

Chamber Connections

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www.cdcc.net

May 2019

Congratulations: 2019-2020 Honorary Mayor of Central Delaware Tyler Kuhn - Dover Federal Credit Union!



Past Honorary Mayors Christina Lessard and Dina Vendetti with our 2019-2020 Honorary Mayor Tyler Kuhn.



At right: Past Honorary Mayor Dee Carson gives Honorary Mayor Tyler Kuhn his sash and hat.

At left: Honorary Mayor Candidates Nina Jenkins of the LCD Class of 2019 and Robert Njoku of Roovah! along with Cindy Friese of the CDCC congratulate Honorary Mayor Tyler Kuhn.



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Wednesday, May 29
The Brick – Wood Fired Eats
 150 Gateway South Blvd, Dover
 5:00 p.m.



On Wednesday, May 29th, the Central Delaware Chamber of Commerce will host its next Sunset Business Mixer at The Brick – Wood Fired Eats located at 150 Gateway South Blvd in Dover. The doors open at 5:00 p.m. for two hours of collecting

qualified leads while enjoying complimentary hors d'oeuvres and beverages courtesy of the host. Bring your business cards for easy networking and for a chance to win a door prize or to be featured as our next Member of the Month!

There is no fee to attend and we encourage members to bring guests! Please register ahead of time by calling the CDCC at 302-734-7513 or visit the Calendar of events at www.cdcc.net.

Judy's Journal



PRESIDENT - JUDY DIOGO

That Time Again

April showers bring May flowers, and May brings the legislative session into full swing. As you all know, the next two months, May and June, are when the majority of our legislation comes into play.

As always, your Chamber, is there serving as your voice to provide information and insight to our legislators that will allow them to understand the impact of how the Bills they are voting on will affect the business community.

Thus far, the CDCC is tracking some 12 Bills and following 4 draft pieces of legislation. Here are a few Bills that we would like to highlight.

HB14, 15 - Personal Income Tax Bills that propose to create new tax brackets. (HB14 has been assigned to Committee and HB 15 is out of the Committee and on the Ready List)

HA2 for HB23 - Personal Income Tax Bill that proposes to add a check off donation box for funds to support Pediatric Cancer Research and to consolidate provisions to donate amounts on personal income tax returns to Habitat for Humanity for each county into a single state-wide fund. (Passed in the House, assigned to the Senate Committee)

HB32 - Decreasing the Realty Transfer Tax - proposes to decrease the realty transfer tax back to the rate prior to August 1, 2017. (Tabled in Committee)

HB47 - Minimum Wage/Youth, Training Wages - proposes to remove the Youth and Training Wages which were implemented during the last session. (Assigned to House Committee)

SS1 for SB8- Collective Bargaining for State Employees - This Act eliminates the set bargaining unit classifications established in 19 Del. C 1311 A(b) and allows exclusive representatives of bargaining units to work with the Secretary of the Department of Human Resources to organize or consolidate bargaining units in a manner in which they can agree for purposes of collective bargaining. (Ready for Governor for Action)

SS1 SB25 - Sale of Tobacco Products changed the legal age for individuals to buy tobacco products. The Substitute Bill provides 3 changes, one of which is it will allow employees under the age of 21 who are employed by a vapor establishment on the effective date of this Act to continue working. (Ready for Governor for Action)

SB48 - Public Works Contracting - proposes to require that bidders for public works contracts that are above a minimum value and required to provide the prevailing wage, include approved craft training programs for journeyman and apprentice levels if the contract is not for a federal highway project. The Substitute Bill provides a number of changes some of which include: creating a definition for "Craft Training", eliminates requirements that conflict with prevailing wage requirements, and more. (Out of Committee and on the Ready List)

SS2 for SB50 - Establishment of a Community College Infrastructure Fund - proposes to allow DTCC the authority to issue bonds to finance the cost of capital improvements and deferred maintenance. (Ready for Governor for Action)

SB61 - Transportation Infrastructure Fund - proposes to provide economic assistance for renovation, construction or any other type of improvements to roads and related transportation infrastructure in order to attract new businesses to Delaware, or for expansion of existing Delaware Businesses. (Passed Senate and sent to the House)

(Note all actions were as of April 23, 2019)

Again, this is just a few of the Bills we are tracking. The list will be updated and can be viewed on the CDCC Website under the Legislative Tab.

We ask that you keep a watch on your emails for LEGISLATIVE ALERTS and LEGISLATIVE CALLS TO ACTION.

So, it is that time again, and the CDCC is bringing the legislation to you!

Calendar of Events

May 2019
Thursday, May 2
 Kent County is Open for Business
 8:30 a.m. – 10:00 a.m.,
 Kent County Levy Court

Thursday, May 2
 Leadership Central Delaware
 8:00 a.m. – 5:00 p.m.,
 Economic Development Day

Wednesday, May 8
 Coffee Coaching
 8:00 a.m. – 9:00 a.m.,
 CDCC Board Room

Thursday, May 9
 Member Orientation
 8:30 a.m. – 10:30 a.m.,
 CDCC Board Room

Tuesday, May 14
 CDCC Board Meeting
 7:30 a.m., Eden Hill Medical Center

Tuesday, May 14
 Marketing Committee Meeting
 9:00 a.m. – 10:00 a.m.,
 CDCC Board Room

Tuesday, May 14
 Young Professionals Social
 11:45 a.m. – 1:30 p.m.,
 Grotto Pizza Camden

Monday, May 20
 Executive Committee Meeting
 8:00 a.m. – 10:00 a.m.,
 CDCC Board Room

Tuesday, May 21
 LCD Steering Committee Meeting
 12:00 p.m.,
 CDCC Board Room

Wednesday, May 22
 Bluesuiters Golf Tournament
 10:00 a.m.,
 Jonathan's Landing Golf Course

Wednesday, May 29
 Ambassador Meeting
 4:30 p.m.,
 The Brick

Wednesday, May 29
 Sunset Business Mixer
 5:00 p.m. – 7:00 p.m.,
 The Brick

June 2019
Thursday, June 4
 CDCC Board Retreat
 9:00 a.m. – 4:00 p.m.,
 TBD

Thursday, June 6
 Kent County is Open for Business
 8:30 a.m. – 10:00 a.m.,
 Kent County Levy Court
 Room 220

Thursday, June 6
 Leadership Central Delaware
 8:00 a.m. – 5:00 p.m.,
 Energy and Environment Day

Tuesday, June 11
 Marketing Committee Meeting
 9:00 a.m. – 10:00 a.m.,
 CDCC Board Room

Wednesday, June 12
 Coffee Coaching
 8:00 a.m. – 9:00 a.m.,
 CDCC Board Room

Thursday, June 13
 Member Orientation
 12:00 p.m. – 2:00 p.m.,
 CDCC Board Room

Thursday, June 13
 Awards for Excellence Dinner
 5:30 p.m. – 9:00 p.m.,
 Dover Downs® Hotel & Casino

Tuesday, June 18
 LCD Steering Committee Meeting
 12:00 p.m., CDCC Board Room

Wednesday, June 26
 Ambassador Meeting
 4:30 p.m., Dover YMCA

Wednesday, June 26
 Sunset Business Mixer
 5:00 p.m. – 7:00 p.m.,
 Dover YMCA

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.

Thank you to the CDCC
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Casino/Entertainment



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Medical/Rehabilitation



Real Estate

Member News

Biggs Museum Gala: An Affair with the Arts

On Saturday, May 18, 2019, the Biggs Museum will host its Annual Gala: An Affair with the Arts from 6 p.m. - 11 p.m. This elegant, tented event welcomes approximately 400 people annually. Guest will enjoy live entertainment, dinner and cocktails, a live auction, dancing, and more. This year's Gala is in special recognition of the honorable Nancy Cook, for her lifetime of public service to Delaware and as a founding member of the Biggs Museum Board of Trustees.

