

Chamber Connections

CDCC Presents 18th Annual Legislative Luncheon

Governing is different in Delaware. The creation of policies and legislation is handled collaboratively between those governing and those being governed. Delaware's boundaries are close together – and because of that and because of the nature of Delawareans, we know each other... all of us, from the Governor to the neighbors across the street to the guy who cuts the grass to our

kids' teachers... We work together because we live together. The people in Delaware enjoy a strong voice in what happens at the General Assembly. A letter to our legislators matters, a phone call to our lawmakers can change a decision. The creation of legislation happens as the result of thoughtful deliberation and constructive conversation.



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Getting Back to Business

For the past 6 weeks, we have been working diligently to help our member businesses in any and every way possible to keep their businesses open or assist them in their effort to re-open by providing them with factual, useful, information, and to assist them in finding much needed capital, loans and grants. In addition, we have served as their voice with our legislative partners and the Governor's office.

On April 21st, we took our quest to help our members remain open and re-open to another level by initiating a Getting Back to Business Task Force. The sole purpose of this task force is to develop an action plan for getting our businesses in Kent County Back to Business!

We have started with a core group of business leaders that represent the various segments of the Chamber's

membership. We will be adding to this task force in the next few weeks to make certain that every segment of our membership is represented.

During our first meeting, we reviewed surveys conducted by the Chamber to determine our members' top needs in order to get their businesses back up and running. These needs include: capital through loans and grants; the ability to keep both employees and customers safe; the ability to test both groups; cleaning supply needs; PPE supply needs; and a guideline for how to open safely; just to name a few.

By the end of our first meeting, one issue resonated with everyone: the need for cleaning supplies and PPE equipment to ensure the safety of their business for both their employees and their customers. As a result of this realization another concern sur-

posed: how do our businesses, who do not have large procurement centers representing them, obtain the supplies they will so desperately need?

Determining the answer to that question is the first action step of the newly formed task force.

It is our hope that by working with our State and local government entities, as well as our Chamber Members who are creating and/or have access to these supplies, to develop a depository or distribution center that can help those who cannot gain access to the supplies they will need in order to remain open or to re-open.

As our meetings continue, we will keep all of you abreast of our progress.

We have heard it said time and time again – that together we will get through this – and with efforts such as these – we definitely will!

Back to Building Connections!

Now that there's a light shining at the end of the pandemic tunnel, it's finally time to begin making plans to get back together! Mark your calendars for May's Sunset Business Mixer – Wednesday, May 27th, from 5 – 7 pm, at Lessard Builders, 261 E. Camden-Wyoming Avenue.

The Lessard's are happy to host our mixer in celebration of their new office space in Camden. Founded in 1951, Lessard Builders is a fourth generation, family-owned, custom home and commercial builder. Whether customers are looking for a building to house their business, a vacation home, a retirement destination, or the perfect place to call "home," the experts at Lessard are perfectly equipped to help. They pride themselves in giving their fullest attention, as well as their reputation for unbeatable artisan craftsmanship, into every building and project they undertake. Come out and learn more about the Lessard story and take a tour of their brand-new office space!

Mixers provide an amazing networking opportunity. Business colleagues will gather in a casual setting to connect over wonderful refreshments and will have a chance to exchange business cards and ideas. This month's mixer promises to be a special time of reuniting after so many weeks of isolation. You will want to be sure and attend this event and make use of this valuable member benefit!

Be sure to register and attend this month's Sunset Business Mixer! It will be wonderful to get back together and catch up with each other. In addition, it's always a great goal to collect at least six business cards from new contacts you meet at the event. This is the perfect opportunity to catch up with other members and walk away with qualified leads. Be sure to register for this event by calling (302) 734-7513 or register online at www.cdcc.net through the Calendar of Events. We look forward to see you under the big tent on Lessard's parking lot in May!



www.cdcc.net

Calendar of Events

May 2020

- Thursday, May 7th**
Cancelled
Leadership Central Delaware
8:00am-5:00pm,
Economic Development Day
- Thursday, May 7th**
Cancelled
Kent County Open For Business
8:30am-10:00am,
Kent County Levy court
- Tuesday, May 12th**
Virtual - CDCC Board Meeting
7:30am via ZOOM
- Tuesday, May 12th**
Virtual
Marketing Committee Meeting
9am via ZOOM
- Tuesday, May 12th**
Cancelled
Young Professionals Social
12:00 pm-1:00pm,
The Boulevard
- Wednesday, May 13th**
Virtual - Coffee Coaching
8:00am via ZOOM
- Thursday, May 14th**
Virtual - Member Orientation
11:00 am via ZOOM
- Monday, May 18th**
CDCC Executive Committee Meeting *
8:00am - 10:00am
CDCC Board Room
- Tuesday, May 19th**
LCD Steering Committee Meeting *
12:00pm , CDCC Board Room
- Wednesday, May 20th**
Bluesuiters Golf Tournament
Times to be Determined,
Maple Dale Country Club
- Monday, May 25th**
Memorial Day Office Closed
- Wednesday, May 27th**
Ambassador Meeting
4:30pm, Lessard Builders
- Wednesday, May 27th**
Sunset Business Mixer
5pm-7pm, Lessard Builders

June 2020

- Tuesday, June 2nd**
CDCC Board Retreat, 9:00am-4:00pm,
Harrington Raceway & Casino
- Gold Room
- Thursday June 4th**
Leadership Central Delaware
8:00am-5:00pm,
Energy and Environment Day
- Thursday, June 4th**
Kent County Open For Business
8:30am-10am,
Kent County Levy Court
- Tuesday, June 9th**
Marketing Committee Meeting
9am, CDCC Board Room
- Wednesday, June 10th**
Coffee Coaching
8am-9am, CDCC Board Room
- Thursday, June 11th**
Member Orientation
12:00pm, CDCC Board Room
- Friday, June 12th**
LEGISLATIVE LUNCHEON
11 am - 1:30 pm
Dover Downs - Rollins Center
- Tuesday, June 16th**
LCD Steering Committee Meeting
12 :00pm CDCC Board Room
- Wednesday, June 17th**
Awards For Excellence Dinner
5:30pm-9:00 pm,
Dover Downs-Rollins Center
- Friday, June 19th**
LCD Closing Retreat, 9:00am-3pm
Harrington Raceway & Casino
- Wednesday, June 24th**
Ambassador Meeting
4:30pm, Wattay Accounting/
Dolce Bakery- Milford
- Wednesday, June 24th**
Sunset Business Mixer
with the Chamber of Commerce
for Greater Milford
5pm-7pm,
Wattay Accounting
/Dolce Bakery Milford
- Tuesday, June 30th**
18th Annual 55+ Expo
9:00am - 3:00pm,
Dover Downs Hotel & Casino
*location subject to changew



Hello CDCC Members:

Due to the latest directive by Gov. Carney, exercising an abundance of caution, and in an effort to help flatten the curve and stop the spread of COVID-19, your Central Delaware Chamber of Commerce office is CLOSED.

Our team members, however, are operating remotely and are ready and able to connect with you and assist in any way possible. We are still here for you and want to walk with you through this time.

Don't hesitate to call us at (302)734-7513 or connect with us via email. To reach us by telephone, please choose the mailbox of the staff member you are trying to reach, leave a message, and they will contact you as soon as possible. We will do our best to help you.

If you have information regarding products or services that needs to get out to the public, we will continue to maintain our email presence. Send your information to marketing@cdcc.net and we will help to share your message in our email broadcasts and on social media.

We will look forward to seeing you in person as soon as possible. Above all during this time, be SAFE, stay HEALTHY, remain WELL.

Your CDCC Team



Thank you to the CDCC Cornerstone Members!



An Industry Exclusive CDCC Marketing Package!



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The CDCC is the essential resource for growth of engaged businesses in Central Delaware.



Chamber Connections

Published monthly by the Central Delaware Chamber of Commerce, the first accredited Chamber of Commerce in Delaware. We represent the interests of the small business community. Over 800 businesses support CDCC.

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Additional mailings are available for a \$20 subscription fee. In many cases, more than one individual in a member business would like to receive information from the Chamber. By forwarding the subscription fee, the Chamber will satisfy the second class postage requirements and that individuals will be added to the mailing list.

Judy's Journal



PRESIDENT - JUDY DINGO

The Great Pause

If someone had asked us 4 months ago what we would be doing in April, how many of us would have said we would be sheltering in place? How many would have guessed that the majority of our businesses would be closed? I admit, I would not have.

This is definitely a time that will go down in the history books: the COVID 19 Pandemic - The Great Pause. Our grandchildren will read about this much like some of us read about the Great Depression. The question is, will they understand the full impact this pandemic had on our society as a whole? Will they be able to comprehend the anxiousness, fear, and uncertainty this pandemic has brought to us? Or will this situation we are living in now become the new normal, and it will just simply be part of the way our grandchildren live?

One thing we can all agree on is that this COVID 19 Pandemic has given us time to think, to reflect, and to draw some conclusions.

I'd like to share my reflections with you about the Pandemic. I believe this pandemic is God's (or whatever superior being you believe in) way of saying, you all need to stop behaving badly. Or you may feel more comfortable saying this was our "wake up call". We need to remember that we are supposed to be kind, patient, understanding, loving, caring, giving, and respectful to each other as humans. We need to remember we are not in this world alone. We are part of a global economy, and what happens in other countries matters and it can happen to us. We needed to be reminded that we just cannot control everything - as hard as we try.

This is what I think we have learned as a result of COVID 19:

We have discovered we are stronger than we thought we were.

We realized how creative we can be.

We can live with less and still be extremely comfortable.

We really don't like being prohibited from doing the things we want to do.

We are all people, people in some way. We forget how little control we actually have.

We have learned what "social distancing" is and how to do it.

Now, this is what I think we will have gained when we come out of this:

I think we will be more compassionate.

I think we will take heed to what is happening in other countries.

I think we will be more supportive of one another.

I think we will be more tolerant of social limitations.

I think we will operate our businesses in a different manner.

I think the things we were forced to implement will become our new business models moving forward.

I think we will have a whole new appreciation for being able to gather together.

I think we are going to figure out collaboratively how to rebuild our economy.

I think we are going to see more and more people pitching in to make a difference.

And, I think there are going to be a lot more huggers in this world!

So, in the end what does all this really mean to me: COVID 19 was a thing that brought us back together. It will be the thing that makes us stronger and better as a community, county, state and nation. It will be the thing that makes us believe that together we can move mountains, we can do the unexpected, and we can do more than just survive - we can thrive - as long as we do it together!



Cornerstone Member - PAM Rehabilitation Hospital of Dover

Even During a Pandemic Post Acute Medical Stands Ready to Serve



An abundance of masks and gloves, screenings and temperature checks for everyone, strict limitations... all part of the precautionary measures being taken at the area's most trusted source for post-acute services. Post Acute Medical Rehabilitation Hospital of Dover (PAM) continues to offer care to a wide variety of patients with injuries, illnesses, and disabilities. "In many ways and with a number of safety measures in place, we are open for business as usual in a safe environment," remarked Ted Werner, CEO of PAM, in a phone conversation.

"Business as usual" is defined by a number of services. The team at PAM works diligently to provide meaningful improvement and recovery for people with injuries, illness, and disabilities. They focus on putting the patient first and providing quality care for the medically complex and rehabilitation patients. They provide comprehensive, individualized treatment include physical therapy, occupational therapy, speech therapy, and specialty physicians and nurses. Patients admitted to PAM are typically dealing with situations like amputation, brain injury, cardiopulmonary conditions, lymphedema, neurological disorders, orthopedic conditions, Parkinson's disease, respiratory failure, spinal cord injury, stroke, wounds and more. PAM's goal is to return each patient to his or her highest possible functional status.

Of course, during these days of pandemic, the team at PAM is doing their very best to maintain a "COVID-19 free" setting. To that end, visitation has been suspended with just a couple of exceptions. Family members who need to learn a skill in order to help their loved ones come home are permitted to visit in order to learn that skill. In addition, those whose loved ones will be transitioning to end of life care are also permitted inside in order to receive training on what to expect and how to respond.

In addition to the visitation limitation, there are also strict screenings in place for outside vendors. Only those deemed "essential" (ie. Food and beverage suppliers, persons associated with labs, dialysis treatment experts, etc.) will be allowed in during this time. Everyone entering the building will be screened for possible symptoms of coronavirus and everyone's tempera-

ture will be taken.

