

Actionreport

October
2009

www.metroouthchamber.com

Leading Businesses
Leading Communities



CHAMBER MISSION

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



Emily Neill, page 6



Scott O'Day, page 8



Kathleen Lynch, page 11

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by the Enterprise

Mayoral Forum at Next Chamber Breakfast

Thursday, October 22, 7:30 am

Join us at the next **Good Morning Metro South** breakfast for a special Mayoral Forum on Thursday, October 22 from 7:30 am - 9:00 am at the Holiday Inn, 195 Westgate Drive, Brockton, featuring Mayor James Harrington and City Councilor Linda Balzotti. This is a great opportunity to hear from the candidates for Mayor. Business people are encouraged to participate by attending this important forum and asking questions relative to the business climate in Brockton.



Judith C. Waterston

Also speaking will be Judith C. Waterston, BSN, MS, new President and CEO of New England Sinai. An outstanding leader with over 30 years of healthcare experience, Judith has dedicated her career to making a difference for patients and their families.

Under her expert leadership, Sinai is meeting today's healthcare challenges and continuing an 82-year tradition of exceptional care.

Good Morning Metro South is being sponsored by Bridgewater State College. Representatives from



James E. Harrington



Brockton City Hall



Linda Balzotti

the Office of Career Services will discuss how they can collaborate with chamber members on advertising job openings within their companies.

Also at this Breakfast, United Way will speak about the 211 help line, and students from Brockton High School's DECA program will be selling their products.

As always, the GMMS breakfast program is a great networking opportunity. Guests are encouraged to stay for the

informal networking immediately following the program.

Register by calling Kim at 508.586.0500 x 231, email kprosper@metrosouthchamber.com, or register online at www.metroouthchamber.com/register.html. The cost is \$20 for members and \$25 for non-members.

Sponsored by:



Chamber Supports Healthcare Training Grant

Joins BAWIB, Hospitals and Veterans

A grant application to provide up to five million dollars in health care training for veterans has won widespread support from throughout the region. The Metro South Chamber of Commerce is working closely with the Brockton Area Workforce Investment Board and many veterans organizations to secure funding. In addition, two of the three local hospitals along with many local colleges and universities have signed on as partners. The grant will provide training to veterans and other community members in the field of medical training (Laboratory Technician, EMT, Pharmaceutical Assistants and Phlebotomy). "This grant is another example of how this community comes together for the benefit of our veterans and displaced workers. We appreciate all those who found a way to say yes to this initiative," said Chamber President and CEO, Christopher Cooney. A site for the training has been identified near the Veterans Affairs (VA) Hospital.



Chamber Supports Gateway Cities Legislation



Chamber President and CEO, Christopher Cooney, recently travelled to the statehouse to testify before the House Finance Committee in favor of creating financial incentives for Gateway Cities like Brockton. Cooney joined Brockton 21, BBB and OCPC representatives along with Mayor James Harrington and Councilor Linda Balzotti in support of the legislation. Cooney submitted written testimony encouraging approval of legislation that would, "reward companies for locating in cities where ample public investment has already been made. Water, sewer, transportation, housing, healthcare and education facilities are all in place to attract skilled workers. This legislation is necessary to provide a return on the public investment we have already made in Gateway Cities." He went on to say, "This is both an urban and suburban agenda that has widespread support from all sectors that support sustainable development. Our Gateway Cities are green by design. Let's acknowledge the good that can come from public and private investments in our cities."

For key Gateway City provisions, see page 8

96th Annual Meeting & Business-2-Business Expo

Wednesday,
November 18, 2009

Massasoit Conference Center

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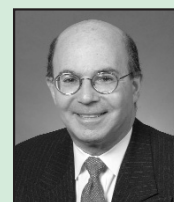
Business Expo: 10:30 am - 3:00 pm

Annual Meeting: 12 pm - 1:45 pm

96th Annual
meeting

SAVE
THE
DATE!

Mark your calendars for this special event! Join other business people and community leaders and attend the annual meeting to celebrate businesses working together for the future of the Metro South Region.



This year's keynote speaker is **Harvey B. Hirschhorn, CFA**, Managing Director & Chief Portfolio Strategist/ Economist in the Global Wealth & Management division of Bank of America. (More on page 2).

Exhibit Space Available

Display your products and services to over 500 people.



Continued on Page 2

Business-to-Business Expo

November 18, 2009, 10:30 am-3:00 pm



As part of the 96th Annual Meeting, the Metro South Chamber of Commerce will host a Business-to-Business Expo on Wednesday, November 18, from 10:30 am - 3:00 pm, at the Massasoit Conference Center in Brockton. The Business-to-

Business Expo is a great opportunity to reach over four hundred business people throughout the Metro South region. Designed to be a personal table top expo, presenters will be provided with meaningful opportunities to promote their company to prospect after prospect. It is the right place, the right time, and the right audience.

The cost of a booth is \$309. Call before October 23 and receive the discounted price of \$259. In previous years, the Chamber's response to this opportunity has been very strong. Since space is limited, registrations are on a first come, first served basis. To reserve your booth space, call Kim Prosper, Program Director, at 508.586.0500 ext. 231.



The Brockton Rox Table Top Exhibit at the 2008 Expo

EXPO Sponsorship Opportunities

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

Sponsorships Still Available

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

Sponsorship categories can be tailored to fit your company needs. Call Kim Prosper at 508.586.0500 x 231 for more information on what each sponsorship package includes, or download your application on the www.metroouthchamber.com homepage.

Promote Your Product, Service at Annual Meeting



Donate a prize for the Metro South Chamber 96th Annual Meeting Raffle and you will receive valuable exposure and direct promotion to over 400 business leaders in the Metro South Region in attendance.

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

Geoff Beckwith Speaks to Chamber



Christopher Cooney, Chamber President & CEO, Geoff Beckwith, Executive Director of the Massachusetts Municipal Association/President & CEO of the Massachusetts Interlocal Insurance Association and Christine Karavites, VP of Government Affairs after a recent Government Affairs Meeting. See page 8 for information on the next Government Affairs Meeting.

Economist at 96th Annual Meeting

November 18, 2009, 12:00 pm-1:30 pm

Partnering with:



Join us and over 400 fellow Chamber members at the Massasoit Conference Center in Brockton for the Metro South Chamber of Commerce 96th Annual Meeting. The keynote speaker will be Harvey B. Hirschhorn, CFA, Managing Director & Chief Portfolio Strategist/ Economist.



Harvey B. Hirschhorn

Harvey B. Hirschhorn oversees the development and implementation of both tactical and strategic asset allocation strategies for clients served by the Global Wealth & Investment Management division of Bank of America. In this role, he evaluates the current and expected market environments and determines their potential impact on investment portfolios.

Prior to his current position, Mr. Hirschhorn was head of active asset allocation and strategy for Columbia Management. He also co-managed equity value investments and held the posi-

tions of chief economist and strategist, director of research and senior portfolio manager for Liberty Funds/Stein Roe & Farnham.

Harvey is a member of the Investment Analyst Society of Boston and a frequent guest of various financial news outlets, including CNBC, CNN and Bloomberg Television.

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

Singing the national anthem will be Brockton High School Seniors Chris Louis and Mark Joseph.

Tickets are \$45 for members and \$55 for non-members. **Corporate tables of 10 are still available.** To register, please call Kim Prosper at 508.586.0500 x 231 or register online at www.metroouthchamber.com.

Sponsored by:



To join the Chamber, contact John Nesti, 508.586.0500 x 229, jnesti@metrosouthchamber.com, or Kathleen Lynch, 508.586.0500 x 228, klynch@metrosouthchamber.com. For more information, visit www.metroouthchamber.com



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FAX (508) 697-0043



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	John Vlaco - Brophy & Phillips Co., Inc.
	Charles Wall - Massasoit Community College
	Patricia Williams - HarborOne Credit Union
CHAMBER STAFF	508-586-0500 Front Desk x 221
Christopher Cooney President and CEO x 223	Kimberly Prosper Program Director x 231
Lisa Keene Business Development x 225	Kathryn Sayles Competitive Workforce x 227
Kathleen Lynch Member Services x 228	Kerry Sullivan Finance x 230
John Nesti Member Services x 229	Alison van Dam Director of Communications x 222



ACCREDITED
CHAMBER OF COMMERCE

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

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The Metro South Chamber of Commerce is solely responsible for the editorial content of this publication.

