



## RRCC/REDC Legislative Events Continue April 13th



Public Policy Committee Chair Larry Jensen introduces the speakers at the RRCC/REDC Legislative Breakfast on Rail held on March 16th.

The Rutland Region Chamber of Commerce and Rutland Economic Development Corporation will present the final Legislative Breakfast sponsored by TD Banknorth on April 13th - 7:30am at the Franklin Conference Center, with a Legislative “Hot Topic” to be announced. The cost will be \$9.00 per person and will include a full breakfast buffet.

We would like to thank the following Legislators for attending the Legislative Breakfast on Rail featuring Dave Wulfson, President, Vermont Rail Systems, Christopher Parker, Executive Director, VT Rail Action Network and Erik Bohn, Director of Logistics, OMYA, Inc.:

Rep. Peg Andrews, Rep. Bill Canfield, Sen. Bill Carris, Rep. Gale Courcelle, Rep. Peter Fagan, Rep. Bob Helm, Sen. Hull Maynard, Rep. Jim McNeil, Sen. Kevin Mullin, Rep. Dave Potter, Rep. Megan Smith and Rep. Bill Stevens.

The RRCC/REDC Public Policy Committee continues to work closely with our delegation on issues important to Rutland County. If you are interested in participating in the Public Policy Committee call RRCC at 802-773-2747. The next committee meeting is April 6th, 7:30am at the RRCC Conference Room.

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*Calendar/Buy Local Inserted*

## Welcome New Members

### Staff

**Thomas L. Donahue**

Executive Vice President/CEO

**Penny J. Inglee**

Marketing & Project Manager

**Joan Hill**

Director of Membership Development

**Ann Marie Clifford**

Information & Finance Manager

### Committee Chairs

#### Public Policy Committee

Larry Jensen

747-1611

#### Membership Development

Steve White

775-0510

#### Special Events

##### Winter In August

Donna Blight

775-6062

#### Tourism Marketing

773-2747

#### Transportation/Airport

Joe Giancola

773-6251

#### Crossroads of Vermont Partnership/ Regional Marketing Program

Tom Donahue

773-2747

### Gloria's Pantry & Bake Shop

Gloria Benson

2045 Rt 103

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Email: gloriaspantry@aol.com

www.gloriapantry.com

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### Got2Web, LLC

David K. Morgan

PO Box 6191

Rutland, VT 05702

Ph: 773-0126 ~ 877-618-0691

Fax: 776-8032

Email: dmorgan@got2web.com

www.got2web.com

Marketing and design firm specializing in robust website development. Services include graphic design, website design, e-mail marketing, hosting and more.

### Lynn Munsinger

PO Box 274

Killington, VT 05751

Ph: 422-2973

Email: lynnunsinger@aol.com

Free-lance children's book illustrator.

### Milky Way Organic Farm, LLC

Mary A. Saceric-Clark

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West Rutland, VT 05777

Ph: 235-2246

Email: milkywayorganic-farm@comcast.net

www.milkywayorganicfarm.com

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### Reincarnation

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Rutland, VT 05701

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Second-hand consignment boutique. Upscale resale & fabulous finds.

### Vermont Wood Pellet Co., LLC

Katie Adams

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Dorset, VT 05251

Ph: 867-2515 Fax: 867-2513

Email:

ktktadams@comcast.net  
Vermont's first wood pellet manufacturing plant, producing 10,000 tons per year. Locally made pellets for distribution and sales locally.

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by the:

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**Chamber of Commerce**

**256 North Main Street**

**Rutland, VT 05701.**

**Phone 773-2747 / Fax 773-2772**

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**Layout/Content - Penny J. Inglee**

**Deadline: 2nd Friday of every month**

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## Computer Ease By: Larry Gold

