



GREATER KEENE  
CHAMBER

| outlook news

Connecting business and community

November/December 2020

THE GREATER KEENE AND GREATER PETERBOROUGH CHAMBERS

PRESENT

VIRTUAL  
*gala* 2021  
COMMUNITY RESILIENCE  
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Join us for an exciting  
evening of celebration!

Thursday, January 14, 2021

Live Stream from the Colonial Showroom



**Keynote Speaker:**  
**Joanne M. Conroy, MD,**  
**CEO and President**  
Dartmouth-Hitchcock  
and Dartmouth-  
Hitchcock Health -- the  
largest private employer  
in the state of New  
Hampshire

Inspiring Stories of Community Resilience

**Business of the Year**

**Citizen of the Year**

**Entertainment**

**Local Restaurant Gift Card**

**Sponsorship Opportunities**  
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**Comedian**

**Juston McKinney**

A NH native, McKinney  
has appeared on *The  
Tonight Show*, two Comedy  
Central specials, and two  
Amazon Prime specials,  
including his latest,  
*Parentally Challenged*.

**TICKETS:**

\$55 per person includes restaurant gift card (\$25) and link to watch the live stream event.

Ticket sales start December 1st at [ticketelf.com](http://ticketelf.com), or call the Chamber office at (603) 352-1303.

*Live event seats at the Colonial Showroom are reserved for Sponsors.*

**See Sponsorship opportunities on page 13!**

visit our website! [keenechamber.com](http://keenechamber.com)



### The Richards Group -- We've Got You Covered

*The Richards Group (TRG), is an independent, locally-owned insurance and employee benefits firm in Keene and has worked with clients throughout The Monadnock Region for decades – helping them protect what they value most by providing expertise and guidance with home, auto, and business insurance.*

TRG has experienced significant growth over the last five years, and their commitment to the Keene area was reinforced in the fall of 2019 when TRG merged with IPG (Insurance Planning Group) Benefits. The merger combined two talented teams with strong professional capabilities and cultures that are dedicated to their employees and clients.

With access to a broad range of competitive insurance markets, and a team of 140 employees and 12 offices throughout New Hampshire and Vermont, TRG has both the scale and solutions of a regional firm, delivered through a local, high-touch service model. The firm's expertise extends beyond traditional insurance product knowledge and includes wellness, safety, and OSHA compliance, leadership and HR consulting, and retirement plan fiduciary stewardship. These capabilities help the firm's clients protect their property, manage their budget, invest in the health and wellness of their employees, enhance their workplace culture, create safer work environments, and much more. TRG also has its own in-house claims department, so when clients have an insurance loss, they can help manage the claims payment process and advocate for clients when they need it the most.

TRG has made a substantial investment in its technology over the years – both in analytics that help drive positive outcomes for clients and in operating infrastructure. These IT capabilities have proven to be very effective and valuable as TRG helps clients navigate the current COVID-19 environment. Many employers rely on an effective employee



Shown (L to R) are: Tracy Orkins, Kate Donath, Mike Yarosevich, Julianne Vance, John Round, Melissa Kress, Liz Coppola, Ed Coppola, Jeff Brum. Not pictured are Susan Rigg, Nicole McGrath, Christine Fullam, Lonn Elliott, Drew Bryenton & Tammy Blake.

benefit program to protect and retain their employees, and they want to manage this program and communicate with employees remotely to minimize risk.

The firm can maintain its high touch service model through a high-tech approach, which clients have found to be invaluable. In addition, benefits advisors can collaborate with clients in a manner that prioritizes cost-effective employee benefit solutions, as many employers are facing COVID-related financial challenges and are looking to the firm for help. Along the same lines, TRG's investment in commercial risk management and safety technology has been a huge differentiator, helping clients reduce workers compensation costs and promoting workplace safety.

The Richards Group is located at 85 Washington Street (the old IPG building) in Keene but will soon be seeking a larger space due to their accelerating growth in Cheshire County.

The Richards Group, Keene  
(603) 357-4512  
[www.therichardsgroup.com](http://www.therichardsgroup.com)

### November Business AFTER Hours

#### **BEEZE TEES SCREEN PRINTING**

Hosted remotely by Zoom

**Wednesday, November 18, 2020**

5:00 - 6:00 PM



Join the greater Keene business community and your fellow Chamber members for this fun virtual event hosted by Beeze Tees Screen Printing. You will get a behind-the-scenes tour of Beeze Tees production facility in Marlborough, NH as well as a tour of their retail store on Main Street in Keene. And, if you have ever wondered how you can market your business and make money at the same time, Tim Pipp and Megan Richardson will show you the power of web-stores to sell custom apparel. Register and be entered to win one of two raffle prizes (\$25 Beeze Tees gift certificates).

**Beeze Tees is a small business with a BIG story!**

Registration is required. Once registered, you will receive a confirmation email with the Zoom meeting information. All registered attendees will be entered in the raffle for the door prizes!

Register online at [www.keenechamber.com](http://www.keenechamber.com) or by e-mail to [info@keenechamber.com](mailto:info@keenechamber.com)



### December Business AFTER Hours

#### **APPLE HILL CENTER FOR CHAMBER MUSIC**

Hosted remotely by Zoom

**Wednesday, December 16, 2020**

5:00 - 6:00 PM



Celebrate the holiday season with Apple Hill. Director Lenny Matczynski will share highlights from this past summer, plans for winter and spring, and details on their current building project and 50th year celebration in 2021.

Plus, enjoy a performance by Apple Hill's award-winning String Quartet!

Registration is required. Once registered, you will receive a confirmation email with the Zoom meeting information. All registered attendees will be entered in the raffle for the door prizes!

Register online at [www.keenechamber.com](http://www.keenechamber.com) or by e-mail to [info@keenechamber.com](mailto:info@keenechamber.com)

Would you like to host a Virtual Business After Hours?  
Contact Nancy Bishop at [nbishop@keenechamber.com](mailto:nbishop@keenechamber.com) to inquire about openings!



# Member News

**Cheshire Medical Center** has welcomed several new staff members to the Orthopaedics, Emergency, and Women's Health Departments.