The Chamber wishes to assure our members of our intention to provide physically challenged participants equal access to all programs. If you or your employees have special needs in this area, please let us know by calling the Chamber at 508-586-0500 at least 48 hours in advance.

Networking at Events
is one of the most effective ways
to grow your business!

OCTOBER Calendar

7	Ambassador Meeting	8:00 am
8	Business Issues Panel <i>Holiday Inn, Brockton, 195 Westgate Drive, Brockton</i>	7:45 am
11-19	Chamber Trip to China <i>Chamber Open Except Columbus Day, October 12</i>	
15	Timeless Antiques Open House <i>1208 Belmont Street, Brockton</i>	5:30 pm
20	Old Colony Elder Services Open House <i>144 Main Street, Brockton</i>	10:00 am
21	Mayor's Restaurant Forum	9:15 am
21	Executive Board	3:00 pm
22	Good Morning Metro South (Mayoral Forum) <i>Holiday Inn, Brockton, 195 Westgate Drive, Brockton</i>	7:30 am
26	Regional Water/Sewer Forum <i>Stonehill College, Martin Institute, Easton</i>	6:30 pm
27	Shopping For Energy Seminar <i>Thorny Lea Golf Club, 159 Torrey Street, Brockton</i>	8:00 am
28	Board Meeting	12:00 pm
29	Business After Hours <i>Carousel Family Fun, 1055 Auburn Street, Whitman</i>	5:30 pm
November		
3	Election Day	
4	Ambassador Meeting	8:00 am
4	Member Led Workshop (OnPoint Coaching)	9:30 am
4	Regional Business After Hours <i>Mansfield Holiday Inn, 31 Hampshire Street, Mansfield</i>	4:30 pm
13	Government Affairs	12:00 pm
18	Annual Meeting & EXPO <i>Massasoit Conference Center, Route 27, Brockton</i>	
	Expo Begins	10:30 am
	Meeting	12:00 pm
	Expo Ends	3:00 pm
21	Plymouth County/Cape Cod Railroad Excursion	2:15 pm
December		
2	Ambassador Meeting	8:00 am
3	Business After Hours <i>St. Joseph Manor, 215 Thatcher Street, Brockton</i>	5:30 pm
8	Executive Committee	3:00 pm
9	Good Morning Metro South <i>Holiday Inn, Brockton, 195 Westgate Drive, Brockton</i>	7:30 am
11	Government Affairs	12:00 pm
15	Data Security Conference & EXPO <i>Holiday Inn, Brockton, 195 Westgate Drive, Brockton</i>	2:30 pm
16	Board Meeting	12:00 pm
Note: All meetings are held at the Metro South Chamber Office or Metro South business Assistance Center (BAC) unless otherwise indicated.		



Members: Send your good news to
avandam@metrosouthchamber.com

Celebrate the great things going on!

Dr. Donnelly Receives Fulbright Award

Brian Donnelly, Ph.D. has been awarded a Fulbright Scholar grant to lecture at Tartar State Humanitarian and Pedagogical University in Russia during the 2009-2010 academic year.

Donnelly will be working with education, university and college officials in Moscow and the Republic of Tartar to expand on the design of community colleges responsive to workforce education and adult learning needs for the Republic and for Russia.

Donnelly is one of approximately 1,100 U.S. faculty and professionals who will travel abroad through the Fulbright U.S. Scholar Program in 2009-2010. The Fulbright Program, America's flagship international educational exchange program, is sponsored by the United States Department of State, Bureau of Educational and Cultural Affairs.

Chamber Appreciation Night

WATD 95.9-FM hosted its first annual "Chamber Appreciation Night" at the radio station's facilities in Marshfield. Approximately 375 guests, including several members of the Metro South Chamber of Commerce, were in attendance. The evening was designed to bring members from the South Shore business community together to socialize and network. The event also included raffles, complimentary food and drink, and tours of the radio station.

The idea to host a multi-chamber get-together was born last year. Based on the success of 2008, WATD owner Ed Perry opted to open this year's event to every member of 10 chambers on the South Shore.

October is Breast Cancer Awareness Month

National Breast Cancer Awareness Month is dedicated to increasing awareness about the importance of detecting breast cancer early. In October, member organizations of the Board of Sponsors at American Cancer Society (ACS) come together to spread the message that early detection of breast cancer, followed by prompt treatment, saves lives. ACS's goals are simply stated for such an important cause: to prevent cancer, save lives and diminish suffering from cancer.

Dressbarn locations in the Brockton area are kicking off a campaign dedicated to continue fundraising for breast cancer research. Beginning October 1st, all dressbarn stores will allow customers to "adopt" Biscuit, a stuffed plush dog,

for \$5. The entire net profit of \$2 for each one sold will be donated to the American Cancer Society to support local and national breast cancer initiatives.

Additionally, **Burrito Wraps, Mexican Grill** will be giving away 100 free copies of The Enterprise newspaper in October, in support of Breast Cancer Awareness Month. The paper will be printed in PINK. Additionally, Burrito Wraps will make a donation to the Boston Avon Walk from sales of all Burritos and Quesadillas sold during the month of October.

Boston Bruins Gift Baskets

Corporate Gifts Boston, a member of the Metro South Chamber, has received the privilege of creating Boston themed gift baskets for the Boston Bruins, which will include local products like, Boston cookies, Boston Bog Frogs, Salt Water taffy, Gormlys of Vermont pretzels and raspberry mustard, Boston Baked Beans and other Boston memorabilia along with the Bruins own merchandise.

Corporate Gifts Boston wishes the Bruins well this season and hope that the Welcome gift they will be receiving will bring them luck. These items can also be provided by Corporate Gifts Boston in their New England themed gifts on their website, www.corporate-giftsboston.com.

Is Your Business Prepared for the Flu?

CareerWorks will host a forum on steps businesses can take to deal with the flu, including H1N1, the so-called "swine flu." The forum will be from 8 to 9:30 a.m. on Thursday, October 15, at the Career Center, 34 School St., Brockton.

Medical experts will review recommended actions employers can take now to help promote a safer workplace environment for their employees and maintain continuity in business operations during the 2009-2010 flu season.

The forum is free, but space is limited, so sign up early. Contact Andrea Kingman at 508-513-3442 or at akingman@careerworks.org.

Rivershed Talk at Conway Dialogue

North and South Rivers Watershed Association (NSRWA) Executive Director Samantha Woods spoke to a packed room of Conway agents and managers about issues facing the local groundwater.

The NSRWA is a non-profit grassroots environmental organization located on the South Shore of Massachusetts whose mission is to preserve, restore, maintain and conserve in their natural state, the waters and related natural resources within the watershed.

Baynes Electric Appoints New President

Baynes Electric, a leading independent wholesale distributor of electrical and lighting products with headquarters in Brockton, is pleased to announce that Chris Baynes has been appointed as the new company President.

Mr. Baynes has spent the last eight years in the position of Vice President at the company. In this role he was responsible for cross-functional management of the business and for building strong customer, manufacturer and vendor relationships in preparation for this new leadership post. Chris Baynes replaces his father, Louis Baynes who will move into the position as Chairman of the Board.

Bridgewater Savings Bank Loans

John and Kolleen Carchios were running three businesses-two early-education centers and a dance school-all from the same facility in Lakeville. The space became tight. Now, with plans to open a fourth school, it made sense to find a new space. But they'd need a business loan in order to make it happen. Thanks to their long-time relationship with Stephen Peck, a commercial lender at Bridgewater Savings, the Carchios were able to secure their business loan without a hitch.