### Stop Clicking!



We have been inundated by computers that have been inundated by the new threat, the rogue anti-spyware program. As it happens, many of these machines do not have an updated and functioning anti-virus program! Go figure. Maybe you've seen some version of it, like "Antivirus XP 2009", or "Antivirus 360". These rogue programs use false scan results and advertising to promote themselves. This one in particular is the Vundo Trojan that will cause you to see a large amount of pop-ups stating that your computer is infected and that you should install the Antivirus 360 program to protect yourself. If you click on the ad, it will be downloaded and you will be prompted to install it. Once installed, it will run whenever your computer comes on, and try to convince you to go to a web site, and purchase the program. One estimate I read, is that this web site is getting over a million dollars a week from people convinced that it is legitimate! The pop up windows look so genuine, that I am not surprised that some people get fooled. We have seen these pop-up windows by just browsing the web. When they pop up, resist the temptation to click on them. You should be able to right-click down on the task bar, and choose "close", which should get rid of it, and close your browser window. This particular threat is also passed around by people clicking on a link in a spammed email. One free version of a program we know of that is particularly capable of getting rid of the infection, if it's not too late, is Malwarebytes' Anti-Malware. You can find it at [malwarebytes.org/mbam.php](http://malwarebytes.org/mbam.php). Download, update and run the program, and you should be able to get rid of the infection. As usual, you should have a good backup, and now is really good time to do that, by the way!

### Board of Directors

#### 2008-2009 Officers

**President**  
**John Valente**  
 Ryan Smith & Carbine, Ltd.  
**First Vice President**  
**Glenda Hawley**  
 Catamount Radio  
**First Treasurer**  
**Jack Merola**  
 TD Banknorth  
**Second Treasurer**  
**Marleen Cenate**  
 Heritage Family Credit Union  
**Immediate Past President**  
**Larry Jensen**  
 Rutland Health Foundation

#### 2008-2009 Directors

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 Vermont Country Store  
**Phil Alderman**  
 Alderman's Superstores  
**Eric Allen**  
 Sherman V. Allen, Inc.  
**Erik Bohn**  
 OMYA, Inc.  
**Steve Costello**  
 Central VT Public Service, Corp.  
**Bill Hanley**  
 Casella Waste Systems  
**Mary Ann Goulette**  
 Town of West Rutland  
**Brian Grady**  
 GE-Rutland  
**Jim Goss**  
 Kenlan, Schwiebert,  
 Facey & Goss, PC  
**Jerry Hansen**  
 SIGH Enterprises  
**Whitney Lamy**  
 Member At Large

#### Ex-Officio Members

**Mark Blucher**  
 Rutland Regional  
 Planning Commission  
**Michael Coppinger**  
 Downtown Rutland Partnership  
**Jamie Stewart**  
 Rutland Economic  
 Development Corp.  
**Tom Macaulay**  
 Rutland Redevelopment  
 Authority

### 2009 Upcoming Chamber Events

- April 13:** Legislative Breakfast - Hot Topic Sponsored by TD Banknorth. Franklin Conference Center, 7:30am
- April 14:** Mixer @ Collaborations at Gilmore Home Center, 5-7pm
- May 12:** Mixer @ Aldermans Chevrolet, 5-7pm
- June 4:** RRCC 24th Annual Golf Classic, Killington Resort. 1pm start.
- June 9:** Mixer @ Sports Legends, 5-7pm

