



Rutland Region Chamber of Commerce

# Courier

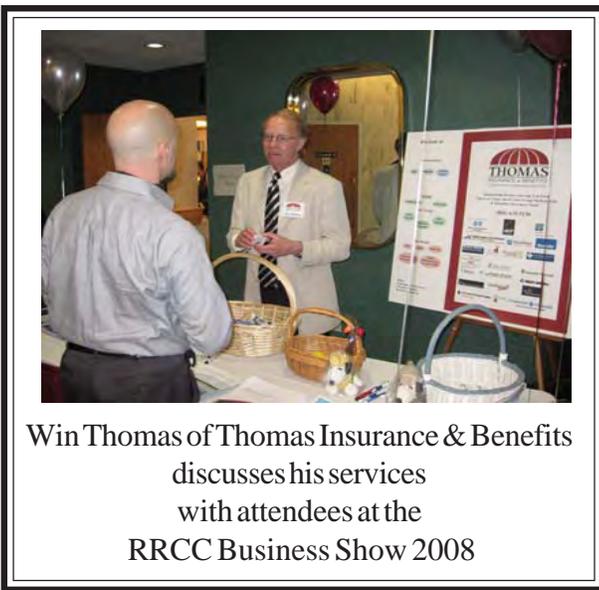
serving the Rutland Region for over 100 years

March 2009

Courier

Volume 23, Number 3

## Come Join The Fun at the RRCC Business Show Set for March 10th



Win Thomas of Thomas Insurance & Benefits discusses his services with attendees at the RRCC Business Show 2008

The Rutland Region Chamber of Commerce is excited to present the 16th Annual Business Show. The Business Show is sponsored by Rutland Regional Medical Center.

The Business Show will be held at the Holiday Inn on March 10, 2009 from 4:00-7:30pm.

This year's show will feature over 80 vendors representing a diverse group of members who have chosen to exhibit everything from home services, airline services, real estate and new and used cars. There will be great door prizes, great food and lots of fun! Admission and parking is free. Members and the general public are encouraged to attend.

We currently have 75 vendors there is still an opportunity to showcase your business, call now to book one of the last 10 vendors spaces. An exhibitor contract is included in this issue of *The Courier*.

Call the Chamber office at 773-2747 for more information or go to [www.rutlandvermont.com](http://www.rutlandvermont.com).



East Creek Catering offers food samples at the RRCC Business Show 2008

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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

### Book King Bookstore

Elizabeth Dulli

11 Center St.

Rutland, VT 05701

Ph: 282-4465

Email: books@bookking.com

Retail sale of books, magazines & cards. Offers coffee, tea & pastries through thier new café. Take advantage of their new buyer's reward program and on-going discounts for gift certificates

### Dolphin Aquatics

Debbie Woodburn

2541 Cold River Rd

N. Clarendon, VT 05759

Ph: 779-5015

Email:

debbiemwoodburn@gmail.com  
Swim Lessons: Parent/Child, Pre- & school age students. Private lessons for children and adults. Lessons held at local hotel pools.

### Ritter Holdings, LLC

Anni Ritter

20 Innovation Dr.

N. Clarendon, VT 05759

Ph: 773-8777 x 12 Fax: 773-6746

Email: anni@knightkitchens.com

Real Estate Management  
Company

## February Chamber Mixer



Bill Shouldice, President-Vermont Country Store welcomes the large crowd that was on hand at the February Chamber Mixer held at the Vermont Country Store Distribution Center in North Clarendon

The Courier is published monthly  
by the:

**Rutland Region**

**Chamber of Commerce**

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# Computer Ease By: Larry Gold