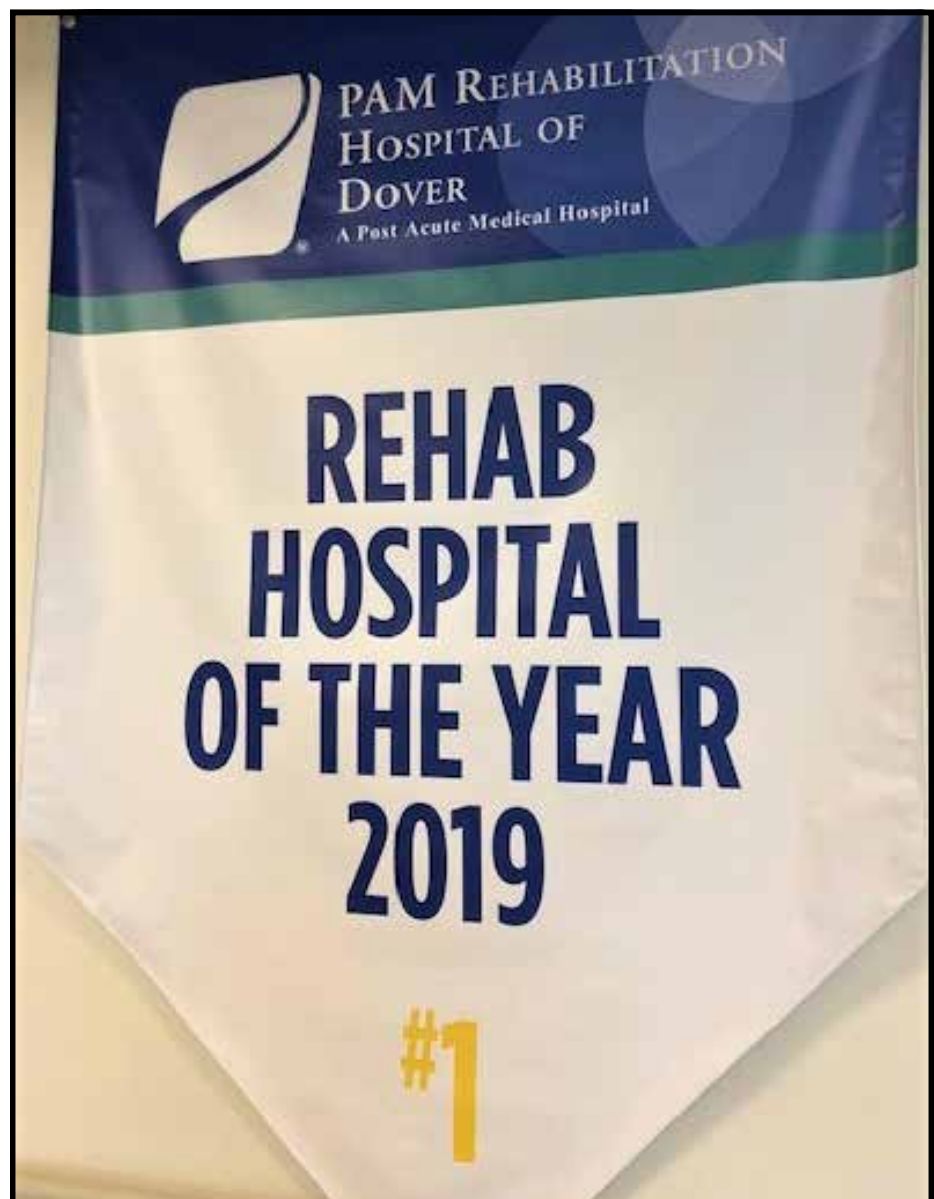
As far as volume, PAM continues to be busy. While PAM's inpatient services continue to be active, there are presently a few vacant beds, an unusual circumstance for the hospital that is constantly rotating patients in and out based on need and availability. The reason behind the vacancies has to do with the fact that elective surgeries have temporarily been suspended. Mr. Werner is certain that, once hospitals begin seeing more regular patients and are less consumed with the fight against COVID-19, things will pick right back up. Outpatient services are, in contrast, busier than usual.

Since PAM is a full-fledged medical hospital with 34 beds and its own pharmacy, radiology department, laboratory, cafeteria, and two therapy gyms, the staff of 51 credentialed physicians and 200+ employees stand ready to assist Bayhealth should the need arise. While circumstances have not yet made it necessary to do so, the team at PAM is prepared to take care of any non-COVID-19 patients in order to free up space at local community hospitals. This strategy is designed to free up space at those hospitals in order for them to care for more coronavirus patients.

Citing a few statistics, Mr. Werner remarked that the numbers, which seem well below the numbers of flu victims in recent years, are not the scary part in battling COVID-19. "The frightening part," commented Mr. Werner, "is that we don't know enough about the virus itself. It is difficult to develop a winning strategy against the unknown."

The Central Delaware Chamber of Commerce would like to add a special congratulations to Post Acute Medical and their team for being named 2019's system-wide Hospital of the Year! This prestigious honor is awarded each year to the best performing hospital with the best outcomes among the 43 PAM Rehabilitation Hospitals in the system. Way to go!

In the days ahead, PAM is open and stands ready to work with patients. The hospital remains fully staffed and every precaution is being utilized to ensure the safety of workers and patients. For more information about PAM and their services, please visit their website at www.postacutemedical.com or call them at (302) 672-5800.



Cornerstone Member - L&W Insurance

Insurance Coverage Concerns Associated with the Coronavirus

The coronavirus pandemic has had an unexpected and profound impact on our daily lives, while shuttering communities, nations, and businesses throughout the world. With the government-ordered closure of non-essential businesses, our local and national economy has suffered tremendously. In these times, businesses are looking for resources to keep their operations afloat. The passing of the CARES Act provided some form of relief through its Payroll Protection Program and other components. Businesses have also turned to their commercial insurance programs to see what benefits may be available due to coronavirus-related losses. The coverages described below may be called upon, through the submission of a claim, to investigate coverage during this pandemic period.



Business Interruption (Loss of Business Income)

Commercial property insurance policies may include business interruption coverage. This coverage insures against losses resulting from direct physical damage to business property and provides payment for the loss of business income sustained due to a suspension in operations. This line of coverage has gained the most attention during this pandemic period because the language in most commercial property insurance policies requires a direct physical loss, such as a fire. Furthermore, many commercial property insurance policies contain an exclusion that negates coverage for viruses and bacteria. Most businesses have found that loss of business income coverage will not apply to coronavirus-related losses due to the policy contracts and exclusions surrounding this coverage.

Commercial General Liability

Comprehensive general liability insurance generally covers property damage and bodily injury caused to third parties on the insured premises. The policies are triggered by an occurrence, which is an accidental or unexpected event. A company's failure to take precautions to prevent the transmission of coronavirus at its place of business could lead to an occurrence that causes bodily injury to a third party.

Workers Compensation

Workers Compensation insurance policies provides benefits to employees if they suffer a work-related injury or illness. If coronavirus is contracted in the workplace, many states use a "two-prong" test to determine if coverage would apply as an occupational disease. Under that

test, it is considered an occupational disease if it, One-arose out of the scope of employment, and Two-was caused by conditions particular to the workplace.

The coverages above are just a few that will gain attention during this pandemic. It is important to note that we are not advising the availability of coverage for any of these lines. While we are absolute advocates for our customers, we are not claims adjusters and do not have the authority to make a determination on coverage. Please know that L&W Insurance is here for you during this time. We are considered an essential business and are operating in a partially-remote capacity. Give us a call at (302) 674-3500 if you need to file a claim or have questions. And as we look ahead to normal times, let us share in the vision that the comeback will be greater than the setback.

The right help at the right time.

Visit the Business Resource Connection at www.DelBiz.com to search 300 programs for small businesses statewide.

Nest Spa & Skin Care Boutique
Milton



Effective, Dynamic, Knowledgeable – LCD Invites You!

As the Leadership Central Delaware (LCD) draws to a close for the Class of 2020, plans are already underway for the next year and the Class of 2021. Are you looking for an experience that will assist you in your leadership journey by giving you an opportunity to develop your leadership network, to understand the role of leaders in the community, to connect you with people of influence, to understand the importance of collaboration? Your name could very well become part of the roster for the LCD Class of 2021 – LCD is YOUR opportunity!

Leadership Central Delaware, the diamond program of the Central Delaware Chamber of Commerce, connects emerging leaders through diverse networks, while enhancing leadership skills and community knowledge, resulting in increased value, individually and professionally. LCD's 10-month program is comprised of 9 monthly day-long learning sessions, an opening and closing retreat, and graduation. Each day-long session is focused on a different economic segment of Kent County. The days are spent hearing from the leaders of various industries, enjoying presentations and tours, and engaging in hands-on learning experiences. LCD connects YOU!

Many member business leaders have expressed that sending their employees through Leadership Central Delaware had a significant, measurable impact on their companies. In addition to gaining engaged and connected employees who are ready to make a difference, sponsoring companies receive other benefits as well. Companies who support LCD either by send-



A program of the Central Delaware Chamber of Commerce

ing employees through the program or by signing up to be a program sponsor receive 10 months of advertising to over 1500 people through numerous CDCC avenues. Companies connected to LCD are widely recognized as companies dedicated to making Central Delaware THE place to live, work, and play.

The coming year will be LCD's 20th year of raising dynamic, effective, knowledgeable, credible leaders. With an alumni association of 450+, it is easy to see the impact that LCD has had on Central Delaware. Hear what LCD alumni have to say: "This program has played a crucial role in my personal and professional growth." (Katrina

Sullivan, Delaware State News, Class of 2014) "Leadership Central Delaware and Leadership Mastery opened so many doors for me and allowed me to create relationships that have lasted the test of time... and the economy!" (Adrienne Hawes, WFSF Bank, Class of 2010) "I have learned more about the area and the people that truly make Central Delaware the special place it is, than I ever thought I would." (Vince Setnar, Dover Federal Credit Union, Class of 2020) "I would recommend LCD to anyone who wants to build professional relationships with a diverse business community." (Christina Lessard, Lessard Builders, Class of 2013).

If you are interested in learning more about LCD, please come to the LCD Invitational Reception on Friday, May 29th, from 5 – 7 pm. This reception, held on the mezzanine at Dover Downs Hotel & Casino, will give you an opportunity to meet alumni and hear special presenters explain the scope of this incredible program. It is not too early to apply to be part of the Class of 2021. To register for the reception or for more information about applying, contact Heather McTheny at lcd@cdcc.net. We look forward to seeing you at the Invitational!

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LCD Leadership Central Delaware

CLASS OF 2021

INVITATIONAL

Join us for a networking social to learn about the LCD program and how you can evolve into the next generation of leaders in Central DE.

May 29, 2020
5:00-7:00pm
Mezzanine by Toppers inside
Dover Downs Hotel & Casino

RSVP to Heather McTheny | lcd@cdcc.net

**YOUR TOWN.
YOUR VOICE.
YOUR NEWS.**



Flexibility and Adaptability are Marks of a Good Leader

The planned activities for April's Leadership Central Delaware (LCD) class centered around the Health and Human Services Industry. Typically, this day is held at one of the area hospitals and includes panels of health care workers, activities for the class, and tours of the facility. For obvious COVID-19 related reasons, this day took a very different turn! While class members were unable to experience the day in the way it was originally planned, they were given some opportunities to experience portions of the day virtually and they will be given the opportunity next year to join in on the Class of 2021's Health and Human Services Day.

One of the most-remembered and best-loved activities from Health and Human Services Day is the "disabilities exercise." In this exercise, the members of the class are paired up - one member of the pair is given a disability (ie. arm in a sling, placed in a wheelchair, asked to wear vision impairment goggles, etc.), while the other member is given the task of caring for the newly disabled. This year, class members were asked to do the exercise at home. They were to give themselves a disability and try to function with that disability for an assigned period of time. Afterwards, they were asked to write a reflection of how that felt and what challenges they faced. Through this modified exercise, class members got a glimpse of what people with disabilities face. Many of the class members cited obstacles that they admittedly would never have thought of and talked about how much more aware they will be of the challenges faced by people with disabilities. This proved to be an eye-opening experience for all of them.

As part of their leadership curriculum, the class has been reading *It's Your Ship* by former Navy commander, Michael Abrashoff. April's book discussion took place online on the class's Facebook page. The conversation developed into a wonderful exchange of insights and ideas. The assigned section gave way to discussions about raising and lowering expectations in order to create success, as well as the importance of giving people a voice. The study of this classic book about effective leadership has proven to be thought provoking as well as skill building for this year's class.

In an interesting twist, our emerging leaders felt compelled to do something to lift the spirits of those dedicated men and women in the health care profession who have so tirelessly been fighting the COVID-19 battle in our community. Our Class of 2020 put their heads together and led the charge in a Central Delaware Chamber of Commerce service project called "Bayhealth Brigade: Fighting COVID-19



A program of the Central Delaware Chamber of Commerce

"One Day at a Time, One Patient at a Time." Through this initiative, all members of the LCD community, past and present, were invited to contribute gift cards that could be given to the workers at Bayhealth's Kent Campus. The project yielded nearly \$500 in gift cards for our healthcare heroes!

Unfortunately, the existing blueprint for May's Economic Development Day will have to be changed as well. Plans are already underway for alternative activities and even a virtual panel discussion led by some of the area's leaders in economic development. Again, in addition to this virtual experience, the Class of 2020 will be invited to join the Class of 2021 on their Economic Development Day next May. In the meantime, kudos to this year's Leadership Class for their flexibility and adaptability during this uncertain time. They are not allowing social distancing to get in their way of building skills and learning more every day about what it means to be an effective leader - and we are proud of their accomplishments!