*Heather Palmer, MD*

**Heather Palmer, APRN**, has joined the Walk-In Care Clinic. Ms. Palmer has 20 years of nursing experience, which has included working in a variety of clinical settings.

She completed a Master of Science in Nursing in the Family Nurse Practitioner Program at Massachusetts College of Pharmacy and Health Sciences and a Bachelor of Science in Nursing from University of Massachusetts, Lowell.

**Sean Marx, MD** and **Jason Davis, PA-C** have joined the Orthopaedics department.



*Sean Marx, MD*



*Jason Davis, PA-C*

Prior to coming to Cheshire, **Dr. Marx** has worked with the athletic departments at the University of Kentucky Department of Athletics in Lexington, Kentucky, and Eastern Kentucky University in Richmond, Kentucky, as well as several high school football teams. He also worked with the Syracuse University athletic department in Syracuse, New York.

Dr. Marx holds a Doctor of Medicine degree from SUNY Upstate Medical University College of Medicine in Syracuse, New York, and a Bachelor of Science from the University of Notre Dame in South Bend, Indiana. He was a resident physician at SUNY Upstate Medical University's orthopaedic surgery department and did his fellowship in sports medicine at the University of Kentucky.

While earning his Master of Physician Assistant Studies from the Massachusetts College of Pharmacy and Health Sciences in Boston, **Jason Davis, PA-C** worked the past year in a clinical rotation as a physician assistant. He also has experience as an emergency medical technician in an ambulance. He holds a Bachelor of Science in Health Sciences degree from Quinnipiac in Hamden, Connecticut.

**Aaron Odermann, MD**, **Kyle James, MD**, and **Everett Bacon, MD** have joined the Emergency Department.

Before coming to Cheshire, **Dr.**

**Odermann** was an emergency medicine resident physician at the Dartmouth-Hitchcock Medical Center in Lebanon.

Prior to that, he worked as the lead medical technologist at the Billings Clinic in Billings, Montana.

Dr. Odermann earned his Doctor of Medicine degree from New York Medical College in Valhalla New York, where he also received his Master of Basic Medical Science degree. He holds a Bachelor of Arts degree in Biology from Carroll College in Helena, Montana.

**Dr. James** recently completed his residency in Emergency Medicine at Dartmouth-Hitchcock Medical Center in Lebanon.

He went to the University of Washington School of Medicine, Montana State University in Bozeman, Montana, for his post-baccalaureate program and the University of New Hampshire in Durham as an undergraduate.

Dr. James has also worked as a firefighter/ EMT volunteer in Jackson Hole, Wyoming, and a wilderness therapy provider in Wilson, Wyoming.



*Aaron Odermann, MD*



*Kyle James, MD*

**Dr. Bacon** recently completed his Emergency Medicine Residency at the Hospital of the University of Pennsylvania in Philadelphia. As part of his residency, he worked at the Mount Desert Island Hospital in Bar Harbor, Maine, and in the Emergency Department at Lancaster General Hospital in Lancaster, Pennsylvania.



*Kyle James, MD*

Dr. Bacon holds a Doctor of Medicine degree from Temple University School of Medicine in Philadelphia. He earned a Post-Baccalaureate Pre-Medical Certificate from Pennsylvania State University in State College, Pennsylvania. He holds a Master of Engineering and a Bachelor of Science from Cornell University in Ithaca, New York.

**Karin Commeret, MD** and **Kimberly M. DeVore, DO** have joined the Women's Health department.



*Karin Commeret, MD*



*Kimberly M. DeVore, DO*

Prior to coming to Cheshire, **Dr. Commeret** worked for the past seven years as an OB/GYN physician at Saint Joseph's Hospital in Nashua. She holds a Doctor of Medicine degree from the Boston University School of Medicine in Boston. She did her OB/GYN residency at Lehigh Valley Health Network in Allentown, Pennsylvania. She also holds a Bachelor of Arts degree from Wellesley College in Wellesley, Massachusetts.

**Dr. DeVore** is a board-certified obstetrician-gynecologist with over 20 years of experience in providing high-quality, evidence-based, compassionate patient care. Most recently, she was Chief of the Department of OB/GYN at Carl R.

Darnall Army Medical Center, Ford Hood, Texas. During her 21 years serving on active duty in the U.S. Army, she was also the OB/GYN Department Chief at Evans Army Community Hospital, Fort Carson, Colorado, among other positions and assignments around the world, including a combat deployment in Iraq. She retired from the Army on Oct. 1, 2020 in the rank of Colonel.

Dr. DeVore received her Doctor of Osteopathic Medicine degree from the University of New England College of Osteopathic Medicine in Biddeford, Maine, and her Bachelor of Arts in Biochemistry from Dartmouth College in Hanover. She did her transitional internship at Tripler Army Medical Center in Hawaii and her obstetrics and gynecology residency at Madigan Army Medical Center, Fort Lewis, Washington.

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Norris Cotton Cancer Center (NCCC) at Cheshire Medical Center has received re-certification by the QOPI® Certification Program, LLC, a wholly owned subsidiary of the Association for Clinical Oncology (the Association) and an affiliate of the American Society of Clinical Oncology (the Society). The QOPI® Certification Program builds on the Society's Quality Oncology Practice Initiative (QOPI®), providing a three-year certification for outpatient hematology-oncology practices that meet nationally recognized standards for quality cancer care.

NCCC at Cheshire first achieved certification in 2013. In applying for re-certification, they participated in a voluntary comprehensive site assessment against clearly specified standards that are consistent with national guidelines and was successful in meeting the standards and objectives of the QOPI® Certification Program.

QOPI® and the QOPI® Certification Program are projects dedicated to innovative quality improvement programs. For more information, please visit: <https://practice.asco.org/quality-improvement/quality-programs>. Health care at NCCC

at Cheshire is made possible in part by a generous donation from the Kingsbury family. For more information about NCCC at Cheshire, visit: <https://www.cheshiremed.org/cancer-center-cheshire>

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Cheshire Medical Center is pleased to welcome **Dawn Harland, MD, FACP, FASAM**, to The Doorway in Keene. Prior to coming to The Doorway, Dr. Harland was most recently the medical director and attending physician for the Sobriety Centers of NH's Antrim House. Since specializing in Addiction Medicine in 2015, she has also worked with Groups-Recover Together and ROAD to a Better Life. She worked at Dartmouth-Hitchcock Medical Center in Lebanon for 17 years, the last five of which as a primary care physician, ending in 2015.