## *Who's watching your business? Part 1*

How about you? Are you interested in being able to see what's going on in or around your business? How about from outside the business? This is really easy. A couple of quick assumptions. One, you have broadband access, and two, some kind of computer network. This doesn't mean that you have to have the computers talking to or sharing data with each other, just that you have some kind of router attached to your high speed modem. Then you get a type of camera called an IP camera. An IP camera means just this, that the camera itself has an IP address, (ie.192.168.1.100) and connects directly to the network, and is not, I repeat not, dependent on any computer being on. This makes it very different than the standard "web cam" that you buy for \$19 and plug into a USB port on your computer for video teleconferencing. The IP camera gets plugged into power, connected to your network (wireless is also available) and then programmed with an IP address that works on your particular network. (Very easy using the software that comes with it) Just like any computer connected to your network, which has to have an IP address to be able to communicate, the camera either gets an IP address automatically, or you give it one. Then quite easily, you open up a browser window, and type in the IP address of camera, and presto, there is the image from the camera. The first part is done. The best way is to give it an address, so that it always has the same address. This way, when you do part two, (next month) it will be easy to see the image on the camera from any internet connected computer in the world. By the way, if the world is so small, then why does it take 25 hours to fly to Australia? Remember to back up!

### 2009 Upcoming Chamber Events

- March 10:** RRCC Business Show 2009, Sponsored by RRMC Holiday Inn, 4-7:30pm.
- March 16:** Legislative Breakfast - Topic: Rail sponsored by TD Banknorth @ Franklin Conference Center, 7:30am
- April 13:** Legislative Breakfast - Hot Topic Sponsored by TD Banknorth. Franklin Conference Center, 7:30am

### Informed Chamber Members Read the RRCC Courier



**Mary Jean Inglee  
VocRehab Vermont**

### 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

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- Phil Alderman**  
Alderman's Superstores
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- Erik Bohn**  
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- 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

## *Workers' Comp. Corner*

### Position Statement Regarding H.81- An Act Relating to Compensability of Mental Injuries Under Workers' Compensation

The Rutland Region Chamber of Commerce and the Rutland Economic Development Corporation strongly oppose House Bill H.81 regarding workers' compensation; mental injury.

According to the analysis by the National Council on Compensation Insurance, Inc. (NCCI); system costs in Vermont could increase significantly due to an increase in mental injury claims.

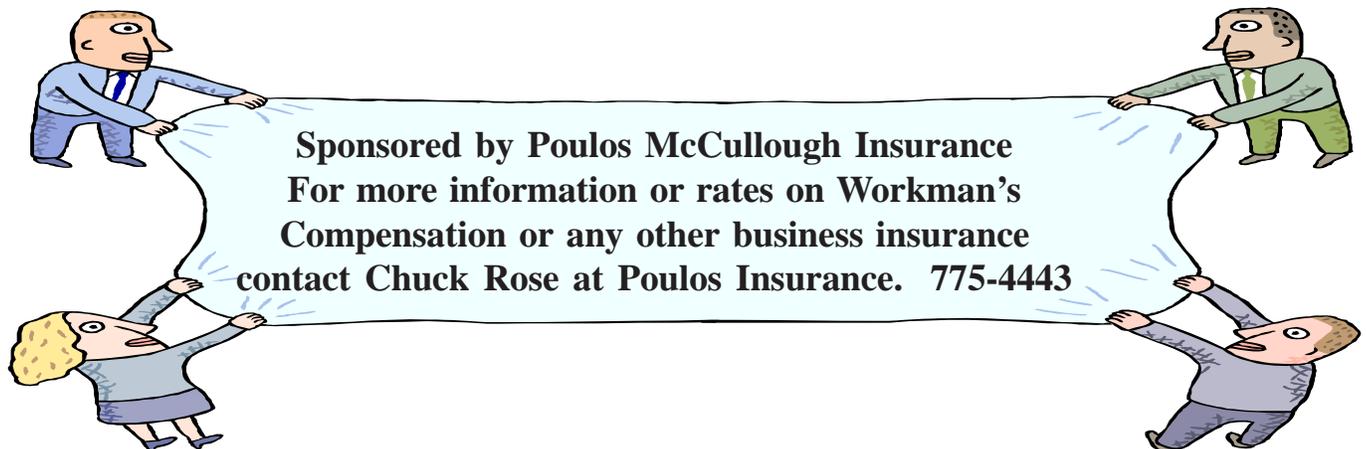
As outlined in the analysis H.81 makes no mention of the following:

- ◆ How is "a mental disease or injury" defined?
- ◆ Who would evaluate mental injuries and what qualifications would be required?
- ◆ What criteria would be needed to determine the existence and compensability of mental injuries?
- ◆ What restrictions would there be, if any, on either the number of visits and treatments or on the duration of benefits for such claims.
- ◆ The bill does not explicitly exclude good-faith personnel actions, disciplinary actions, work evaluation, job transfer, lay-off, demotion, promotion, termination, retirement or similar actions taken in good faith by the employer.
- ◆ Mental claims, especially those without an accompanying physical injury are highly subjective and likely to be litigated.
- ◆ There may be increased leverage on claim settlements
- ◆ The bill would put Vermont in the minority of states that require such a low burden of proof and potentially open the floodgates to new claims i.e. the experience in California
- ◆ The proposal does not specify an effective date. Hence there may be an associated, and significant, retroactive impact.

