change current practice by 1) requiring a new, specific license for teachers to teach financial literacy standards, and 2) requiring all high schools to provide a semester-length 0.5 credit class on financial literacy as a requirement for graduation. Both of these changes add high cost and little value over current practice.

SB 1 takes away local school district control and replaces free support, currently provided by businesses, with taxpayer funded credentialing of teachers. SB 1 proposes an undefined fund from "unclaimed funds" to pay districts for the new licenses their teachers will need. However, the bill does not establish a guaranteed amount to cover the full scope of district costs. Whatever isn't covered will be passed along to local taxpayers at the expense of our students.

Ohio values local control of schools. Local school districts should determine how to spend their local tax dollars. Delaware County school districts already carry the weight of gains caps and seemingly endless unfunded mandates and the Delaware Area Chamber of Commerce opposes yet another feel good initiative that, once enacted, abandons the Districts burdened to facilitate.

[Click here for the Bill Analysis and Impact Statement.](#)

The SOCA self-funded medical plan. A big opportunity for small employers.

The Southern Ohio Chamber Alliance (SOCA) teamed up with Anthem Blue Cross and Blue Shield to create a health program that can lead to more rate stability – and it could offer potential savings for groups with 50 or fewer employees. This self-funded multiple employer welfare arrangement (MEWA) lets smaller employers join together to share in the overall claims risk. By being part of a larger, self-funded pool, employers have financial protection backed by Anthem's stop loss coverage.

In addition to financial protection, this innovative alternative offers:

- Competitive rates
- Fixed, predictable monthly payments
- A variety of plan designs
- Anthem's broad Blue Access PPO provider network and Essential Rx formulary
- Coverage for claims run-out/terminal liability coverage
- Expanded wellness offerings
- Specially discounted rates on SOCA-exclusive specialty products including dental, vision, life, optional life, and disability insurance

As a member in good standing with the Delaware Area Chamber of Commerce, your business is eligible for discounted group health care *including plans for sole proprietors*, sold through our Chamber-member authorized agents.

Contact one of our agents to see if there's a plan that's right for you.

Creative Financial Insurance Services Agency

Jim Roesch

jwroesch@discovercfi.com

740-363-5433

*Anthem Elite Certified



Preferred Benefits Services Agency

Mark Pettitt

mark@prefben.com

740-363-6028

*Anthem Elite Certified



PREFERRED BENEFITS SERVICES AGENCY, INC.

City offers revolving loan

The [City of Delaware](#) has opened a \$300,000 revolving loan fund to bolster the city's small businesses. Any business (or business owner) within city limits is eligible to apply for the low-interest loan program. The fund will be administered by Economic and Community Development Institute (ECDI), a community microlender that is headquartered in Columbus and serves small businesses throughout the state of Ohio.

In a time when a majority of small businesses – even those with a long, stable history – are struggling due to the economic shutdown caused by COVID-19, access to capital can be a sustaining lifeline. Borrowers can request up to \$25,000 from the City of Delaware fund, and can access ECDI's portfolio of funds for additional capital up to \$350,000* for their total loan. Funds can be used for any business purpose, including payroll, inventory, renovations or other.

Loans of 0-25K will be funded at 3% rate. Loans of 25-50K will be funded at 5% blended rate. Beyond that, your business will work with ECDI to get the best rate they can or will seek financing from other entities of your choice.

To apply, please visit <https://www.ecdi.org/small-business-loans/>. For further questions, please reach out to Aaron Cornell at (614) 559-0196 or by email, ACornell@ecdi.org.



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better bank

then you need to think
beyond the banks.



Lisa Clark, Manager

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Our Values—The Delaware Area Chamber of Commerce will:

- treat all of our relationships with honesty, respect and fairness;
- be actively involved in our community and be leaders in identifying and addressing issues of community and regional concern;
- foster partnerships to improve the economic well-being and quality of life in the community;
- hold the business needs of our membership to be our highest priority;
- remain committed to fostering a rich sense of community and an unrivaled quality of life;
- stay connected to our membership - communicating information and opportunities to our members, public policy leaders, and the residents of the greater Delaware community;
- be an inclusive organization, sustaining a diverse membership by welcoming all interested parties to become involved and encouraging a variety of thoughts and view points; and
- be trustworthy and responsible stewards of the Chamber's funds, seeking to direct resources with wisdom and integrity.



Check Out the

HOT DEALS from Chamber Members

Posting is FREE with your membership

- ⇒ [Costco Wholesale Polaris invites all Chamber Members to Join-Costco Wholesale](#)
- ⇒ [Earn Referral Buck\\$\\$ - Delaware Area Chamber](#)
- ⇒ [Join Safety Council— Delaware Area Safety Council](#)
- ⇒ [Delaware City Flex service—Delaware County Transit](#)
- ⇒ [Free ride to get vaccine- Delaware County Transit](#)
- ⇒ [15% off Guest room Nationwide Hotel and Conference Center— Nationwide Hotel and Conference Center](#)
- ⇒ [Oak & Brazen Wine Co: Daily Deals—Oak and Brazen Wine Co.](#)
- ⇒ [SourcePoint Shares Aging Expertise via Speakers Bureau— SourcePoint](#)
- ⇒ [Exclusive discounts at Staples stores-Staples](#)

HOT DEALS

Why aren't YOU advertising FREE on the Chamber's Website???

If you're not publishing **Hot Deals** on the Chamber's home page, you're missing one of the benefits of Chamber membership and missing thousands of potential customers

- ⇒ No strings— FREE to Chamber members.
- ⇒ The Chamber's Website boasts visitors each day.
- ⇒ And your Hot Deal will be listed in the Chamber newsletter and eblasted to nearly 1,000 Chamber-member addresses
- ⇒ No limit to the number of Hot Deals
- ⇒ Do-it-yourself: get your login and password and publish Hot Deals yourself— it's faster and the independence means you can post any-time, all the time.

Chamber newsletter advertising a good value

More than 1200 readers at over 450 businesses receive our electronic monthly newsletter. The newsletter is also linked to and archived on our website for even more exposure. Using the Chamber newsletter to reach hundreds of customers is a terrific value. All ads are in full color and should be sent electronically in either a Publisher, png, jpeg or PDF format **ONLY** by the 20th of the month for placement in the next month's edition. **And if you prepay for 10 months, you'll receive two additional months of the same size ad FREE!** Email your ad to hquaine@DelawareAreaChamber.com

Ad prices are for one run:

Full page: 8.5 x 11 portrait	\$125
Half page: 8 x 5.25 H	\$90
Quarter page: 4 x 5.25 H	\$75
Eighth page: 4 X 2.62 H/V	\$50

