It feels like home.

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scott@shippensburg.org

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chamber@shippensburg.org

Shippensburg Area Chamber of Commerce Committees

• Awards Banquet Committee
• Bloom Festival Committee
• Business & Community Expo Committee
• Chamber Strategic Planning Committee
• Cinco de Mayo Committee

• Finance Committee
• Golf Committee
• Nominating Committee
• Oversight Committee
• Shippensburg Beer & Wine Festival Committee

Membership Development:
Membership Committee
Promotions and Programs Committee
Community Outreach:
Family Fun Day
Community Christmas Party

I was reading an article in a well known magazine focused on business related topics. The article focused much of its discussion on customer service and what it looks like in today’s business climate whether the business is large or small. I thought it would be great to share a few of the points with you. Here you go!

1. Build a rapport with your customers – As a small business owner, you have a great opportunity to personalize the customer experience.

2. Treat every customer with the same level of service – From the customer who checks in with you once a year to the one that you’re in contact with daily, make sure each one gets the same level of service.

3. Understand the value of customer retention – Marketing is expensive and requires time and effort to do well. While it’s important to grow your small business by adding customers, make sure to keep in mind the value of retention.

These are just a few reminders for you as a business to share with your staff. Keep your customers in mind as you do business.

Sincerely,
Scott Brown
Chamber President
Events Calendar

August 28 - Human Resources Focus Group; Holiday Inn Express & Suites
September 2 - Labor Day; Chamber Closed
September 11 - Patriot Day
September 11 - Lunch and Learn; Appalachian Brewing Co.

August 22 - The Capitol Theatre Present $5 Summer Movies - "Ferris Bueller’s Day Off; Chambersburg
August 22 - The Star Theatre Presents "The Mercersburg Jubilee" 2019 Line-Up; Mercersburg
August 24 - The Star Theatre Presents "Break Through"; Mercersburg
August 24 - Downtown Chambersburg, Inc. - 24th Annual CrabFest; Chambersburg
August 25 - American Legion Riders 7th Annual Benefit Ride for Juvenile Diabetes; Chambersburg
August 27 - Totem Pole Playhouse Presents "Wrong Turn At Lungfish"; Fayetteville

PA Chamber: Patchwork Labor Policies Will Hurt Pennsylvania’s Business Climate

HARRISBURG - Pennsylvania Chamber of Business and Industry President and CEO Gene Barr issued the following statement regarding the Pennsylvania Supreme Court’s 4-3 decision to overturn the Commonwealth and Allegheny County courts and uphold Pittsburgh’s controversial paid leave mandate.

“We have had serious concerns with the Pittsburgh ordinance since it was passed in 2015 and now fear this court decision will have a negative impact on the state’s overall business climate. Beyond the costs and administrative burdens, employers have raised a number of specific concerns with the ordinance including that employees can use leave in as little as one-hour increments with no prior notice and employers cannot request any documentation that the entitlement was utilized for an eligible purpose until the third consecutive day of leave. Additionally troubling, construction unions are specifically exempt from the mandate – a special carve-out that appears consistent with efforts across the country to tilt the playing field in favor of organized labor through legislation.

“One-size-fits-all employer mandates often turn into one-size-fits-none, as employers are prevented from developing policies that account for their particular workplace needs. This decision could initiate a patchwork of employment policies throughout the state’s thousands of municipalities, which will increase the cost of doing business in the Commonwealth and will send a red flag to employers looking to expand or invest here. To that end, we are urging the General Assembly to pass – and Gov. Tom Wolf to sign – House Bill 331, which would affirm the state’s responsibility for regulating employment policies.”
Occupational Services, Inc. was conceived in 1956 when Mrs. W.R. Brown, President of the Franklin County Chapter of the ARC, appointed a committee to establish a sheltered workshop in Chambersburg, PA. The name Occupational Services, Inc. was selected and the organization chartered under PA law as a non-profit corporation to operate as a “sheltered workshop” for individuals with disabilities such as mental health, mental retardation, and the physically handicapped.

The main location of OSI is 17 Redwood Street however in 2014, OSI added a second location at 49 Industrial Drive in Chambersburg to accommodate the growing need for space as well as to expand opportunities to clients in the areas of recycling and Secure Document Destruction.

Today OSI serves about two hundred individuals a year who perform subcontracting and other services to a wide range of local companies.

Services provided include: Business solutions (packaging/assembly, bagging/sealing, etc.), wood products (stakes & shipping products), document scanning, secure document destruction, recycling, print shop and washing/tagging (high pressure/temperature washing and sanitization of pallets, freezer spaces, trays and more).

Contact OSI and see how they can help with your business needs!
Advertise in the Chamberline at fantastic ANNUAL rates!
Cost covers advertising for 1 year (12 issues).