*Dawn Harland, MD*

Dr. Harland earned her Doctor of Medicine degree from the University of Colorado in Denver and her Bachelor of Arts from San Jose State University in San Jose, California. She did her residency in Internal Medicine at Dartmouth-Hitchcock Medical Center. She has also served as an Assistant Professor of Medicine and Pediatrics at Dartmouth College Geisel School of Medicine. She is board-certified in Addiction Medicine and Internal Medicine.

At The Doorway in Keene, Dr. Harland provides medication assisted treatment (MAT) for people struggling with addiction to alcohol or other substances. MAT is the inclusion of medicines with counseling and therapy to address substance use disorders. She is part of a team that connects people with addiction with appropriate treatment, peer recovery support services, prevention, screening, evaluation and services to assist in long-term recovery. The Doorway is located at 24 Railroad Street in Keene and is affiliated with Cheshire Medical Center. [www.cheshire-med.com](http://www.cheshire-med.com)

**Savings Bank of Walpole** is making financial learning opportunities more accessible to customers and the community by offering access to an online financial learning center in partnership with Banzai, an online financial education program.

The Banzai online courses, which can be accessed by visiting <https://walpolebank.learnbanzai.com/wellness>, offer three levels of resources designed for kids, teens, and adults. Each gamified course walks users through real-life scenarios such as balancing a budget, paying bills, and dealing with unplanned expenses. Users can assess their understanding of personal finance material by taking tests both before and after the course. As part of the program, users can also access an extensive library of short articles on practical financial topics for every age. Adult-level resources even tackle complex subjects like insurance and mortgage interest, with embedded links for further research.

"The Bank is excited to offer this valuable financial learning resource to our customers, our nonprofit community, and the greater community," says **Mark Bodin**, President for Savings Bank of Walpole. "We were impressed with the way Banzai's clear, in-depth financial lessons are specifically designed to target different age groups - from children and teens to adults. Moreover, the information is not only informative and educational, it's fun and interactive so it will engage all ages."

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**Savings Bank of Walpole (SBW)** recognizes the adverse impact of the COVID-19 pandemic on our critical nonprofit organizations and all they do for our community. SBW has committed to continue its support for all cancelled fundraising events including the signature Clarence DeMar Marathon & Half Marathon hosted by the **Elm City Rotary**. As a result, SBW has continued its \$10,000 sponsorship as a title sponsor of the DeMar to support the important work the Elm City Rotary does in our community.

# Member News

Each year, the Keene Elm City Rotary helps fund several important community and international programs with a focus on youth. The “Unsung Hero Scholarship” program which provides scholarships to local youth who demonstrate a commitment to their community and to overcoming personal hardships and the “Follow ME” Sneaker Program which provides motivation for kids to Move Every-day (ME) by supplying more than 850 brand new sneakers to every second grader in Cheshire County.

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**Savings Bank of Walpole (SBW)** has announced the retirement of longtime employee **Julie Tewksbury, Senior VP, Operations**, after 28 years of service. As a way of honoring her dedication and contributions on the job - and in the community, the Bank offered Tewksbury the opportunity to choose two local charities as recipients of donations from SBW totaling \$10,000.

Tewksbury chose Linda’s Closet and Home Healthcare, Hospice & Community Services (HCS) as the nonprofits, each of whom received a \$5,000 donation from the Bank. “This is the best retirement ‘gift’ one could ever be presented with,” says Tewksbury. “Like SBW, I’m passionate about helping others in our community by giving back. I chose these two nonprofits for the many ways they make a difference in the lives of others and positively impact our community.”

Linda’s Closet is a living memorial to the late Linda Oliver who created the concept of a clothing resource prior to her death from ovarian cancer. Oliver was a career professional with the NH Department of Health and Welfare who believed in helping women who “are trying to set goals for themselves.” She asked her family and friends to develop a clothing resource for women and to use her own clothing to help in the start-up. HCS serves over 2000 people in 52 southwestern New Hampshire

communities every day by providing services that enable people to function throughout life at their optimal level of health, well-being and independence, according to their personal beliefs and choices.

“Throughout her career at SBW, Julie’s leadership and important contributions have not only have helped the Bank flourish, she has also provided mentorship, inspiration and encouragement to others at work and in our community,” says Mark Bodin, President for Savings Bank of Walpole. “We felt the best way to honor her longtime service and ongoing commitment to giving back, was to provide monetary donations and to let her to earmark two local charities of her choice to receive these donations. We are incredibly grateful for Julie’s service during the past 28 years and we’ll miss her tremendously.”

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**Savings Bank of Walpole (SBW)** is excited to announce the winners of their second annual photo contest. Selected photos will be featured in the Bank’s 2021 community calendar as well as on the Bank’s website and social media. Images will also be included in desk calendars, holiday cards and note cards. Calendars will be available to the public by late November in all branch offices.

Winners of SBW’s 2020 Community Calendar Contest (which will be featured in the 2021 calendar) include: Tia Audet of West Swanzey, Kimberly Drone of Keene, Kelly Fontaine of Swanzey, Mylynda Gill of North Swanzey, Karen Hope of Marlborough, Marina Lyutenko of Manchester, Michael Fairbank of Walpole, and Michael McCarthy of North Swanzey. [www.walpolebank.com](http://www.walpolebank.com)

**The Monadnock Food Co-op** held a month-long Round It Up Donation Drive during August to benefit Monadnock Farm and Community Coalition (MFCC). Together, co-op shoppers donated \$5,244.85 to MFCC. The co-op’s Round It

Up program empowers shoppers to make a positive change in their community by donating their change to local community organizations and efforts.

In September, the Co-op’s Round It Up Donation Drive donated \$5,388.16 to benefit Northeast Organic Farming Association of New Hampshire’s (NOFA-NH) Farm Share Program. The NOFA-NH’s Farm Share Program provides limited income New Hampshire residents with discounted Community Supported Agriculture (CSA) shares, also known as farm shares. The program benefits children, families, and seniors by connecting low-income individuals with certified organic farms to provide a season’s worth of local farm fresh products at a reduced cost. [www.monadnockfood.coop](http://www.monadnockfood.coop)

**The Richards Group’s** Keene office has added three new staff members to their Employee Benefits and Personal Lines departments.