Gala guests will be treated to a sumptuous spread provided by Caffé Gelato, including Hors d'oeuvres, elegant dinner stations, and decadent desserts. Enjoy a full open bar throughout the evening, with a tasteful selection of wine, beer, and spirits. The Funsters, a local favorite band, will be joining the event for the first time to play live music throughout the evening. In the Galleries, enjoy a relaxing Cabaret by pianist, Tim Plimpton, and trombonist, Samuel Mace.

Biggs Museum of American Art

Gala proceeds enable the Biggs to serve the community throughout the year with exciting programming, inspiring exhibitions, and educational programs that advocate for the importance of art in our daily lives. Tickets for this event range from \$200 per individual to \$2,500 for a table for ten. Tickets can be purchased at the museum, by phone or online at www.biggsmuseumgala.org. Tickets must be purchased in advance. Last year's event sold out so it is recommended that guest purchase their tickets as soon as possible.

For information about event sponsorship and other opportunities to give to the Gala, please contact Angela Moore at amoore@biggs-museum.org or call (302) 674-2111 ext. 112.

Member of the Month



Sean Mace
VP/COO
Eden Hill Medical Center
200 Banning Street
Dover, DE 19904
302-883-0097
www.EdenHillMedicalCenter.com



Eden Hill Medical Center (EHMC) is a 25.5 acre Campus located near downtown Dover, Delaware. EHMC opened its doors to a 140,000 square foot medical office building in August of 2008 as a "medical mall" type of environment designed to provide Central Delaware's residents and guest's convenient and efficient accessibility to a multitude of medical specialties and professionals. EHMC is home to approximately 30 different medical offices to include The Delaware Surgery Center, Walgreens Pharmacy, LabCorp, and Bayhealth Diagnostic Imaging. Some of the many specialties housed here are General Surgery, Cardiology, Internal Medicine, Ophthalmology, Urgent Care, Podiatry, Urology, Ob-Gyn, Infertility, Prosthetics & Orthotics, Allergy & Asthma, Neurosurgery, Plastic Surgery & Medi-Spa, Back Pain/ Sports Rehab, Family Practice, Infectious Diseases, and Hepatology. We even have a Café for fresh soups, salads, sandwiches, coffee and more!

As vice president and chief operating officer, I am responsible for day-to-day operations of the medical office building and the campus. This includes budgeting and finance, shareholder relations, campus development, property management, tenant leases, communications, contract management, etc.

Our organization is unique in many ways but one aspect that really makes us stand out is that so many of our tenants are actually tenant-owners in EHMC. Having this level of commitment from so many medical professionals, all agreeing to join together for a common goal of providing the best possible healthcare, is truly one core reason that EHMC has been so successful since opening.

The future of EHMC will be more campus development. We are zoned as a "Medical, Professional, Financial District" by the City of Dover. This allows us the flexibility to expand in a number of different directions. Just last year (June 2018) "The Center at Eden Hill" (CEH) officially opened. CEH is an 80-all private bed/private bath, 65,000 square foot short-term care rehabilitation facility. CEH offers a wide range of rehab therapies to include Physical, Occupational, and Speech therapy. Some of the more common patient diagnoses of CEH guests are orthopedic/post-surgical rehab, cardiac rehab, stroke rehab, wound care, etc.

The Central Delaware Chamber of Commerce (CDCC) has helped our business grow in a number of ways. Networking, marketing and providing access to a large number of business & community leaders, and opportunities for involvement in CDCC events has been tremendous. Additionally, and equally important, the CDCC's legislative outreach has been key in enabling us to grow and expand here on the EHMC campus.

The best advice I could provide to other businesses and organizations would be do not hesitate to get involved and put yourselves out there. Businesses don't grow and thrive on their own. There are a lot of moving pieces, many obstacles, a tremendous amount of competition and yet, the same common goal for all---success. Get involved in your community, take interest in your community and State legislative bodies and make yourself aware of potential opportunities and threats that could impact you/your business. I am convinced that the CDCC offers all of these pieces and more and can help set the path in getting you and your business on the road to success.

American Heart Association in Delaware seeking CPR Ambassadors and sponsors



This year, in support of the American Heart Association in Delaware and their CPR in Schools Campaign, businesses have signed on as CPR Ambassadors. Their event sponsorships this year include a gift of CPR Training Equipment for the school of their choice. Over 30,000 individuals are trained in CPR here in Delaware thanks to the efforts of the American Heart Association and generous supporters like Benton Law, PA and Keystone Funding Group. These gifts support

the recent public school regulation that requires all seniors to know Hands-Only CPR before graduating high school. These generous sponsors will be showcased at the upcoming 33rd Annual Southern Delaware Heart Ball on Saturday, June 1st at Dover Downs Hotel. The theme this year will be "Heart of a Champion" and Vintage Las Vegas. For more information on how you can become a CPR Ambassador or sponsor at any level, contact: karen.gritton@heart.org.





BLUESUITERS GOLF TOURNAMENT
Wednesday, May 22nd ~ 10:00am
Jonathan's Landing Golf Course

\$70 per golfer or \$70 to Sponsor an Airman to golf
Contact the CDCC to register to golf with us -
302-734-7513 or cbreneman@cdcc.net.

Thank you to our Event Sponsors!



Cornerstone Member - Dover Federal Credit Union

What makes up my credit score?

You see it when you apply for a loan, in financial apps on your phone and all over. Everyone wants it – but what does it actually mean to have “good credit”? And, how can you get and keep your score where you want it?

More times than not, the score that you see when you look at your credit is your FICO score. This number is meant to represent your financial health and to let lenders know how reliable you are as a borrower. This score also determines the rate that accompanies the loan or line of credit that you are applying for. When you are looking to make a large purchase your FICO score has the ability to save you thousands and thousands of dollars in interest.

Before we get into possible ways that you can raise your score and potentially save money, let's take a look at the five areas that make up your credit score:

Payment History (35%) - This one speaks for itself! The repayment of your past debt is a major factor in the calculation of credit scores. It typically helps determine future long-term payment behavior. Both revolving credit (i.e. credit cards) and installment loans (i.e. mortgage) are included in payment history calculations, although installment loans take a bit more precedence over revolving credit. This is why one of the best ways to improve or maintain a good score is to make consistent, on-time payments.

Amounts Owed (30%) - This category is basically credit utilization, or in other words, the percentage of available credit being used/borrowed. Credit score formulas consider borrowers who constantly reach or exceed their credit limit as a potential risk. This is why it's a good idea to keep low credit card balances and not overextend your credit limits. **(This is one reason that you DO NOT want to close an account! Sometimes it is better to just cut up the card.)**

Length of Credit History (15%) - This factor is based on the length of time all credit accounts have been open. It also includes the timeframe since an account's most recent transaction.



Newer credit users could have a more difficult time achieving a high score than those who have a credit history since those with a longer credit history have more data on which to base their payment history. **(This is another reason that you DO NOT want to close an account if you have had it for a long time and are unsure how it will affect your score!)**

New Credit (10%) - Today's higher use of credit factors into FICO® Score calculations. Still, opening several new credit accounts in a short period of time can signify greater risk – especially for borrowers with a short credit history. How you shop for credit and within what timeframe can affect your FICO Score in a number of ways.

Credit Mix (10%) - FICO® Scores consider the combination of credit cards, retail accounts, installment loans, finance company accounts and mortgage loans. Credit mix is not a crucial factor in determining your FICO Score unless there's very little other information from which to base a score.

With scores ranging from 300 to 850, you may not even know if your score is good, average or bad. Trust us when we say that you are not alone. It actually isn't uncommon for someone to not know their score at all. In most cases a scores are generally interpreted by lenders as follows:

- 800-850 - Exceptional
- 740-799 – Very Good
- 670-739 – Good
- 580-669 – Fair
- 300-579 – Very Poor

If your score is above 670, keep up the good work! Keep paying your bills on time and monitoring your spending. If your score is not quite there, don't panic! Now is the time to get your journey started towards the score that you want!