### Informed Chamber Members Read the RRCC Courier

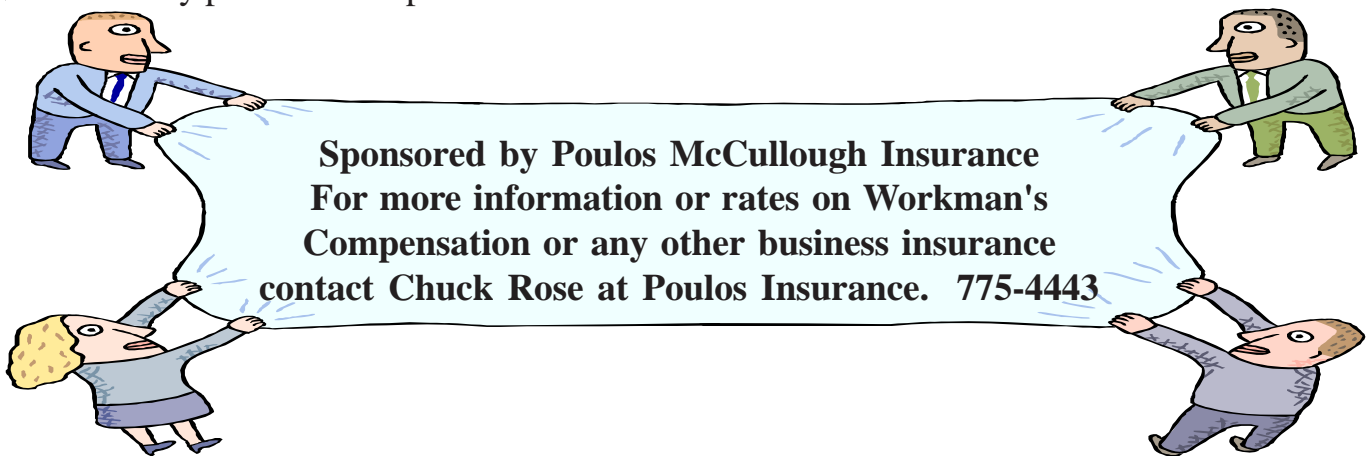


**Leann Ingalls**  
**101.5 The Fox**

## Workers' Comp. Corner

### 7th Annual Workplace Safety Conference & Governor's Awards

The 7<sup>th</sup> Annual Vermont Workplace Safety Conference & Governor's Awards – May 13, 2009, 9am – 3:45 pm, DoubleTree Hotel and Conference Center (former Clarion), 1117 Williston Rd., Burlington. *An Excellent professional development opportunity for HR and Safety Staff.* Topics include: How to Ensure Sub-Contractors Work Safely at Your Business; Material Handling Ergonomics Tool Demonstration; Supervisors as Safety Leaders Panel; What Works for Employee Wellness; and the *Governors' Safety Awards*. Sponsored by: the Partnership in Safety (Project WorkSAFE, Green Mtn. Coffee Roasters and VT Small Business Development Center), and the Vermont Safety and Health Council. Registration \$75, \$65 before 4/15/09 at: [www.vtsbdc.org/Safety.cfm\(training tab\)](http://www.vtsbdc.org/Safety.cfm(training%20tab)). To Register at no cost for Governor's Awards only please email: [pcrawford@vtc.edu](mailto:pcrawford@vtc.edu)



### The Ribbon is cut for the New Marble Valley Regional Transit/Connecticut River Transit Route 103 Rutland to Bellows Falls Commuter Bus Service



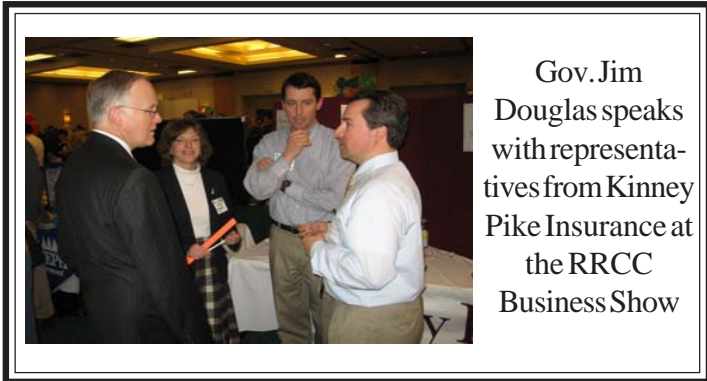
Pictured L to R: Marji Graf, Executive Director, Okemo Valley Regional Chamber of Commerce; Roger Riccio, Executive Director, Great Falls Regional Chamber of Commerce; Kevin Coleman, Rutland City Board of Aldermen; Brian Waterman, Connecticut River Transit; Frank Heald, Town Manager, Ludlow; William Notte, Rutland City Board of Aldermen; Sen. Alice Nitka; Joe Tilden, Rutland City Board of Aldermen; Ellen Atkinson, Marble Valley Regional Transit; Rep. Peg Andrews; Rose Fowler, Connecticut River

Transit; Sen. Hull Maynard; Minga Dana, Marble Valley Regional Transit; Bob "Yogi" Becker, Connecticut River Transit; Ted Reeves, Connecticut River Transit/Okemo Mountain Resort; Bruce Schmidt, Ludlow Select Board/Okemo Mountain Resort; Tom Donahue, Executive Vice President/CEO Rutland Region Chamber of Commerce

## RRCC Business Show Draws 800 people

The Rutland Region Chamber of Commerce 16th Annual Business Show was a success in excess of 800 people in attendance and 79 exhibitor tables.