The Central Delaware Chamber of Commerce would like to extend a heartfelt THANK YOU to every member of the Bayhealth Brigade, for putting your lives on the line every day during this pandemic, and taking care of those who are suffering from COVID-19. You will forever be our Heroes!



A Gathering of EXCELLENCE!

You'd better start making plans to get those shoes shined, your jewelry polished, your hair done, and yourself ready from head to toe to come out and enjoy an evening celebrating Central Delaware! And especially after what we have endured together, what a celebration it will be! That's right - it's time to mark your calendars for Wednesday, June 17, 2020, and plan to attend the Central Delaware Chamber of Commerce's biggest night of the year - the Awards for Excellence Dinner brought to us by Connell, Carey, and Associates - Merrill Lynch of Dover.

Each year, we are privileged

to gather in June and celebrate our community and the amazing things that have taken place over the past year. This evening of high-spirits and congratulations touches each of the Chamber's four pillars in a special way highlighting the work that has been accomplished in the areas of education, legislation, networking, and marketing - and thanking the many volunteers, sponsors, and others who made it happen. In short, it is the Chamber's night to applaud all of you - that's what makes it our favorite event of the year!

Be sure to join us for a delicious

plated dinner, hors d'oeuvres and a cash bar as we reunite after a long time of social distancing and isolation. Get ready to applaud as we announce all the awards for the evening, including the Large Employer of the Year, the Small Business of the Year, and the Young Professional of the Year. And stand with us as we proudly call the names of the Leadership Central Delaware Class of 2020 and hand them their diplomas.

A limited number of table-top displays will be available for businesses to share with guests who they are and what they do. Come early and take the opportunity to

walk around and learn about fellow member businesses! For more information about these displays or to sign up for one, please contact Cindy Friese at cfriese@cdcc.net.

The Awards for Excellence Dinner will be held at Dover Downs® Hotel & Casino, from 5:30 - 9 pm, on the 17th of June. For ticket information, prices, and to register, contact the CDCC Office at (302)734-7513 or email adminassistant@cdcc.net. Can't wait to see you for an evening of EXCELLENCE!

Luncheon

Continued From Page 1

On Friday, June 12th, from 11 am - 1:30 pm, we will host an event where that kind of constructive conversation is sure to take place. Our 18th Annual Legislative Luncheon will be held at Dover Downs Hotel & Casino Rollins Center, will be brought to you by our signature sponsor, BIG Investment Services. This unique opportunity, presented by the CDCC's Legislative Affairs Committee, will give guests an opportunity to meet our Kent County Senators and Representatives, and participate in an open dialogue concerning business issues.

During the event, members of the Legislative Affairs Committee will ask pertinent questions of the gathered lawmakers regarding the issues that make up the CDCC's legislative agenda. This event will give our business community a chance to hear from each legislator and learn more about their stance on current issues. The discussion will be kept to the issues that promise to have the most impact on business in Central Delaware. This event also provides our legislators with an opportunity to hear first-hand about the impact legislation will have on their business constituents.

A limited number of table-top displays will be available for businesses to share with guests who they are and what they do. Come early and take the opportunity to walk around and learn about fellow member businesses! Table-top displays are \$125, which also includes one lunch ticket. If you are interested in one of these spaces, please contact Cindy Friese at cfriese@cdcc.net.

The cost of this event is \$55 for Chamber members. A reserved table of 8 may be purchased for \$360. Non-members are invited to participate for \$75 per person.

We would like to thank our sponsors who have helped to make this event possible (as of 4/22/20): our Signature Sponsor - BIG Investment Services; our Platinum Sponsors & Cornerstone Members: Axia Management, Chesapeake Utilities, Dover Federal Credit Union, Harrington Raceway & Casino, Kraft-Heinz Company, L&W Insurance, PAM Rehabilitation Hospital of Dover, and R&R Commercial Realty; our General Assembly Sponsors - Allen Insurance Group, Artesian Water Company, Inc., C.S. Kidner Associates/Capitol Strategies, Comcast, Delaware Association of Realtors, Delaware State News,

Delmarva Power, Del-One Federal Credit Union, Delaware Municipal Electric Corporation, Dover Downs Hotel & Casino, Dover International Speedway, Highmark Blue Cross Blue Shield Delaware, McGinnis Commercial Real Estate Co., Pepsi Bottling Ventures of Delmarva, Shore United Bank, Still Insurance Agency powered by Ascela, The Malmberg Firm, LLC, The Willis

Group, LLC, and Wilmington University.

For more information or to register for this informative event, please call the CDCC Office at (302)734-7513 or email adminassistant@cdcc.net. We look forward to being with you on June 12th, as together we hear about the important legislative issues facing business in Central Delaware as we get back to work!



18th Annual Legislative Luncheon

Friday, June 12, 2020
11 am - 1:30 pm

Dover Downs Hotel & Casino Rollins Center

Brought to you by:



Come meet your Kent County Senators and Representatives and participate in an open dialogue concerning business issues.

- \$45 per person for Chamber Members if paid by March 11th (\$55 per person will be charged after March 11th)
- \$360 for a reserved table of 8
- \$75 per person for Non-Members

A limited number of table top displays will be available at \$125 and includes one lunch ticket. Call Today! 302-734-7513

Member Cost \$45 for reservations made before March 11, 2020

Mail to: CDCC, 435 N. DuPont Hwy., Dover, DE 19901. FAX: (302)678-0189 or email adminassistant@cdcc.net

Business _____

Individuals _____

____ Yes! Sign Me Up to Do a Table Top Display!

General Assembly Sponsors:

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302.734.7513 | (f) 302.678.0189
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Excellence in Business Awards – It's Time to VOTE!

"Excellence" has been defined in various ways: greatness... the quality of being outstanding or extremely good, of being truly the best at something... distinction... superiority... Among Chamber members, excellence is measured by positive interactions with the public, a demonstration of growth, a prevailing response to adversity, and a passion for service to the community. Excellence achieved by an active pool of high achievers is truly excellent.

Each year, nominations are gathered for three prestigious awards: Large Employer of the Year (for companies of more than 50), Small Business of the Year (for companies of up to 50), and Young Professional of the Year (for individuals between 21 and 35 years of age). The nominations are reviewed by a committee made up of previous award winners who select three nominees in each category. This is followed by a vote of the Chamber members that determines the winner. Finally, the awards are presented in June at the Awards for Excellence Dinner that

concludes the Chamber's year of events.

It is NOW time to cast your votes for the Excellence in Business Awards! Remember – each CDCC member business has one vote for the person/business who best embodies the Chamber's criteria for excellence. One more time, the candidates are...

Small Business of the Year
Delaware Aerospace Education Foundation
My Roots
Wattay Accounting

Large Employer of the Year
Advantech
Kraft Heinz
Post Acute Medical Rehabilitation Hospital of Dover

Young Professional of the Year
Heather Contant
- Delaware Municipal Electric Corporation
Bobby Jones - Bright Side
Ashlé Walker - Dover Federal Credit Union

Members may vote using the ballot in this issue of the Chamber Connections – simply complete your voting and mail the form in to the Central Delaware Chamber of Commerce at 435 N. DuPont Hwy., Dover, DE 19901. Members may also vote online using this link: www.surveymonkey.com/r/CDCCAwards2020.

It is imperative that the members of the Central Delaware business community support each other's successes. It has been said many times by many people that "when one wins, we all win!" There is so much good happening in Kent County that it is hard to choose a "best." But by lifting up a "best," we all are motivated to improve, to excel, to grow – and ultimately to contribute to the greater good of Central Delaware.

We look forward to celebrating all our nominees with you at the Awards for Excellence Dinner on June 17, 2020, at Dover Downs Hotel & Casino!

NOMINEES FOR SMALL BUSINESS OF THE YEAR

Name of Business:
Delaware Aerospace Education Foundation

Address:
585 Big Oak Road,
Smyrna, DE 19977
Primary Contact:
Dr. Stephanie Wright,
Founder & CEO
Telephone: (302) 454-2432
Website: www.dasef.org



Describe the business:

Mission/Philosophy: DASEF's mission is to inspire and educate the people of Delaware in Science, Technology, Engineering, and Mathematics (STEM), using the fundamental connection between Earth Systems and technology to understand our planet and its place in the universe.

Primary good or service provided:

In this place, the science and technology of Earth and space are linked with the youth, educators, and the public. DASEF's tools include its annual destination academies at the Outpost and the University of Delaware, field trips, student and teacher workshops, presentations, symposiums, and professional development programs. We have our primary facility at the 39-acre DASEF educational complex in Kent County, DE.

Number of years in business: 31

How did your business start?

In 1985, Dr. Stephanie Wright won one of two Delaware slots and was a semi-finalist in President Reagan's National Teacher-in-Space program. After witnessing the tragedy of the Challenger disaster in 1986, she resolved to help children understand that good can come from any situation. She eventually provided school science presentations throughout the state. In 1989, she began thinking and talking about expanding this program and got support from some local teachers who were interested in the idea of an independent facility dedicated to providing this kind of education as a supplement to what was happening in the local schools. On Feb. 7, 1990, DASEF was born.

Number of employees:
Full-time – 0; Part-time – 9

Describe the growth of your business:

In this kind of business, growth is not measured by an increase in staff or an increase in revenue earned. Instead, growth is determined by the number of people who are touched

by our services – and that number continues to rise. In 2007, we reached just over 3,000 students per year. Currently, we reach approximately 25,000 students per year. For us, that is MAJOR growth and incredible success.

Describe the challenges facing your business:

DASEF's biggest challenge overall is that so many people are unaware of what DASEF has and what we can do – after 31 years, many still don't know we're here. We are an innovative and progressive organization. We're always on the move... and we simply don't have time to always show off the amazing things that are happening here. We do not want to be Kent County's "best kept secret." We want to touch as many as possible with our message and the experiences we offer. We need people to spread the amazing word about what happens here! We all have a stake in preparing our youth of today for a bright competitive tomorrow – that makes it imperative that people find out about us and take advantage of all we have to offer.

Describe solutions developed to address those challenges:

We continue to build our network by partnering with others. We have a fantastic partnership with the University of Delaware, our area libraries, the school districts, youth programs, the Civil Air Patrol, area ROTC chapters, and the like. As we work together, they become our ambassadors to share our story.

We work as hard as we can to host events that bring people, children and adults alike, to our campus. We know that once they come, they will come again – and they're likely to bring friends.

Describe a creative, imaginative or innovative process you have developed



that has helped your business grow:

Innovation and creativity are part of the fabric of DASEF. Being a non-profit organization and working with such a small staff almost forces us to think outside the box all the time. So many of our programs and projects have come from innovative ideas. If I have to lift up just one, it would be our summer academies.

The Delaware Aerospace Destination Academy provides hands-on training and experiences to young "cadets" in aerospace-related activities and fields. Held in late June and early July, over 6,200 graduates in grades 1 – 10 are continually challenged to think, design, solve, build, and work cooperatively. All academies are designed to integrate the study of science, technology, engineering and mathematics using Earth and Space themes as the unifying framework. Hands-on activities and many opportunities for problem solving in small teams are included in each type of academy. These academies have enabled us to increase our footprint in Delaware in a big way.

What are the goals for your business in the next three to five years?

In addition to maintaining our robust schedule of educational events, both on site and on the road, we would really like to concentrate our efforts on completing the Innovation Technology Exploration Center (ITEC). Currently a completed shell, this 40,500 square foot facility will one day house 14 classrooms, amazing changeable displays, and overnight accommodations all constructed for the purpose of giving students of all ages experiences in

which they can learn how Earth's systems interact with technology, while protecting the Earth.

The hurdle standing between the current ITEC shell and completion is funding. To date, DASEF has no debt. Funded by grants from NASA, the State of Delaware, businesses, non-profits, a 99-year leased land donation from Kent County Levy Court and individual donors, DASEF has invested millions in its facilities and programs. We are hoping to launch a "Wisdom Begins with Wonder" Initiative starting soon to help raise the needed \$5,250,000 to complete the project.

What distinguishes your business from the others?

There is no other business like DASEF in the state... or maybe anywhere. From our galaxy garden (one of 3 on the planet) to our summer space academies to our collective experience and expertise, we are unique in every way.

What contributions have you made in the community?

Serving on boards/committees:

- Aerospace State Association – Education Committee – Dr. Wright, Vice-Chair;
- DASEF serves as the K-12 Outreach Coordinator for both the University of Delaware's NASA Space Grant and Delaware State University's NASA URC Center for Applied Optics for Space Science;
- Dr. Wright completed serving a 3-year term as the District III Director for National Science Teachers Association.