Boosting your score

First, if you're having issues with your credit usage, take your credit cards out of your wallet, off of your online accounts (like Amazon), and off of your mobile device. Convenience is a great thing, but can be detrimental to your financial health and credit score if you have issues controlling the itch to spend.

Second, check your credit score with each of the three major credit bureaus using annualcreditreport.com. This is a great first step and is the perfect time to review that everything on your credit report belongs there. If you see anything unusual, contact the credit bureau or your financial institution as soon as possible to start working towards resolving the issue.

Third, if you don't already have a plan of how you are going to pay off your debt, a budget that you can stick to has the power to be your best friend. Your budget should include your debt repayment schedule, fixed and variable expenses, and all income that you have. When you start living your life by a budget you begin to cultivate responsible habits which ultimately lead to you improving your score.

Lastly, if you do not know where to start and don't want to fight this fight alone, you have a partner that will help you get there! Schedule your **FREE Credit Score Analysis with Dover Federal Credit Union!** Dover Federal's Credit Score Analysis program is designed to provide you with a plan that will **H.E.L.P.** you accomplish four things:

- Help you raise your credit score.
- Eliminate high interest debt.
- Lower your monthly payments.
- Pay off your debt faster.

Contact Dover Federal Credit Union today to see where you stand and to start the journey to giving yourself one of the best gifts possible – a great credit score. We'll help you get there, wherever that may be!



2019 Awards for Excellence Dinner

Thursday, June 13
5:30 p.m. - 9:00 p.m.
Dover Downs® Hotel & Casino

Connell, Carey & Associates

Brought
to you by:



Join the CDCC in honoring special volunteers and supporters of the Chamber. This event is held to pay tribute to the individuals who give so much back to the Chamber and their communities!

The Excellence in Business Award categories are Small Business of the Year, Large Employer of the Year and Young Professional of the Year. For more information about the event or award nominees, visit cdcc.net/awardsforexcellence

302-734-7513



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New Member Spotlight

Heartland

Since 1987, Heartland has been an advocate for and served small businesses. Heartland is a founding supporter of the "Merchant Bill of Rights," providing a philosophy and guiding principles for ethical business, in an industry that is completely unregulated. The primary service Heartland offered originally was electronic payment services for credit card processing and ACH checking account payments. Before long, Heartland expanded its basic services to include gift and loyalty cards, payroll, lending, and e-commerce website payments.

Most recently, Heartland has added specialty products to enhance business productivity, including Payment Analytics and Customer Intelligence, that simplify social media marketing and allow the business owner to measure return on investment for their advertising expenditures. Previously, if a business owner advertised on the radio, billboards, or on TV, it was difficult (if not impossible) to determine if they were

reaching and increasing their ideal customer base. Now, the effectiveness of those large investments can be determined not only by increase in revenue but also by how many new or repeat customers are the actual target audience or ideal customer for that business.

In 2016, Heartland was purchased by Global Payments so, although the scope of the company is now worldwide, the credo of the company, *Respectfully Serving Entrepreneurs* carries on. Global and Heartland continue to adapt and innovate to anticipate the needs of their clients, and in September 2017 Global/Heartland was named one of the Top 50 of Forbes Top 100 Most Innovative Companies in the World and named by Accenture as one of the top two, worldwide, for E-Commerce solutions.

Leah Gray serves small business and larger independent business owners in Delaware and surrounding states as a point of contact in Delaware for Heartland. Having owned, built, and sold a suc-

cessful small business herself, she understands the challenges faced daily by the entrepreneur, and is genuinely engaged in helping her clients' businesses succeed. She believes in providing exceptional information to help business owners make decisions in their own best interest, and in exceeding client expectations with service. Her experience in serving small business owners with financial and marketing expertise for over 18 years enables her clients to avoid expensive mistakes, while increasing business revenue.

Leah also serves on the Legislative Affairs Committees for the Central Delaware Chamber of Commerce and as one of their Ambassadors, as well as participating with industry associations to advocate for small business in Legislative Hall in Dover. She is continuously connecting business owners to exceptional service providers and organizations that specifically benefit the independent business owner.



Connect with Leah on LinkedIn
Email: Leah.Gray@e-HPS.com
Cell: (302)463-8989

DO YOU HAVE NEWS?

Are you celebrating an anniversary, winning an award, hosting an event, hiring new employees...?

We want to hear from our members!

Send your press release to info@cdcc.net.

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Excellence in Business Awards

Place your vote for the Excellence in Business Awards today! Every Chamber member business can vote one time for the person/business that they feel best embodies the criteria for Excellence in Business. You have one vote for each of the three categories.

A committee made up of previous award winners reviewed all the nominations submitted by you, the members, and selected the following individuals and companies in the Small Business of the Year, Large Employer of the Year, and Young Professional of the Year categories.

Small Business of the Year

Harvest Ridge Winery
Parkview RV Center
Shore United Bank

Large Employer of the Year

Delaware State Housing Authority (DSHA)
Johnny Janosik, Inc.
Modern Maturity Center, Inc.

Young Professional of the Year

Kelly Hurd – Faw Casson
Ashleé Walker – Dover Federal Credit Union
Jessica Yocum – Fifer Orchards, Inc.

Ballots have been mailed to CDCC Members with your nominees for Excellence in Business Awards. Return your ballot by May 24, 2019 to the CDCC Office by mail at 435 N. DuPont Hwy, Dover, DE 19901, by fax at 302-678-0189 or by email to cbrenneman@cdcc.net. Only one ballot per business may be submitted. This year, you can submit your votes online!! Visit www.surveymonkey.com/r/CDCC Awards2019 to vote today!

Winners will be announced at the Awards for Excellence Dinner on June 13th at Dover Downs® Hotel & Casino.

NOMINEES FOR SMALL BUSINESS OF THE YEAR

Business: Harvest Ridge Winery
Address: 447 Westville Road / Marydel, DE 19964
Primary Contact: Stephanie Poet, Tasting Room Manager / Event Coordinator
Telephone: 302-343-9437



Photo Credit: C.M. Baker Photography

Describe the business:

Mission/Philosophy: To have a world class team working together to deliver an exceptional customer experience.

Primary good or service provided:

Wine & Cider, Internal & Private Events

Number of years in business: 5 Years

How did your business start?

Chuck Nunan began making wine in his basement in 1995 with rave reviews.

In 2010, during a trip to Charleston, South Carolina for his son's wedding, Chuck visited a winery there and was inspired to take his love of wine and winemaking and turn it into something bigger. He and his wife, Chris, had purchased land in 2005 for a family farm in Marydel, Delaware, which he decided to turn into Harvest Ridge Winery.

The name "Harvest Ridge" was the original name of the farm and was retained for the winery. The first vines were planted in 2011 – Chardonnay, Viognier, Malbec, and Merlot. The winery opened to the public (as Delaware's fourth winery) on November 1, 2013.

Harvest Ridge Winery's property spans the borders of two states – Delaware and Maryland. It is on the historic Mason-Dixon Line. In fact, one of the most unique features of the property is the existence of one of the Mason-Dixon's original witness stone and crown markers – number 47 – located on the property.

Number of employees:

Full-time: 10

Part-time: 30

Describe the growth of your business:

In staffing increases: We started in 2013 with 2 Full-Time and 7 Part-Time employees and have grown from there.

In Sales: Our first year in production we produced and sold approximately 2,500 cases. In 2018, we sold approximately 7,000 cases of wine/cider and hope to increase production in 2019 to 8,000 cases.

Describe the challenges facing your business:

One of our biggest challenges will always be the weather.