Workers' Compensation costs are consistently sighted by many of our local employers as being one of the main reasons they do not hire additional employees even when needed; and that current costs are a significant burden on their existing business.

We vehemently oppose passage of H.81 and ask the House Committee on Commerce and Economic Development not to advance this bill further.

Please don't give Vermont employers one more good reason to close.



## RRCC/REDC Legislative Events Continue



Bob Young, President/CEO, CVPS addresses the large crowd at the RRCC/REDC Legislative Breakfast on Energy

The Rutland Region Chamber of Commerce and Rutland Economic Development Corp. held their Legislative Breakfast Series on Energy sponsored by TD Banknorth with Bob Young, President/CEO CVPS and Rod Lemmo of GE-Aircraft Engines on February 2nd at Franklin Conference Center.

Thank you to the following Legislators who attended the Feb. 2nd Legislative Breakfast: Rep. Joe Acinapura, Rep. Peg Andrews, Rep. Bill Canfield, Sen. Bill Carris, Rep. Gale Courcelle, Rep. Peter Fagan, Rep. Peg Flory, Rep. Steve Howard, Sen. Hull Maynard, Rep. Jim McNeil, Sen. Kevin Mullin and Rep. Dave Potter.

The RRCC/REDC Legislative Breakfast Series sponsored by TD Banknorth will continue on March 16th - 7:30am at Franklin Conference Center on the Topic of Rail. The remaining breakfasts will take place at the Franklin Conference Center on April 13th - Hot Topic.

The Annual RRCC/REDC Legislative Bus Trip to Montpelier sponsored by OMYA, Inc. took place on February 11th with over 30 community members taking advantage of the opportunity to spend the day in the Vermont State House and discuss issues important to Rutland County to Legislators. The group met with Speaker of the House Shap Smith and Senate Pro Tempore Peter Shumlin and members of the Rutland County Delegation. Featured speakers over lunch were Governor Jim Douglas and Lt. Governor Brian Dubie. Thank you to all the officials who took time out to meet with this group and to OMYA, Inc. for sponsoring the Bus Trip.

The RRCC/REDC Public Policy Committee tracks a number of bills in Montpelier, if you would like to receive the tracking sheet or would like more information on the Public Policy Committee or Legislative events call 773-2747.

### Legislative Bus Trip To Montpelier



Speaker of the House Shap Smith and Senate Pro Tempore Peter Shumlin meet with those who attended the Chamber Legislative Bus Trip to Montpelier sponsored by OMYA, Inc.

## From Our Members

**Carving Studio and Sculpture Center** will hold their Annual Marble Mardi Gras and Silent Auction on March 29<sup>th</sup> at Rutland Country Club. Tickets are \$65 per person. RSVP required call 438-2097 or email [info@carvinstudio.org](mailto:info@carvinstudio.org) for more information.

**College of St. Joseph** announces Tuition Guarantee Program in an effort to help college-aged students who are facing the reality of increasing college costs. Starting with freshmen enter the Fall 2009 semester tuition will remain constant for students who are accepted and deposited by May 1, 2009. For more information and a full description of the program call 776-5286.

**College of St. Joseph** has received a \$10,000 grant from the Basic Human Needs Fund of the Vermont Community Foundation for their STEPS Program. The program at CSJ is the first of its kind in New England. For more information call 773-5900 ext. 3290.

**Majestic Car Rental Group** has moved to 131 South Main St. across from Billing Motors. For more information call 773-5901.

**Rutland County Community Land Trust** is in need of a donation of a conference room table to accommodate 12-16 people. If you have a table to donate please contact Linda Wright at 775-3139 ext. 205 or email: [lwright@rcclt.org](mailto:lwright@rcclt.org).