We would like to thank our sponsor, Rutland Regional Medical Center, all the businesses that participated this year and donated door prizes, the volunteers who helped us put on the event, Civil Air Patrol for directing traffic, the *Rutland Herald* for helping with promotion, Catamount Radio for the live broadcasts and the Holiday Inn for hosting the show.



Gov. Jim Douglas speaks with representatives from Kinney Pike Insurance at the RRCC Business Show



A crowd gathers around the Hathaway Farm booth at the RRCC Business Show



Mary Kay Skaza and Tammy Hallett of Rutland Economic Development Corp. exhibit at the RRCC Business Show



Andrea Carman and Karen Garrow represent Heritage Family Credit Union at the RRCC Business Show

## RRCC Is Now On



Keeping up with the times the Rutland Region Chamber of Commerce is now on Facebook. This is the largest and fastest growing social media in the world. Started in 2004 by a Harvard student, Facebook now has 115 million people per month using it nationally and internationally. Our Chamber page looks like a promotional web site for the Rutland Region and has added pages for other Facebook sites created by Rutland Southern Vermont Regional Airport, The Vermont State Fair and Save The Ethan Allen Express. In addition we have populated the site with a regional photo album that looks like a Vermont Life calendar.

## 12th Annual Home & Recreation Show

The Home Builders & Remodelers Association of Southern Vermont proudly announces it's *12th Annual Home & Recreation Show*. The show will be held on Saturday, April 4<sup>th</sup> from 9:00am to 3:00pm in the College of St. Joseph.

Admission is FREE to attendees. Lots of door prizes will be given away throughout the day.

This is the perfect place to gather information and see the latest products if you're building, remodeling, or just want to browse!

Premiere sponsors: *LaValley Building Supply, Casella Waste Management, and R.K. Miles.* Banner sponsors: Excel Plumbing & Heating, Efficiency Vermont, and Roaring Brook Constructors.

For more information or to reserve space call (802)773-0672 or email: [cvthomebuilders@yahoo.com](mailto:cvthomebuilders@yahoo.com).

## From Our Members

**College of St. Joseph** has launched a new interactive website for users in collaboration with Small Planet Communications. CSJ recognizes that today's prospective college student's use the internet in their search and the new website will be a critical tool in the recruitment process. The website is: [www.csj.edu](http://www.csj.edu)

**College of St. Joseph** has been awarded a \$20,000 grant from The Hilda & Preston Davis Foundation of Greenwich, CT. The award is to support CSJ's STEPS program which launched last fall. For more information call 773-5900.

**Okemo Mountain Resort** and their staff members have raised \$6,546.43 for the Upper Valley United Way. A total of 1,287 staff members contributed to the benefit.

**Rutland Regional Medical Center's** Community Education & Wellness and Vermont Orthopedic Clinic present an educational forum to explain the benefits on Computer Assisted Joint Replacement Surgery on April 29<sup>th</sup> at 6pm in Fair Haven. Call 772-2400 for more information.

**Rutland Regional Medical Center's** Community Education & Wellness program will offer the AARP Driver Safety Program for drivers 50 and older on April 25<sup>th</sup>. There is a \$12 member and \$14 non member materials fee that is due by April 17<sup>th</sup>. Call 772-2400 for more information or to register.

### Do you have news to share?

The deadline is the 2nd Friday of the month. Email your news to Penny at [rrccpj@aol.com](mailto:rrccpj@aol.com)

## Book King - New Owner/New Expanded Location



Pictured: Front Row L to R: Tom Donahue, EVP/CEO Rutland Region Chamber of Commerce; Senator Hull Maynard; Alderman Dave Dress; Alderman Joanne Slattery; Mayor Chris Louras; Elizabeth Dulli, owner; Margaret Dulli; Tom Macaulay, Executive Director, Rutland Redevelopment Authority; 2nd Row: Alderman Christopher Robinson; Ed Dulli; Mike Coppinger, Executive Director, Downtown Rutland Partnership; Rear: Alderman William Notte; Chris Herriman, Small Business Development Center

The ribbon is cut at the opening of Book King's new location - 11 Center St., Downtown Rutland

## Rutland Region Chamber of Commerce 24th Annual Golf Classic



Spring is here and warmer weather is upon us, it will soon be time to break out your golf clubs.