Describe solutions developed to address those challenges:

We do this thing at the winery called the "rain dance" when we want rain to come and help the grapes grow! And then we sing "rain, rain go away" when we get too much rain and just want the sun to come out! ;)

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

We didn't develop the "Team Effort", but we live by it. We are all a family and we work together to make this business grow. Part of our core values is to take care of our people and provide an environment for our people to grow. And we continue to work together as a team and not only grow this business, but grow as individuals. We communicate extremely well by having our weekly & monthly management meetings to review

the business plan, stay up to date on information, and just to bounce new ideas off of each other. Communication is key and we develop some of the best ideas when we are joined together as a TEAM sipping on some delicious Harvest Ridge wine.

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

We were blessed to be able to open up a secondary location in Pennsylvania this past year. There are plans for more expansion in the future. Our wine club is continuously growing and we have a goal of 5,000 members to reach over the next 5-10 years. Something new we just started this year was canning our wine and cider. We are hoping to continue expanding that in the next few years as well! So stay tuned!

What distinguishes your business from the others?

Our TEAM!! Come visit and you will find out!

What contributions have you made in the community?

Another one of our core values is to be able to give back to our community. Just from one of our charitable events that we hold each year – the food truck competition – we have been able to give \$61,664 over the past four years to local veteran charities because of our loyal customers!

Serving on boards/committees:

Delaware Wineries Association and Hero Hunts Foundation

Serving as a volunteer:

Salvation Army, Hero Hunts Foundation, and Operation Warm Heart DAFB

Providing in-kind services:

Food Truck Competition – Disabled American Veterans & Hero Hunts Foundation, Stomp Out Childhood Cancer – AI DuPont Childhood Cancer Research, 5K's – Operation Warm Heart DAFB, Blue Line White Event – Stephen Ballard Memorial Fund, Red Line Red Event – Marydel Fire Department & The Terry Farrell Foundation, and Miscellaneous Donations throughout the year to our local community.

Business: Parkview RV Center
Address: 5511 DuPont Parkway / Smyrna, DE 19977
Primary Contact: Ryan Horsey, Vice President of Fixed Operations
Telephone: 302-653-6619

Number of years in business: 50 Years

How did your business start?

Parkview RV was established by Robert & Lucille Horsey in 1968. Original intentions were to begin with selling RVs and pre-owned automobiles but we have been exclusive to selling RVs since 1975. They started with three employees and a \$10,000 line of credit for inventory. We now employ 25 full-time and 6 part-time employees.

Number of employees:

Full-time: 25

Part-time: 6

Describe the growth of your business:

In staffing increases: from 3 to 31 employees

In Sales: \$200,000 to \$12,000,000
Facility – 2,000 sq. ft. / 1 acre to 16,800 sq. ft. / 10 acres



Photo Credit: C.M. Baker Photography

Primary good or service provided: The sale of recreational vehicles while providing parts, accessories, RV rentals and service.

NOMINEES FOR SMALL BUSINESS OF THE YEAR

Business

Continued From Page 7

Describe the challenges facing your business:

- Internet marketing has increased competition between retailers & lowered margins.
- Health care costs continue to increase and causes a challenge for small business.

Describe solutions developed to address those challenges:

- Re-allocated resources for e-marketing to increase sales
- Eliminate low margin products
- Increase efficiencies in service

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

- Code Green owners appreciation at delivery
- WIG session weekly meetings ("Wildly Important Goals")

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

- Expand Parkview's footprint throughout Delaware in each of the three counties.

What distinguishes your business from the others?

Staffing, Culture, Quality High-end Products, Processes with excellence & execution, and Philosophy of constantly evolving through learning and training

What contributions have you made in the community?

Serving on boards/committees: Rick Horsey is a Past Chairman of the Recreational Vehicle Dealers Association N.A. and a Past Chairman

of the RV Learning Center and is a facilitator for their Strategic Planning. Ryan Horsey serves as State Delegate and sits on the Board of Directors for the Recreational Vehicle Dealers Association.

Serving as a volunteer:

Church Council at Asbury UMC, Strategic Leadership Council for Kenton UMC, Christian Mission Trips, Volunteering at Code Purple, Volunteer Instructor for Youth/Adult/Law Enforcement Karate "Isshinryu" & Gracie Jiu Jitsu at Delaware Bushido Academy

Providing in-kind services:

Strategic Leadership Consultation for Asbury UMC, Numerous local and state sponsorships: Little League, Town of Smyrna, Special Olympics, State Parks Seminars for RV usage, Young Marines

Business: Shore United Bank
Address: Two CDCC Member branch locations in Delaware -
800 S. Governors Ave., Dover, DE
120 W. Main St., Felton, DE
Primary Contact: John Augustus, VP, Market Manager - Delaware
Telephone: 302-284-1635

Describe the business: Shore United Bank is a full-service community bank with a rich history dating back to 1876. We offer innovative financial services delivered with the personal touch you expect from a community bank. There are four branch locations and one Loan Production Office (LPO) in Delaware located in Camden, Dover, Felton, Milford and Middletown. The LPO is located in Middletown and bank transactions are not accepted or processed at this location. In addition to Delaware, we serve a broad geographic area with branches in Maryland and Virginia. We provide a comprehensive suite of digital banking services that allow you to bank with us no matter where life takes you. In addition to banking, we offer trust and wealth management services through Wye Financial & Trust, a division of Shore United Bank. Together, our team of experienced professionals is dedicated to helping you achieve your financial goals.

Mission/Philosophy: Shore United Bank's Corporate vision and values are dedicated to the success of others "Our Mission is Your Success". As a company, we strive to help our clients and our communities meet their financial goals and achieve financial success. We value the relationships we've earned by being trusted advisors and providers of financial services over the past 100+ years. We are committed to continuing that legacy, to building long term relationships and to providing exceptional service. Our commitment is critically important to the financial health of our communities. In addition to our economic impact, annually, our employees provide over 7,000 hours of volunteer service.

Primary good or service provided: Shore United Bank offers personal and business banking solutions with the personal service you expect from a community bank. We have a comprehensive suite of online and mobile product services to help clients meet their financial goals. For a complete list of our personal and business services visit: ShoreUnitedBank.com

Number of years in business: Shore United Bank dates back to 1876. Through mergers and acquisitions we expanded to Delaware by acquiring four branches previously known as The Felton Bank in 2011.

How did your business start?

We have an interactive timeline of our business growth available on our website at www.shore-unitedbank.com/about/history that encapsulates the history of the Bank beginning in 1876.

Number of employees working in Delaware:

Full-time: 28

Part-time: 0

Describe the growth of your business:



Expressed over 5 years (2014-2019)

In staffing increases:

2014: 20 full-time, 3 part-time, 3 locations

2019: 28 full-time, 0 part-time, 5 locations

In Sales:

In deposits: 29.58% increase

In loans: 170% increase

Describe the challenges facing your business:

We strive to meet the financial needs of all demographics in our market areas which we do by offering traditional products while introducing new digital products that benefit customers of all ages. As technology continues to advance, we continuously look for ways to leverage new developments to create efficiencies, improve processes, and make banking more convenient for our customers. Each year we see a steady increase in the number of customers performing transactions through our online and mobile banking services. Many of our customers are using mobile devices to make deposits, pay bills, transfer money and pay for purchases.

Describe solutions developed to address those challenges:

We are seeing a steady increase in the number of customers who prefer cashless transactions like debit cards and mobile wallets to make purchases, and person-to-person payment services that provide a quick and easy way to exchange money between friends. To keep up with customer expectations and the rapid advances in technology, we are investing in digital services to stand out from our competitors. In the first quarter of 2019, we introduced a new person-to-person payment service, Pay Someone. Users who are enrolled in our mobile or online banking service can send money to friends and family even if the recipient does not have a Shore United Bank account. All you need is an email address or the mobile phone number of the person you want to pay.