**Rutland Regional Medical Center** will present "Poor Sleep = Poor Learning" focused on Childhood Obstructive Sleep Apnea and other sleep problems that can lead to daytime attention and behavior problems in children. The presentation will take place on March 4<sup>th</sup>, 6-7pm in the CVPS/Leahy Community Health Education Center. To register or for more information call 772-2400.

**Rutland Regional Medical Center** Community Education in conjunction with Imagery & Hypnosis Center and the Pyramid Wellness Center is offering "Relax, Renew, Restore – Stress Reduction," an information series of classes devoted to reducing stress. The first class will be on March 11<sup>th</sup>, 6-7:30pm – Mind Over Clutter: "What to do with all of the Paper". For a full list of classes or more information call 772-2400.

**Rutland Regional Medical Center** Community Education will offer a series of talks featuring Rutland Regional's Cardiologists. The next talk will be "Preventing Engine Failure – Understanding Heart Failure" presented by Dr. Michael Robertello on May 21<sup>st</sup>, 6-7pm. For more information call 772-2400.

**The American Cancer Society** Hope Lodge, Lois McClure-Bee Tabakin Building was honored with the Leadership in Energy and Environmental Design (LEED) Silver Award by the US Green Building Council for its environmentally sound building design, construction and operation.

**Thrive Center of the Green Mountains** will host VRA Reiki & Tea Share on March 22<sup>nd</sup>, 6-7:30pm at the Thrive Center of the Green Mountains in Wallingford. Admission is free and open to 10 participants. For more information or to RSVP call 446-2499.

**United Way of Rutland County** celebrated reaching the community's \$610,000 goal at their Annual Meeting and Campaign Celebration. United Way of Rutland County raised a record \$610,397 to support 33 area non profit health and community service organizations.



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

### Bright Spots in the Economy!

At the RRWIB Board of Directors meeting in January, we had the opportunity to hear from a panel of students in Rutland County. Each of the four students has taken advantage of locally available opportunities to advance towards their career goals in a meaningful way during their high school years.

**The students on the panel represented programs such as nursing, plumbing trades, public safety and business administration. All of these career pathways are vital to the quality of life in our community.**

Their message is a positive one for our community in several ways.

\*All four students graduated high school (or are on plan to graduate) with 6 – 25 college/post-secondary credits in hand, at no personal cost other than their time and commitment.

\*Three of four students plan to stay and work in our community

\* All are currently employed locally. They are working in jobs that contribute directly to their future career goals.

These students have taken advantage of new public school **dual-enrollment** programs that strengthen the linkages between high school and post-secondary education. The programs also provide direct linkages to real world work experiences. As a result, students are much more engaged in the process of learning, as they understand the underlying rationale and use for the educational process. Some students have described the program as being life changing—transformational in their aspirations and academic attainment. Others see it as enabling them to move ahead more quickly with a well formed idea of their future life—they are ready to move on.

We are fortunate to have the strong partnerships and collaboration between our regional high schools, Stafford Technical Center, and our regional colleges in order to make these opportunities available. As a community, we should do everything possible to ensure we retain and support these vital programs and others that serve our regional needs. As a business member, you can do help by:

- \* Learning about what is available,
- \* Encouraging strong participation in the programs, and
- \* Providing or developing internship opportunities.

For more information, please feel free to contact Nancy Burzon at 802- 293-2044.

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## Creating Space: The Quarterly Health & Wellness Column

By Lisa Marie Donahue, MA, LMT

### Avoid A Meltdown: Know What Makes People Tick

*“Reflection the fact that often the greatest problem in communication is the illusion that it has been accomplished.” ~ Anonymous*

All too frequently these days, signs of uncertainty, economic and beyond swirl all around us. So why add to it? Here’s a stress reducing tip that may nip a miscommunication in the bud; avoid an unnecessary confrontation later; or perhaps shag you more sleep at night because you won’t be staying up to review and rewind an episode, over and over again in your head, for the umpteenth time. It’s the brainchild of Dattner Consulting ([www.dattnerconsulting.com](http://www.dattnerconsulting.com)) and it’s called a “User’s Manual to You”!