Now, the Carchios are expanding their services to the youngsters who attend their Lakeville Early Education Center. The company is introducing Kalia 4.0, a new school with a unique learning environment. The new classroom comes equipped with a rock climbing wall, floor hockey, and many other games to both intellectually and physically challenge the students.

HarborOne Launches New Commercial Lending Division

HarborOne Credit Union announced the formation of a new Commercial Lending division that will focus on small to medium sized businesses in Plymouth, Bristol, Norfolk, and Barnstable counties. Offerings will include lines of credit, term loans and commercial mortgages to businesses.

HarborOne Credit Union has announced that **Friend Weiler, Joan Richards** and **James Hanlon** have joined the company's newly formed Commercial Lending Division. Friend Weiler will service as Senior Vice

President at HarborOne and will oversee all commercial lending efforts. James Hanlon joins HarborOne as Vice President and Commercial Credit Risk Manager. Joan Richards joins HarborOne as Vice President, Commercial Lending.

The Commercial Lending division will be headquartered at HarborOne's corporate offices at 770 Oak Street, Brockton. They may be reached by calling 800-244-7592.

H1N1 Preparedness Guide

Small Business Administration Administrator Karen Mills and Department of Homeland Security Secretary Janet Napolitano today announced the availability of a preparedness guide designed to assist small businesses in planning for the possibility of an H1N1 flu outbreak this fall.

The preparedness guide offers small business employers tools and information to help them plan for and respond flexibly to varying levels of severity of an H1N1 outbreak- which may lead to increased absenteeism, and, if the outbreak becomes more severe, may include restricted service capabilities and supply chain disruptions. Included in the preparedness guide are tips on how to write a continuity of operations plan, steps for keeping employees healthy, frequently asked questions about the 2009 H1N1 flu and a list of additional resources that employers can access online. To download the booklet please visit www.sba.gov/flu.

HarborOne's MultiCultural Banking Center Wins Prestigious Award

HarborOne Credit Union's MultiCultural Banking Center has won the National Credit Union Foundation's (NCUF) prestigious Herb Wegner Memorial Award for Outstanding Organization.

HarborOne will be one of only four credit unions in the nation honored at the 22nd Annual Wegner Awards Dinner. The dinner, hosted by the Credit Union National Association (CUNA), will be held at the 2010 Governmental Affairs Conference in Washington D.C. February 22.

HarborOne opened its Multi-Cultural Banking Center in September 2007 in its former headquarters in downtown Brockton. The Center was created to help low and moderate-income residents, minorities and immigrants avoid predatory financial practices through education. It has been cited for its innovative education, multi-lingual setting and its outreach to com-

munity organizations.

Community Bank Names Senior VP Lending

David W. Curtis, President of The Community Bank, is pleased to announce that Christopher E. Richards has been promoted to the newly created position of Senior Vice President for Lending at the Bank. Richards most recently served as the Bank's Vice President/Senior Commercial Lender.

In his new role, Richards will oversee all aspects of commercial, residential and consumer lending activities at The Community Bank and will continue the development and expansion of the Bank's service to the small business community throughout southeastern Massachusetts.

The Community Bank, headquartered in Brockton, MA, operates a full-service office in Sandwich and two Business Resources Centers on the Cape, one in Falmouth, one in Hyannis

Women's Business Exchange

On Wednesday, October 28, The Community Bank presents its Women's Business Exchange, "Selling Yourself and Your Services: How to Feel Comfortable with Self-Promotion", 9:00am at Thorny Lea Golf Club, Brockton, MA. Guest speaker Bonnie Marcus, Founder and Principal of Women's Success Coaching, will examine the common stigmas and limiting beliefs women have around self-promotion and offer a simple yet effective way to create and deliver an authentic compelling message. The event will feature a light breakfast and an opportunity for networking. Registration will be online only. Visit www.community-bank.com/bonnie_marcus to register by 10/14. Please register early, seating is limited to 50 guests.

Self Help Job Fair

On Thursday, October 29, Self Help, Inc. Employment Opportunity Center presents its Fall 2009 Job Fair. 9am-1pm at the Conference Center at Massasoit, 770 Crescent Street, Brockton. Entry level-executive openings with leading local employers. Free and open to the public. Bring plenty of resumes and dress for success. For more information, contact Self Help at 508-588-4049 x 116 or x117, or visit www.selfhelpinc.org.

Old Colony Hospice Benefit

November 5, 2009 - "Night on the Town" to benefit Old Colony Hospice @ Grand Ballroom, Granite Links, Quincy MA. Join us for our fall gala to benefit the patients and families in our care. Help us celebrate our 30th anniversary and honor a local community friend ~ HarborOne Credit Union ~ the first recipient of the Old Colony Hospice

Humanitarian Award. This award is annually presented to an organization, individual or group that exhibits a deep-seated passion for improving the quality of life in the community through varied efforts but most particularly through leadership, philanthropy, promoting volunteerism and acting as a role model for others to emulate. To sponsor, attend or receive more information about this event, call Linda Werman @ 781-341-4147 x 204 or send an e-mail to lwerman@oldcolonyhospice.com. Tickets are \$125 per person.

MSBDC New Hire

The MA Small Business Development Center (MSBDC), Southeast Regional Office in Fall River is pleased to announce that Alison Moriarty has joined their staff as an administrative assistant. Alison has extensive customer service experience, and now provides support to Tammi Jacobsen, their Client Services Coordinator in assisting with client requests and office organization. For more information on the MSBDC and the services they provide, please call 508-673-9783 or on the web at www.msbdcc.org/semass.

Brockton Symphony Orchestra Concert

On Sunday, October 25, Brockton Symphony Orchestra Concert at West Jr. High School, Brockton, at 3:00 pm. This concert's theme is ice; exploring the coolness of the Northern climes of Finland and Norway, featuring the brilliant Venezuelan pianist, Kristhyan Benitez. Featuring Finlandia, Op. 26, No. 7 by Sibelius, Piano Concerto in A minor, Op.16 by Grieg, and piano Symphony No. 2 in D major, Op. 43 by Sibelius. Mark your calendars- additional concerts will be on December 6, January 24, and May 2. Please call our Box Office at 508-588-3841 to purchase tickets, or visit www.brocktonsymphony.org.

BKA Architects Designs

BKA Architects of Brockton has recently provided architectural and interior design services to the 30,000 sq ft office building of the U.S. General Services Administration at the Canpro Lakeville Corporate Park in Lakeville.

BKA Architects has also provided design services to the United Kingdom based Radley London store in the Roosevelt Field Mall in Garden City, New York. BKA Architects worked closely with Radley's store designer to translate the schematic designs used in the European store into the design of the New York location.

Founded in 1974, BKA Architects provides design services to clients in retail, workplace, education and residential sectors. Visit www.bkaarchitects.com.

Universal Benefit Plans Identity Theft BootCamp

Effective March 1, 2010, Massachusetts has a new law, Standards for the Protection of Personal Information of Residents of the Commonwealth (201 CMR 17.00) requiring all businesses (as well as their third-party service providers and vendors) that "own, license, store or maintain personal information" on any Massachusetts resident to digitally encrypt this information and also implement several stringent data security processes and safeguards.

Edan Barshan, President and CEO of Universal Benefit Plans, gave a presentation on this law at the September 23rd Good Morning Metro South breakfast meeting. To help Massachusetts business owners proactively achieve compliance with this law, his company holds free twice-monthly 30 minute webinar presentations of Massachusetts identity theft prevention law 201 CMR 17.00 Boot Camp: What Employers need to know?.

For the month of October, Universal Benefit Plans will host two webinars: Thursday October 8th at 11:00 am and Thursday October 22nd at 11:00 am. For more information, call 617-859-1777 or visit www.universalbenefitplans.com.

