

November, 2015

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In this issue,,,

[Celebrating Our Members](#)

[Learn from the Pros!](#)

[Get Innovative wth Your Networking!](#)

[Politico Potpourri](#)

[Crime Stopper](#)

Upcoming Events

business @ breakfast
Making Chamber Connections

Pull Up a Barstool for a Q and A with Harpoon CEO/Co-Founder

Dan Kenary

November 4

7:15-9 a.m.

Western Mass.
Business Expo
MassMutual Center
1277 Main Street
Springfield

REGISTER

**PROFESSIONAL
Women's
CHAMBER**

President's Message

The days of 2015 are counting down! Summer is officially over; pumpkin ale has come and gone, and I've already seen snow! Here at the Chamber, though, we are in full Chamber mode as we transition away from the ACCGS to the new Springfield Regional Chamber.

You'll have noticed, we have transitioned to our new name, launched our new logo and unveiled our new Facebook page and Twitter account. We have received great comments about the reorganization and branding and, of course, welcome yours at any time.



The new Springfield Regional Chamber board has met and elected its new officers. Join me in congratulating Dan Keenan of Sisters of Providence Health System as our new Board Chair, Tricia Canavan of United Personnel as our new Board Vice Chair, Barbara-Jean Deloria of Florence Bank as our new Board Treasurer and David Parke of Bulkey Richardson as our new Board Secretary. Please thank them for their service and continued support of the Chamber!

While you are at it, please thank attorney David Martel of the law firm of Doherty, Wallace, Pillsbury, and Murphy who stepped down from his role as secretary after 17 years of service!

Speaking of thanks...Thank You! For the third consecutive year, the Chamber has been voted the Best Chamber of Commerce in The Republican/Masslive Reader Raves poll! We are once again proud yet humbled by the honor.

On the legislative front, the formal session will be coming to a close this month, and that is why we hold our not-to-be-missed Government Reception at this time of year. Look for more information further in this newsletter. This is a great opportunity to speak casually with many of our legislators.

With the formal session now coming to a close, our Legislative Steering Committee will turn its attention to the Chamber's next

**Advanced
Manufacturing and
the Skills Gap**

Allison Lands, Deloitte
Consulting

November 4
11:30 a.m.-1 p.m.
Western Mass.
Business Expo
MassMutual Center
1277 Main Street
Springfield



**Earned Sick Time
Roundtable**

Learn from lawyers,
human resource
experts and other
members

November 10
8-9 a.m.
TD Bank Conference
Center
1441 Main Street
Springfield



**Get Innovative with
Your Networking!**

November 12
5-7 p.m.
Tech Foundry
1391 Main Street
Springfield



**Government
Reception**

November 19
5-7 p.m.

priorities - those issues that impact your bottom line. If you have a legislative priority, let us know! We want to be sure, as we set our new agenda, that we are working on the issues that matter most to you - our members.

So, as the days continue to get shorter, and we turn the clocks back, know that the team here at the Springfield Regional Chamber is still burning the midnight oil to meet your needs.

Until next time, thank you for your investment in the Chamber.

[Back to top](#)

Celebrating Our Members

In this special [supplement](#) of e-Channels, look for news from Baystate Health, Reading Success by 4th Grade, Country Bank, Rick's Auto Body and more.

We welcome *your* news! Simply send your press releases to:

Springfield Regional Chamber
1441 Main Street
Springfield, MA 01103
Attn: Editor, Chamber Channels
or by [email](#)



Special thanks to Health New England for being a consistent and long-standing Chamber Channels advertiser!

[Back to top](#)

Learn from the Pros!

Has the Earned Sick Time law got you down? Then join us for our Earned Sick Time Roundtable on November 10, 2015 from 8-9 a.m. at the TD Bank Conference Center, 1441 Main Street, Springfield.



Join Chamber subject matter experts and other business leaders in a small group setting - roundtable style - where you can get your questions answered by legal and human resource experts, learn best practices from other members, and share your experiences.