**Lonn Elliott** joined the Employee Benefits team as an Account Manager, supporting Account Executive Liz Coppola in the Keene area. Elliott comes from Monadnock Community Hospital with six years of experience in HR & Benefits Administration.



*Lonn Elliott*

**Drew Bryenton** also joined the Employee Benefits department as an Account Manager, supporting the Employee Benefits team led by Senior Account Executive, Suzanne Swanson. Bryenton came to The Richards Group from Commonwealth Dairy. His passion for Human Resources, benefits, and employee engagement made for a perfect partnership.



*Drew Bryenton*



**Tammy Blake** joined the Personal Lines department, in the role of Account Manager. Before joining The Richards Group, Blake worked as a Senior Insurance Advisor for a local agency in Keene, NH. She has 35 years of industry experience and extensive local market knowledge.



*Tammy Blake*

[www.therichardsgroup.com](http://www.therichardsgroup.com)

**The Local Crowd (TLC) Monadnock's** TLC 4WARD crowdfunding campaign raised \$14,028 for six locally owned businesses in the Monadnock Region, NH.

"This campaign empowered 253 individuals to support six local businesses that they don't want to live without," said **Jen Risley**, TLC Monadnock Program Manager. "Our goal was to leverage our technology to help locally owned businesses weather the COVID-19 crisis, meet shifts in community needs and seize rapidly emerging opportunities."

TLC 4WARD, designed to help rural communities recover more quickly from the COVID-19 crisis, enables residents to contribute to local businesses and organizations through online transactions: [thelocalcrowd.com/tlc4ward](http://thelocalcrowd.com/tlc4ward).

Participating businesses included:

**Archway Farm** in Keene, NH added more offerings to their self-serve farm store in response to COVID-19, which required more storage space. Through TLC 4WARD, the farm raised the funds needed to upgrade their electric service to support this new storage equipment.

"A big thank you to everyone who has donated," shared Mark Florenz, owner of Archway Farm."

**CC&D's Kitchen Market** in Keene, NH met their campaign goal in less than 24 hours. They will purchase essential safety

equipment and supplies for the catering arm of their business.

"There is great kindness in this world and AWESOMENESS in our community," said Denise Meadow, co-owner of CC&D's Kitchen Market. "We thank this amazing community for supporting our local small business, for sharing photos, stories and experiences, for referring us to your friends and families, for donating meals so we can together thank our essential workers and for buying meals for strangers, friends, volunteers and superheroes."

**Monadnock Food Co-op** in Keene, NH invested in a refrigerated trailer to expand its Curbside Pick-Up program, launched in response to COVID-19.

"We are extremely grateful for our community's support of our Curbside Pick-Up infrastructure," said **Michael Faber**, Monadnock Food Co-op General Manager. "Our expanded refrigerated storage space will help us serve more customers, helping us better serve our community in the months and years ahead."

**Orchard Hill Breadworks** in Alstead, NH will use funds to support small dairy farms and artisan cheesemakers hit hard by the pandemic. They will feature local dairy products on their pizzas, sold each Tuesday to raise funds for local non-profit organizations.

"A huge thank you to everyone who supported us in this campaign," said Cara Campbell of Orchard Hill Breadworks. "We are so grateful to be able to support small, local producers in this time of so much uncertainty."

**Prime Roast Coffee Roasters** in Keene, NH raised 170% of their goal to purchase a second battery to power their electric bicycle used in their new "BySpoke - Beans by Bike" program, a doorstep delivery service. They will donate access funds to Monadnock Alliance for Sustainable Transportation to support future bicycle programming.

"We want to share our community

bounty so all funds over our goal will go to the Monadnock Alliance for Sustainable Transportation (MAST)," said **Judy Rogers**, owner of Prime Roast Coffee Roasters. "Support will help promote their next Bike to Work Week and Bicycle Month in 2021."

**Village Roots Permaculture Farm** in Alstead, NH will purchase and install a walk-in cooler with a cool bot unit boosting their ability to provide fresh, healthy and safe food to their community.

"Like many local farmers, COVID-19 boosted sales at our farm," said Marty Castriotta, owner of Village Roots Permaculture Farm. "This surge focused our efforts on upgrading our food handling and processing capacity. Thanks to everyone who chipped in, we reached our goal in four days!"

View more at [tlcmonadnock.com/4ward](http://tlcmonadnock.com/4ward).

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On November 1, The Local Crowd (TLC) Monadnock transformed its Virtual Plaid Friday Pop-Up Shop into a regional Online Marketplace ([shop.tlcmonadnock.com](http://shop.tlcmonadnock.com)) featuring products and services from locally owned businesses. Named TLC Monadnock Mercantile, the virtual store compiles gift ideas, gift cards and restaurant take-out options.

TLC Monadnock Mercantile is made possible by Savings Bank of Walpole and Monadnock Food Co-op. [www.tlcmonadnock.com](http://www.tlcmonadnock.com)

The regional accounting firm of **Nathan Wechsler & Company, PA** announced that **Oreste "Rusty" Mosca**, CPA was recently re-elected to the board of directors of Amoskeag Health. He has served on the organization's board since February 2018.

Mosca joined Nathan Wechsler & Company in 1987 and currently serves as the firm's Managing Director.



*Oreste "Rusty" Mosca*

# Member News

## Nathan Wechsler & Company, PA

announced the promotions of **Samantha Henrichon**, **Maria Laperle**, and **Heather Murphy**. All three professionals have been with the firm since 2017 and now step into the role of senior. In addition, **Amanda Brendell**, CPA has been promoted to manager and **Ashley Major**, CPA, has been promoted to senior manager.

Henrichon attended Southern New Hampshire University, graduating summa cum laude in 2017 with a Bachelor of Science in Accounting. She went on to earn a Master of Science in Accounting from the school in 2018.