When you think about it ~ being forewarned is being forearmed and it might just cut down on office dysfunction; whether with your peers, subordinates, or with your manager. Ben Dattner, of Dattner Consulting, offers this, “By letting your staff [i.e. co-workers] know how you operate, you can teach them how to deal with you and avoid conflict. Knowing what makes another tick will help both parties avoid a major meltdown.”

Here is a sample “Users Manual to You” to use as a template. As you can see, the process can be really short and succinct. Truly a “mini” manual. Give it a try soon and be open to diversifying your template with items that have meaning to you and / or your department.

#### HOW I WORK

**My Style:** When I am under pressure, I get nervous. Be ready to answer “why” five times.

**When To Approach Me:** Please don’t bring important issues to my attention if you run into me in the break room.

**Values:** I value loyalty to our company’s values. The CEO gets the same treatment as a janitor.

**Communicating With Me:** Have conviction for your point of view. I respect people who push back. Be prepared.

**What I Will Not Tolerate:** I am very unforgiving for people who don’t admit to or cover up mistakes.

**Feedback:** I don’t give much feedback. Assume I’m satisfied with you unless I tell you otherwise.

**How To Help Me:** I have a tendency to do things myself. Please suggest things you can take off my plate.

A closing thought that ties in...Jim Collins, author of one of my favorite books, Good to Great, adds this, “A lot of people who do extraordinary things are not balanced. I’m not even convinced the idea makes sense [since] there’s a certain neurotic obsession with doing exceptional things.”

Look for my next column in June. For or more information about worksite health promotion programs [including onsite chair massage], individual & group coaching, call 802.446.2499 or Email [wellbeyond@vermontel.net](mailto:wellbeyond@vermontel.net).

## Membership Directors Update ~ Joan Hill



Hi Everyone,

Thank you to the Vermont Country Store for hosting the February mixer. The food and tours were wonderful.

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.

March's Benefit of the Month is the Brochure space that is available to our members at the Rutland Southern Vermont Regional Airport, Amtrak Station, Diamond Run Mall and Chamber office. The Main Street Park visitor's center will be opening on Memorial Day. **Please mail or drop off to the Chamber a good supply of your brochures or business cards so that we can distribute them to all of these locations.**

The Legislative Breakfast series sponsored by TD Banknorth Vermont have been well attended and very informative. The next breakfast will be at the Franklin Conference Center on March 16 and the topic is rail.

Thank you to Omya for sponsoring the Legislative Bus Trip to Montpelier on February 11<sup>th</sup>.

Welcome to our new members Dolphin Aquatics and Ritter Holdings.

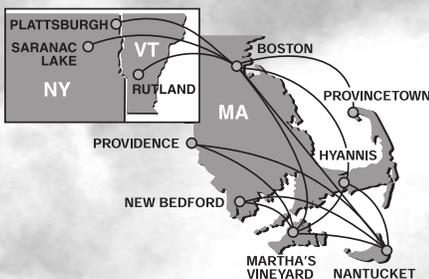
Congratulations to United Way of Rutland of Rutland County and the Rutland Community for exceeding their goal by \$397.00. At least 33 local agencies will benefit from this organization.

The 2009 Business Show will be held at the Holiday Inn on Tuesday, March 10<sup>th</sup> from 4-7:30 p.m. and is sponsored by the Rutland Regional Medical Center. If you are not an exhibitor, please plan on attending this worthwhile event.

The Chamber will be hosting the July 4<sup>th</sup> Fireworks Extravaganza again this year but we need the support of businesses. This is a break-even proposition for the chamber. If you would like to be a sponsor, please contact me 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 business show at the Holiday Inn on March 10<sup>th</sup>.

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## Merchants: Be Alert

by James P. Mongeon, State's Attorney

### What's Going On Out There? Your Witness on the Outside

Last month, I wrote about the importance of video recording for your business. Not only can these cameras record events that happen but they can deter or prevent crime.

**Deterrence** If cameras can deter a criminal from engaging in either a planned or an opportunistic crime, we have prevented someone from becoming a victim and potentially prevented a tragedy. Video cameras have an important role in deterrence since a person intending to engage in criminal activity will be looking out for cameras. Many businesses not only have the video cameras but signs informing people of the cameras. The idea is not to “surprise” a criminal with having recorded his actions, but rather to deter the criminal since he then knows that his actions will be recorded.