Registration is \$15 for members, \$25 for general admission and only 6-8 members will be accepted per table.



[Back to top](#)

Carriage House
Storowton Tavern
1305 Memorial
Avenue
West Springfield

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Pastries, Politics & Policy

Hampden County
District Attorney
Anthony Gulluni
November 24
8-9 a.m.

TD Bank Conference
Center
1441 Main Street
Springfield

[REGISTER](#)

Get Innovative with Your Networking!

Join us for our November After 5 surrounded by innovation on November 12 from 5-7 p.m. at Tech Foundry, 1391 Main Street, Springfield, sponsored by Spherion Staffing.



Tech Foundry is an IT workforce training program focusing on the various aspects of IT and professional skills. The program recruits area high school graduating seniors and provides them with the opportunity to learn new technology skills, meet professionals in the field, intern in the IT field, hear guest speakers talk about life experiences in other IT and other fields and more, with the ultimate goal of finding these students entry level positions in the field following graduation.

So come join us and enjoy complimentary hors d'oeuvres, cash bar and all the amenities Tech Foundry has to offer, including challenging colleagues to an informal game of ping pong.

Reservations are \$5 for members, \$10 for general admission. Sponsorships are low as \$100 are still available! For sponsorship information, contact Sarah Mazzaferro at (413) 755-1313 or by [email](#).

Please note this After 5 is being held on Thursday in deference to our veterans who have served our country so bravely.

[REGISTER](#)

[Back to top](#)

Welcome These New Members!

[Lynn Lukas Designs](#)

Congratulate These Members on their Chamber Anniversary!

1 Year

Airgas USA LLC
Berkshire Heating and
Air Conditioning
Epstein Financial
Services
Lorie Epstein
Klondike Sound
Company
Kinder Morgan

5 Year

Ellen Cummings

25 Year

Burati Travel

30 Year

Braman Termite & Pest
Elimination

Politico Potpourri!

It's that time of year for the Springfield Regional Chamber's annual Government Reception - November 19 from 5-7 p.m. at the Carriage House at Storowton Tavern, 1305 Memorial Avenue, West Springfield.



This Chamber signature event, sponsored by Baystate Health and Comcast with support from Columbia Gas of Massachusetts and Westfield State University, offers you an opportunity to mingle with your local, state and federal officials in an informal and casual atmosphere at the end of the legislative session. Invited officials include the region's state senators and representatives, local mayors and select board members. Last year more than 200 people attended this event so make your reservation today!

Reservations are \$50 for members, \$70 for general admission and include complimentary hors d'oeuvres and beverages.

[REGISTER](#)

[Back to top](#)

Crime Stopper

Hampden County District Attorney Anthony Gulluni will be our special guest at the Chamber's Pastries, Politics and Policy on November 24 from 8-9 a.m. at the TD Bank Conference Center, 1441 Main Street, Springfield, sponsored by the Regional Employment Board of Hampden County.



Sworn in in January of this year, DA Gulluni will discuss the accomplishment of his post in his first year in office, his hopes for the coming year and how the business community can make an impact.

Reservations are \$15 for members, \$25 for general admission and includes complimentary breakfast.



Photo Gallery

Check out these photos from our recent events. Were you there?

- [September After 5](#), photos by Underwood Photography
- [October Business@Breakfast](#), photos by Underwood Photography



Member Benefits Available to You and Your Employees



Chamber Health Coop



Save on Credit Card Transactions



Save on dental insurance for businesses with as little as 1 employee!





HNE Delivers Healthcare *Solutions!*

“...you’ve got to have trust and HNE makes that easy.”

- Jason Garand, Business Manager, Carpenters Union Local #108

“Health insurance is important to our membership. If they get sick and can’t work, they don’t get paid. HNE provides the best healthcare for our local members. At the end of the day you have to make a decision about who you’re going to get for your health insurance provider. **You’ve got to have trust and that’s difficult, HNE makes that easy.**”



Your Health Insurance Partner



Find out more here!