In 2017, Laperle graduated with a Bachelor of Business Administration with a concentration in Accounting from the University of New Hampshire's Peter T. Paul School of Business and Economics. She went on to study at Southern New Hampshire University, graduating magna cum laude with a Master of Science in Accounting with a concentration in Taxation in 2019.

Murphy also attended the University of New Hampshire's Peter T. Paul School of Business and Economics. In 2016 she graduated cum laude with a Bachelor of Science in Business Administration with a concentration in Accounting; in 2017 she earned a Master of Science in Accounting.

Brendell has been a member of the Nathan Wechsler & Company, PA team since 2007. Previously a supervising senior, she now takes on the role of manager. In this capacity, she is responsible for directing engagements and supervising on-the-job staff training.

A 2006 graduate of Plymouth State University, Brendell holds a Bachelor of Science in Accounting with a minor in Economics. She is a member of the



*Amanda Brendell*

American Institute of Certified Public Accountants (AICPA) and the New Hampshire Society of Certified Public Accountants (NHSCPA). Within the local community, Brendell serves as a board member and the treasurer of the Red River Theatre; formerly, she was an individual representative to the Rochester Chamber of Commerce.

A member of the firm since 2010, Major steps from the role of manager into that of senior manager. In this new capacity, she is responsible for managing client relationships, directing fieldwork on engagements and projects as well as supervising on-the-job training of staff members.



*Ashley Major*

Major studied at Siena College, graduating in 2009 with a Bachelor of Business Administration in Accounting and in 2010 with a Master of Science in Accounting. She is affiliated with the American Institute of Certified Public Accountants (AICPA) and the New Hampshire Society of Certified Public Accountants (NHSCPA). Within the local community, Major has served as treasurer of the New Hampshire chapter of the Institute of Management Accountants (IMA), a board member for Reaching Higher, and a board member and the former treasurer of the YWCA New Hampshire. She currently serves on the Finance Committee for Kimball Jenkins School of Art. [www.nathanwechsler.com](http://www.nathanwechsler.com)

The **Town of Swanzey** announced that **Ashlee Crosby** as the Town's new Recreation Director. Crosby grew up and lives in Swanzey and previously worked at the Keene Family YMCA as the Gymnastics Director. In this role she was responsible for development of programs and camps, manage gymnastics teams along with daily operations like managing

staff, scheduling and budgets.

Town Administrator **Michael Branley** stated, "Ashlee is bringing energy and passion to the Recreation Department and the Board of Selectmen and I are looking forward to seeing how she builds the Department."

In her new role as Recreation Director Ashlee will be responsible for organizing and promoting year-round recreation activities for the Town. She will also oversee the administration and management of the Richardson Park (the Town Beach), sports fields, and other recreation facilities within the community. She will work closely with the Town's staff to establish programs, policies and long-range planning for the department.

Visit the town's Recreation Departments Facebook page, which is updated frequently, for information about programs and activities. If you have an idea for a new program or feedback on a current program, please contact Ashlee at [recreation@swanzeynh.gov](mailto:recreation@swanzeynh.gov) or 209-2927.

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The Swanzey Fire Department recently completed a reorganization of its command structure. Under the changes, a captain, supported by a lieutenant, will now directly oversee each of the Town's three fire stations. In addition, some position titles in the Department's administration were changed to better reflect their roles within the agency's operations.

Chief **William Gould** proposed, and the Board of Selectmen approved these changes to better serve the Department and community with higher levels of supervision and accountability. As a result, three lieutenants are being promoted to captains and one firefighter is being promoted to lieutenant. The new station captains will oversee all the operations and duties within the stations, at training and at emergency incident scenes. The captains' duties will include training, light



vehicle and station maintenance, vehicle and equipment checks, and personnel accountability.  
<https://www.swanzeynh.gov>

Beginning in early November, the **Greater Monadnock Society for Human Resource Management (GMSHRM)** began its annual membership drive and renewal. This award-winning local chapter of the national Society for Human Resource Management (SHRM) has a rich tradition for being the local go-to group for all things HR.

GMSHRM empowers members by providing personal and professional development, invaluable networking opportunities, the exchange of diverse knowledge and experience, state and federal legal updates, and opportunities to attend conferences. Monthly educational meetings are currently held virtually.

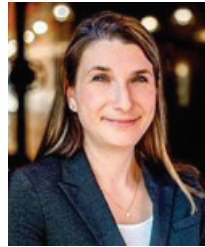
GMSHRM is a helpful means of support for HR professionals as well as small business owners who are navigating through COVID-19 as the changing landscape of compliance law evolves. Also continuing at the forefront are remote worker policies, employee engagement, and employee wellbeing.

GMSHRM membership runs on an annual, calendar-year basis from January 1 – December 31; choose from six membership levels. To join, visit [www.monadnockshrm.org/join-us](http://www.monadnockshrm.org/join-us).

This year, national SHRM is offering a special promotion when you join both GMSHRM and national SHRM ([www.shrm.org/about-shrm/pages/membership.aspx](http://www.shrm.org/about-shrm/pages/membership.aspx)) before November 30, 2020. Designate GMSHRM as your primary chapter and use the promo code “DigitalHR” to receive a SHRM Tote Bag and the book, “Digital HR: A Guide to Technology-Enabled Human Resources” by Deborah D. Waddill,

Ed.D. This book is good for three PDC’s (personal development credits)!  
<https://www.monadnockshrm.org/>

**Samantha Belcourt** is the new Director of **Cheshire Career Center** at **Keene High School**. Belcourt has 15 years’ experience in education. Her career started as a business technology teacher at Manchester Central High School and continued to Nashua Community College, first as an adjunct professor in the business department and most recently, as CTE Coordinator of Continuing Education.



*Samantha Belcourt*

As an educator, Belcourt believes in the mission of academic excellence and meeting the individual needs of students. Making industry and educational connections is vital and she is excited to collaborate with local businesses. Strong CTE programs that are accessible to all students will provide them with the tools they need to succeed.

Belcourt enjoys spending time with her husband and three children, watching the Celtics, camping, or relaxing at the beach.  
<https://khs.keeneschoolsnh.org>



When purchasing holiday cards this year, consider **CASA of NH**’s “Cards for a Cause” program. Your purchase can help an abused or neglected child in

New Hampshire. Choose from almost 50 holiday designs and select from a variety of messages or have the cards custom imprinted. Many designs are also available for all seasons and occasions. View the entire card selection at [www.casanhgifts.com](http://www.casanhgifts.com). When you buy your cards from CASA of NH, your purchase goes directly toward training volunteers to speak up for victimized children in the court system.