Customer preferences are every-changing. To open an account, they no longer want to make the trip to the bank or wait for a customer service representative. Instead they often prefer fast, easy and secure technology when opening an account. Later this year, we will introduce a new tablet-based deposit platform that will allow users to open deposit accounts in the branch or on-site at a customer's location. The use of tablets eases the account opening process for customers and creates internal efficiencies.

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

See response above.

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

Looking forward, we remain committed to the success of our clients, filling in the gaps of our footprint and providing our shareholders with a favorable return.

What distinguishes your business from the others?

Shore United Bank provides clients with flexible, customized financial solutions delivered by a team of professionals who understand our clients' history and industry trends to help clients achieve positive outcomes in ways that matter most to them.

What contributions have you made in the community?

As a community bank, we believe it is important to help our local schools, senior centers and other organizations by providing financial education through on-site programs and presentations. In 2018, our employees provided credit counseling and financial literacy training to numerous students K-12, young adults, seniors and local homeless shelters. By providing financial literacy to our communities we help individuals:

- Make financial decisions with confidence
- Understand options when choosing a mortgage, saving, or paying down debt
- Negotiate and establish goals for investments
- Prevent identity theft and avoid online scams
- Differentiate between financial dreams and reality and establish a budget
- Stress less and achieve more, ultimately improving quality of life

We feel strongly that helping others establish a strong financial foundation is a valuable way to leverage our talents, skills and resources to make a positive impact in the communities we serve.

Serving as a volunteer:

Together our employees volunteered over 7,000 hours serving local organizations in 2018. Employees of Shore United Bank's Delaware branches have donated over 300 hours volunteering for organizations throughout the Delaware area - including animal shelters (Kent County SPCA), local fire and police departments (Felton Fire Company, Dover Police P.A.L.), schools (Caesar Rodney, South Dover Elem.), and more.

NOMINEE FOR LARGE EMPLOYER OF THE YEAR

Business: Delaware State Housing Authority (DSHA)

Address: 18 The Green / Dover, DE 19901

Primary Contact: Jessica Eisenbrey, Director of Public Relations

Telephone: (302) 739-4263

Describe the business:

Delaware State Housing Authority (DSHA) was created in 1968. Over the past 51 years, DSHA has emerged to serve an integral role in Delaware's overall economic and social plan, demonstrated by the inclusion of the DSHA Director as part of the Governor's Cabinet in Delaware State Government. Today, DSHA functions as a government agency as well as an entrepreneurial lending institution. DSHA makes mortgage and other loans to both for-profit and nonprofit housing developers; works with partner mortgage lenders to offer mortgages and other assistance to low- and moderate-income homebuyers; and administers numerous federal and state funding sources for affordable housing, community development and addressing homelessness. In addition to its role as the State's Housing Finance Agency, DSHA is unique in that it also owns and operates Public Housing, and acts as a community development agency. DSHA provides a host of programs, most of which are available on a statewide level, to address Delaware's affordable housing needs.

Mission/Philosophy:

The mission of the Delaware State Housing Authority is to efficiently provide, and assist others to provide, quality, affordable housing opportunities and appropriate supportive services to low- and moderate-income Delawareans.

Primary good or service provided: Providing quality, affordable housing in Delaware

Number of years in business: 51

How did your business start?

DSHA was created in 1968 as a public corporation in the Delaware State Department of Housing. In 1970, DSHA became part of the Department of Community Affairs and later, in 1987, joined the Delaware Economic Development Office. Recognizing the critical services provided by DSHA, then-Governor Tom Carper established DSHA as an independent authority in the Executive Department in 1998, with its Director reporting directly to the Governor as a member of the Cabinet.

Number of employees:

Full-time: 130

Part-time: 9

Casual Seasonal: 3

Describe the growth of your business:

In staffing increases:

DSHA began with just a handful of employees in 1968 and has since grown to employ 142 people throughout the state.

In Sales:

Since 1968, when the Delaware General Assembly appropriated \$100,000 for first-year operations, DSHA's financial and physical assets have grown to more than \$1.5 billion. This includes an annual average of \$300 million in federal, state and bond funding and \$11 million in operational funding.

Describe the challenges facing your business:

Many people in Delaware probably do not realize how many programs and services DSHA offers the public. For Delawareans looking to buy a home who may need down payment or closing cost assistance, we can help. We also have funding available through the state's Downtown Development District program for business owners, homeowners or investors interested in helping improve our cities and towns. Our Strong Neighborhoods Housing Fund provides resources to nonprofit developers and community groups to help fight blight and vacant properties in communities throughout the state, and our Home4Good program offers funding for nonprofit organizations working to end homelessness. As a member of Central Delaware Chamber of Commerce, we are always looking to connect with business owners and other organizations in the state who can benefit from our programs, and this nomination



can help us do just that.

Describe solutions developed to address those challenges:

In recent years, DSHA has worked to increase our outreach and marketing efforts so we are reaching more of the people who can benefit from our work. We are currently running our Kiss Your Landlord Goodbye marketing campaign – you may have seen our giant red lips on billboards and cars! This campaign has been very successful in promoting our homeownership programs and in creating overall awareness of who DSHA is and what we do.

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

Over the past decade, DSHA has worked to expand its impact and assistance in the area of community development. A key piece of this has been the development of the Downtown Development District program.

Working with then-Governor Jack Markell, the legislature and the Office of State Planning Coordination, DSHA launched the Downtown Development District program in 2014. The program was created to spur private capital investment in commercial business districts and other neighborhoods; stimulate job growth and improve the commercial vitality of our cities and towns; and help build a stable community of long-term residents in our downtowns and other neighborhoods. The Downtown Development District program is currently available in eight designated districts. Projects in these designated districts have access to numerous local and state incentives, most prominently the Downtown Development District Rebate administered by DSHA. The program has proven that a relatively small amount of state investment can help generate and support significant private investment in our downtown areas. With the support of the state legislature, DSHA has invested \$29.3 million in the program to-date and spurred \$551 million in private investment in eight designated downtown districts in all three counties. Many of the business owners, nonprofit organizations and investors who receive funding tell us that their projects would not have gotten off the ground without Downtown Development District funding. We are proud of the work this program has allowed us to do to positively impact cities and towns throughout our state, and we continue these efforts today.

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

DSHA's broad strategic goals are to:

- Ensure affordable rental housing;
- Advance and sustain homeownership; and
- Promote inclusive, sustainable communities

and effective systems to address housing needs.

Within those broad goals, we are working to expand our rental housing financing options, expand rental assistance to special populations, continuously refine and expand our homeownership programs, prevent and end homelessness by working with state and local partners, and support strategic neighborhood revitalization, community and downtown development initiatives.

What distinguishes your business from the others?

DSHA is a unique business in that we are a quasi-state government agency that provides resources and funding in a variety of areas. From the family in need of affordable housing to the local restaurant owner planning to renovate their business, DSHA's programs can offer assistance. We lend support to local nonprofit organizations, homebuyers and homeowners, businesses, investors and others. Our influence is felt throughout the state, and we are proud of the accomplishments our organization has had in the last 51 years. We continue to think outside the box on how we can further improve our state, and our employees work every day to help make a difference in the lives of our neighbors.

What contributions have you made in the community?

Serving on boards/committees:

DSHA staff serve on a variety of committees, task forces and other groups related to housing including the Delaware Continuum of Care on homelessness, the Sussex Housing Group, Delaware Complete Count Commission, Division of Substance Abuse and Mental Health (DSAMH) Advisory Council, Delaware Chapter of the National Association of Housing and Redevelopment Officials (DE-NAHRO), Penn-Del Affordable Housing Management Association (AHMA), Delaware Association of Realtors, and others.