Providing in-kind services:

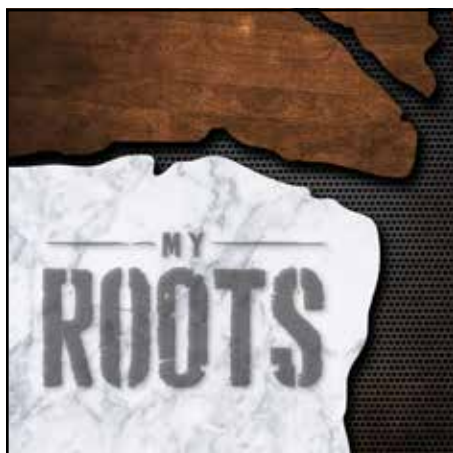
- DASEF offers FREE Professional Development for Teachers;
- All Outdoor Exhibits at the Outpost (Galaxy Garden, Charles Parks Statue, Whisper Seats, Solar and Marsh Walkways, etc.) are FREE and open to the public;
- DASEF provides a Rocketry Program for Military Kids through 4 – H in Dover.

Awards & Recognitions:

Dr. Wright has been recognized by Aerospace States Association, Air Force Association, American Institute of Astronautics and Aeronautics, Civil Air Patrol, Central Economic Development Office, Delaware Aviation Hall of Fame, Delaware Astronomical Society, Dover Air Force Base as a Distinguished Citizen, Girl's Inc., Rotary International as a Paul Harris Fellow, University of Delaware, Women in Aerospace and the YWCA.

NOMINEES FOR SMALL BUSINESS OF THE YEAR

Name of Business: My Roots
Address: 9 W. Loockerman St.,
 Dover, De 19904
Primary Contact:
 Lori Llewellyn, Owner
Telephone: 302-883-2697
Website: www.lovelyroots.com



Describe the business:

Mission/Philosophy: Life is too short to wear boring clothes or have messy hair! My Roots is a clothing boutique and full-service hair salon for ladies and lads. We provide a unique and personal shopping experience from the moment you enter. You are certain to leave My Roots in style!

Primary good or service provided: We sell trendy, unique clothing in our Boutique and provide a full salon service in our Styling Gallery. When you come visit us, you will not only get great clothes, you will get a great experience.

Number of years in business:
 2 1/2 years

How did your business start?

I am a girl from a small town in New Brunswick, Canada. We grew up simple with not a lot of shopping options. Opening my own Boutique would allow this small town to get a personal shopping experience.

Prior to opening my business, I worked in the corporate world for many years. My last position required a ton of out of state and overnight travel. I started this business to be my own boss and spend more time with my family.

I surrounded myself with a strong support team. The revitalization of Downtown Dover is very important to me. I found a space to lease on Loockerman St. With the help of my husband Cameron, we were able to design the perfect space for my vision to provide a personal and unique shopping experience. I obtained financing through local grants and a business loan through Dover Federal Credit Union. Four months from the day I started my journey, we opened our doors.

Number of employees: Full-time: 1 (myself); Part-time: 1

Describe the growth of your business:

In staffing increases: Staffing for the Boutique has remained the same.

In Sales: In my 2 years of business I have seen a 25 % increase in sales.

Describe the challenges facing your business:

Online shopping is a challenge that many small businesses are facing. Another challenge is lack of foot traffic in downtown.

Describe solutions developed to address those challenges:

One solution we developed in the first year was to add a full-service hair salon to our space. I had extra room that was not being utilized. My best friend, Jessica Thomas, opened a sister business, My Roots Styling Gallery which is located at the back of the Boutique. This allows customers to get the full makeover experience. We have been able to cross promote and work to build clientele for both the Boutique and the Styling Gallery. This innovation has resulted in more consistent sales and has broadened our customer base.

Another solution that we came up with was to host events in the store. This has helped promote our business and generate sales. We have also worked with other merchants to enhance the Downtown Dover shopping experience. For example, this past holiday season we collaborated with Bel Boutique



and The Loocke to host a Desperate Dudes Event. This allowed for private personalized shopping and gift assistance to our shared customer base. We enhanced the experience with fun giveaways, gift wrapping and refreshments.

Social media has been our main way to connect with our customers. A live Facebook feed from our store on "Thirsty Thursday" allows us to stay engaged. We offer a little entertainment to our customers while showing new merchandise virtually. During this current State of Emergency, we have been forced to close our physical store doors. We have been successful in continuing with our "Thirsty Thursday" broadcast. We are able to provide a unique virtual customer experience.

Describe a creative, imaginative or innovative process you have developed that has helped your business grow:

We added a full-service hair salon, My Roots Styling Gallery, in the space at the back of the Boutique. This innovative idea has resulted in more consistent sales and has broadened our customer base through cross promotion and building the clientele for both the Boutique and the Styling Gallery. This allows customers to get the makeover experience.

What are the goals for your business in the next three to five years?

One major goal is to develop and roll out an e-commerce website. This will help the challenge we face with online shopping competition. I love being in Downtown Dover and will continue to look for innovative ways to bring people to our Downtown community. I want to be a thriving business in years to come in a revitalized Downtown community that is flourishing.

What distinguishes your business from the others?

We offer a personal shopping experience at My Roots. We have created an aesthetically pleasing atmosphere with unique and trendy choices. We know our customers by name. We are with our customers from start to finish assisting with finding the perfect clothing pieces. We offer services in personal fashion, individual hair style and overall fun and beauty all in one place.

What contributions have you made in the community?

Serving on boards/committees: I am passionate and invested in helping to revitalize Downtown Dover. Through the Downtown Dover Partnership, I actively co-chair the Merchant Committee. We are committed to enhance the Downtown Dover business district through business communication, networking support, and promotional activities. I am also active on the First Friday Committee. Our committee was organizing this event in cold months only until recently. We are now fully responsible for First Friday's from themes, to programming and participation. First Friday remains successful. I am an active member of the CDCC Board. I love being a connection between the CDCC and the small business and Downtown Dover community.

Providing in-kind services: My Roots is often asked to donate to local organizations. We donate store merchandise or gift cards. We feel it's important to give back to the Community that supports us and the other Downtown Dover Businesses.

Name of Business: Wattay Accounting
Address:
 3488 N. DuPont Blvd.,
 Smyrna, DE 19977
Primary Contact:
 Dana F. Wattay,
 Principal Partner/Owner
Telephone: 302-724-9237
Website:
 www.wattayaccounting.com



Describe the business:

Mission/Philosophy: Our mission is to become the trusted advisor of and navigate our clients in the right direction with regards to their financial needs and planning, whether individual, small business, or corporate.

Primary good or service provided: As a CPA firm, Wattay Accounting provides high quality, complete tax compliance and preparation services, professional accounting, consulting and strategic direction for our Clients.

Number of years in business:
 6 years

How did your business start?

After many years of working for public firms, Dana and Adam decided to bring together their years of experience and expertise to create a firm of their own where they could implement best practices and values they each brought to



the table. Dana is a CPA and had the opportunity to work alongside many talented and well-respected CPAs who helped him build his knowledge and skill set. Adam was a controller with a long tenure at one of the Big 5 firms. Bringing

their knowledge and experience together allowed them to create a firm with a holistic view of small businesses and corporations and help them to navigate their business in the right direction, at any point of maturity.

Number of employees:
 Full-time - 5;
 Part-time - 2

Describe the growth of your business:

In staffing increases: From 2 in 2014 to the above in 2019-20

In Sales: Sales steady moderate growth from 2014-2018. 2019 was a reflection of 2018 with very little additional growth.

Describe the challenges facing your business:

We opened a second office as we had a demand from downstate cli-

Business

Continued From Page 11

ents and 2 of our people live in or near the Greater Milford area. To our surprise, this move has brought little to no new business to the firm. The Smyrna office is supporting this location currently. With the little to no growth and the other current economic conditions and environment, we will make a determination to keep or close this office within the next 18 months.

Marketing: We have tried several avenues including, Newspaper, Social Media Campaigns and other opportunities. We have found that these traditional marketing and advertising platforms do not seem to bring us any new business. Our best returns are from word of mouth and community events. We did belong to BNI for our first few years and returns some dividends as well as new strategic partners. We have since stopped BNI for the time challenge and weekly commitment. Since this time, we have tried to get involved with a similar organization such as Master Networks, but thus far have not had an opening in our areas and has been difficult getting reps to connect with us to join before a competitor

does. We like these types of organizations as only one from your profession can join. The downside is, you can join several chapters in the same geographic area if you have the resources to join, and there must be an opening in your field. Timing and who you know is key here as is with many of these type of opportunities to network.

Describe solutions developed to address those challenges:

We try to stay in the public eye and help and answer questions to businesses and individuals who may have a need, client or not. We continue to look into other avenues and offerings. And we continue to stay involved locally such as with the CDCC which continues to offer endless possibilities to connect.

Describe a creative, imaginative or innovative process you have developed that has helped your business grow:

We go over in detail and provide and do comparisons to each client to understand their individual situation and position, business to individual person

What are the goals for your business in the next three to five years?

Our goal is to double in size - revenue, staff, resources and services available. We also want to open and maintain a successful 2nd and possible 3rd location to serve other geographic areas

What distinguishes your business from the others?

We spend a lot of up-front time with new clients to help them understand and navigate their situation. From the smallest individual 1040 client to our larger corporate clients. For example, we sit down with even the smallest 1040 individual tax clients to help them understand their situation and changes. We don't have them just sign and go hoping for the best.

We try to build strong relationships. Not just business and client related, but true partnership, community bound and personal relationships. We don't want to say we are your most trusted advisor; we want to be your most trusted advisor and point persons.

We don't always know the answer and we are not afraid to say so. That said, we still do the research to come up with the right answers and solutions.

What contributions have you made in the community?

Serving on boards/committees: Dana has served in the following organizations: Smyrna Clayton Rotary: Past President, current member, Central Delaware Chamber of Commerce - Vice Chair BOD, Duck Creek Regional Library Guild: Treasurer, BNI of Dover - Past President, Asbury United Smyrna Praise Band/annual bazaar set up and work, 1 Million Cups - Dover Leadership, Del Tech Advisory Board, Ducks Unlimited, DE Farm Bureau, Harmony Lodge #13 Smyrna, USNA Sponsor, USNA Parents Alumni Groups, The Everett Theatre - multiple roles, Smyrna Downtown Renaissance Association - Provide Music and other services for events throughout the years, Smyrna Night Out Sponsor, Milford DMI - Downtown Milford Inc member/sponsor, Milford Chamber - Member/sponsor, AICPA - American Institute of CPAs, DSCPA - Delaware Society of CPAs, VSCPA - Virginia Society of CPAs

Serving as a volunteer: All of the above in some capacity throughout the year

Providing in-kind services: For many of the above throughout the year

NOMINEE FOR LARGE EMPLOYER OF THE YEAR

Name of Business:

Advantech Incorporated

Address: 151 Garrison Oak Drive

Dover, DE 19901

Primary Contact:

David Sweeney, CEO

Telephone: 302-674-8405

Website:

www.advantechsecurity.net



Describe the business:

Mission/Philosophy: We embrace our core values everyday to achieve our core focus of "Making a Difference by Creating Safe and Secure Environments". Our Core Values consist of:

- Customer-centric
- Make it Better
- Passion for Learning
- Do the Right Thing
- Commitment Above Self

Primary good or service provided: Advantech is a security integration company specializing in solutions to include access control, video surveillance, intrusion detection, fire alarm/life safety, emergency communications and identity management.

Number of years in business:
30 years

How did your business start?

Advantech Incorporated was founded in 1990 by 4 Dover residents to provide a truly one of a kind customer service experience while deploying state of the art security technology. As time has passed the business has evolved to become one of the premier Systems Integrators serving the Mid-Atlantic Region of the United States.

Number of employees:
Full-time - 60

Describe the growth of your business: (Info from Company Profile 2020)

Early in 2019, we completed

construction and moved our operations into a new, state of the art, corporate headquarters. Our new facility consists of approximately a 16,000 square foot building on a 10-acre parcel. Strategically located in the middle of Delaware, just off route 1, we support our customers throughout the Delmarva Peninsula, as well as the DC/Baltimore metropolitan area and Philadelphia metropolitan area. Advantech also operates a satellite office in Wilmington, DE.

In Sales: Just meeting project requirements is not our goal. We are driven by tailoring our solutions and services to maximize our customers' return on investment.

Describe the challenges facing your business:

Our biggest growth challenge is finding qualified Team members that embrace our Core Values.

Describe solutions developed to address those challenges:

We have developed a very strong internal training program to allow us to develop talent internally and have focused on evaluating "core value match" during our interview process for new team members. We place great value on, and invest much time and money on, training. This is an on-going process and is evidenced by the large quantity of industry and product certifications we hold. Learning never ends.

Describe a creative, imaginative or innovative process you have developed that has helped your business grow:

Without a trusted team, a state-



of-the-art security system is useless. At Advantech, we know it's not just about our innovative products, but having a committed team working with you from the planning stages to implementation and beyond with our ongoing tech support.

Doing the right thing when no one is looking is expected. In addition, doing the right thing when others will never know is part of our make-up. Whether it is fabricating custom parts to improve functionality or adding features to an integration project, we constantly strive to do what we would want others to do for us.