BIC Federal Reserve Meeting

On Sunday November 1st from 6-7:30 Brockton Interfaith Community will be hosting the last of 9 national meetings with the Federal Reserve at St Patrick's Church, 335 Main St, Brockton. To be in attendance: Sandy Braunstein (head of Dep of Community Affairs at the Federal Reserve) Congressman Barney Frank (Chair of the Finance Committee) Congressman Stephen Lynch (member of the Finance Committee) and members of the Federal Reserve Bank of Boston. It is our hope to bring to the Federal Reserve and our Legislators the sense of Brockton, the sense of the crisis here in MA, and our suggestions of what needs to be done. We will be addressing the lack of modifications and use of President Obama's HAMP plan as well as the need for all banks and mortgage companies to be covered by the Community Reinvestment Act. Join us in our fight to stop foreclosures, help our families, and rebuild our communities. For more information please feel free to contact Janine Quinn at 508-587-9550.

Upcoming Events at Bridgewater State College's Center for Entrepreneurship Studies Case Study: ECC Life & Style- Thursday, 10/22, 5:30 p.m.

Moderator: Louis Ricciardi, UBS Financial Services, ECC Life & Style. Presenters: Jeff Lahens, Chief Designer and Shawn Harris, CEO; Panelists: Anthony Sapienza, President, Joseph Abboud Manufacturing Corp.; Alan Buff, Senior Sales & Marketing Manager, Growth Partners, LLC; and Thomas Wooters, Vice President & Investment Advisor, SEED Venture.

Marketing on a Budget - Thursday, 11/19, 5:30 p.m.

Presenters: Kirsten Whitten, G.T. Graphics & Marketing & Adrienne Kravitz, MCG Partners. Learn how to market effectively without breaking the bank.

For more information, visit www.bridgew.edu/ces.

Shaw's Center Discounts for Chamber Members



The Shaw's Center, located at 1 Lexington Way, is offering special promotions for Chamber members now through November 15, 2009 for any weekday event, 9:00 am -5:00 pm. For more information, please call Donna or Michael at 508-559-7090. For more about the Shaw's Center, visit www.theshawscenter.com

Half Day Chamber Member Meeting Special
Room, Continental breakfast, Luncheon Buffet
Podium, Microphone, screen, LCD Projector with mixer & speakers
\$20 per person plus service fee and MA State Tax

Full Day Chamber Member Meeting Special
Room, Continental breakfast, AM Refresh
Luncheon Buffet, Afternoon Break
Podium, Microphone, screen, LCD Projector with mixer & speakers
\$28 per person plus service fee and MA State Tax

 **Save the Date:** There will be a **Wedding Tasting on October 20th** and a **Bar/Bat Mitzvah Tasting on October 21st**.

Member Power Purchasing Program

Power Purchasing, Thorny Lea, October 27

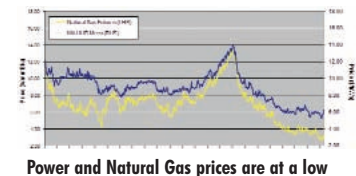
Constellation NewEnergy.

The Metro South Chamber of Commerce and Constellation NewEnergy have launched the Metro South Power Program, an exclusive electricity aggregation program to help members better manage their energy costs.

The program is particularly beneficial for small- to medium-sized businesses, a majority of the Chamber's membership, who can pool their smaller electrical load requirements to gain access to competitive prices and more services that might normally only be available to large commercial and industrial customers. This is possible because an aggregation provides Constellation NewEnergy with greater predictability when purchasing power. The more consistent or flat the load is, the better the price should be. Participants in the program have the ability to lock in prices over the long term, allowing for greater budget certainty than might be available from the

utility or from products that fluctuate with the energy market. To participate in the first round, all necessary information must be sent to Constellation NewEnergy **prior to November 12, 2009.**

Power Program members will also have access to more electrical service options, such as participating in demand response programs that compensate businesses for reducing electricity usage during periods of peak demand on the grid. The renewable energy products offered through the program provide businesses with simple, low cost ways of meeting their sustainability objectives. Participants can also utilize NewEnergy Online. Constellation NewEnergy's comprehensive suite of tools help businesses lower costs, reduce overall usage and access energy market updates.



Power and Natural Gas prices are at a low

SHOPPING FOR ENERGY?..... You don't have to shop alone when buying your energy through the Metro South Power Program. As a member of the Metro South Chamber of Commerce, you are invited to join us for a **FREE educational breakfast seminar** at the Thorny Lea Golf Club.

Tuesday, October 27, 2009
Thorny Lea Golf Club
159 Torrey Street, Brockton

8:30 am - 10:30 am (Registration & Breakfast at 8:00 am)

The seminar is intended for educational purposes and will include discussions about the current electricity market, the benefits of the Metro South Power Program aggregation, and renewable energy options for your business. To register, simply RSVP to Kelly at kelly.blessington@constellation.com or 617-772-7558.

9 Chambers to Combine Networking

On Wednesday, November 4, 2009 the nine Southeastern Massachusetts area Chambers of Commerce will host a **Regional Business After Hours** from 4:30-7:00 p.m. at the Mansfield Holiday Inn, 31 Hampshire Street, Mansfield.

Meet business people from the Attleboro, Cranberry County, Metro South, New Bedford, Fall River, North Attleboro, Tri-Town, Plymouth and Taunton Chambers of Commerce.

Last year's networking event brought together a crowd of nearly 300 business professionals and entrepreneurs. This is a great opportunity to meet members from surrounding chambers.

To register for this event please call the Chamber at 508.586.0500 ext. 231. The event is free for members and \$10 for non-members. Come and enjoy hot and cold hors d'oeuvres, 50/50 raffle, cash bar and most importantly a lot of **NETWORKING!** Don't forget your business cards.

NETWORKING

Interconnecting
groups of individuals
with a common goal

Sponsored by:



Sovereign Bank



Lieutenant Governor at Miko's Opening

Miko's Breakfast Cafe is now open for business at 912 Crescent Street, near Massasoit Community College. Miko's is open daily from 6:00 am - 1:00 pm. Come in Monday-Friday, 6:00 am - 8:00 am for the \$1.99 early bird special. Also, try the Chicken and Belgian waffles. Drive Thru available. For more information or a full menu, call 508-232-6754.



John Nesti, Member Services at the Metro South Chamber of Commerce, Brockton Mayor James Harrington, Michael Rakis and Nikos Rakis of Miko's Breakfast Cafe, Lieutenant Governor Tim Murray, State Representative Christine Canavan, Chamber Ambassador Jim Foley and State Representative Michael Brady

Chamber Kicks Off Breakfast Series



Edan Barshan, Universal Benefit Plans, discussed the Data Security Laws. For more from Edan see page 5. For the Chamber's Data Security Bootcamp, see page 11.



Emily Neill, Constellation New Energy. See this page for information on the preferred power purchasing program for Chamber members.



Steven R. Gordon, new Good Samaritan Medical Center President



Dr. Matthew Malone, new Superintendent of Brockton Public Schools

Photos by richmorganphotography.com.
DJ Service by robpetersentertainment.com.



Sue Birch-Patota and Bonnie Black of Lincoln Tech, Event Sponsors, are interviewed by Charles Hickey of CareerWorks

Chamber Welcomes 132 Members in 2009

A New Member Orientation took place in conjunction with the Irish Cultural Centre Business After Hours. Photos courtesy of Rich Morgan, www.richmorganphotography.com. To see all the photos from both events, visit mymetroouthchamber.ning.com. To join the Chamber, Call John at 508.586.0500 x 229 or Kathy at x 228.



Brian Ducie,
Living the Dream Auto Care



Daniel Pires, Mr. Handyman of NE
Bristol & NW Plymouth



Janine Higgins, Boston Masspass
of the South Shore



Lynne Hargrove,
Kelley Enterprises



Janet Mooney,
Mooney & Company



Gary Leonard,
Municipal Environmental Development



Dolly Chapelle,
Longaberger-An American Craft Co.