Want to do more? Consider donating to CASA or volunteering as a CASA advocate. More volunteers are desperately needed to prepare for an expected surge of child abuse and neglect cases after the COVID pandemic eases. Learn more at [www.casanh.org](http://www.casanh.org).

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## New Members



Get affordable, accessible primary care with **Monarca Health**. Monarca uses a Direct Primary Care (DPC) model to provide primary care services in Keene, NH, Cheshire county, and beyond.

**Aurora Leon, MD** and **Joaquin Carral, MD** work with patients to cure, prevent and reverse diseases with the support and guidance of evidence-based medicine. They believe in providing high-quality primary care that focuses on your health and well-being rather than maximizing profit.



The Direct Primary Care model allows Monarca to deliver affordable care that focuses on you and your health. Say goodbye to rushed doctor visits and waiting forever to hear back from your doctor. They are here to support you in finding the right solutions for your health.

The Direct Primary Care (DPC) movement was born decades ago and is changing how primary care is delivered today. With DPC, you pay an affordable membership fee for direct access to general primary care services—insurance companies are not involved.

Without the insurance company you have a direct relationship with a responsive, accessible primary care doctor. Your doctor can

take time to know you and focus on delivering high-quality care that serves you best.

DPC helps you and your doctor work together to maximize your health and wellness rather than a company's profits.

### Membership Plans:

- Single Person: \$60 / month
- Couples: \$108 / month (10% discount)
- Families: Call or contact us for more information.
- Tele-health Only Membership – Coming Soon!

### Included in your membership:

- Open, responsive communication: You will have an open line of communication with your primary care provider including text, phone calls, video calls or emails.
- More time with your doctor: You will not be rushed; extended visits and your doctor's full attention is the norm.
- Detailed health assessments
- Appointments within 48 hrs: They work with patients to provide convenient scheduling
- Wholesale prices: at-cost labs, medical supplies and imaging referrals (based on national DPC costs and trends).
- Point-of-care ultrasound
- Simple procedures like joint injections, sutures, pap smears and cryosurgery.
- Classes on healthy cooking and altering chronic disease progression.

Monarca Health  
340 West Street, Keene NH  
(603) 751-3010  
[www.monarcahealth.com](http://www.monarcahealth.com)



**Morehouse Studios, LLC** is a woman-owned, full-service photography studio located in Keene, NH with services ranging from newborn sessions to weddings.

Owner **Andrea Morehouse** is a mother of seven children and understands how photographic services can be too costly for some families. Her mission is to provide fun, professional, and affordable photography services to the residents of Keene and the entire state of New Hampshire. Morehouse started her photography career by casually photographing musicians while they performed on stage.

Soon, her photos were not only being recognized and praised by fans, but by the musicians themselves. Before deciding to open her own studio, Morehouse spent time working as a staff photographer for a national portrait photography company, as well as one of the largest school portrait companies in New England.

Morehouse is available to shoot both in studio and on location and offers packages to fit any budget. Hours are by appointment: Monday - Saturday 8:00am-8:00pm and Sunday 9:00am-5:00pm. Call or book online at [www.morehousetudiosllc.com](http://www.morehousetudiosllc.com).

Morehouse Studios LLC  
310 Marlboro Street Suite 114B, Keene NH  
Studio (603) 903-0557  
Cell (603) 762-9969  
[www.morehousetudiosllc.com](http://www.morehousetudiosllc.com)



The New Hampshire Community Loan Fund, a nonprofit lender, helps people with low to moderate incomes achieve greater financial strength and independence. They do this by turning investments and donations into loans and technical assistance, many times complementing and extending the reach of conventional lenders and public institutions, and by bringing people and institutions together to solve community issues. Their work provides financing and support for people to have affordable homes, quality jobs and vital community services like child care.

Over the last 10 years, in the greater Keene area, the Community Loan Fund has loaned \$24.4 million to businesses, nonprofits, manufactured-home owners and cooperative communities. Borrowers include Life is Sweet, Winchester Business Park, Manning Hill Farm, and Winchester Learning Center, and resident-owned manufactured-home communities such as Tanglewood Park Cooperative and Base Hill Cooperative, both in Keene. The impact of its lending and technical assistance in the Greater Keene area

has resulted in the conversion of five manufactured-home parks to resident ownership, preserving 584 affordable homes; provided 88 manufactured-home loans; created or retained 237 jobs; and created or preserved 20 child care spaces.

The Community Loan Fund's loan capital is supplied by investments in the organization from more than 600 individuals, businesses and institutions. Investors can choose an interest rate between zero and three percent and a length of term that works for them, with a minimum of one year. In the greater Keene area alone, 45 investors have more than \$1.9 million with the Community Loan Fund.

Along with loans, the organization provides technical assistance and coaching, supported by grants and donations from the community. It is these hours of support and education that empower their borrowers to succeed. The organization has an over-97% repayment rate on its loans.

Interested in learning more, becoming an investor or donor, or have a project that may need financing? Check out the organization's website at [communityloanfund.org](http://communityloanfund.org).

New Hampshire Community Loan Fund  
7 Wall Street, Concord NH  
(603) 224-6669  
[www.communityloanfund.org](http://www.communityloanfund.org)



Radically change your approach to work and life with Elm City Coaching. Owner and Professional Certified Coach and Energy Leadership Master Practitioner, Nick Ferraiolo works with individuals and business professionals to explore new ways of thinking in order to achieve their personal best.

His approach is centered on the principles of energy leadership and its positive effects on an organization's ability to achieve more with less effort. When individuals show up as their best self, they are more productive and satisfied in their careers.

Ferraiolo has spent the last 30 years identifying workforce challenges and developing innovative solutions to improve desired outcomes and achieve organizational goals. He has worked with individuals, leaders, and teams and developed proven methods to clarify goals, build awareness, and define incremental steps to reach sustainable growth and lasting results.