What are the goals for your business in the next three to five years?

Our goals are simple - to continue to provide quality service and

support to our customers/partners while also providing an opportunity for our Team Members to grow. This will be accomplished by our focus on continual learning and development with a keen focus on Technology. We will be deploying and managing technology in 3-5 years that has yet to be invented or deployed in a commercial setting - but we will be ready!

What distinguishes your business from the others?

(Info from Company Profile 2020)

Without question we have the most talented technical staff in the Mid-Atlantic region. We believe in a layered approach to fields of expertise. We maintain multiple certified technicians for our primary product offerings. All Advantech employees, regardless of function, are licensed through and receive periodic background investigations through the State Bureau of Investigation. A key component of our success is our investment in our Technical Services Team. This team and associated processes are responsible for exceptional project performance. They are the foundation of success in a rapidly changing technical industry.

What contributions have you made in the community?

Serving on boards/committees and volunteering: We have team members that are engaged with numerous non-profit organizations, including The Red Cross, Children & Families First, Rotary, and The Police Chief's Council to name a few. Many of our team members are active members of local religious organization and play active roles in youth coaching and development along with school PTO's and PTA's. As a business we also are committed to a community and charitable giving, mirroring the values of our employees.

NOMINEES FOR LARGE EMPLOYER OF THE YEAR

Name of Business:
Kraft Heinz
Address:
 1250 West North St.
Primary Contact:
Rachel Bowden, Plant Controller
Telephone: 302-734-6237
Website:
 www.kraftheinzcompany.com



Describe the business:
Mission/Philosophy: To Be the Best Food Company, Growing a Better World
Primary good or service provided: Dover manufactures all of the Stove Top, Shake 'n Bake, Baker's Coconut, Jell-O, and almost all Crystal Light, Kool-Aid, Tang products

Number of years in business:
The Dover Plant has been around for 55 years.

How did your business start?
 It started as families from 4 different plants moved to the consolidated Dover plant in 1954 where they produced Jell-O under General Foods.

Number of employees:
Full-time: 654

Describe the growth of your business:
In staffing increases: The Dover Plant has been an integral part

of the Dover economy since it's ground-breaking in 1954. Some may say it's become a "family business" with the amount of family members working at the plant. The growth opportunities, competitive pay and benefits, and family atmosphere bring many employees to Kraft Heinz Dover and help keep them there. The company has always been based on family employment and it is a part of the culture here. This helps to ensure we continue to hire qualified and trustworthy employees to make good product that will be enjoyed by all. We continue to gain new business through the ideation of new products as well as through the capability of the plant.

In Sales: In 2016 we built a bakery in the plant to bake the bread for both Stove Top and Shake 'n Bake; in 2018 we recommissioned a line to allow us to make the large canisters of Crystal Light, Kool-Aid, and Tang. Our internal team works very closely with R&D to find new products to make here as well as innovative ways to run current products more efficiently.



Describe a creative, imaginative or innovative process you have developed that has helped your business grow:

Employees are encouraged to provide recipes which feature our products.

What are the goals for your business in the next three to five years?

Continue to partner with the local community to support underprivileged populations, grow the brand, and invest in the development and training of our employees.

What distinguishes your business from the others?

We are the sole manufacturer of almost all our iconic brands.

What contributions have you made in the community?

Kraft Heinz hosts events that brings families together, whether they work at the plant together or not. Employees and their families participate in Habitat for Humanity, Heart Walks and other community events. Just this August, the plant hosted a Rise Against Hunger meal packing event with our employees. Rise Against Hunger works with Kraft Heinz to help undernourished children and families reach their full potential. The Dover Plant has hosted 3 events to help reach the company goal of packaging 1 billion meals by 2021. Dover packaged 30,000 meals this August.

Serving on boards/committees: CDCC, Dover Federal Credit Union

Serving as a volunteer: Heart Walk, Food Bank, Habitat for Humanity

Name of Business:
Post Acute Medical Rehabilitation Hospital of Dover
Address: 1240 McKee Road, Dover, Delaware 19904
Primary Contact: Ted Werner, MHA, SHRM-CP, Chief Executive Officer
Post Acute Medical-Dover, DE
Telephone: 302-672-5800
Website:
 www.postacutemedical.com



Describe the business:
Mission/Philosophy: Post Acute Medical is committed to providing high quality patient care and outstanding customer service, coupled with loyal, dedicated, and highly trained staff, to be the most trusted source for post-acute services in every community it serves.

Primary good or service provided: Our acute inpatient rehabilitation hospitals provide specialized physical medicine and rehabilitation to patients recovering from a recent hospitalization or a decline in health in order to regain independence and return safely to their homes.

Number of years in business:
PAM Dover: 1 year

How did your business start?
 PAM Rehabilitation Hospital of Dover is part of the Post Acute Medical network of hospitals and outpatient clinics that specialize in post-acute care and rehabilitation services.

Number of employees:
Full-time - 102; Part-time - 84

Describe the growth

of your business:
In staffing increases: fully staffed upon opening

In Sales: inpatient - 1,107 admissions

Describe the challenges facing your business:

- 1) Physician recruitment in specific specialties
- 2) Growth/Expansion Needs

Describe solutions developed to address those challenges:

Market Variances: Focus to shift with the new additions to the marketing team, increasing referrals and admissions from New Castle and northern areas and Eastern Maryland referral sources.

Physician Development: Continue to build strong physician champions, and community physician support

Business Development Activities: Continuing to work toward disease specific certifications

Describe a creative, imaginative or innovative process you have developed that has helped your business grow:

The Rehab Department utilizes a hand and wrist rehab robot, the BIONIK Arm, which has shown great results for our patients in the recovery of many conditions. We



are excited to continue our growth and expand our capabilities that we provide to our community.

What are the goals for your business in the next three to five years?

1) Our Vision: The Post Acute Medical system continues to build upon its history as a respected provider of quality healthcare services by continuing to develop an environment that fosters meaningful improvement and recovery for people with injuries, illness, and disabilities.

2) Expansion of services in Sussex County, Delaware.

What distinguishes your business from the others?

The Joint Commission (TJC) has accredited all of our rehabilitation hospitals, demonstrating our commitment to high quality hospital level care. In addition, we are committed to meeting specialized standards for certain programs through TJC's Disease Specific Certification Programs.

Physician visits: 7 days/week
 Type of physician: Psychiatrist (Rehab) and Internal Medicine-24 hour availability

Specialists: Neurology, Pulmonary, Cardiology, Nephrology, etc.

Radiology & Lab: On site

Hours of nursing care: 24 hour availability. 1 Nurse to 6-7 patients

Level of care: Complex

Typical length of stay: 7-12 days
 Therapy Intensity: 3 plus hours daily

What contributions have you made in the community?

Serving on boards/committees: Medical Executive Committee, PAM Dover; Governing Board Member, PAM Dover; Policy Committee, Delaware Healthcare Association; Board Member, Brain Injury Association of Delaware; Member, Delaware Chamber of Commerce; Executive Leadership, Mentor, Penn State University

Serving as a volunteer: Judge for Dover Arts Festival

Providing in-kind services: PAM Dover has contributed in kind donations to local school by sponsoring a back to school campaign as well as a holiday gift campaign and food drive. We have also reached out to a local assisted living and organized a sock campaign in addition to supporting a local domestic abuse organization.

NOMINEES FOR YOUNG PROFESSIONAL OF THE YEAR

Name: Heather Contant
Title: Director of Media Relations & Communications
Business: Delaware Municipal Electric Corporation
Address: 22 Artisan Dr, Smyrna, DE 19977
Telephone: 302-653-2733
Email: hcontant@demecinc.net

Number of Years at your current company/organization: 3 years

Describe your current role with the company/organization:

As the Director of Media Relations and Communications, I manage the company's external communications. This includes the company's social media pages, website, press releases, public presentations, educational materials like brochures and booklets, and legislative/government outreach. My role also includes assisting our member communities with graphics, ideas, and materials that help educate their electric customers on the benefits of living or owning a business in a public power community. From the time I was hired, my job has been to spread the word about the benefits of public power and joint action agencies, like DEMEC.

What are your professional goals in the next three to five years?

Name: Bobby Jones
Title: Owner
Business: Bright Side Exteriors
Address: 615 Otis Dr., Dover, DE 19901
Telephone: 302-538-8797
Email: robertjones.improve@gmail.com

Number of Years at your current company: 7 years

Describe your current role with the company/organization:

As the President of Bright Side Exteriors, I am responsible for creating, implementing and executing the strategic plan in line with our company's mission, values, and goals. I also serve as the face of the company through relationship building and community involvement, which includes our ongoing partnership with Central Delaware Habitat for Humanity. My responsibilities as a business owner are endless, however, my favorite is researching and becoming aware of what's coming in our industry. Embracing change as our technology improves has been integral to Bright Side's ability to consistently grow and led to our being one of Delaware's first Solar Roofing Contractors.

What are your professional goals in the next three to five years?

After successfully growing Bright Side based on a strong relationship and referral network, I decided to partner with Master Networks in 2018. My goal is to grow both Bright Side's and Master Networks' presence into New Castle County as well as into the state



In the next three to five years I see myself growing my role at DEMEC and becoming more involved in coordinating efforts among our member communities, as well as playing a larger role in our governmental affairs to increase our public outreach. I plan to become more involved in community organizations and various committees to increase our impact throughout the state and grow partnerships on a local, state, and federal level.

What distinguishes you from other young professionals? (Give an example of your positive leadership or achievements.)

I believe my openness to new opportunities and desire to grow professionally and personally distinguishes me from other young professionals. While in the middle of obtaining my bachelor's degree from the University of Delaware, I took a year off school to fulfill my year of service as Miss Delaware 2009, skipping my junior year. That year was dedicated to working closely with government officials and school systems and volunteering with local charities and nonprofits throughout the state. During my senior year, I worked as



a Legislative Fellow with the Delaware State Senate and within a month of interning there, secured my first full-time job as a Legislative Assistant. During that time, I worked with various state agencies, community groups, businesses and organizations. I have always seen experiences as opportunities to grow. Working as the Ombudsman for the Delaware Public Service Commission and now working at DEMEC, my career shifted towards utilities and growing a better understanding of how they impact our daily lives and communicating that to the public. The roles I have played throughout my career have made me a stronger leader, public speaker, and more well-rounded individual. I fully believe that the

amount of time you spend in a job does not mean nearly as much as the impact you are able to make while you are there and how much you learn from it.

What contributions have you made in the community?

Serving on boards/committees: Member of the Delaware Board of Examiners of Psychologists and Marketing Chair for the CenDel Foundation

Serving as a volunteer: American Heart Association – Southern Delaware Heart Ball volunteer leader, Food Bank of Delaware volunteer, Miss Delaware Scholarship Organization volunteer and donor, and volunteering for various campaigns and church activities

Additional personal information you would like to share: (Educational background, accomplishments, awards received, etc.)

I graduated from Caesar Rodney High School and then earned my bachelor's degree in Political Science from the University of Delaware. While in college I became Miss Delaware 2009, representing Delaware at Miss America 2010. I am also a graduate of the Dale Carnegie Institute. Recently, I was awarded the American Public Power Association's 2019 Excellence in Public Power Communications Award for Social Media and Web.



of Maryland. Master Networks had a lot to do with our growth and I would love for other small business owners in these other areas to experience that as well! I also plan to have a nonprofit business that focuses on mentoring troubled youth.

What distinguishes you from other young professionals? (Give an example of your positive leadership or achievements.)

I am Fearless! From truly humble beginnings, and my share of troubling mistakes, I feel I've experienced some of the worst this world can offer and for that reason I have no fear of failure. I have learned and continue to learn from each mistake and that is what truly makes me a "Professional". What really differentiates me from other young professionals is my humility, lack of entitlement, and my Go-Giver mentality! As a result, I became the youngest Presidents Club Award Winner in the country among all roofing contractors!

What contributions have you made in the community?

Bright Side has an exceptional relationship with Central Delaware Habitat for Humanity earning the General Contractor of the Year award in Feb 2020. This comes af-



ter five years of donating four full roof systems per year to the new homes built here in Central Delaware. Additionally, Bright Side was able to secure a material donation worth over \$30k to help replace the roof at the new Restore/Affiliate building!

Serving on boards/committees: I served on the Board of Directors for Habitat for Humanity and the ReStore Committee for two years

Serving as a volunteer: I truly enjoy using my story to motivate and inspire! I voluntarily speak as often as I can to troubled and at-risk youth all over Delaware. I speak to kids regularly at Stevenson House Detention Center and Ferris School for Boys. I work with the Dover Police Department's P.A.L. program speaking to troubled youth in our public-school systems. I also volunteer as a S.C.O.R.E. business mentor. This is a nonprofit organization focused solely on helping entrepreneurs get their businesses up and running correctly!

Additional personal information you would like to share: (Educational background, accomplishments, awards received, etc.)