*Heidi, HNE Account Executive,
reviews plan details with Jason Garand.*

Ask your insurance broker or call us at 413.233.3535 • hne.com/cu



Springfield Honored for Reading Work

Springfield has been named one of just 30 communities across the nation to be honored with a 2014 "Pacesetter" award by the Campaign for Grade-Level Reading.

Springfield's Reading Success by 4th Grade initiative and community partners were cited for making "measurable progress" on student attendance outcomes. The Springfield Public Schools and the United Way of Pioneer Valley, partners in the Stay in School Campaign, have brought the community together on issues affecting the high school graduation rate including the importance of daily attendance and reducing chronic absenteeism.

The attendance rate for Springfield Public Schools has steadily increased since 2011 and is currently at 92.7 percent. Truancy has steadily declined during that same time period and is now down to 3.6 percent, and chronic absenteeism has decreased by 6%, according to the latest statistics released by Springfield Public Schools.

Our Member News

Baystate Health Names New President of Baystate Medical Center

Nancy Shendell-Falik, RN, MA, who for the past two years has served in the dual position at Baystate Health as senior vice president/chief operating officer and chief nursing officer for Baystate Medical Center, has been promoted to president of Baystate Medical Center and senior vice president for hospital operations, Baystate Health.

In this new role, the presidents of Baystate Franklin Medical Center/Northern Region, Baystate Noble Hospital and Baystate Health's Eastern Region will report to her.

Before coming to Baystate, Shendell-Falik served as senior vice president

for patient care services and chief nursing officer at Tufts Medical Center and Floating Hospital for Children in Boston. During her tenure there, she demonstrated a collaborative style of leadership in championing numerous initiatives to improve clinical quality, patient safety, and the patient experience. She implemented a system of performance score cards across all departments, served as executive sponsor of Tufts' Patient and Family Advisory Council, and sponsored a novel leadership education program.

Prior to her work in Boston, Shendell-Falik served as senior vice president, patient care services, at Newark Beth Israel Medical Center in New Jersey.



Continued on page 3



Continued from page 2

Since joining Baystate in July 2013, Shendell-Falik has encouraged new interdisciplinary collaborations as a way to further improve the patient experience, and served as the architect behind developing standard attire for various caregivers to help patients identify who is providing their care. Also, under Shendell-Falik's leadership, Baystate Medical Center was named to an elite group of High Performing Hospitals in America by *U.S. News & World Report* for 2015-2016.

Shendell-Falik holds a master's degree in nursing from New York University and a bachelor's degree in nursing from Rutgers College of Nursing. She was a fellow of the prestigious Robert Wood Johnson Executive Nurse Program.

She holds membership in numerous professional societies and organizations including the Massachusetts Organization of Nurse Executives, Robert Wood Johnson Executive Nurse Fellows Alumni Association, National Association for Female Executives, and the American Organization of Nurse Executives.

She has published over a dozen peer reviewed articles in national journals on topics such as team-based care, achieving Magnet status, and implementing clinical practice guidelines.

Shendell-Falik's is the first female president and first nurse as president of Baystate Medical Center.

Parsons Village Family Housing Opens

HAPHousing and Valley CDC, collaborators on the new Parsons Village energy efficient family housing venture, recently opened the brand new community, located in Easthampton at



(L-R) Laura Dennis, Mary McGovern, Ashley Merritt, Janine Goudreau, Debbie Cole of Country Bank

Employees of Country Bank participated in the National Day of Service & Remembrance by sponsoring a Team Build Day for the Greater Springfield Habitat for Humanity and assisted with the building of a home on Quincy Street in Springfield.

the foot of Mount Tom. Parsons Village was developed by Valley CDC and will be managed by HAPHousing.

The development consists of 38 units with a blend of studio, one-bedroom, two-bedroom and three-bedroom apartments surrounding a common green.