Elm City Coaching offers the following services:

### Corporate Services

#### Workshops

- Understanding the Impact of Stress
- A New Approach to Stress
- Well-being While Working from Home
- Leading Remote Teams

#### Assessment

- Energy Leadership Index

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## New Members



Could your business use something unique to jumpstart your brand on your website or social media? Xplore Monadnock is your solution.

Xplore Monadnock is a media company specializing in video storytelling for Monadnock region attractions and businesses. Owners **Matthew Cabana** and **Braeden Hatfield** are available to interview your business or create a more in-depth showcase (with their media partners) of what your specific business brings to the area. They will tailor a marketing plan that fits your business needs. To see an example video, visit <https://www.youtube.com/watch?v=1aX8zWn-8Gk>.

The company's website, [www.xploremonadnock.com](http://www.xploremonadnock.com) is designed to be the go-to hub for visitors and residents, with videos that highlight all of the great things about the region. Xplore Monadnock's content will attract views and physical visits from residents and visitors to the region. These potential customers are interested in the area's attractions, planning a day trip/vacation or possibly purchasing real estate here. Xplore Monadnock's YouTube, Facebook and Instagram platforms are designed to spread the word about this beautiful area of New Hampshire. Matthew Cabana is a NH native and knows the Monadnock Region like the back of his hand. Mountains and lakes, waterfalls, and forests – the hidden places off the beaten path are his playground. An avid hiker, skier, and golfer, he is an ambassador for the region and loves to share his knowledge of it. Cabana has been a real estate broker for 25 years and has been one of the Top Producers in this region – his love of this area makes it easy for him to “sell”. He and his wife live in Temple NH and own and operate the historic Birchwood Inn, Restaurant and Tavern.

Braeden Hatfield is an actor in the Monadnock region, and has been involved in local theatre for the last four years. During quarantine, he found himself looking for something meaningful to do locally. Always drawn to technology, he looked at this project as an opportunity to learn web design, social media, and videography, while getting to know some of the business owners in this great region. Things he loves most about the Monadnock region include the arts, the food, and the great community spirit.

If your business could benefit from this influx of visitors, “eXploring” the Monadnock region, visit [www.xploremonadnock.com](http://www.xploremonadnock.com) and request an interview.

Xplore Monadnock  
[Xploremonadnock.com](http://xploremonadnock.com)

**Do you have a topic or area of interest to other Chamber members that can be presented virtually?**

The Chamber is looking for members to host virtual B2B lunches.

Please contact Nancy Bishop at [nbishop@keenechamber.com](mailto:nbishop@keenechamber.com) for more information or to get on the schedule!

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# VIRTUAL gala 2021

COMMUNITY RESILIENCE

Thursday, January 14, 2021

**Co-hosted by the Greater Keene and Greater Peterborough Chambers**

- Live Stream Event featuring Inspiring Stories of Community Resilience
- Keynote: Joanne M. Conroy, MD, Dartmouth-Hitchcock Health CEO & President
- Citizen of the Year and Business of the Year Award Presentations
- Comedian Juston McKinney

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Logo on e-blast and online promotional materials	✓	✓	✓	✓
Logo on GKCC website's home page and Gala event page	✓	✓	✓	✓

**Support our Chambers and gain recognition as a community leader at our  
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To reserve your Sponsorship, e-mail Deb Hathaway at [dhathaway@keenechamber.com](mailto:dhathaway@keenechamber.com)  
or call the Chamber office at 603-352-1303.

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## Granite Tax Connect Phase 2 is LIVE – *Your online portal to the NH Dept. of Revenue Administration*

### Create Your Account Today

It's official! Granite Tax Connect (GTC) is now available for the taxpayers of the following tax types:

- Business Profits Tax
- Business Enterprise Tax
- Interest & Dividends Tax
- Communication Service Tax

### What is GTC?

GTC is the Department of Revenue's new online portal, which allows taxpayers, practitioners and all DRA customers to complete the following tasks on one simple online resource:

- File and amend returns electronically
- View balances and make payments, including scheduling in advance

- View correspondence from the Department
- Register new accounts
- Check the status of returns, payments and refund/credit requests
- Update information
- And more!

Additionally, without logging in, you can apply for a payment plan, pay from a voucher, look up a license, apply for a Meals & Rentals license, anonymously report suspected tax fraud, request certifications (such as certificates of good standing and dissolution) and submit a request to add a new, or modify an existing, Power of Attorney.

When creating your account, have your Tax Identification and license number on hand (if applicable), along with a secondary piece of information, such as a recent letter ID from NHDRA or last payment line from a recent filing.

For more information, please visit [www.revenue.nh.gov/gtc](http://www.revenue.nh.gov/gtc).



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## Welcome 2020/2021 New Board Members:

### Karen Hatcher, Town of Peterborough



Karen Hatcher's work as Peterborough's Community and Economic Development Coordinator and her myriad volunteer activities align with her commitment to building strong, healthy, resilient communities. In 2018, she was elected to the Peterborough, NH Select Board, her first elected position. Hatcher is co-founder of the Peterborough Welcome Team and the

Monadnock Nonprofit Network; she currently serves on the boards of the NH School Funding Fairness Project, the 100+ Women Who Care- Monadnock, and the Greater Peterborough Chamber of Commerce. She also chairs the recently formed Peterborough Community Task Force on Housing.

Hatcher has a background in nonprofit marketing, program development, fundraising, and project management having led the statewide nonprofit, Celebrate NJ, and served as National Director of Students in Action for the Jefferson Awards Foundation. She is a Fellow of Leadership NJ and trained in leadership at the Center for Whole Communities. After relocating to Peterborough from New Jersey in 2013, she has worked for the SAU29 in Keene as Community Information Coordinator, and served for three years as the Executive Director of the Cornucopia Project, an educational nonprofit in Peterborough before moving into her current position with the town. She looks forward to lending her skills to the Chamber and helping to promote the Monadnock Region that she now proudly calls home.

### Veronica L. Rosa, Keene State College



Veronica Rosa's career has taken her all over the Northeast, but she has been in New Hampshire for the past several years. Rosa joined Keene State College in the summer of 2018 and is currently the Vice President of Advancement & Constituent Relations. She has had the privilege of working with many dynamic teams and organizations and joins the Chamber board with over 25 years of

non-profit leadership experience in both health care and higher education.