I am the host and creator of The Xtra Mile Podcast where I interview unique entrepreneurs about specific challenges in growing a business. I am a graduate of Leadership Central Delaware, Class of 2016. I also worked with the CDCC in the Emerging Employee Expo as a speaker on how to "Land the Job". I am a self-taught entrepreneur. Learning the ins and outs of business through audio learning, used books, and attending as many training events as possible. My wife Heather Jones and I are celebrating 15 years of marriage this December 30th. Much credit goes to Heather for all the above-mentioned accomplishments would not have been possible without her efforts. Together Heather and I are proud parents of two beautiful gymnasts and cheerleaders Abigail age 11, and Arianna age 15.

NOMINEES FOR YOUNG PROFESSIONAL OF THE YEAR

Name: Ashleé Walker
Title:
Member Experience Manager
Business:
Dover Federal Credit Union
Address:
1075 Silver Lake Blvd
Dover, DE 19904
Telephone: 302-678-8000 ext. 2408
Email: awalker@doverfcu.com



Dover Federal
CREDIT UNION
 LOCAL PEOPLE • LOCAL DECISIONS

Number of Years at your current company/organization: 5 years

Describe your current role with the company/organization:

I am a Member Experience Manager at Dover Federal Credit Union. I currently manage the day-to-day operations at 3 branches: Saulsbury Rd., DAFB, and Milford. In this position, I am primarily responsible for providing legendary service to all members, as well as insuring the maintenance of a growing deposit base, and generating innovative and creative ways for improving the profitability and productivity of the branch.

What are your professional goals

in the next three to five years?

Who really knows what the future holds? My professional goals in the next three to five years are simple. "Keep Growing, Keep Learning, and Keep Inspiring!" I have a strong desire to continue making a difference in my members and team member's financial future. I would like to acquire more knowledge and skill sets that will afford me the opportunity for growth within the financial industry. In turn, I believe this will allow me to add value to my local community and establish my position as a viable leader.

What distinguishes you from other young professionals? (Give an example of your positive leadership or achievements.)

Caring for others is extremely important. My favorite quote is:



"People don't care how much you know until they know how much you care" (Theodore Roosevelt). I wholeheartedly believe in this

quote. Over the past 5 years, I've become the leader I always wished I had. Essentially, I've become my own kind of leader, using innovative and creative strategies for developing my own skills and the skills of those who report to me. Last year, I was tasked with transforming the culture at DFCU's largest branch. I took this challenge head on and at the end of the year, I received the DFCU Leadership Award! But more importantly, my team won the 2018 UNITY award, an honor voted on by every team member employed by DFCU.

What contributions have you made in the community?

To date, I have been involved in volunteer work with Special Olympics, The Boys and Girls Club, and Habitat for Humanity. I must say that being a part of Leadership Central Delaware has opened my eyes to the community surrounding me in ways I cannot describe.

Serving as a volunteer: Special Olympics, The Boys and Girls Club, Habitat for Humanity, and Attack Addiction.

REAL Help... in REAL Time



A ZOOM Series brought to you by Your CDCC

This NEW Series offers participants an opportunity to stay connected while sheltering in place -- and a chance to learn and to grow! Join business colleagues and be part of thoughtful discussions on varied topics pertinent to our current situation.

To participate, log in to ZOOM on Tuesdays and Thursdays at 11 am!!!

Tuesday, 5/5
The Stronger Mindset: The 5G's to Mental Fortitude
 Jessica Moyer, The Icehouse Wellness & Community



Thursday, 5/7
Quick tips for Maintaining your Sanity, Balance and Momentum while Teleworking
 Presented by: Linda Arrey Nkwenti, Women in Leadership Development & Empowerment, Inc.



Tuesday 5/12
Doing Business Today
 Presented by: Panelists from the Delaware State News (Marty Valania, Director of Digital Sales; Tonda Parks, Director of Event Marketing/Community Outreach and Heather Cregar, Director of Marketing & Promotions. The moderator will be Konrad La Prade, Group Advertising Director.



Thursday, 5/14
Member Orientation
 Presented by: Heather McTheny, CDCC



Also... Check out this ZOOM Help... 5 days per week!
 Additional Information & Help with the SBA Loan Application Process is being offered by Jim Provo in ZOOM meetings weekdays at 10:30 am and 8 pm. Jim will also host private meetings for CDCC members on Wednesdays at 2 pm through early June.
 For more information, including meeting codes, please call the CDCC Office at (302) 734-7513 or visit www.cdcc.net.

Save the date!

W³

WHAT WOMEN WANT FEST

Saturday, July 25, 2020
10 a.m. - 3 p.m
 Wild Quail Golf & Country Club • Wyoming, DE

Gather your gal pals for a few hours of fun doing the things you love to do best!

Delaware State News
 The State Capital Daily



Merrill Lynch
 Bank of America Corporation



TALBOTS
 Established 1917

For more information visit the event website at DelmarvaEvents.net



Excellence in Business Awards 2020 Official Ballot

Sponsored by the Central Delaware Chamber of Commerce, this award is presented annually to the businesses/individuals selected by the Chamber membership as being the most outstanding in terms of growth, innovation, and community contribution.

Only one ballot per CDCC member business may be submitted.

The winners will be announced during the CDCC Awards for Excellence Dinner on Wednesday, June 17, 2020 at Dover Downs® Hotel & Casino.

(Vote for one business/individual in each category.)

****Vote online at:**

www.surveymonkey.com/r/CDCCAwards2020

Small Business of the Year

- DASEF - Delaware Aerospace Education Foundation
- My Roots
- Wattay Accounting

Large Employer of the Year

- Advantech Incorporated
- Kraft Heinz
- Post Acute Medical Rehabilitation Hospital of Dover

Young Professional of the Year

- Heather Contant, Director of Media Relations & Communications, Delaware Municipal Electric Corporation
- Bobby Jones, Owner, Bright Side Exteriors
- Ashleé Walker, Member Experience Manager, Dover Federal Credit Union

For detailed information on each nominee, see your May edition of the Chamber Connections or view their biographies online at www.cdcc.net.

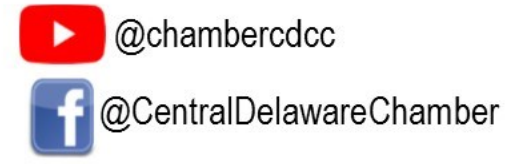
Name: _____

Business: _____

PLEASE RETURN YOUR BALLOT TO THE CHAMBER OFFICE BY WEDNESDAY, MAY 27th.



435 N. DuPont Hwy, Dover, DE 19901
302.734.7513 | (f) 302.678.0189
info@cdcc.net | www.cdcc.net



Member News

Dover International Speedway's coveted Monster Trophy ranks No. 2 in NASCAR.com list of top Cup Series awards

One of the few certainties in motorsports is that all drivers are eager to add Dover International Speedway's Monster Trophy to their collections.

Just last year, when all of Dover's Monster Trophies were made in a brilliant gold color in honor of the track's 50th anniversary season, winning drivers including Cole Custer, Kyle Larson and Martin Truex Jr. made a point of mentioning how coveted the Monster Mile prize is for all competitors.

"I saw the trophy in the driver's meeting yesterday and I said that's pretty awesome," Truex said in May. "That golden one is special. It's pretty awesome to win on the 50th anniversary of Dover International Speedway."

Apparently, it's a feeling shared throughout the NASCAR world.

In a NASCAR.com article headlined "The Best Trophies In NASCAR, Ranked," posted on Friday, April 3, the Monster Trophy ranked No. 2 out of 16 track prizes, behind only Martinsville Speedway's grandfather clock.



"The Monster Mile's marvelous, mammoth, monster mascot, Miles, makes many memories magnifying medalists' mantles of mementos," NASCAR.com's article states.

The first Monster Trophy was awarded on Sept. 26, 2004, after Ryan Newman won the "MBNA

America 400" NASCAR Cup Series race. In total, 31 Monster Trophies have been awarded to Dover Cup Series winners, with Jimmie Johnson leading all drivers with nine.

The next Monster Trophy is scheduled to be awarded during Dover's Aug. 21-23 NASCAR week-

end which includes the "Drydene 400" NASCAR Cup Series race on Sunday, Aug. 23.

NASCAR.com's full list can be found at <https://www.nascar.com/gallery/best-trophies-nascar-ranked/>.

Follow Speedway news and updates on DoverSpeedway.com and keep track of the latest announcements via social media at [Facebook.com/DoverInternationalSpeedway](https://www.facebook.com/DoverInternationalSpeedway), or on Twitter and Instagram at @MonsterMile. For ticket information call (800) 441-RACE.

About Dover Motorsports, Inc.

Dover Motorsports, Inc. (NYSE: DVD) is a leading promoter of NASCAR sanctioned motorsports events whose subsidiaries own and operate Dover International Speedway in Dover, Del. and Nashville Superspeedway near Nashville, Tenn. The company also plays host to the Firefly Music Festival, produced by AEG Presents. For more information, visit www.DoverMotorsports.com.

Dover International Speedway's iconic Monster Monument at Victory Plaza shines blue in support of Delaware, national health care workers

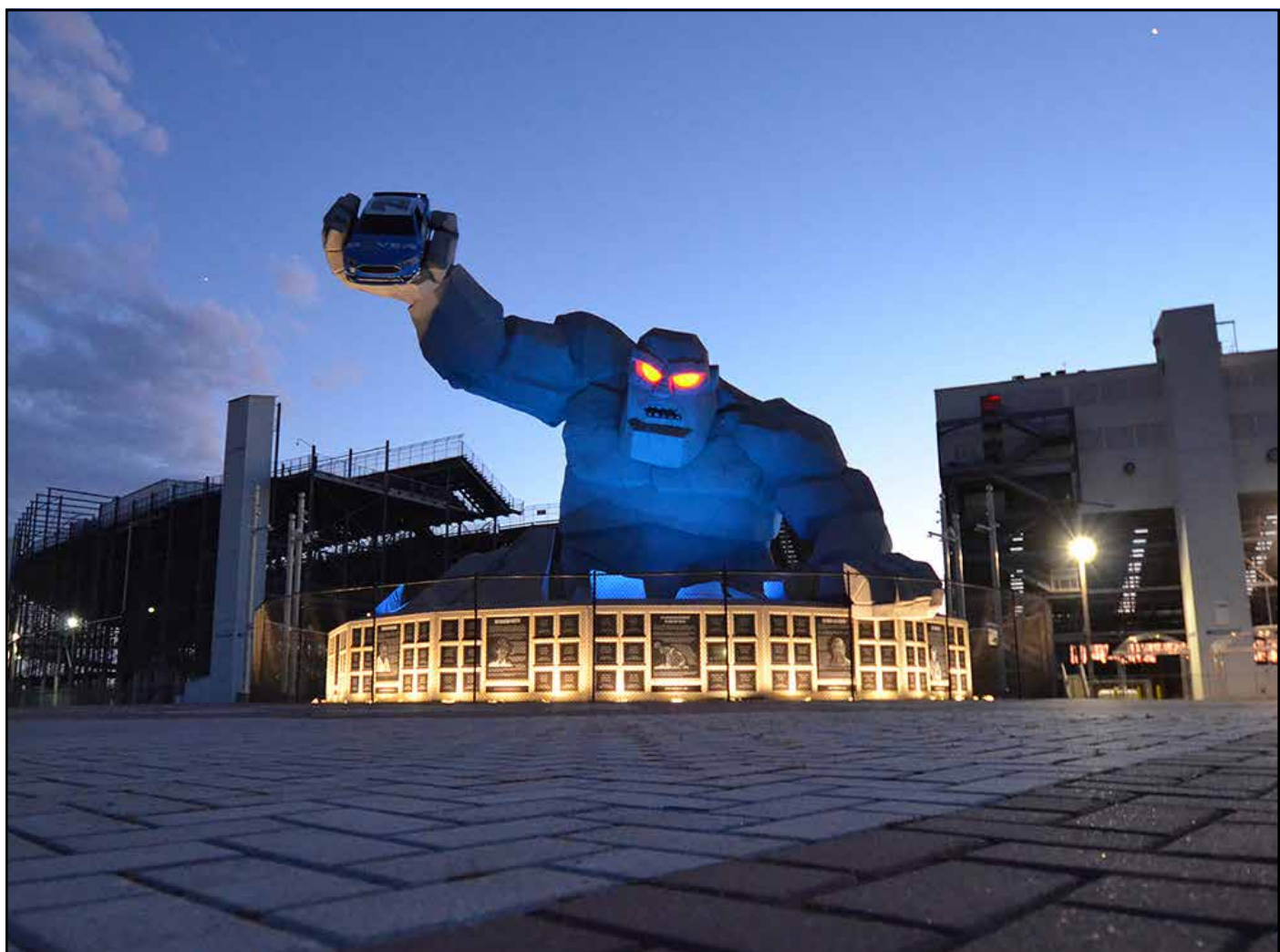
DOVER, Del. (April 22, 2020) – One of Dover International Speedway's most recognizable attractions stands in support of local and national health care workers and first responders during the coronavirus (COVID-19) pandemic.