DSHA's director Anas Ben Addi also currently serves on several state committees including the Family Services Cabinet Council, Governor's Commission on Building Access to Community-Based Services, the Cabinet Committee on State Planning Issues, the Delaware Correctional Reentry Commission, Delaware Supplier Diversity Council, and the Delaware Workforce Investment Board. On a regional level, he is a member of the Federal Home Loan Bank of Pittsburgh's Affordable Housing Advisory Council which assists the Board of Directors of the Bank in identifying the housing needs of very low-, low-, and moderate-income families and households. He is also a member of the Board of Directors for the National Council of State Housing Agencies, where he works with his fellow housing directors to shape national housing policy.

Serving as a volunteer:

DSHA's role of serving as a volunteer for the community has included helping Delaware's Homeless Veterans via development of funding sources as well as scheduling events for employees to raise money for the Delaware Veteran's Trust Fund; developing and supporting employee fundraising events benefiting Catholic Charities utility assistance programs; raising funds for those needing disaster relief; scheduling and working for various housing builds within Milford Development Corp. and Habitat for Humanity; offering employee opportunities to donate to communities and those in need during the holidays and winter months; working to beautify public housing sites and neighborhoods; offering staff the chance to mentor children and students in elementary schools and colleges; supporting downtown development projects; participating in the Senior Community Service Employment Program to assist the elderly in training for jobs; and providing internship opportunities to local students.

Providing in-kind services:

DSHA staff provides free training, mentoring, and other resources on fair housing and community development throughout the year.

NOMINEES FOR LARGE EMPLOYER OF THE YEAR

Business: Johnny Janosik, Inc.
Address: 11151 Trussum Pond Rd / Laurel, DE 19956
Primary Contact: Dan Welch, CEO / Dave Koehler, Owner / Lori Janosik Morrison, Owner
Telephone: 302-875-5955

Describe the business:

Mission/Philosophy:

Our Mission: To make Johnny Janosik an exciting, convenient and comfortable place for our customers to shop and buy home furnishings. We strive to make Johnny Janosik a pleasant and rewarding experience for your shopping pleasure.

Philosophy: "Be Honest, Be Fair, and Give Great Service"

Primary good or service provided: Furniture & Mattress retailer with specialization in Home & Commercial Design Services

Number of years in business: 66 Years

How did your business start?

Johnny Janosik, Inc. is the evolution of a family business that was started by Mary Louise and Johnny Janosik in 1953. Johnny was a TV technician who graduated from Valparaiso Technical Institute after serving in the U.S. Navy in World War II. From TV service, they expanded into sales of TV's and appliances in downtown Laurel and later furniture.

Number of employees:

Full-time: 300

Part-time: 20



Describe the growth of your business: (2018)
In staffing increases: 30+

In Sales: \$55M-\$59M

Describe the challenges facing your business:
 Competition for service minded high quality team members.

Describe solutions developed to address those challenges:

Offering comfortable, fun and engaging places to work with incentive based compensation plans

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

Expanding product offerings to include Outdoor Furniture, Pool Tables and Game Room Furnishings.

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

Provide Quality, Value and Service to our growing customer base.

What distinguishes your business from the others?

Complimentary In Home Design Services and Custom Options

What contributions have you made in the community?

Serving on boards/committees: Habitat For Humanity, Laurel and Western Sussex County Chamber Of Commerce, Boys & Girls Clubs, Nanticoke Rotary, Furniture Marketing Group, National Home Furnishings Association

Serving as a volunteer: Habitat for Humanity

Providing in-kind services:

Salvation Army, Habitat for Humanity, Boys & Girls Clubs, Volunteer Fire Departments, Dove Pointe, Epworth Christian School, The Benedictine School

Business: Modern Maturity Center, Inc.

Address: 1121 Forrest Ave. Dover, DE 19904

Primary Contact: Carolyn Fredricks, President/CEO

Telephone: 302-734-1200 x113

Describe the business:

Mission/Philosophy: provide programs and services that enhance the quality of life, with respect and dignity, for individuals age 50+.

Primary good or service provided: human services for older adults

Number of years in business: 50

How did your business start?

In 1968 there wasn't any such facility in Dover, but as the older population increased, a group of volunteers taking a class on aging saw the need for just such a gathering place. On March 4th, 1969 the Modern Maturity Center was officially incorporated.

Number of employees:

Full-time: 58

Part-time: 186

Describe the growth of your business:

In staffing increases: We started in 1969 operating from a small house to a campus that includes a 75,000 square foot main facility and a 25,000 sq. ft. medical arts facility. We are the contracted agency for the nutrition program, employment training, and volunteer services for Kent County. Our nutrition program provides all the congregate and homebound (Meals on Wheels) meals for the Modern Maturity Center, Harrington Senior Center, Milford Senior Center, Mamie Warren Senior Center, Peach Circle and Luther Towers. Last year we served more than 318,000 homebound meals to 6,549 unduplicated clients.

In Sales: We are a non-profit. Our annual operating budget for 2018



was \$6,776,943.

Describe the challenges facing your business: Continued state and federal funding for aging services

Describe solutions developed to address those challenges: Advocacy and fundraisers including a Save our Seniors campaign that included busing members to Legislative Hall to protest cuts to Grant-in-Aid. We increased the number of fundraisers held to raise money to support our programs for older adults. In addition to our two annual dinner theaters and February Doo-Wop show, we added two Don-Del theater productions, a southern gospel concert, a Sinatra/Streisand tribute and a Motown concert.

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

Recognizing a need for a program to support those older adults who are between the general membership and adult day services, we ap-

plied for a grant from the Brookdale Foundation to develop a pilot program to address the needs of those with early memory loss. Our early memory loss program, Front Porch, was the first of its kind in Delaware and has now expanded to five days a week.

We were also instrumental in working with legislators to establish the Senior Trust Fund.

What are the goals for your business in the next three to five years? To address the increasing demand for caregiver support services and services for early memory loss clients.

What distinguishes your business from the others? We are the largest senior center in Delaware with a large range of services provided on our campus. We offer a transportation program throughout Kent County providing door to door service for clients in our adult day services as well as our early memory loss program. We are a one-stop shop for aging services and pro-

grams. In addition to our nutrition, education, wellness and recreational programs, we offer a caregiver resource center and a care manager. Our medical arts building houses Pivot physical therapy and rehab center, the Hope Clinic, a doctor's office (Lifespan Medical Services), and our caregiver resource center and adult day services.

What contributions have you made in the community? We provide aging services throughout Kent County including nutrition, employment training, and volunteers. Some of the agencies that we partner with to provide services to our members are: AARP Tax Aide and Defensive Driving, Bayhealth, Delaware Community Legal Aid Society Elder Law Program, Stand By Me 50+ Financial Coaching, Senior Medicare Patrol, Delaware Eye Specialist (screenings), Vitas Hospice, Department of Veterans Affairs, United Healthcare, Easter Seals, Food Bank of Delaware and many more. We also provide internships for students from all the local colleges and universities.

Serving on boards/committees: Our President/CEO previously served on the DANA Board, is a member of the Delaware Aging Network, Co-Chair of the state's Advisory Committee on Aging and serves on the Board of Calvary Wesleyan Church.

Serving as a volunteer: Our RSVP program has 815 volunteers serving at 56 sites throughout Kent County. The economic value of the 130,000 hours they provided last year was \$3,209,700.

Providing in-kind services: We provide office space for the Hope Clinic at no charge, as well as AARP Tax Aid.