**Prevention.** Unlike deterrence, which is intended to stop the *criminal*, prevention is intended to help the *potential victim* avoid a bad situation. That is where **outside video cameras** become important.

Your store or desk clerk can only know what is going on within immediate view. Without video cameras, the clerk has only a limited view of the outside through windows or by the use of mirrors. In many stores, the window is a “billboard” to advertise goods so that the area of viewing is restricted.

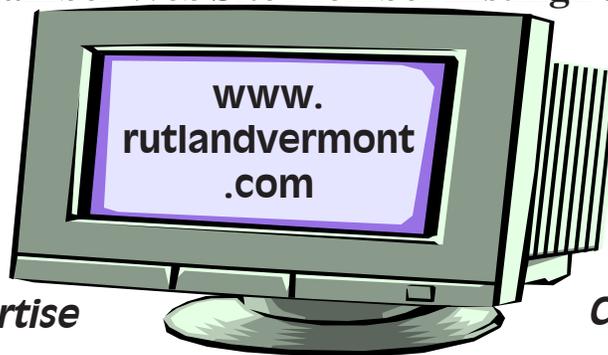
Good cameras, properly situated, can provide valuable information to the clerk about what is going on outside. That may enable the clerk to avoid going out and walking into a bad situation. It can provide information for a decision to call police and provide police with accurate information for their assessment and response.

You never know when the question “What’s going on out there?” can make a real difference to you, your employees or your customers.

## January 2009 Website Report

### Top Chamber Web Site Member Listing Page Views

1. Lodging 1,149
2. Restaurants 891
3. Attractions 811
4. Retail 412
5. Services 162



6. Health 156
7. Construction 76
8. Associations 72
9. Recreation 69
10. Manufacturers 65

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### Other Top Page Views of Interest

Calendar 1,376  
Things To Do 1,056

Photo Album 1,022  
Visiting 928

Shopping 580  
Perk Card 616

## Social Security Online Services- Quick, Easy, and Expanding

By Lee Wilson, Social Security Public Affairs Specialist for Vermont.

Keeping employees informed about their benefits can represent a significant amount of work. Social Security online services can make an employer's job easier while providing needed information for employees. A simple way of doing this is to add a link to Social Security on your existing website.

A link to [www.socialsecurity.gov](http://www.socialsecurity.gov) expands services to employees by providing easy access to financial planning tools, online retirement and disability applications, answers to frequently asked questions, and direct access to virtually all Social Security publications. Most importantly, these resources and other SSA services can be accessed without assistance from an employer or a human resources staff.

Two recent enhancements to our website are SSA's online Retirement Estimator and a streamlined retirement application. The Retirement Estimator gives immediate and accurate retirement estimates based on different scenarios input by the user. The newly released online retirement application may be completed in as little as 15 minutes without any need for a subsequent phone, mail, or face-to-face contact with a Social Security office. Filing an online retirement application has never been easier.

For more information about these services contact Lee Wilson at the Rutland Social Security office at 802-747-0623 x 1-216 or by email at [Lee.Wilson@ssa.gov](mailto:Lee.Wilson@ssa.gov).

## March Chamber Meetings & Events

- 3 Special Events Committee, 8:30am
- 9 Public Policy Committee, 7:30am
- 10 RRCC Business Show 2009, Holiday Inn, 4-7:30pm
- 16 RRCC/REDC Legislative Breakfast on Rail, Franklin Conference Center, 7:30am. \$9 pp
- 19 Membership Development Committee, 8:30am
- 23 Public Policy Committee, 7:30am
- 25 RRCC Board of Directors, 12:15pm



**The Rutland Region Chamber of Commerce fielded 736 phone inquiries during the month of January 2008**

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# Rutland Region Chamber of Commerce



*Presents*

## **RRCC Business Show 2009!**

**Tuesday, March 10th ~ 4-7:30pm ~ Holiday Inn, Rutland**



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**For more information call 773-2747 ~  
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***Next Month: RRCC Mixer at Gilmore Home Center, April 14th - 5-7pm***