A range of energy efficiency and sustainable building practices were employed in building the new family housing community. All buildings have been designed to be highly energy efficient and solar-ready; triple-pane, vinyl double-hung windows are used throughout, and all units are rigorously air sealed to ensure minimal air leakage. Green products, materials and finishes were used wherever practicable in the units, which have been designed to use 53%-60% less energy than a standard new home of the same size.

Apartments are available for households at or below 60% of the Area Median

Income (AMI), including eight (8) units, one of which is handicapped-accessible, reserved for families at or below 30% AMI who are also receiving assistance through the Massachusetts Rental Voucher Program. This new community is generally serving households who earn between \$25,000-\$50,000 annually.

Springfield Museums Welcomes Trustees

Springfield Museums has welcomed two new trustees to its Board of Trustees: Melinda M. Phelps, a partner at Bulkley Richardson in charge of the firm's Government Strategies Practice Group, and Michael J. Oleksak, executive vice president, senior lender and chief credit Officer for PeoplesBank.



Continued on page 4

Continued from page 3

HUB International Adds to Team

HUB International New England a division of HUB International Limited, a leading global insurance brokerage, risk advisory and employee benefits firm, announced multiple new hires to meet the needs of their expanding products and services and customer demand. These new employees will be located in the East Longmeadow office.

Employee Benefits Client Relationship Manager Eileen Maxwell will be



responsible for assisting staff with client relations, service, sales, and administrative activities of

new and existing group benefit accounts. With almost 30 years of experience, she has an extensive background in planning, evaluating, implementing, relationship building and managing all aspects of employee benefits.

Holding her certification in Life & Health License for the State of Connecticut, Maxwell also holds her non-resident License in the states of MA, RI, NY, VT, ME and NH. She is also certified by the Fellowship Life Management Institute, Associate Customer Services and is a Certified Enrollment Specialist.

Marayda I. Pagan joins the personal lines



department as an account manager and will be responsible for assisting clients with their homeowner's, auto and

personal liability umbrella coverages. Pagan has held various positions in the insurance industry first starting out as an office assistant, before being promoted to processor and then personal lines manager upon being licensed.

Cynthia Squires has been hired as the manager of select business for small to medium sized business accounts in the commercial lines department. Squires has been in the insurance industry for almost 30 years and brings an extensive amount of knowledge and leadership skills with her to the agency. She will be responsible for the day to day management and servicing of small business accounts, providing oversight and direction to commercial lines staff, leading quality control and product analysts processes, managing departmental retention, acquiring new business goals and staying on top of the latest industry changes and trends.



WNE Opens Pavilion

Western New England University has officially opened the new Flynn Family Golden Bear Pavilion, the latest addition to the Western New England University Outdoor Sports Complex. The new building features men's and women's locker, training, and equipment rooms for lacrosse, football, softball, baseball, soccer, and field hockey teams. A concession stand and restrooms will also provide added convenience to the fans on game days.

The Pavilion is named for University Trustee Michael J. Flynn '82/G'83, CEO of Hampden Engineering Corporation and his family who are longtime supporters of education and athletics in

western Massachusetts—including the University's Golden Bear Club, and the University's College of Engineering.

Florence Bank Contributes to Library Modernization/Expansion

Florence Bank, a mutually-owned savings bank serving the Pioneer Valley through nine branch locations, recently committed \$4,000 to the West Springfield Library project over the next two years, as part of the Library's construction expansion project.

The West Springfield Library has undertaken a \$2 million renovation project, which will increase the library space from 19,000 to 34,000 square feet; the new design will also include a large community room which will be accessible after hours for public events and meetings, and an expansion of the children's area, and a study room and area for young adults.

Rick's Auto Body Earns Certification, Auto Recognition

Rick's Auto Body has been officially certified by Assured Performance, a non-profit consumer advocacy organization, for maintaining the right tools, equipment, training, and facility necessary to repair the participating Automaker brand vehicles according to the manufacturer's specifications. In achieving their certification, Rick's Auto Body is now an integral part of the most advanced repair capable and efficient auto body repair network in the world. Adding to the credentials, Rick's Auto

Continued on page 4



(L-R) Sandy Hubbard, Michelle Shattuck, Michelle Graci of Rays of Hope; Cancer House of Hope's Jerry Myers

Baystate Health Foundation's Rays of Hope presents CHD's Cancer House of Hope with a check to support vital programming for those battling cancer.