The Monster Monument at Victory Plaza, the symbol for Dover International Speedway throughout the sports and entertainment landscape, is bathed in blue light during the evening and overnight hours in support of those who are in the front lines of the fight against the spread of COVID-19.

"All of us at the Monster Mile are in awe of the daily extraordinary efforts of our local and national health care workers," said Mike Tatioan, president and CEO of Dover International Speedway. "Lighting the Monster Monument in blue is just a small way we can show the first-responder community and their families that we are thinking of them and their safety in this time."

Dedicated in 2008, the Monster Monument at Victory Plaza stands 46-feet tall and holds a full-scale stock car in the monster's right hand. The base of the monument pays tribute to race winners at Dover International Speedway and features dedications to legendary drivers who are recognized for their special accomplishments earned on the world's fastest one-mile oval.

The Monster Monument at Victory Plaza has frequently been lit in special colors to honor various causes, including the Martin Truex Jr. Foundation (teal), the Pancreatic Cancer Action Network (purple), breast cancer awareness (pink), and autism awareness (blue).



Follow Speedway news and updates on DoverSpeedway.com and keep track of the latest announcements via social media at [Facebook.com/DoverInternationalSpeedway](https://www.facebook.com/DoverInternationalSpeedway), or on Twitter and Instagram at @MonsterMile. For ticket information call (800) 441-RACE.

About Dover Motorsports, Inc.

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Del. and Nashville Superspeedway near Nashville, Tenn. The company also plays host to the Firefly Music Festival, produced by AEG Presents. For more information, visit www.DoverMotorsports.com.

Mark Your Calendars for the 55+ Expo!

At the Central Delaware Chamber of Commerce, we are very much looking forward to the days after the pandemic when it is once again safe to gather and see all of you. We are hopeful that, by the end of June, we will be able to greet you as you enter our biggest expo-style event of the year. Imagine the grand reunion we will enjoy as we come together for all that our 55+ Expo has to offer. What a day that will be!

There is no doubt that COVID-19 has also taught us many lessons about how to live and interact and do business with each other in a safe and healthy way. It has certainly taught us about the need to be prepared and what precautions to take in order to take care of ourselves and those around us. The Central Delaware Chamber of Commerce's 19th Annual 55+ Expo is an event designed to help do just that – learn what we need to do prepare for our own future and the futures of those we love. The 55+ Expo is NOT an event just for senior citizens. Much of what happens at the event is planned with seniors in mind and much of our focus is on helping them to maintain lives filled with good health and energy for every day. The time to start planning for a full and active retirement life is long before one reaches retirement age. People in the 35 – 55 age range need to make those plans now and prepare themselves for the kind of "golden years" they envision in their wildest dreams! In addition, many in that age bracket also find themselves caring for aging relatives. In addition to our Caregiver's Support Center, the 55+ Expo, with over 100 vendors, features a variety of goods, services, and resources that can help.

On its NEW DATE, Tuesday, June 30, 2020, from 9 am – 3 pm, over 4,500 people from Delaware and surrounding states will gather at Dover Downs Hotel & Casino for one of the largest expos of its kind in Delaware, the CDCC's 19th Annual 55+ Expo. The Central Delaware Chamber of Commerce is pleased to present an event designed to bring seniors and their caregivers together with the products and services that will allow them to live their best lives. This event, which is FREE to attend, will showcase businesses that can assist our seniors as they do their best to maintain active lifestyles and stay involved in their local communities.

Bayhealth Medical Center will be on hand to provide free health screenings and informational tables in our Wellness Center. Consultants

will be there to help answer questions and offer guidance on the journey to better health. This day-long event will also feature sponsor-conducted seminars and live entertainment.

The 55+ Expo also offers help for a younger generation that may be providing care for parents and grandparents in the Caregiver's Support Center which will be presented by the Cooperative Credit Union Association. Caregivers bear an enormous responsibility. Knowing the multitude of resources that are available and how to find them will be a critical component as you care for your family's older generation.

The CDCC would like to take this opportunity to thank our businesses that have already committed to sponsoring this event: our Wellness Center Gold Sponsor: Bayhealth Medical Center; our Caregiver's Support Center Gold Sponsor: Cooperative Credit Union Association; our Gold Sponsors: AARP, Encompass Health Rehabilitation Hospital of Middletown, First State Orthopaedics, Humana, The Center at Eden Hill; our Silver Sponsors: Highmark Delaware, Home Instead Senior Care; our Media Sponsor: Dover Post; our Event Sponsor: Dover Downs® Hotel & Casino; our Network Nook Sponsor: DART, and our Entertainment Sponsor: 1410 WDOV & 1450 WILM.

For more information, call the CDCC Office at (302)734-7513 or visit our 55+ Event page at www.cdcc.net/55plus. We look forward to seeing you on our new date, June 30th! Until then, stay healthy and be well.

- * 4,000+ Attendees * Over 100 Vendors * Wellness Center * Caregiver's Support Center *
- * FREE Blood Pressures Checks and Screenings * Giveaways and Prizes *
- * Special Programs * Live Entertainment *
- * Exhibitor Only Reception following the Expo *
- * FREE Admission * FREE Parking *

Thank You to our Sponsors (as of 4/22/20):

Sponsorship & exhibitor opportunities available now!
For more info, call the CDCC office 302-734-7513.



Keep the Press Running

Join Today and Support Your Local News Source

Dear Readers,

As the shadow of coronavirus creeps across our community, questions proliferate and abound.

Where will you find accurate and credible information about what is happening in our community? The latest explanation of steps taken by the state health officials to slow and stop COVID-19? An explanation of the steps taken by emergency rooms and doctors' offices to deal with requests for a coronavirus test? The latest information released by state and county officials, school superintendents, mayors and city councils on the local response to a rapidly evolving situation?

Where else but in the Delaware State News?

This is your newspaper. Our sole purpose is to serve you and our community as we face a time like no other in recent memory. Like you, we want to rise to the occasion and make a significant difference in our future.

It is for this reason that all our coverage of COVID-19 and the coronavirus is available for free to anyone who visits our web site at delawarestatenews.net. Everyone, not just our subscribers, deserve the right to have access to this information.

We are a nonpartisan news organization, and our unique corporate structure is designed to maintain our independence. Our company is owned by a nonprofit trust. There are no shareholders, no dividends are paid, and all after-tax profits are reinvested in our journalistic mission.

Many publishers are already ordering layoffs and mandatory pay cuts. Because we have the advantage of being owned by a non-profit trust, our company intends to do everything we can to avoid such measures. We believe our communities need us now more than ever. This is no time to hurt our employees, their families, or the communities we serve.

To pay the bills and to underwrite our publications and our journalism, we rely on a combination of business advertising and subscription revenue. During this time, our advertising revenue is naturally suppressed. For this April, we project a shortfall in advertising revenue of about 30 percent. We understand decisions certain advertisers have made to cut back, because like them, we are a local business, too, facing the same challenges as everyone else.

So, if you are a reader, and value our work, here's how you can help local journalism survive:

If you aren't already a paying subscriber to our newspaper or web site, please consider committing to a digital subscription. It is a simple and affordable thing to do. And if you would like to support this newspaper and our open access coverage of the coronavirus outbreak, then you can become a member of our Press Club. By joining online at delawarestatenews.net/pressclub/, you can make a quick and secure donation of \$10, \$25 or \$50 or \$100.

As a bonus for joining, you will get, besides the satisfaction of helping your community newspaper, a free three-month e-subscription to the Delaware State News. If you agree, we would appreciate your help. Visit delawarestatenews.net to subscribe or donate.

Take care, stay safe, be well, and if we are not living up to your standards, then let me know.



Darel LaPrade

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 Publisher Delaware State News
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Press  Club

Delaware  **State News**

The State Capital Daily

delawarestatenews.net



The Worst of Times... and the Best of Times

In many ways, the Spring of 2020 will be remembered as the worst of times. Days and hours and weeks have been spent fighting an enemy we cannot see and do not understand. The one thing we do understand is that we lack enough information about this intruder to stop it in its tracks... so far, anyway. The resistant virus can be described as invasive, insidious, infuriating, and even terrifying. There is no doubt - these have been dark days for our world, our country, and our little corner of Central Delaware.

Just this week, Delaware made a top ten list... one of the top ten states with the highest increase of coronavirus cases from one day to the next. People with no symptoms are carrying the virus. Others are getting sick. Many have died. The projected light at the end of the tunnel seems further away than the experts originally predicted. Most of us have not lived through anything like this ever before. It has been the worst of times.

Living through a pandemic can really change a person! In these past few months, our vocabulary has changed. Think of the words and phrases, seldom used before, that have now become commonplace... quarantine, shelter-in-place, social distancing, world health emergency, flattening the curve. And our behaviors and habits have undergone an overhaul as well... frequent hand-washing, wearing masks and gloves, ordering groceries online, getting carry out instead of eating out, and a keen awareness of how far away 6 feet really is. Our values are even somewhat altered - look at the high value we now place on things like facial tissues, hand sanitizer, and yes, toilet paper! During the moments that are not too frightening, it is all pretty fascinating.

A close friend wrote a poem last week about an interesting phenomenon that appeared in his yard. A bright red tulip had sprung up in the middle of the family's compost pile. It was quite a sight. No one recalled planting it, there were no others around it, and yet, there it was... bright, red, and triumphant. In the smelly pile of discarded waste, something beautiful appeared. Wow. That lone tulip provides a remarkable illustration for what is taking place here in Central Delaware. Many figurative tulips are springing up right in the middle of a mess!

While it is the worst of times, it is also quickly becoming the best of times. In the darkness of the COVID-19 battle, many bright lights are burning, many red tulips are springing up and blooming. People are responding to the needs of the those around us, they are pro-

viding encouragement and real time support. In short, our community is beginning to truly understand the meaning of the word "community." In a true community, every member contributes, every person is important, and the collective health and well-being of the group depends on the wholeness of its members.

During the last several days and weeks, we have seen our members stepping up, even though they may have their own struggles, to help those who are serving on the front lines of the pandemic. We have watched as members have begun providing masks to people who need them. We have cheered as we have seen others providing meals for our hospital workers and shown kindness and love to the first responders, police, and firefighters - thank you **La Baguette Bakery & Catering** partnering with **CrossFit Dover**, **Roma Italian Ristorante** partnering with **Lessard Builders**, **The House of Coffi**, and **Sweets & Treats!** We applaud those who are helping to feed the school children who rely on school lunches to get them through - **Ignite Fitness Kickboxing**, **Sweets & Treats**, and **Brick Works Brewing & Eats**. Special thanks to the team at **Outback Steakhouse** who fed the volunteers at the Food Bank's recent food disbursement event - and thanks to **Dover Motor Speedway** who hosted the event. Thank you to **Dover Downs@ Hotel & Casino** for using their outdoor lighting to boost our spirits. A special thanks to the folks at **Fireside Partners** who are working diligently to connect people with the supplies they need in these days. Thank you to **our many banks and insurance companies** who are going the extra mile to ensure that people are covered and have what they need. Thank you to the **Small Business Administration** and the **Small Business Development Center** for helping our members connect to much-needed help and capital. Thank you to our **Governor**, our **local legislators**, and our **Congressional delegation** for listening and for being our strong partners during this time. Thank you to those who have **volunteered**

to present during our "Real Help in Real Time" Zoom Series. Thank you to the **American Heart Association** for the extra programs and services they are providing to keep people healthy. Thank you to the many workers at **Bayhealth** who have worked tirelessly in the fight against the virus. Thank you to **New Image** for assisting people with ordering masks. Thank you to those who have assisted the men at the **Dover Interfaith Mission for Housing** by providing them with landscaping jobs while they are laid off from work. Thank you to the folks at **Polytech** who used their 3D printers to create face shields to share with Bayhealth and with Genesis Healthcare, and who are using their ingenuity to make hand sanitizer. Thank you to the **Delmarva Council of the Boys Scout of America** who are creating their own version of victory gardens and enabling people to grow their own vegetables. Thank you to so many of our member businesses who are offering special promotions. Thank you to all the people who are sending thoughtful cards and good wishes to those in our area nursing homes and assisted living facilities. And thank you to the many others who are responding to those in need - you are saving lives and touching hearts!

As you can see, this list goes on and on and on. And we know there are others who are doing amazing things whose names we have not yet received. Thank you so much for all that you are doing to make this, not just the worst of times, but also the best of times. Please continue to send us your news and let us know what you are doing - we love receiving your stories! We are so proud to call you "members!"

It is our hope that, through this worldwide health emergency, we will build on what we have learned. We know there is strength in "community," and we are thrilled to understand a little bit more of exactly what that means. We look forward to gathering as a community again soon. Until then, be safe, be healthy, and be well. Thank you for bringing us such hope! You are our heroes.



Dover Downs Hotel & Casino "lightened" our spirits during some dark days.



La Baguette Bakery & Catering and CrossFit Dover is providing meals to Bayhealth's Dover Campus through Meal Train.