Steve Occhipinti,
Steve's Paint All



Sandra Porazzo, Essentials Laser & Med Spa, Grace Doherty, Embassy
Rehabilitation and Health Center, Chris Aghajyan, U.S. Office Solutions

Networking, Food, Music at After Hours



The Irish Cultural Centre at 200 New Boston Drive, Canton. For more
information, visit www.irishculture.org or call 781-821-8291.



Live Irish Music at the Business After Hours



Irish Barbeque and delicious food provided by Costco



Mark Ofstein of Costco (event sponsor), Christopher Cooney,
Chamber President & CEO, Todd Weaver, Strategies for College



Vanessa Leite
Irish Cultural Centre of New England



Carla Ganter, Mary Kay-Brockton and
Bethany Donahue, TD Banknorth

Sponsored by:



Last Chance to Advertise- Book For Business

Don't miss your last opportunity to place a 2010 Book For Business Advertisement. The book is distributed to all chamber members, real estate offices, town offices, colleges, hotels and families interested in relocating to the area. Last year 4,000 books were mailed, including a mailing to all Brockton businesses. Your ad will be listed in close proximity to your free business directory listing and is sure to give you a leg up in the competition by receiving added exposure. In addition, your listing will be listed in a different color and your business name will be on the Ad Directory page.

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

Call **Alison** at 508.586.0500 x 222 or email avandam@metroouthchamber.com for more information and for ad rates.

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3rd Generation
Family Owned
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110 North Leyden Street
Brockton, MA 02302
508-586-2000
visit our website at www.holmesmcduffy.com

Business After Hours Carousel Family Fun

Thursday, October 29, 5:30 pm - 7:30 pm

Please join us on Thursday, October 29, 5:30 pm - 7:30 pm for a Business After Hours Event at Carousel Family Fun Center, 1055 Auburn Street, Whitman. Come and enjoy networking opportunities and roller-skating!

Carousel Family Fun Center offers a full array of fun including roller skating, birthday parties, private parties, programs, company outings, special events, music, videos, snack bars, pro



skate shops, arcades and more! Come Sunday from 7-9pm for Adult Fitness Skate. Visit www.carousel-skate.com for more information.

The cost to attend is \$5 for members and \$10 for non-members and includes refreshments. If you would like to register, please call Kim at 508-586.0500 x231. You may also register online at www.metroouthchamber.com/register.html. Remember to bring your business cards and roller skates or roller blades if you have them.

SCORE Small Business Workshop

Living your Dream, Starting Your Own Business

Wednesday, October 14, 9:30 am - 12:30 pm (registration at 9:00 am)
Stoughton Public Library, 84 Park Street, Stoughton

Take the first step to success in SCORE's interactive workshop where SCORE will help you test the feasibility of your idea, understand financing, and get you started on marketing your business. SCORE counselors assist clients on opening almost 20,000 new businesses each year.

This workshop is free for Chamber Members. Register by calling Lisa Keene at 508.586.0500 x 225 or email lkeene@metroouthchamber.com. The fee for non-members is \$25.

Topics include:

- Self Assessment
- Financing Requirements
- Cash Flow and Basic Money Management
- Financing a Startup
- Marketing



GOVERNMENTAffairs

The monthly Government Affairs meetings are held at the Chamber and provide an opportunity for member businesses to discuss issues important to them with their elected officials.

The next Government Affairs meeting will be held on Friday, November 13, 2009 at 12:00 pm at the Chamber Office. The featured speaker will be George E. Noel, Director of the MA Department of Labor.



George E. Noel

George E. Noel was appointed by Governor Patrick to serve as Director of the Massachusetts Department of Labor in January 2007. As Director, he oversees the Department of Industrial Accidents, the Division of Occupational Safety, the Board of Conciliation and Arbitration, the Labor Relations Committee and the Joint Labor-Management Committee. Noel brings decades of experience in labor-management relations and advocacy for workers and working

families to the position. Following positions at Raytheon and in the International Brotherhood of Electrical Workers 1505, Noel also took a leadership role in the labor movement across the Commonwealth, culminating in his 2002 election as vice president of the Massachusetts AFL-CIO.

Throughout his career, Noel has been actively involved in efforts to retain and create jobs. He was labor representative on the Massachusetts Defense Technology Initiative, a public-private partnership to save 33,000 defense-related Massachusetts jobs during military restructuring.

If you would like to attend this meeting, please contact Lisa at 508.586.0500 x 225, or you may register online at metroouthchamber.com/register.html. The cost to attend is \$5 for members and \$10 for non-members.

Open House at Timeless Antiques

Thursday, October 15, 5:30 pm - 7:30 pm

Please join the Metro South Chamber of Commerce and Timeless Antiques on Thursday, October 15, 5:30 pm - 7:30 pm, at 1208 Belmont Street, Brockton, for an Open House networking event.

Timeless Antiques, Watch and Jewelry Co. offers unique, hard to find antiques, art, sculpture, jewelry and watches for the discriminating buyer. Expert watch and jewelry design and restoration done on premises. Also buying gold, diamonds, sterling, and coins. Find us on facebook and visit us online at www.boston-antiques.com.

This event is free to attend. Refreshments will be served. RSVP to Lauren Dupre at 508-580-3650 or lmdsun@aol.com. You may also respond by calling Kim Prosper at 508.586.0500 x 231 or emailing kprosper@metroouthchamber.com



MEMBERProfile

Controller Service and Sales Co., Inc

11 Robbie Road
Avon, MA 02322
508-513-1000
www.controllerservice.com

Year Established: 1926 with 3rd generation family ownership.

Products or Services: Electric Motor Control, power Distribution and Automation

Number of Employees: 44

What is unique or special about your firm and the products and services you offer?
Our staff recommends state of the art electrical control components and devices to meet customers' control and automation needs, and will design and fabricate custom control systems to meet specialized requirements.

What is your market area?
New England

What markets do you serve?

Major supplier to original equipment manufacturers (OEM's), industrial users and electrical contractors.

Please list awards, honors or special recognition your firm has received:
Received a \$25,000 grant from the Commonwealth of MA for employee development and education programs.

What is your main business objective concerning your customers and the business community?

Controller Service differentiates itself through intimate customer knowledge and high service levels.



Scott R. O'Day
VP Sales & Marketing

Gateway City Provisions

Continued from page 1

- An uncapping of the Historic Rehabilitation Tax Credit in the Gateway Cities while increasing the annual limit for these credits throughout the state from \$50 million to \$100 million,
- The establishment of a Job Creation Tax Credit for employers bringing new jobs into Gateway Cities in the amount of \$2,500 per employee,
- The creation of a Gateway City Housing Tax Credit that devotes \$25 million to stimulate production of market rate housing,
- The launching of a Gateway City Homeownership Rehabilitation Tax Credit for owner-occupied homes within designated neighborhoods,
- A coupling of the 3 percent Investment Tax Credit with the 5 percent Economic Opportunity Area tax credit for companies that locate in Gateway Cities, and
- An expansion of the Economic Opportunity Area tax credit to property owners on buildings leased within a Gateway City.

2nd Annual Cape Cod Railroad Excursion

All Aboard! Saturday, November 21, 2:15 pm - 5:15 pm



A special railroad trip charted by the Metro South Chamber of Commerce and Rotary International is planned for **Saturday, November 21st**. The express train ride will leave from the Middleboro/Lakeville MBTA station at **2:15 pm** and travel along a beautiful rail line featuring forests, wetlands and cranberry bogs. The train will traverse the unique counter-weight railroad bridge spanning the Cape Cod Canal and continue through Sandwich Village. After a brief pause, the train will return to Lakeville at 5:15 pm via the same route while passengers enjoy a tasty **3 course meal** aboard the wonderfully restored dining cars of the Cape Cod railroad. This is a very special charter reserved for the Chamber. Last year's trip was the first to be permitted in more than forty years. Tickets are \$75.00 and are open to Chamber and Rotary members as well as the general public. To purchase tickets, please contact the Chamber at 508.586.0500 x 231.