The Chamber Staff has started working on the 24th Annual RRCC Golf Classic. The regions premier tournament is scheduled for Thursday, June 4th at the Killington Golf Resort.

The tournament format is Captain & Crew with teams of four players. The day will include a shot gun start at 1pm, goodie bags, fabulous awards dinner at the Killington Grand Hotel, a special Master of Ceremonies and a chance to win great door prizes, team prizes and trophies.

Prizes for the day include: 1<sup>st</sup>, 2<sup>nd</sup> & 3<sup>rd</sup> place Gross & Net and Men's and Women's Closest to the Pin and Longest Drive.

Mark your calendar and watch for your registration form to come under separate cover in the mail. For more information or sponsorship information call 802-773-2747.

### Grand Opening - Reincarnations



The ribbon is cut at the opening of Reincarnation Consignment Boutique located at 86 River St.

Pictured L to R: Chris Herriman, VT SBDC; William Notte, Rutland City Board of Alderman; Melissa Warrender, VocRehab Vermont; Mayor Chris Louras, City of Rutland; Traci Pena, Owner; Tom Macaulay, Rutland Redevelopment Authority

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## Rutland Region Workforce Investment Board Nancy Burzon, Executive Director

**“No *Mature Worker* Left Behind”**

**Overcome Your Barriers to Computer Use**

**Are you 55 or older?**

**Do you want to continue working?**

**Are you confident of your computer skills?**

**Are you willing to learn?**

The Rutland Region Workforce Investment Board has focused on the trends of the *mature worker* as we have looked at the broader workforce base in Vermont. We learned that many adults in the over 55-age group want to continue working, although their career interests have evolved with time. Many in their early retirement years, want to have some part time work to supplement their retirement funds, provide benefits or to satisfy community involvement needs. Others may need to continue to work in a full time capacity to provide income for themselves and their families. Whatever the underlying drive for work, as our youth continue migrating out of Vermont, the mature workers will become even more important to the economic vitality of our state. Most importantly, they represent our employees, our customers and our community.

Basic computer skills are quickly becoming **prerequisites** for a multitude of jobs that in the past may not have required any computer knowledge at all. Keyboards, monitors, emails, live chats, text messages and web searches dominate the workplace. Fearing any one of these electronic gadgets hinders the mature worker from coming forward and asking to join the workforce.

Our goal is to mitigate the fear and open more doors to many who may opt for jobs that are “computer less”. Unfortunately, those jobs not only tend to pay less, but they are becoming harder to find every day. **Our research has concluded that a class for mature workers taught by a mature worker would be well received and highly effective. We are offering a training class for the true beginner, with no computer or keyboard experience.**

### **Computer Training for Mature Workers**

**What:** A 2.5-hour per session, six-week computer training class

**For:** Mature workers, age 55 +

**Program Cost:** **Free of charge.** The program is sponsored and underwritten by Vermont Associates and The Vermont Country Store.

**When:** **Beginning June 1, 2009 at 10:00 AM.**

**Where:** It will be taught at The Vermont Country Store in-house Computer Training Facility at the North Clarendon Distribution Center, 401 Innovation Drive, North Clarendon.

**Instructor:** John Purcell, former Professor at Castleton State College, Department of Business Administration, specializing in Technology and Marketing.

**For more information or to enroll:** Contact John Purcell at [john@jpurcell.com](mailto:john@jpurcell.com) or at 802 233-9420. A minimum class size of 15 is required. Enrollment will be confirmed with John by May 18, 2009.



## Membership Directors Update ~ Joan Hill



Hi Everyone,

Thank you to the Rutland Regional Medical Center for sponsoring our very successful "Business Show 2009" at the Holiday Inn on March 10<sup>th</sup> and to all the exhibitors who participated. The staff at the Holiday Inn did an outstanding job and were very accommodating.