The gang at Roma Italian Ristorante partnered with Lessard Builders to help feed the staff at Bayhealth's Dover Campus.



Sweets & Treats shared a little sugar with the team at Bayhealth.



Sweets & Treats prepared free bag lunches for school kids.



PolyTech used their ingenuity and their 3D printer to create face shields for medical personnel.



Ignite Fitness Kickboxing working to feed kids who were out of school.



The House of Coffi is recognizing first responders and other public servants.



The staff at Silver Lake Center was pleased to receive delicious treats from the folks at La Baguette Bakery & Catering.

New Members' Spotlight

Dr. Eunice Berinyuy Gwanmesia

Dr. Eunice Berinyuy Gwanmesia is the Founder and CEO of Eunity Solutions. She is a registered nurse, diversity and inclusion consultant, philanthropist, an educator, an international certified life and professional coach, motivational speaker and published author.

Dr. Gwanmesia moved to Delaware in 1994 after serving as a Dental Therapist in the Northwest Territories of Canada and in Silver Spring, MD. Financial challenges prevented further studies in Dentistry and Eunice turned to a career in nursing. Upon completion of her degree in nursing in 1998, she went to work in the ICU at a local hospital. After five years, she transitioned into teaching spent the next 13 years working at Delaware State University.

In 2004, Dr. Gwanmesia founded Always Health Care Services, a nursing agency that provided non-skilled home care services and training school for certified nursing assistants. The business was in operation for about 5 ½ years and, during that time, more than 75% of the 230 CNA's from there are now serving as nurses! Even though the business did not continue, Dr. Gwanmesia is filled with joy when she looks back and sees how many lives were touched and changed through Always Health Care Services.

Originally from the corn fields of Cameroon, West Africa, and now residing in Magnolia, Eunice and her husband, Francis, are the proud parents of two beautiful children. She loves traveling, cooking, and spending time with her family. Eunice is very passionate about engaging audiences in the workplace and around the world in conversations about diversity and inclusion – and how they can be used to improve team performance.

Dr. Gwanmesia is the Founder and CEO of Eunity solutions. The mission of Eunity Solutions is to provide a fresh perspective on cultural awareness that gives leaders and employees the tools they need to expand their capacity to achieve



success together, using her 5 P Success Formula: Purpose, Passion, Patience, Persistence, and Perseverance. Eunity Solutions is a consulting company that provides cutting edge services in many areas to include Philanthropy Services, Coaching, Consulting, and Speaking. To learn more about Eunity Solutions and the vast array of services they provide, visit www.eunitysolutions.com or call (302) 336-8179. They can also be reached via social media on Facebook, Instagram, and LinkedIn.

While a new member of the Central Delaware Chamber of Commerce, Dr. Gwanmesia is also a returning member. Her nursing business, Always Health Care Services, was a member of the CDCC. She is excited to come back to the Chamber with a better understanding of what her membership will provide for her as she pursues her business dreams. She is excited to work with the Chamber staff and to network with other Chamber members. She is thrilled to have rejoined the CDCC and is confident that this partnership will benefit her and her company!

Coffee On Us!

The Central Delaware Chamber of Commerce would love to treat you to a cup of coffee! The photograph on our front-page header will change each month, depicting picturesque and unique locations right here in Central Delaware. These photos are the subject of a monthly contest that we like to call "Coffee on Us." If you recognize the location of the header picture on our front page, be the first to CALL the CDCC office with the correct answer (302)734-7513, and you'll win a \$5 Starbucks Gift Card! You'll also see your picture and company name on our Facebook page – and, of course, you'll win bragging rights for the month!

"Congratulations to our contest winner for April's issue! Nina Jenkins, Harrington Raceway & Casino, correctly identified the picture as "Tre Sorelle Mini Golf & Ice Cream." The photo was taken on the miniature golf course. Way to go, Nina! Thanks for playing!"

New Members' Spotlight

Charles Wyatt Thurman – Who is CWT?

Wyatt in an individual with an astute character, seeking to guide scholars, families, and business producers to achieve their maximum economic & wealth potential. He was born & raised in Central Delaware, planting roots in the capital of the First State. Also, he is passionate and eager to engage community advocates on the nuances of the financial industry and essential literacy. Wyatt is a proud graduate of Dover High School, Summer of 2015; additionally, his BIG brother, Trip Thurman (Class of 2011), excelled on the gridiron at 1 Pat Lynn Drive and continues to be an integral figure of the medical community in Florida.

Wyatt is an avid professional & college fanatic, identifying the Florida Gators, Boston Red Sox & Celtics as his favorite teams. Also, he enjoys the outdoors, visiting local establishments, and sinking birdie putts on golf courses across America. Professionally, Wyatt is employed through The Penn Mutual Life Insurance Company and is eager to expand his reach/audience to assist people from various backgrounds effectively. At Penn Mutual, Wyatt is a vital member of the esteemed Aspire Wealth Planners team, including experienced advisers. Altogether, Wyatt is an educator; he believes empathy and the ability to sympathize with others is the key to a fulfilling life.



The Central Delaware Chamber of Commerce exists to connect Delawareans and acts as an active networking group. Given the longevity and growth of our community, Wyatt was quick to become a member during the first steps of his journey as a licensed financial professional. He recognizes his value is priceless and sleeps well at night, knowing he is a positive figure in his city.

In conclusion, Wyatt anticipates struggling times; however, his gratitude and mindset will carry his business towards being a pillar in Kent County & throughout the State of Delaware.

Read the Dover Air Force Base AIRLIFTER



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New Members' Spotlight

Anthony P. Bonanno

My name is Anthony P. Bonanno. I am 41 years old and father to 3 beautiful children ages 4, 12, and 14. I was born and raised in Dover and graduated from CR in 1997. I joined the United States Navy in 1999 and served 4 years during the 9/11 era. I am very proud of my service to my country and take pride in my bigger purpose of giving back to my community and working with our youth. I became a certified golf teacher through the United States Golf Teachers Federation in 2010 and am ready to combine my passion for developing our youth with my innovative vision to promote and entertain through the beautiful game of golf in a new, unique and innovative way.

My company is called Swing 365 (the 365 represents providing golf all 365 days a year). Swing 365 is a mobile virtual golf entertainment and training company. We specialize in customer satisfaction, unique and innovative golf entertainment and training, youth golf development and FUN! We guarantee to provide the best service and hosting experience in the market -- that's a promise!

We provide golf entertainment and training for ALL ages, parties, people and events! No matter what the day, time, weather, or season, Swing 365 has you covered! From birthday parties to corporate events to bar room entertainment to training lessons and clinics, we have something for every situation. Just call or email to book your next event, party or training and let Swing 365 step in and take care of all your golf entertainment and training needs!

We offer a variety of entertainment options within our library of games for our customers also. For children, we have bowling and Skee-Ball that are played with a putter. For the adults, we have 20 options of Competition style PGA courses to choose from, long drive tournaments and competitions, closest to the pin challenges, balloon darts, shooting



gallery, Splash Wall 2 and that's just to name a few! Be sure to ask about our unique youth training clinics and our development program, Swing for the stars!

I am excited to join the Central Delaware Chamber of Commerce because of the networking opportunities they offer and the exposure that my membership will bring to my company. My business model is geared to a very wide audience and marketing to the masses will be the best way to grow my company. The CDCC will be an amazing partner and I am anxious to build that relationship!

For more information about Swing 365, please call (800) 323-0634 or send an email to inquiry@swing-365.com. You can also visit our website (currently under construction) at www.swing-365.com.

New Members' Spotlight

Alvin Emory – It's All About Making People Smile

Alvin Emory was born and raised in New Castle, Delaware. Early on, he was diagnosed with an audio-visual disability and with Cerebral Palsy. His parents were informed that, sadly, he would not be able to learn, or do much of anything significant. He has spent the rest of his life proving the experts wrong! For Alvin, his disability has become his ability!

Alvin became a family man and pursued an active 36-year career with one of the area's major pharmaceutical companies, where he served as a custodial manager and, eventually, a training manager and job coach. Alvin has been an active member and volunteer with the Knights of Columbus, the Royal Order of the Elks, and the Royal Order of the Moose. For 36 years, Alvin gave his time as a Shriner's Clown – he believes that humor is a necessary commodity and loves making people smile. And now, the self-described "64-year-old going on 24" owns and operates Clean Sweep Custodial Services, LLC.

Clean Sweep's specialty is customizing their services to the various needs of their clients, whether household or commercial. Clean Sweep works with people with disabilities, veterans, and senior citizens. Clean Sweep is a state-wide operation and Mr. Emory concentrates on hiring local workers. Alvin will train his team, from one employee to as many as it takes



to complete your job, on site at your facility or home. This way your unique needs will be sure to be addressed. Clean Sweep would be happy to be your go-to cleaning service for all levels of cleaning! At this time, Clean Sweep is available to perform services to help you get companies back to business, such as deep cleaning and sanitization. Alvin and his team firmly believe in what Mr. Emory calls "the old-fashioned way" – that is, the job gets completed by hard work and determination. Clean Sweep will not stop until their customers are completely satisfied.

For more information, contact Alvin Emory at (302)650-2755 or (302) 655-1661 or email him at cleansweepalvin@gmail.com. You can be certain that Alvin and his team at Clean Sweep will not only deliver a shine, but a smile as well!



Ambassador's Corner

When Kate Greene and Jim Suhre, the husband and wife team behind the full-service advertising agency IMD4, moved to Dover in 2017, the first thing they did after unpacking was to join the Central Delaware Chamber of Commerce.

"A good chamber can be the heartbeat of a thriving business community," said Kate. "And the CDCC sure fits that bill. When we moved to Dover, we didn't know anyone, but the Chamber has helped us meet the community and we have found some wonderful clients along the way."

Because the CDCC has been so helpful in helping relocate IMD4 to the central Delaware area, Kate opted to become a Chamber Ambassador as a way to help other new members find out about all of the wonderful programs and opportunities the Chamber has to offer. Kate is excited to assist new members as they become ac-



climated and as they learn the best way to make their membership work for their businesses. Kate also serves on the CDCC Marketing Committee, helping to determine the best way to communicate the Chamber's messages.

IMD4 is a full-service advertising agency, able to create all aspects of marketing to help grow your business. IMD4 also specializes in branding, consulting and business strategy, including site location analysis for growing businesses. They have decades of experience in marketing, design and consulting work. Jim has worked



for major New York advertising agencies, and both have worked in television as well.

To learn more about IMD4, and see examples of their work, visit their website, imd4.com.

Thank You for Your Renewal!

NAME OF COMPANY.....	# OF YEARS
Delaware Division of Small Business	39
Suburban Propane, LP	35
Dover YMCA	33
William V. Sipple & Son, Inc.	32
Fifer Orchards, Inc.	31
McGinnis Commercial Real Estate Co.	30
Advantech, Inc.	29
Landmark Science and Engineering	27
Dover Place Senior Living.....	21
Sayers Jewelers & Gemologists Inc.	21
Holiday Inn Express.....	19
Comfort Inn - Rehoboth.....	17
Delaware Hospice, Inc.	16
Keller Williams Realty Central Delaware	16
Spence's Bazaar & Flea Market, Inc.	15
Children's Beach House, Inc.	13
Sleep Inn and Suites.....	12
Peninsula Regional Medical Center Lifeline	11
Surgical Associates at Eden Hill	11
Affinity Energy Management	10
Brain Injury Association of Delaware	9
Pizzadili's Deli and Catering/Winery	9
The Great Hall at St. Andrew's.....	9
Kent County Republican Committee	7
Eagle Nail & Tool Supply of Milford LLC.....	6
Albert Evans	5
Bennie Smith Funeral & Limousine Services.....	4
Techno Goober.....	4
Avery Hall Insurance Group.....	2
Benchmark Builders	2
Edward Jones - Daneman.....	2
Ferris Home Improvements	2
Heritage Shores.....	2
MAKE-A-WISH Delaware.....	2
Miller's Roofing & Coatings, LLC.....	2
Primerica - Erlene George	2
Waste Industries.....	2
Central Delaware Speech Language Pathology	1
CMG Financial	1
Delaware State Auditor Kathy McGuiness	1
Provident State Bank	1
The Shaner Group Powered by Envoy Mortgage.....	1

New Members

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Mr. C. Wyatt Thurman
131 Continental Dr.,
Suite 109
Newark, DE 19713
302-943-4116

Celebrations
Mrs. Darcelle Dalton
508 Jefferic Blvd
Dover, DE 19901
302-233-5946

Ignite Fitness Kickboxing
Mrs. Stephanie Preece
35 Commerce Way,
Suite 2
Dover, DE 19904
302-222-7344

Taking Healthy Back
Together with Juice Plus+
Mrs. Barbara Riggins
Dover, DE 19901
302-373-5365

The Healing Room LLC
Ms. Tamara Purnell
1027 S Bradford St
Dover, DE 19901
302-430-1926

The Terminix I
nternational Company LP
Ms. Susan Legg
284 Quigley Blvd
New Castle, DE 19720
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Winter Fox
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