Networking at the Residence Inn Marriott



Residence Inn by Marriott, located at 124 Liberty Street, Brockton. Call 508-583-3600 or visit www.residenceinnbrockton.com.



Full attendance at the newly renovated Residence Inn Networking Event

Photos courtesy of Rich Morgan, www.richmorganphotography.com

To view all the photos from the event, join our Chamber networking site at: mymetroouthchamber.ning.com



Christine Richard, Rosie Torres, and Chris Cope of Residence Inn by Marriott stand with Linda Richards (front), the recipient of a weekend stay at any Residence Inn in the country, and tickets to Universal Studios in Florida, donated by the staff of Residence Inn.



Harris Shilakowsky, Shilakowsky Music Services and Michele Wein-Crelly, Michele's Massage Studio



Blessing Roger and Brima Roger, Hope for Children International



John McDonagh, Southeastern Regional School District and Stanley Fevrier, New York Life Insurance Company

Business Issues Expert Panel

Thursday, October 8th, 8:15 am - 10:30 am
Holiday Inn, Brockton, 195 Westgate Drive

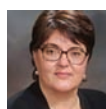
*"You and Your Business" -
Cost-Cutting Strategies During a Recessionary Economy*

- Topics addressed will include:
- Additional topics:
- Wage reductions and furloughs
 - New HIPAA Regulations (in effect September 23, 2009)
 - Vendor contract renegotiations
 - New Data Security Laws (in effect March 1, 2010)
 - Scaling back health and pension costs
 - The Employee Free Choice Act
 - Reductions in force
 - The Family and Medical Leave Act
 - Stimulus changes to COBRA
 - The Lilly Ledbetter Fair Pay Act
 - The Worker Adjustment and Retraining Notification Act (WARN)

This Human Resources panel will take place on Thursday, October 8. Registration is from 7:45-8:15 am at the Holiday Inn in Brockton, 195 Westgate Drive. The program and question and answer session will run from 8:15 am - 10:30 am.



The cost to attend is \$25 for members and \$35 for non-members and includes an extensive handout binder and continental breakfast. To register, contact Kim Prosper at 508.586.0500 x 231, email kprosper@metroouthchamber.com, or register online at www.metroouthchamber.com/register.html



About the Presenters:

Katherine A. Hesse, a partner with the law firm of Murphy, Hesse, Toomey & LeHane, has practiced primarily in labor and employment and employee benefits law for over 25 years.



Thomas A. Colomb provides ongoing counsel to employers on a wide range of employment matters including collective bargaining agreements, occupational safety, sexual harassment and workplace violence, and workplace investigations.

Member Led Workshop

The "Fundamental Approach" for Small Business Growth - Part I
Wednesday, November 4, 9:30 am - 10:30 am
Metro South Chamber, 60 School Street, Brockton

Open to: General public
Targeting: Small business owners and Entrepreneurs

- A.) If you're a small business owner, this workshop will expand your business acumen on fundamental growth strategies.
B.) If you're an entrepreneur past the concept stage and in the development stage, this workshop will assist you and your business endeavors with the strategy process and execution.

Topics include:

- Client Relationship Management
- Project Planning
- Marketing Plan Development
- Sustaining Growth
- New Business Development
- ROI / Financial Forecasting
- Strategic Planning
- Cash Flow Analysis

This free workshop will take place directly following the monthly Ambassador Meeting. To, contact **John D. Lloyd, Founder/Principal of OnPoint Coaching** at: Phone: 617.359.0099 | Email: info@onpointcoachingservices.com | Website: www.onpointcoachingservices.com

Chamber Ambassador's Meeting

The next **Ambassador Team meetings** will meet on Wednesday, **November 4** and **December 2** from 8-9 am at the Metro South Chamber of Commerce.

The Ambassador Team meets on a monthly basis to serve fellow members by providing information, resources, and member to member

support, increasing awareness and promoting active participation in Chamber programs and services. Presently, there are over twenty business professionals on the Ambassador Team.

To become an Ambassador, contact John at 508.586.0500 x229 or email jnesti@metroouthchamber.com

WELCOME *New Members*

Making an Investment in Our Community

Community Connections of Brockton

Mr. Mark Frey
3 Main Street
Brockton, MA 02301
(508) 583-5631
www.ccbrockton.org
Agencies/Associations

Camm's IT Services

Mr. Michael J. Ferrini
439 Center Street
Bridgewater, MA 02324
(508) 202-4744
www.camm.com
Computer Soft/Services

Castaway Mortorcoach Tours, Inc.

Mr. Jamie Correia
92 Sargents Way
Brockton, MA 02301
(508) 584-2929
www.castawaycoach.com
Transportation

Deborah Jennings, LMHC, CT

Ms. Deborah Jennings, LMCH, CT
234 West Center Street
West Bridgewater, MA 02379
(508) 583-5588
www.deborahleejennings.com
Psychotherapy

EQUIPMENT 4 RENT

Mr. Todd Merritt
370 South Main Street
West Bridgewater, MA 02379
(508) 583-5500
www.equipment4rent.net
Contractors Equipment/Supplies

Hope for Children International

Ms. Blessing Roger
PO Box 3637
Brockton, MA 02304-3637
(508) 436-2710
www.hopechildrenintl.org
Human Service Organizations

Interstate Refrigerant Recovery, Inc.

Mr. Timothy Maloof PO Box 517
Foxboro, MA 02035
(508) 543-5482
Environmental

Mighty Oak Consulting, Inc.

Ms. Sarah Johnson
26 Guild Road
Brockton, MA 02302
(617) 990-4191
Business Consulting Services

Self Help, Inc.

Mr. Rich Dealy
142 Crescent Street
Brockton, MA 02302
(508) 588-4049
www.selfhelp.org
Human Service Organizations

Shilakowsky Music Services

Mr. Harris Shilakowsky
130 Howard Street
South Easton, MA 02375
(508) 238-6015
www.shilakowsky.com
Music

Solar Installation, LLC

Mr. Roger Gaydour
83 Ames Street
Brockton, MA 02301
(888) 376-5271
www.solarinstallco.com
Energy Management

Teen Challenge New England, Inc.

Mr. Chris Mello
1315 Main Street
Brockton, MA 02301
(508) 586-1494
www.teenchallenge.org
Human Service Organizations

Tekoah's Bistro & Jazz Club

Ms. Brenda Bartkovich
34 Petronelli Way
Brockton, MA 02301
(508) 580-4080
Restaurants

TJ Smith's Victorian House

Mr. Joseph M. Smith
13 Cross St.
East Bridgewater, MA 02333
(508) 378-7436
www.tjsmithsvictorianhouse.com
Function Facilities

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Berish Properties, Inc.
Blue Cross/Blue Shield of Massachusetts
Bobs Auto Body
Boston Business Journal
Brockton Area Multi-Services, Inc.
Brockton Community Schools
Brockton Education Association
Burgess and Capeway Pest Management
Cape Cod Cafe, Inc.
Catholic Charities South
Coastal Community Capital
Crescent Credit Union
Curry College
Effective Logistics
Ercolini and Company LLP, CPAs
Extra Space Storage
George's Service Station
Health Care of Southeastern Mass, Inc.
Heights Crossing
Hilliards Chocolate System
Home/Health and Child Care Services, Inc.