Each month in the newsletter I will be highlighting a different chamber benefit to keep you informed of the advantages of being a member of the Rutland Region Chamber of Commerce.

April's Benefit of the Month are the banner ads that are available on our website [www.rutlandvermont.com](http://www.rutlandvermont.com) at a reasonable cost. We are averaging 21,000 visitors per month on our website. Please call me at the chamber office (773-2747) if you would like to advertise.

Welcome to our new members Gloria's Pantry & Bake Shop, Got2Web, Lynn Munsinger, Milky Way Organic Farm, Reincarnation and Vermont Wood Pellet Company.

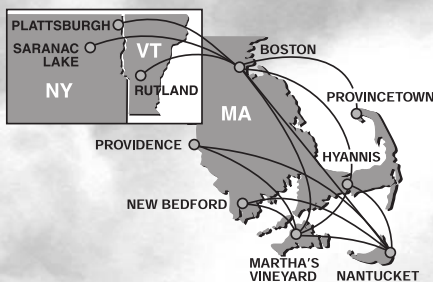
New Perk Card Additions: Gloria's Pantry is offering a 10% discount on all products in store only. Mountain Top Inn & Resort is offering a 25% discount on the following services: dining in the Highlands Dining Room or Tavern; Horse Drawn Sleigh Rides; Winter Sports Equipment Rentals; Horseback Riding Lessons and Overnight Accommodations in the Lodge. Restrictions apply, call Mountain Top Inn for details.

Kudos to Chittenden Bank who presented a check to NeighborWorks of Western Vermont for its emergency shelter program. Walmart recently made a \$20,000 donation to Rutland City Rescue Mission and Rutland Senior Volunteer Program. Congratulations to Thomas Dairy and owners John and Gayla who were honored at an open house at the Boys and Girls Club. The Thomas' have donated Vermont milk and food products to the club for over ten years.

Spring is here and I will be selling hole and cart sponsorships for our Golf Classic to be held at the Killington Golf Resort on June 4<sup>th</sup> and also for the 4<sup>th</sup> of July Fireworks Extravaganza at the Vermont State Fairgrounds in Rutland. If you would like to sponsor either or both of these events please call me (802-773-2747) at the chamber office.

Join a committee, offer perk card discounts and get involved to receive the most benefits from your Chamber. I look forward to seeing you all at the next mixer on April 14<sup>th</sup> at Collaborations Design Center at Gilmore Home Center.

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## Merchants: Be Alert

by James P. Mongeon, State's Attorney

### Attractive Business Neighborhoods

The economic downturn is affecting many businesses. Yet the business owner must still attract customers: the loyal following as well as new customers. One obvious means to attract customers is by having a clean and neat business, both outside and inside. As winter snows melt, the trash in the snowbank becomes litter on your property. Clean up as the snows melt will give your business a neat appearance event before we see the official start of Spring.

Your business is not alone in the area. There are other businesses around. Each impacts the others. Therefore, it is important that your business not only reflects well on you but also on your neighbors.

When you travel to another city, your impression of any business neighborhood is made by how it appears to you. You do not know the reputation of any particular business. If the business is part of a chain, you may use that chain's reputation as a guide. But if the business is in a trash-littered area, all the money that the chain spends on advertising will not cause you to stop and buy something.

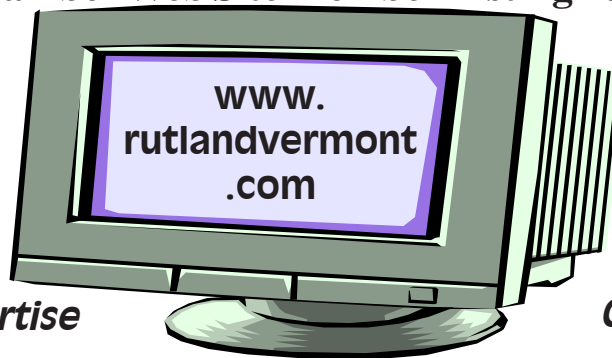
The same issues apply to us in Rutland. Political leaders speak of "building our business base" and "growing our grand list". This begins with attractive business neighborhoods. Rutland has spent money on infrastructure improvements such as new lighting fixtures downtown and repaving Main Street. However, without spring cleanup and routine pickup, people will not have a good impression.