Continued from page 5

To become certified and officially recognized by the various Automakers, Rick's Auto Body passed the rigorous certification process essential to help ensure a proper and safe repair of the new generation of advanced vehicles. Less than 5 percent of body shops across the nation are able to meet the stringent requirements to become officially certified and recognized. The certified network is made up exclusively of best-in-class collision repair businesses that have met or exceeded the stringent requirements of the Certification program. The Certification criteria

is based upon auto manufacturer requirements.

Tighe & Bond Grows Team

Tighe & Bond, a New England leader in civil engineering and environmental consulting, has hired Mechanical Engineer Jason Curtis, P.E., LEED AP to bolster its growing mechanical, electrical, and plumbing (MEP) team. He has experience designing a range of institutional, educational, residential, healthcare, commercial and Combined

Heat and Power (CHP) projects throughout the region. He will work primarily out of the firm's corporate office in Westfield.

Curtis has managed projects from the conceptual design phase through construction administration. He has completed heating, ventilating, and air conditioning

Continued on page 6



Continued from page 5

(HVAC) system designs and overseen the production of MEP and fire protection construction documents. Known for working closely with owners and architects in design coordination efforts, he also has performed energy models and life cycle cost analyses to evaluate various prospective energy conservation measures for renovation projects.

Curtis earned his bachelor's degree in mechanical engineering from Union College. He is licensed in both Massachusetts and Connecticut, and is registered in Accredited LEED AP Building Design + Construction. In addition, he is a member of the American Society of Heating, Refrigeration and Air Conditioning Engineers.

Baystate Medical Center Again Named Magnet® Hospital for Nursing Excellence

For the third consecutive time, Baystate Medical Center has achieved Magnet® recognition from the American Nurses Credentialing Center (ANCC), a distinction that places the hospital's nursing staff among the finest in the nation.

As a Magnet-certified hospital, Baystate Medical Center is part of a select group of 378 healthcare organizations out of nearly 6,000 in the United States. It is one of only nine such hospitals in Massachusetts and 22 in New England. Nationally, only about 7% of all health-care organizations are Magnet recognized, and only 26% of all Magnet organizations have received three consecutive designations like Baystate.

The Magnet Recognition Program® was developed by the ANCC, a subsidiary of the American Nurses Association, to recognize health care organizations

that provide the very best in nursing care and uphold the tradition within nursing of professional practice. Magnet® recognition is the highest national credential for nursing excellence, serving as the gold standard for nursing practice.

The announcement of re-credentialing, which lasts for several years, comes after an extensive application and review process and site visit by representatives of the ANCC. As a result of their site visit, surveyors noted Baystate Medical Center as exemplary in several distinct areas, including the chief nursing officer's role in organizational decision making, the transition of newly hired nurses, the level of nurses' clinical autonomy, and for meeting certain national clinical benchmarks.

Magnet status helps consumers locate providers with a proven level of excellence in nursing care, and assists hospitals in attracting and retaining quality employees. Baystate has been Magnet-certified since 2005.

Springfield College Announces New Fellows Program

The Springfield College School of Social Work and Peace Corps announced the launch of a new Paul D. Coverdell Fellows Program, which will provide graduate school scholarships to returned Peace Corps volunteers. Program fellows will serve as interns in local, underserved communities while they complete their studies, allowing them to bring home and expand upon the skills they learned as volunteers.

Selected applicants will receive a graduate fellowship while enrolled in the Springfield College Master of Social Work program. As part of the Paul D. Coverdell Fellows Program, students will complete an internship, receive a stipend, and have tuition credits waived each year.

The Perles Family Foundation Grants \$300,000 Gift to WGBY

WGBY has announced that the Perles Family Foundation has granted the station a gift of \$300,000 over the next three years to be used for a range of educational work in the local community, including the station's deep involvement with the American Graduate program.