1/8 page $175.00 (2.75 x 4.25 size)
1/4 page $350.00 (4.25 x 5.5 size)
1/2 page $600.00 (5.5 x 8.5 size)
Full page $1,000.00 (8.5 x 11 size)

Our membership is growing giving greater circulation! All issues of the Chamberline are uploaded to our website for additional viewing.
We also offer the option of having printed inserts placed in our issues.
8.5 x 11 size (flat)
#250 copies required by the 22nd of the month prior
Cost: $60.00/issue
Contact us for more information!
chamber@shippensburg.org

Meet Patrick Mulherin

After growing up in York County, PA, I moved to Shippensburg to attend Shippensburg University in 2002. After graduation in 2006 with a Bachelor’s Degree in Accounting, I decided to continue to reside in Shippensburg.

With a growing passion for the Cumberland Valley, I started my career supporting businesses using my accounting degree. After 12 years of supporting businesses as a CPA, I decided to make a career change. The change to M&T Bank has allowed me to continue to support the Cumberland Valley region and continue to support varying industries. I support businesses by partnering alongside of them to achieve their goals by utilizing the varying bank products that M&T is able to provide.

My background allows me to understand businesses quickly. Now residing permanently in Shippensburg with my wife, I continue to have a passion for helping Shippensburg businesses with their needs. I work very closely in the Shippensburg market with the Manager of the Walnut Bottom Road Branch, Kathy Nezat. Kathy has over 40 years of experience in banking and is also very customer focused.

We are open to meeting with any business decision maker to try and assess where M&T could be a fit to help their business achieve what goals they have for the present and the future.

Please reach out to Patrick Mulherin at 717.261.2843 or pmulherin@mtb.com.
Please reach out to Kathy Nezat at 717.532.2414 or knezat@mtb.com or visit her at 28 Walnut Bottom Road in Shippensburg, PA.
Help Keep Kids Safe

School days bring hustle, bustle, hurried parents and feet-dragging students. They also bring safety bells ringing alongside school bells.

According to research by the National Safety Council, most children who lose their lives in school bus-related incidents are 4 to 7 years old, and they’re walking to or from the bus stop. They are hit by the bus or by a motorist illegally passing a stopped bus.

A few precautions go a long way toward student safety:

- Don’t block crosswalks, and always yield to a pedestrian in a crosswalk.
- Watch for flashing lights in school zones and obey posted reduced speed restrictions.
- Share the road with school buses. Never pass a bus from behind. If the yellow or red lights are flashing, or the arm is extended, traffic must stop in all directions.
- Be alert to the unpredictability of children. Reduce your speed in school zones, near parks and playgrounds, and in highly residential areas during typical school start and end times.
- As a pedestrian, practice the head up, phone down approach. Don’t wear earphones or sound-deafening reducers. And don’t step off the curb until cars and buses in every direction are at a full stop.

All it takes is a little extra time and attention to help keep our kids safe as they return to the daily grind this school year. For more tips on keeping kids safe during the back to school season, and beyond, visit the National Safety Council, nsc.org.
Found by God?

All the major religions of the world are trying to find God or at least some form of the divine. Every religion in the world started as a response to God’s seeking after humanity. Unfortunately humanity failed to recognize who was seeking them and fabricated their own gods in response to the longing in their hearts.

Man became separated from God and lost due to his own sin and rebellion in the Garden of Eden. But because of God’s infinite love for us He did not abandon us. He sought us out and still seeks us today. But how does God seek us?

He first seeks us through His creation. God has clearly revealed Himself through the created order. Everywhere you look you will find a revelation of the One True God, Romans 1:20 says, “For since the creation of the world God’s invisible qualities—His eternal power and divine nature—have been clearly seen, being understood from what has been made, so that people are without excuse.”

God’s ultimate act of seeking humanity came when He sent His Son Jesus. Luke 19:10 says, “For the Son of Man came to seek and to save the lost.” Jesus was the express image of the invisible God. He was God incarnate. So when Jesus walked the earth people saw God. As Jesus died on the cross people saw God’s heart and He draws them through the greatest act of love the world has ever known.

After Jesus ascended back to heaven God did not stop seeking us. He sent His Spirit to woo the hearts of humanity. Jesus said in John 6:44, “No one can come to me unless the Father who sent me draws them…” God draws us through the work of the Holy Spirit.

God also seeks humanity through the preaching, teaching and sharing of the gospel. The gospel means “good news.” The good news is that Jesus has come to seek us and has provided a way for us to have a personal relationship with God through faith in Him. Jesus took our sin on the cross and removed the barrier between us and God. Through Him we are found by God.

Have you been experiencing a tugging at your heart? Do you feel as though there is something more to life than you are currently experiencing? Is there a longing for something greater than yourself? What you are experiencing is the seeking of God. Don’t run. Don’t try to hide. Be found by God today. It is why Jesus came. It is what your heart is longing for.

If you have any questions or would like to know more about God’s plan for your life, please give me a call at Shippensburg First Church of God (717)532-8421.
Chamber Members at the Shippensburg Community Fair!

Parsons Interstate Ford

H&H Chevrolet, Cadillac, Inc.