In December, I travelled to Cartagena Colombia. The Old City is surrounded by stone walls built by the Spanish over 350 years ago. They are impressive. But I also noted the litter near the walls, wondering why a city that seeks tourists would overlook the obvious, the litter at their main attraction.

## February 2009 Website Report

### Top Chamber Web Site Member Listing Page Views

1. Lodging 2,023
2. Attractions 1,519
3. Restaurants 1,151
4. Retail 445
5. Real Estate 286



6. Services 210
7. Health 131
8. Construction 90
9. Recreation 79
10. Food 65

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### Other Top Page Views of Interest

Calendar 2,247  
Things To Do 1,530

Photo Album 1,440  
Visiting 1,369

Shopping 725  
Business 402

## 8th Annual Recognition Breakfast Scheduled



Gary Jaquith, VocRehab Vermont; Dave Townsend, Small Planet; Karen Letourneau, VABIR; Tom Donahue, RRCC EVP/CEO and David Sagi, Regional Manager, VocRehab Vermont at the 2008 Business Recognition Breakfast.

VocRehab Vermont, VABIR's Business Advisory Council and their collaborating agencies will be hosting the 8<sup>th</sup> Annual Business Recognition Breakfast. Businesses that have provided exceptional support of the employment of Vermonters with disabilities will be honored.

The Business Recognition Breakfast will be held at the Franklin Conference Center in Rutland on April 21, 2009 from

7:30-9am. Tom Donahue, RRCC Executive Vice President/CEO, will emcee the event.


VocRehab Vermont and VABIR's Business Advisory Council work hand in hand with Vermont's largest employment network known as Rutland Region Employment Service Professionals (RRESP) which include: Vocational Opportunity Works (VOW), Career Choices, JOBS, Lenny Burke's Farm, Vermont Department of Labor(DOL), the Vermont Department of Corrections, Agency of Human Services, and Vermont Division of the Blind & Visually Impaired(DBVI).

In Vermont as well as nationally, people with disabilities, who want to work and develop meaningful careers, represent a large, relatively untapped labor pool. Rutland regional businesses continue to do their part to tap into it.

For more information contact Gary Jaquith, 802-786-5934 – email: [gary.jaquith@ahs.state.vt.us](mailto:gary.jaquith@ahs.state.vt.us) or Karen Letourneau, 802-786-5875 – email: [Karen.letourneau@ahs.state.vt.us](mailto:Karen.letourneau@ahs.state.vt.us).

## April Chamber Meetings & Events

- 6 Public Policy Committee, 7:30am
- 7 Special Events Committee, 8:30am
- 13 RRCC/REDC Legislative Breakfast Hot Topic, Franklin Conference Center, 7:30am. \$9 pp
- 14 RRCC Mixer @ Collaborations at Gilmore Home Center, 5-7pm
- 16 Membership Development Committee, 8:30am
- 20 Public Policy Committee, 7:30am
- 22 RRCC Board of Directors, 12:15pm



**The Rutland Region Chamber of Commerce fielded 896 phone inquiries during the month of February 2009**

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**Celebrate Spring!**



# *Collaborations*

AT GILMORE HOME CENTER

*invites you to the*

*April Chamber Mixer!*

*Tuesday, April 14, 2009 ~ 5-7pm*

*Location: Route 4A, Bomoseen, VT*

*Collaborations opened in May of 2007 and is located just west of Gilmore Home Center. It is a showcase of great products for the home. The kitchen area features a rustic lodge kitchen, an old world Italianate kitchen and a more modern cherry kitchen. In the bath area there are beautiful vanities, pedestal sinks and a large jet tub. A large part of the showroom is also devoted to windows, doors, siding and other architectural elements.. Collaborations is the place where homeowners can come to dream and plan.*

*Catered by The Iron Lantern*

*~Door Prizes~*



**Next Month: RRCC Mixer at Alderman's Chevrolet, May 12th ~ 5-7pm**