NOMINEES FOR YOUNG PROFESSIONAL OF THE YEAR

Name: Kelly Hurd
Title: CPA/Supervisor
Business: Faw Casson
Address: 160 Greentree Drive, Ste 203, Dover, DE 19904
Telephone: 302-674-4305



Number of Years at your current company/organization: 3.5 years

Describe your current role with the company/organization:

I am currently a Supervisor at Faw Casson. I manage client engagements including tax returns, reviews, employee benefit plan audits and other business services. I get to create meaningful relationships with our clients while working on projects that I enjoy. My primary focus is on individual tax returns as well as larger partnerships and corporations. I spend a lot of my day doing research and finding answers. As an up and coming leader at Faw Casson I also am able to mentor the newer staff and assist them in finding their strengths and career goals.

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

In the next few years I plan to continue to nurture my client relationships, hone my technical tax skills and be able to play an even larger role in Faw Casson's tax department. My ultimate career goal would be to become a partner and a tax director within the firm.

What distinguishes you from other young professionals?

One of my greatest assets, and one that distinguishes me from other professionals my age, is my tenacity.

As a goal-oriented person, I fixate on what needs to be done and systematically knock off the tasks that get me closer to achieving that goal. I pride myself on not being deterred in any way when targeted on achieving something. This trait is a huge benefit to my clients, as I make their goals my goals, and together we accomplish big things.

What contributions have you made in the community?

Serving on boards/committees: I serve on the board of my hometown Youth Softball League. I am halfway through my second term and plan to continue supporting this wonderful association for young girls.

Serving as a volunteer: I love the chance to help others and look forward to volunteer opportunities. I have coached a girls youth softball team, participated in the Lewes Dragon Boat Festival to support Sussex Academy, provided and served dinner at the Dover Interfaith Mission on multiple occasions, assisted with a Read Aloud Delaware book drive and presented

to Smyrna High School students about important life skills in taxes and financial responsibilities.

My upcoming volunteer events include serving dinner at Victory Village a Veteran's home in Middletown, helping with an Earth Day cleanup of Killen's Pond and creating a "Yards for Yeardeley" campaign to support the One Love Foundation.

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

I received my Bachelor's Degree from Salisbury University in 2012 and my Master's Degree in Business Administration from Wilmington University in 2016. I sat for all four parts of the CPA exam and passed within a year, while working full time at Faw Casson and as a single mom. My son is 4 years old and thinks it is super cool for his mom to be a 'countant all day. Loving what I do and getting to help others all while making my child proud are my biggest accomplishments.

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

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 members' 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?

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.

Name: Jessica Yocum
Title: Coordinator CSA Program, Coordinator Events and Group Tours, Administrative Assistant
Business: Fifer Orchards, Inc.
Address: 1919 Allabands Mill Road, Camden-Wyoming, DE 19934
Telephone: 302-697-2141



Number of Years at your current company/organization: 12 years

Describe your current role with the company/organization:

As an ambassador of Fifer Orchards, I represent the values of the Fifer family and help to achieve the Fifer Orchards Mission Statement: "To grow and sell high quality produce, while preserving the environment, serving the community and maintaining family values."

I plan, coordinate, and implement our Community Supported Agriculture (CSA) Program that is a direct partnership with the consumer, providing fresh and local fruits and vegetables in a weekly membership. I cultivate and maintain partnerships with businesses, organizations and schools within our local community. As an example, I work with the Culinary Arts class at Caesar Rodney High School where the students use the contents of our weekly CSA boxes to create original recipes that we

share with our CSA members.

I oversee our agritourism events such as festivals, field trips and tours for school groups and organizations throughout the year. Through social media marketing, networking events such as CDCC mixers, and attending regional and national agricultural industry conferences, I represent the business and agriculture as a whole.

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

My professional goals are to constantly improve and be better than the day before. I want to expand our Community Supported Agriculture Program and promote healthy eating and loyalty to the local program

at Fifer Orchards. As I further my education I will continue to work with school districts and colleges to reach more students and peers by sharing the value and importance of the field of agriculture.

What distinguishes you from other young professionals?

Passion. My passion has always, and always will be agriculture. An example of my positive leadership is my commitment to educate others through my long term position at Fifer Orchards. Whether it is visiting schools and educating students about careers in the agricultural industry and business, serving on panels during Delaware Agriculture Week at the Delaware State Fair Grounds or speaking during the Mid-Atlantic Women in Agriculture Conference, my passion for agriculture shines through. I also participate in community outreach by talking on WBOC Delmarva Life, meeting with travel writers through Kent County Tourism and speaking on various radio stations about my dedication and love towards this industry.

What contributions have you made in the community?

Serving on boards/committees: ARISE Delaware Fundraising com-

mittee, Delaware State University Secretary of The Wildlife Society

Serving as a volunteer: My volunteer work has included: Delaware FFA highway clean ups and sales, ARISE Flannel up for Funds, Harvest Hustle 5k, Dogfish Dash 5k, Delaware Community Foundation Fund for Women Fun(d) Feast at the Farm, Delaware Breast Cancer Coalition, representing the peach industry by attending events as the Peach Queen of Delaware.

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

I am a native Delawarean. I am a proud Rider, graduating from Caesar Rodney High School where I was in FFA and received various FFA awards. I received my Bachelor's Degree in Agriculture Science from Delaware State University and participated in FFA and The Wildlife Society. I am pursuing my Master's Degree from Wilmington University in Education. I love spending time with family and friends and enjoy traveling. Disney properties and tropical resorts are among my favorite travel destinations.

PAM Rehabilitation Hospital of Dover Celebrates Ribbon-Cutting Ceremony at New Facility on McKee Road

The Newly Opened PAM Specialty Hospital of Dover Brings Advanced Specialty Care Close to Home

Dover, DE—Post Acute Medical Rehabilitation Hospital of Dover (PAM) hosted a Ribbon Cutting Ceremony on Friday, April 5, which marked the official opening of the first and only Rehabilitation Hospital located in Kent County – providing care for patients with traumatic brain injury, stroke, Parkinson's, amputations, hip fractures and orthopaedic injuries. Robin Christiansen, Mayor, City of Dover and Lieutenant Governor Bethany Hall-Long were in attendance at the event as well as other elected officials, health care organizations and community partners. Music was provided by the Music School of Delaware in Milford featuring members of their Suzuki Academy.

PAM rehabilitation patients benefit from individualized therapy that maximizes their recovery. The 34-

bed medical rehabilitation hospital is located at 1240 McKee Road, Dover, and opened in February, 2019.

An affiliate of Post Acute Medical, LLC, the freestanding medical rehabilitation hospital features a physician-led team of rehabilitation experts focused on a common goal of increasing patient strength and endurance and improving their quality of life.

"The higher level of hospital care provided in the acute rehabilitation setting cannot be found at other levels of care, such as nursing homes or skilled nursing facilities," explains Ted Werner, CEO. "We provide one-on-one individualized therapy five to seven days a week, daily medical visits by a physician and a nurse patient ratio that contributes to the highest quality of care."

A physician specifically trained in medical rehabilitation directs the rehabilitation programs for patients who have experienced stroke, brain injury, neurological disease and deficits, amputations, pulmonary disease, orthopedic conditions, spinal cord injury and medically complex



conditions. Features of the new comprehensive rehabilitation hospital include:

- 34 private rooms with accessible private showers and daily physician rounding
- Inpatient and outpatient therapy gyms
- Robotic rehabilitation, neuromuscular reeducation, and gait training with state-of-the-art

equipment. We are able to record objective data with this equipment to enhance our patient's outcomes and track progress during their recovery

- Select rooms specially equipped with lift track to assist with mobility
- In-house dialysis
- In-house pharmacy
- On-site imaging

CDCC joins A&E Properties for a ribbon cutting ceremony

DOVER – The Central Delaware Chamber of Commerce hosted a ribbon cutting ceremony for A&E Properties on Tuesday, April 9. The event was held at the location of one of the company's newest house projects.

A&E Property Solutions, a real estate investment and rental property company, and A&E Building Service, a home building and renovation company, are both owned by Albert Miller. Miller and his team operate a full-service real estate investment business and work closely with several other companies and investors to build quality homes

and to create a positive future for families. Additionally, the company operates as a building contractor, specializing in new builds, flipping houses and contracting for custom homes.