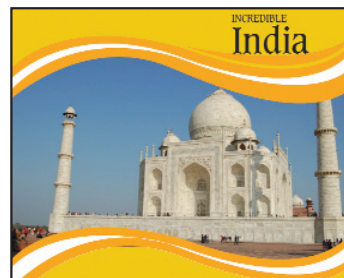
Irving W. Goldberg
Kelley Auctions LLC
Magic Touch Nursery Pre-School Center
Manny's Night & Day Cleaning Service
MetroSouth MRI, Affiliate of Signature Healthcare
Murphy, Hesse, Toomey & Lehan, LLP
My Turn, Inc.
P.M.P. Associates, LLC
Philadelphia Insurance Companies
Plymouth County Registry of Deeds
Powers & Waitt CPAs
S & M Painting and Remodeling, Inc.
Shaw's Supermarkets, Inc.
St. Joseph Manor Health Care, Inc.
The Charlie Horse Restaurant
Timeless Antiques, Watch Jewelry Co.
Town of East Bridgewater
Verizon Communications
Viking Sheet Metal, Inc.
Walkover Commons Apartments
Wheatstone Engineering & Consulting, Inc.
William R. Sullivan

Teracotta Solider from China to Chamber



John Nesti, Chamber Member Services, and Christopher Cooney, Chamber President & CEO place the head on the Terracotta Soldier, on display in the Chamber lobby.

The Chamber recently received a full size Terracotta Soldier from China and Chamber member tour company, CITSLINC. The gift is to acknowledge the relationship forged between the Metro South Chamber of Commerce and the people of China. The gift arrived in anticipation of an upcoming trip to four cities within China by more than fifty business and community members from the Metro South region. All members of the delegation are paying \$1,999. to participate in the eight day visit. Cities on the tour include Shanghai, Beijing, Suzhou and Hangzhou. The Chamber has also scheduled a visit to India for March 23-31, 2010. Another tour of China will be offered in the fall of 2010. If you would like more information about these bridge building visits, contact Chamber representative Lisa Keene at lkeene@metrosouthchamber.com or 508-586-0500 x225.



Travel to India With the Chamber **Delhi • Agra • Jaipur**

March 23, 2010 - March 31, 2010
*** 9 Days for only \$1,999 ***

Price includes deluxe hotels, airport transfers, sightseeing, buffet breakfasts, elephant ride, and international flights from JFK. Call Lisa at 508.586.0500 x 225 for more information.

Brockton Holiday Parade Call for Floats

Saturday, November 28



The 23rd Annual Holiday Parade in Brockton will take place in Downtown Brockton on Saturday, November 28, 2009, 10am - 4pm.

Any float, musical organization or marching procession is welcome to participate. Awards will be given out for the best floats and marchers. Registration is free and open to all, so be sure to register your organization today! The cut off date is November 15th. Sponsors are invited for Parade Groups and Annual Holiday Program Book. No adult Santa's please. Call 508-587-4322 for more information.

In honor of James Edgar, a Brockton store owner and the first department store Santa circa 1890, and in order to set a new World Record, we invite everyone to wear a Santa hat and wear red from head to toe.

Schedule Your Ribbon Cutting with the Chamber

Let the community and fellow Chamber members share in your grand opening celebration!

Your event will be posted in the eUpdate and the Action Report prior to and following your event, and will receive exposure on our Social Networking Sites. You will also receive use of the Chamber's large scale wooden scissors for the photo opportunity and celebration. We will also send out personal invitations to our Board and Ambassadors and press releases to the media. (See page 6 for the recent ribbon cutting ceremony at Miko's Breakfast Cafe).

To schedule your Ribbon Cutting Ceremony with the Chamber, call John Nesti at 508.586.0500 x 229 or email jnesti@metrosouthchamber.com.

Regional Forum: Water and Sewer

Monday, October 26, 6:30 pm - 8:30 pm

A forum to address water and sewer capacity for communities throughout the region is scheduled at the **Martin Institute**



Desalination Plant; Sewer Plant

on the campus of **Stonehill College** on **Monday, October 26** from **6:30 pm until 8:30 pm**. The Metro South Chamber of Commerce and the Old Colony Planning Council are the sponsors of the event.

The forum will be held to ensure dissemination of the latest information so communities can plan and prepare for the future. Representatives from Inima USA, Camp Dresser, McKee, Massachusetts DEP, and Brockton Water and Sewer divisions will be in

attendance. More than twenty communities have been invited.

"It was ten years ago the Chamber held a similar forum that resulted in some

real advancement in providing a long term solution to the water shortage. The desalination option gained real traction as a result of the forum and now is a tremendous regional asset. We hope similar traction can be gained on the issue of sewer where we have tremendous future needs to address," said Chamber President and CEO Christopher Cooney. Please contact Kimberly Prosper at the Chamber to register, kprosper@metrosouthchamber.com or 508-586-0500 x 231.

Internet Marketing Tips from SCORE

Boost Your Sales with Email Marketing

Email Marketing is one of the most valuable marketing tools available for small business. It's easy, effective, and affordable. It's targeted so your message gets to customers and prospects who are in the market for your products. It's much more cost effective than direct mail. You can create professional marketing materials without using a marketing professional. Building a permission based email contact list is the first step to launching your business to using one of the most powerful tools available to grow your business. To learn more about email marketing tools, visit www.constantcontact.com.

Use 2-Step Approach to Sell on the Internet

It can be difficult to sell in a 3x5 ad. Instead, consider using your print ad to capture your customer's interest with a special offer for products or

information and direct them to your website to complete the offer. Your email marketing can do the same with links. Get customers to your website. It's like getting them into your store. Use your website to make the sale. Remember, when customers get to your website they decide whether to stay or leave within seconds. So make sure you get customers directly to what interests them. And always make it easy for your customers to take action to buy your products and services on your website.

SCORE Southeastern Mass **SCORE**, based out of the Chamber building at 60 School Street, Brockton, provides free and confidential business counseling. **SCORE** also offers workshops (see page 8). Startup businesses that use **SCORE** counseling are 27% more likely to succeed according to an SBA survey. For more information, visit www.scoresema.org or call 508-587-2673.

Chamber Welcomes Bethany Walecka



Bethany Walecka

The Chamber is pleased to announce the addition of Bethany Walecka as an intern this fall. Bethany is a recent graduate of Bridgewater State College where she received her Bachelor's Degree in English. Bethany is planning on returning to Bridgewater State in January 2010 to obtain her Masters in Management with a concentration in Accounting. From her internship experience at the Metro South Chamber, Bethany hopes to expand her knowledge while gaining an inside perspective on professional business.

Meals Tax Meeting with Mayor

Wednesday, October 21, 9:15 am - 10:30 am



A meeting will be held on Wednesday **October 21** from **9:15 am until 10:30 am** at the **Chamber of Commerce** to discuss the proposed tax increase on patrons of Brockton restaurants. Effective October 1, municipalities will have the authority to impose a new, local meals tax of 0.75% on restaurant meals in addition to the 6.25% sales tax already instituted. The additional revenue collected from this tax will go to the city or town that imposes it. This meeting is to gauge the response of restaurant owners in Brockton. Mayor James Harrington will co-host this meeting. Please contact Kimberly Prosper at kprosper@metrosouthchamber.com or 508-586-0500 x231 if you would like to attend.

Metro South Chamber Privacy Academy

Tuesday, December 15, 2:30 pm-5:00 pm, Holiday Inn-Brockton

The Commonwealth of Massachusetts has issued rules, which take effect on March 1, 2010, that impose significant data security requirements on business possessing personal information of state residents, including businesses based outside Massachusetts.

The intent of the rules is to protect sensitive data and safeguard the public's privacy. If your business holds personal information of others, including businesses that accept credit cards for payment - this session is for you. Learn what you need to know about the law by attending this session.

The day will consist of networking from 2:30pm-3:00pm, a panel discussion with the Office of Consumer Affairs and Business Regulation and

the Office of the Attorney General from 3:00pm-4:00pm, and an EXPO/Product Demonstration and Networking reception from 4:00pm-5:00pm. The cost to attend is \$29 for members and \$49 for non-members. Call Kim at 508.586.0500 x 231 or register online at www.metroouthchamber.com/register.html.

Data Security Expo

If your organization has a data security product or service you are encouraged to attend as an exhibitor. Each exhibiting company will have time for a live product demonstration. **The cost to exhibit is \$129 for members and \$179 for non-members.** Exhibit space is limited, call the Chamber office today, 508.586.0500 x 231.