Paff Insurance State Farm Agency

The Oasis of Love Church

Shively Motors, Inc.

Forrester Farm Equipment

Volvo Construction Equipment

Primerica

Strouse Entertainment

Dugan Funeral Home & Crematory, Inc.

Re/Max Prestige

H&R Block - Shippensburg
What Do You Know About Cyber? Are Your Protected?

In the Insider Threats report by Ponemon Institute, 64% of organizations blamed the “careless employee or contractor” as the root cause of most insider threat incidents in the workplace.

Unfortunately, just one little slip in security can start the ball rolling towards a serious data breach. There are so many ways to expose data ranging from leaving confidential information sitting out on your desk to not being careful about who can see your laptop screen in a coffee shop.

One of the most commonly overlooked areas in security is the recycling of confidential data. The blue bin is not a secure container for recycling confidential information – and it should never be used for data that is no longer needed. The same rule applies to data on hard drives. If a hard drive is broken down or being upgraded, consider it to be a source of confidential data for information thieves. Instead of ‘recycling’ or stockpiling a hard drive, have it securely destroyed.

There are many factors that companies should consider when it comes to data destruction. These 2019 statistics show more cyber-attacks are hitting small businesses. They also explain how, why and what we can do about it.

As if small business owners didn’t already have enough on their plates, recent data indicates that SMBs actually suffer the lion’s share of malware infections. That may be surprising considering it’s typically major corporate data breaches and huge ransomware paydays that dominate the headlines. But the numbers suggest there’s a whole host of smaller-scale attacks that are wreaking havoc on small businesses on a daily basis.

If you’re a small business owner, or if you work with small businesses in an IT capacity, here’s what you need to know: 58 percent of malware attack victims are categorized as small businesses.

Learn more by attending our Lunch and Learn on Wednesday September 11, 2019.

See the event insert for more information.

How To Prepare For a Crisis

Sad try, it’s happened again. As I write this article, residents of El Paso, Texas and Dayton, Ohio have been shattered by back-to-back shootings that killed 29 and injured more than 50. These tragedies came less than a week after three were killed and a dozen wounded in Gilroy, Calif.

The three gunmen have not just senselessly taken American lives, they also destroyed our sense of safety. The shootings are just the most recent examples of the disturbing acknowledgment that a crisis can happen anywhere and at any time. No longer can any of us assume that we are immune to suddenly and tragically being in the middle of a horrific event.

With hundreds of mass shootings each year, this violence has become all too frequent. Our nation is also in a controversy about how to stop these incidents. What to do about gun violence is too large of an issue for this column, and I don’t have any desire to address this politically. Rather, I want to give you some ideas on how to prepare for a crisis from both a logistical and operational standpoint and from an emotional and social standpoint.

Because I’m not a crisis professional, I asked my husband, Pete, to help me think all this through. He is an expert in crisis preparedness and a consultant with CrisisComm, also based in Shippensburg.

Every organization, large and small, commercial and non-profit, public and private needs a continuity of operations (COE) plan and a crisis response plan. It’s not just about keeping your group operating after a crisis, but how you will recover professionally and personally. From a personal standpoint, every individual needs to think through how they will respond both before and after a crisis. Each of us needs a plan, too.

While it’s impossible to plan for every potential terrifying event, here are some questions you need to ask when planning:

- What can go wrong? Never underestimate the possibility of something going wrong.
- What are my responses to the situation?
- Is anyone in my organization responsible for a crisis situation?
- Who is in charge if something happens to me?
- How do you deal with the media, especially social media?
- What are your legal responsibilities during and after a crisis?

As challenging as those questions are, the even more difficult aspect is how a crisis affects you and those you work or serve with. Here are some ways to help yourself:

- You can watch out for people in your community with obvious mental illnesses and get them help. Although both incidents I mentioned above don’t seem to have their roots in mental health, many do. If you see something, say something. Help family members and friends get the mental health help they need, if they need it.
- Consider your own mental health crisis plan. If bad things happen, what will you do? How can you care for yourself and, if necessary, others, from a mental health standpoint? What are you likely to need? Thinking things through ahead of time is valuable.

Every crisis has one common factor: People. No matter what happens, people are affected. How you respond to the people affected is a measure of your values and beliefs, and will ultimately impact on how people view you. Any plan you make for and any response you have to a crisis must provide support for you, and give those who know your and/or your organization confidence that you’re once again ready to serve them.

Crises can impact our lives, but with a little preparation, they don’t have to define our lives.

Ellen J.W. Gigliotti is a licensed marriage and family therapist and clinical director of Sanctuary Christian Counseling.

Sanctuary Christian Counseling helps grieving individuals, distressed teens and couples in conflict find peace, solutions and connection. Contact us if you are worried, stressed or don’t know where to turn in these difficult times.

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Dr. Peter M. Gigliotti is founder and CEO of CrisisComm LLC, a crisis communications firm.

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