"We bring new life to old and vacant properties," explains Miller. "In everything we do, we are looking to create meaningful relationships with our trade partners and business partners. A&E's vision statement is 'creating prosperity for the betterment of our communities' because we wish to see communities restored across Delaware."



13,200*

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Coffee Coaching

What's coffee without freshly brewed ideas?

Call the CDCC to register for this session.

All sessions are held in the CDCC Conference room!

May 8, 2019, 8:00 a.m.

Business, Succession and Strategies

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By: Paul Jones
Diamond State Financial Group



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Delaware State Housing Authority	15
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Local 360 Media	15
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AUG 17 DOVER COMIC CON

Downtown Dover, Delaware
 Dover Comic Con is family-friendly, indoor-outdoor pop-culture festival with over a hundred vendors, artists & artisans, authors, a cosplay competition, fan groups, pop-culture cars, food trucks and panel discussions throughout the day. With the support of many local businesses and the City of Dover, this event has quickly grown into one of Dover's best-loved community events.



AUG 23 SENIOR SPREE

Noble's Pond Clubhouse, Dover, DE
 The Senior Spree is a free event designed for active seniors who are looking for fun activities and information to enhance their lifestyle. The day includes vendors, door prizes, giveaways, demonstrations, interactive activities, food, entertainment and on-site house tours of the Noble's Pond Premier 55+ Community.



OCT 19 BEST FRIENDS PET EXPO

The Green, Historic Dover, DE
 FREE Admission for attendees! Join the Delaware State News for a day of fun for pet-owners and their families, two-legged and four-legged! Come out and meet local vendors, enjoy some exciting demonstrations and learn tips and tricks for your best friend!



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SAVE THE DATE!

LCD Health & Human Services Day

The Leadership Central Delaware (LCD) class of 2019 spent April 4th learning about Health and Human Services. The group was hosted by Bayhealth at their brand-new Sussex Campus and started their day hearing from CEO/President Terry Murphy (LCD Class of 2003) about the impact that the healthcare industry has on Delawareans. He explained that Bayhealth is a not-for-profit hospital and strives to be a cornerstone for our community.

Following Terry Murphy's presentation, the class heard from a panel of speakers on Being in the Business of Health Care. Physician, Jonathan Kaufmann, Chief Medical Information Officer of Bayhealth, Wayne Smith, CEO of Delaware Healthcare Association and Chris Fraser, Director of Operations/Corporate Compliance Officer of Westside Family Healthcare shared their personal experiences in being in the business of healthcare along with various leadership roles they play with their team. The class walked away from this panel discussion with various leadership books to investigate and a new perspective on the business of healthcare here in Delaware.

Mike Tretina, Senior Vice President and Chief Financial Officer of Bayhealth spoke to the class about the financing of healthcare. We all know that there is a lot that goes into funding and operating a medical facility however, it was very eye-opening to see right down to the dollar, the financial realities that Bayhealth deals with day in and day out.

The class also had the opportunity to meet and hear from Lindsay Rhodenbaugh, Foundation President of Foundation for Bay-

health Medical Center, about the future planning and role of leadership in a strong team. He was very enthusiastic and passionate about Bayhealth. Lindsay was fantastic! The message the class took from Lindsay was, "exercise your own leadership potential!"

Right before lunch the class was divided into two groups: one a caregiver's group and one a disabilities group. Each of the people that were given a disability had a caregiver assigned and then the two groups had lunch while embracing their respective roles. Some people had physical disabilities - such as paralysis that made them unable to walk on their own, so a wheelchair was provided; some had eye limitations or injuries that made moving on their own difficult. The exercise allowed a small glimpse into the difficulties people with disabilities and their caregivers experience every single day.

The class enjoyed tours of the Bayhealth Sussex Campus by Mike Metzger, Vice President of Corporate Support Services (LCD Class of 2010). Mike took us through every floor from the ground level all the way up to the helicopter pad. It was such an amazing experience and a gorgeous view! The hard work and dedication to providing the community with such a beautiful campus did not go unrecognized.

Reconvening to discuss the many faces of healthcare in Kent County, the class was lead in another panel discussion: Sean Mace with Eden Hill Medical Center/The Center at Eden Hill (LCD Class of 2012), Roni Davis with State Street Assisted Living and Allison Brooks with Nurse Next Door.



FROM THE LCD CLASS OF 2019

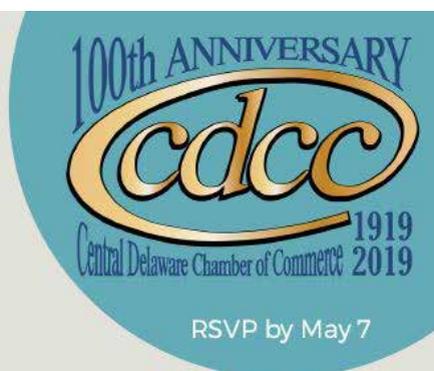


OUR CONTRIBUTORS

They each shared with the class their different roles in healthcare in our area. It was amazing to see how each organization works together to provide the highest quality of service to the residents of, not just the Kent County, but the entire state.

To close the day, the class was

led on a tour of the Linear Accelerator (Oncology) by John Shevock, Senior Director of Operations, Oncology Service Line with Bayhealth (LCD Class of 2006). The linear accelerator is the primary tool used for radiation therapy. The future of healthcare is just incredible!



Young Professionals Social

Join other young professionals (ages 21-35) for a bi-monthly networking and educational experience. Each session will focus on a different topic related to workplace development and overcoming challenges young professionals face.

Lunch is included!

\$5/CDCC member \$15/non-member

Tuesday, May 14, 2019

11:45 - 1:30 • 110 East St, Camden, DE 19934

Call 302-734-7513 or visit cdcc.net to register or email Heather at lcd@cdcc.net for more info.

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Speaker:

Tonda Parks,
Delaware State News
Networking 101



The Central Delaware Chamber of Commerce has partnered with Compliance Management International to offer this continuing education benefit to Chamber Members:
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TWO or ONE - YOUR CHOICE. . .

8-Hr. DOT Hazmat / EPA & DNREC RCRA
(49 CFR 172.704 & 40 CFR 262 & 265)

If you just need - EPA & DNREC RCRA only (40 CFR 262 & 265)
(8:30 to 10:45 a.m.)

Members: \$175/pp (includes training supplies, light breakfast)

Nonmembers: \$250/pp (includes training supplies, light breakfast)

If you want to do both - 8 Hr. DOT HAZMAT/EPA & DNREC RCRA
(8:30 a.m. to 5 p.m.)

Members: \$250/pp (includes training supplies, light breakfast & lunch)

Nonmembers: \$325/pp (includes training supplies, light breakfast & lunch)

Note: Light breakfast (juice, coffee and pastries) and lunch will be provided.

This course provides detailed instruction on DOT/RCRA regulations pertaining to the preparation and offering of hazardous materials, hazardous substances, and hazardous wastes for transportation.

Hazardous Waste for Generators Training Topics:

- Applicability, enforcement, and liability
- What is a RCRA hazardous waste
- How to manage waste in storage and satellite accumulation areas
- Universal waste and used oil management
- RCRA emergency response and reporting requirements

DOT Hazardous Materials Training Topics:

- General Awareness/Familiarization
- Function Specific
- Safe Handling and Emergency Response
- Security Awareness and Planning

WHEN: THURSDAY, MAY 23RD, 2019

LOCATION: CDCC BOARD ROOM
(435 N. DuPont Hwy, Dover, DE 19901)

To register call the CDCC Office, 302-734-7513 by Monday, May 13th, 2019
(Space is limited to 15 participants.)

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