Chamber Hires Kathleen Lynch

Recent Bridgewater State College graduate, Kathleen Lynch has joined the Chamber staff to provide membership services to business members throughout the Metro South Region.



Kathleen Lynch

Kathleen will be responsible for the development and implementation of the Chamber's membership recruitment plan and will assist new members with strengthening their businesses through increased marketing and networking within the community.

Kathleen is a graduate of East Bridgewater High School and holds a degree in Communications Studies from Bridgewater State College.

"Over the summer I worked as an intern for the Chamber, so I was excited

when the Chamber offered me a position upon completing my internship experience. An internship is something I would recommend to all recent graduates facing today's difficult job market," said Kathleen Lynch.

"Kathleen has worked with the Chamber staff and membership for the past 5

months. Her time was spent learning all about the organization and the many benefits the chamber provides businesses of all sizes. We anticipate businesses will benefit from Kathleen's knowledge of the chamber and community," said Chamber President & CEO, Christopher Cooney.

To speak with Kathleen about membership with the Metro South Chamber, call her at 508-586-0500 ext. 228 or email klynch@metrosouthchamber.com.

Buy Local From These New Chamber of Commerce Members

Charity Gong



508-584-4664 or 888(HIT-GONG)
www.charitygong.com

CharityGong is online fundraising for any not for profit group or individual. The organization receives 60%-80% or more for the cause in need. We provide marketing tools, financial processing, donation reports and the highest internet security for our clients. We also have a free community posting page. With the technology available today we can bank online, pay our bills online & shop online. Now we can hit the Gong for Charity online in a fast, fun, safe & secure way.

Self Help Inc. Opens Healthy Housing and Community Resource Center



142 Crescent Street, Brockton • 508-588-4049
www.selfhelpinc.org

The new Healthy Housing and Community Resource Center offers programs to assist local residents with problems with employment, job search, job training, homelessness prevention, access to community resources and benefits, Healthy Homes Program, Lead Abatement Program, help for first time homeowners interested in multi family housing, as well as a Community Development Corporation. For more information, visit www.selfhelpinc.org/HealthyHousingCenter.html.

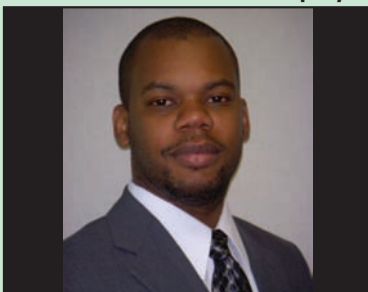
Shilakowsky Music Services



130 Howard Street, S. Easton • 508-238-6015
www.shilakowskyarts.com

Shilakowsky Music Services and professional violinist Harris Shilakowsky matches your taste & budget to Live Entertainment from his experienced, professional DJ's & Musicians for Weddings, Parties, Special Events. Violin lessons also available as well as sheet music and instructional material for teaching strings. For Instrument Sales & Rentals, CD's, Sheet Music & Supplies visit www.shilakowskyarts.com.

New York Life Insurance Company



1582 Iyannough Road, Suite 2, Hyannis
339-532-8242 • www.sfevrier.com

New York Life and Stanley Fevrier have been working with families and business owners helping them achieve their financial goals such as education planning, retirement planning, and life insurance planning. He has also helped number of businesses with their business planning such as key employee retention issues, exit strategy planning, buy sell agreement and retirement planning for business owners and executives. Stanley is currently taking on new clients.

New England Brass Refinishing



1085 Main Street • 508-583-9415
www.campelloantiques.com

Along with Campello Antiques, we have been restoring and selling antiques since 1895, servicing the South Shore and Brockton for 5 generations. Our services include industrial, residential and commercial antique & brass selling, restoration and polishing. Our inventory includes architectural antiques with a specialty in brass polishing, chandeliers, and sconces. We also offer mantels, doors, newel posts, fretwork, vintage plumbing, terra cotta, ... any assortment of architectural antiques is possible here.

Sullivan Tire



1320 Belmont Street, Brockton • 508-584-6247
www.sullivantire.com

Sullivan Tire in Brockton is not only the industry leader in tire service, but also offers a wide range of automotive services including brakes, timing belts, emissions, heating/cooling, transmission, alignment, shocks/struts, and preventative maintenance. Manager Manny Centeio and his friendly staff also offer a free local shuttle service as well. Sullivan Tire's Fleet Maintenance Program can help commercial business owners save time and money as well.

Deborah Jennings, LMHC, CT



234 West Center Street, W. Bridgewater • 508-583-5588
www.deborahleejennings.com

Psychotherapy services for children, adolescents, adults, and families. In addition to traditional talk therapy, Deborah uses cognitive behavioral strategies, EMDR, the Tapas Accupressure Technique, and gentle reprocessing. Play therapy and behavioral strategies are used with children. Treatment is provided for people with difficulties such as anxiety, depression, Bipolar Disorder, PTSD, complex trauma, childhood abuse and neglect, bereavement, traumatic grief, and ADHD.

Solar Installation, LLC



83 Ames Street, Brockton • 888-376-5271
www.solarinstallco.com

Solar Installation LLC is a full service solar energy consulting and installation company. We provide system design and installation along with guiding you through federal energy incentives and state rebates. We will also determine which solar components will best meet your needs and deliver maximum return on investment. For more information, call 888-376-5271 or visit www.solarinstallco.com.

BUSINESS EVENTS Planner

October 8 Business Issues Expert Panel 8:15 am - 10:30 am Holiday Inn - Brockton 195 Westgate Drive, Brockton "You and Your Business" - Cost-Cutting Strategies During a Recessionary Economy with Katherine Hesse and Thomas Colomb. Includes breakfast and an extensive binder. \$25 members, \$35 non-members Please RSVP at 508.586.0500 ext. 231	October 15 Timeless Antiques Open House 5:30 pm - 7:30 pm Timeless Antiques, Watch and Jewelry Co. 1208 Belmont Street, Brockton This is a great networking event in a casual setting. Refreshments will be served. Do not forget your business cards! This event is free to attend Please RSVP at 508-580-3650	October 22 Mayoral Forum Breakfast Meeting 7:30 am - 9:00 am Holiday Inn - Brockton 195 Westgate Drive, Brockton This special edition of the Good Morning Metro South Breakfast program will feature the Brockton Mayoral Forum. This is also a networking opportunity. Tickets: \$20 members, \$25 non-members Please RSVP at 508.586.0500 ext. 231	IT'S EASY TO REGISTER! 508-586-0500 x 231 ☎ 508-587-1340 📠 E-mail: info@metrosouthchamber.com ✉ Online: www.metroouthchamber.com Send reservation and payment to: 📧  Metro South Chamber of Commerce Sixty School Street Brockton, MA 02301-4087 Names of Persons Attending: _____ _____ _____ Events: _____ Company: _____ Phone: _____ REMINDER: We accept VISA, MasterCard and AMEX
October 26 Water/Sewer Regional Forum 6:30 pm - 8:30 pm Martin Institute Stonehill College, Easton This forum will address water and sewer capacity for communities throughout the region. More than 20 communities have been invited. This event is free to attend Please RSVP at 508.586.0500 ext. 231	October 27 Power Purchasing Program 8:00 am - 10:30 am Thorny Lea Golf Club 159 Torrey Street, Brockton Learn about the Power Purchasing benefits for Chamber members, the current electricity market, and renewable options for your business. This breakfast seminar is free to attend. Please RSVP at 617-772-7558	October 29 Business After Hours 5:30 pm - 7:30 pm Carousel Family Fun Center 1055 Auburn Street, Whitman This is a great networking event in a casual setting. Refreshments will be served. Do not forget your business cards and rollerskates or rollerblades if you have them. \$5 members, \$10 non-members Please RSVP at 508.586.0500 ext. 231	