Education has been core to the WGBY mission since its inception almost 45 years ago. This funding will build WGBY's capacity to highlight stories of local people who are making a difference on air and online, enable the station to convene local partners in educational conversations, and provide educational opportunities for teachers, students, and families utilizing PBS resources.

American Graduate: Let's Make it Happen is public media's long-term commitment to supporting community-based solutions to the dropout crisis. Supported by the Corporation for Public Broadcasting (CPB), more than 80 public radio and television stations have joined forces with over 1,000 partners and at-risk schools across 30 states.

Chief Legal Officer Named at HAPHousing

Pascale Desir has been named chief legal officer at HAPHousing. Desir replaces Linda Morley, who has retired after serving HAPHousing for 35 years as counsel.

In identifying a successor for Morley, a succession plan was created and implemented that included teams of HAPHousing staff members and board members who conducted interviews and ultimately selected Desir for the position.

Continued on page 7

Continued from page 6

As chief legal officer, Desir reports directly to HAP's President and CEO



Peter Gagliardi and plays a key role within the Executive Leadership Team, advising and making

recommendations to the CEO, Board of Directors and staff on all legal matters. Desir's responsibilities include providing legal counsel and establishing and promoting ethical standards and legal considerations, which must be taken into account when critical organizational decisions are made. The contributions of the chief legal officer are integral to the development and achievement of the organization's mission, strategic and business objectives.

Desir has extensive experience as an attorney working in the fields of housing, social services and the public and mental health sectors in both Maine and Massachusetts. Prior to joining HAPHousing and relocating to Massachusetts, she was a Medicaid State Plan manager with the Office of MaineCare Services, where she ensured the State's compliance with federal public health regulations.

Desir earned her bachelor of arts from Boston University and is a graduate of Suffolk University Law School in Boston.

Columbia Gas of Massachusetts Awards Local Organizations

Columbia Gas of Massachusetts has awarded \$10,000 to local charities

through its parent company NiSource Charitable Foundation. Three "Supporting Those in Need" grants were awarded to: the Michael J. Dias Foundation, a sober house for men dealing with drug addiction; Healing Racism Institute, an organization with a mission to build a racist-free community; and the YWCA of Greater Springfield, a long standing organization providing shelter for women and children. The mission of the NiSource Charitable Foundation is to help create strong and sustainable communities where NiSource employees and customers live and work.

An additional \$12,500 was given to non-profit organizations within the Brockton and Lawrence divisions of Columbia Gas of Massachusetts.

Big E Sets Records

1,345,961 visitors attended the 2015 Big E in West Springfield, Mass., setting two daily attendance records: Opening Day, Sept. 18 with 73,213 visitors and Connecticut Day, Sept. 23, hosting 97,892 guests.

Robert Gilbert Jr. Appointed Chair of HCC Board of Trustees

Gov. Charlie Baker has announced the appointment of Robert W. Gilbert, Jr., as the new chair of the Holyoke Community College (HCC) Board of Trustees.



Gilbert, chairman of the board of Dowd Insurance Agencies in Holyoke, has

served on the HCC Board of Trustees since April 2011 in various capacities, including, most recently, as chair of the Audit Committee and member of the

Finance Committee. He has long been active in other community and civic groups as well, including the Greater Holyoke Chamber of Commerce, on whose board he has served as a past chairman.

The governor also appointed Evan Plotkin as a member of the board. Plotkin is president and owner of NAI Samuel D. Plotkin and Associates in Springfield.

Springfield Armory Changes Hours

Springfield Armory NHS will change its hours of operations to Wednesday through Sunday 9:00 a.m. to 5 p.m. from November 1 until Memorial Day. As well, Tuesdays will be designated "education day" and will be devoted to education program development and implementation plus teacher professional development. Museum admission and school programs are free of charge.

Do you have news you'd like to share?

Send to:
Editor

Chamber Channels
Springfield Regional
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