She relishes spending time with her family - boating, skiing, snowmobiling and watching her fourteen-year-old son play soccer, lacrosse and basketball. She sets goals and strives to achieve them while having fun, laughing, and making a positive impact on those around her. She is excited to join the Chamber board and getting to know members.

### Pierre Morton, Franklin Pierce University



Pierre Morton, MBA, SHRM-CP, and Doctoral Student is Executive Director, Career Services and Adjunct Professor at Franklin Pierce University. Previously, he served as the Assistant Director of Human Resources and Administration for the Yale Young Global Scholars Program and the Yale Young African Scholars Program.

Prior to joining the Yale University Global Scholars team, Morton worked in various positions of increasing responsibility at the Yale University Health Center.

Morton graduated with a bachelor's degree in Human Resource Management from Albertus Magnus College, a Master of Business Administration from the University of New Haven and is currently pursuing his Doctorate in Higher Education Leadership & Policy at Wilmington University.

He is a board member of the National Association of Colleges and Employers, a committee member on the City of Keene Racial Justice & Safety Committee and serves on the Keene YMCA "Juneteenth" Taskforce. He also serves on the Brattleboro Development Credit Corporation Steering Committee.

Morton lives in Keene, with his husband, Michael Giuliano and son, Christopher Garcia.

### Kenny Ballard, Kenny Ballard Consulting and Cooper's Crossroad



Kenny Ballard grew up in Connecticut and has fond memories of traveling through the Monadnock region as a child with his family.

As a sales, marketing and brand leader in the outdoor industry, Ballard spent many days meeting with the team at Eastern Mountain Sports in Peterborough and enjoying the local beauty.

Ballard and his family moved to Keene in 2017 when he was appointed CEO of The Mountain. He was introduced to the Chamber as a business leader and joined the Chamber's Marketing Committee. While on this committee, he worked with the staff to transition to an updated website.

In 2019, Ballard re-started his consulting business, Kenny Ballard Consulting. He also serves as the President of the Board of Cooper's Crossroad, based out of Dusty Dog Farm in West Keene.

## Kenny Ballard (cont)

This nonprofit organization raises awareness of the profound and insidious effects of trauma and provides resources for those in need.

Ballard is honored to be a part of the Chamber board. He is looking forward to leveraging his business experience to bring increased awareness to the region and assist in strengthening our community in the years to come.

## Patty Blake, People's United Bank



For the last 14 years, Patty Blake has held the position of Senior Market Manager – VP at People's United Bank. She is responsible for the overall management, and sales and service effectiveness of five branches in southwestern NH: Chesterfield, Keene, Peterborough, Jaffrey, and Milford. Blake has served on the Boards of the Monadnock United Way and the Greater Peterborough

Chamber and strongly encourages her managers to be actively involved in their communities as well.

Blake and her husband David currently live in Franconia where they enjoy many outdoor activities including hiking, biking and spending time working in their yard and gardens.

## Derek Delaney, Port-O-Lite and Monadnock Millwork



Derek Delaney works at the Port-O-Lite Company and is the President of Monadnock Millwork. He is the third generation to run the family's shutter and door manufacturing businesses, located in West Swanzey.

He has a love for the outdoors and when he is not out fishing, golfing or hitting the slopes snowboarding, you might find him on a local hiking trail with his dog Marlin and girlfriend Margaret. Born and raised in Keene, Delaney looks forward to serving on the Chamber board and doing his part to help make this great community even better.

## Promoting the Region Update



The Promoting the Region initiative (PTR) started in 2018 with a group of local stakeholders, led by the Greater Keene Chamber, to address a longstanding need for economic development in the Monadnock region. The plan calls for a multi-year, multiplatform

branding and marketing campaign to attract visitors, workers, students, retirees and young families to this great part of the world.

Progress is being made on several key aspects of this initiative. Projects currently in the works include:

- **Engage Strategies**, a place-branding agency, has been selected to create a short-term advertising campaign to help the region recover from the economic crisis brought on by Covid-19. This digital campaign will feature short videos of Monadnock area residents speaking about why they love it here. Two of the Chamber's new Board members – Karen Hatcher and Pierre Morton – will be featured.
- **Southwest Region Planning Commission** is leading an effort to establish evaluation metrics for the PTR project over the long term. They will provide contextual metrics that are being tracked by other sources and advise on project performance measures that will require dedicated research.
- **The UNH Survey Center** will help facilitate a dedicated research project to establish baseline metrics regarding the awareness and perception of the region, in markets inside and outside New Hampshire.

To support the long-term part of this project – establishing the brand and marketing plan and funding ongoing marketing – the Chamber, in partnership with Cheshire County, have applied for a grant to the US Economic Development Administration. In addition, the task force will continue to work on fundraising within the region to move the project forward.



## Chamber Staff Addition



Steve Fortier has joined the Greater Keene Chamber of Commerce staff in a temporary role as Project Manager, overseeing several CARES Act funded projects associated with COVID Recovery - part of the NH Department of Business & Economic Affairs (BEA) Chamber Partnership Program.

Fortier has lived in the Monadnock region since he came to Keene State College in

1981. He and his wife, Susan, also KSC '86, raised two children—both Keene State alums and now elementary school teachers—in their home of 28 years in Alstead. He is also a graduate of Antioch University New England where he earned a degree in Organization & Management with a focus on group and organizational behavior.

Prior to joining the staff at GKCC, Fortier served as Keene State College's Director of External Relations. While in this role, he was a liaison with the Chamber and many of its current partners in the BEA Chamber Partnership Program, including the City of Keene, the County, Southwest Regional Planning Commission, Monadnock Economic Development Corporation, as well as NH state and federal elected officials. In late August, his KSC position was eliminated as part of the college's Reduction in Force.

Before his tenure at KSC, Fortier led a non-profit social service agency serving children, families and communities in Southwestern NH and Southeastern VT for two decades. He has also served as a consultant, trainer, author and speaker with a focus on community building and leadership.

## 2021 Leadership Monadnock Program Update

The Leadership Monadnock program, which usually begins in October, has been postponed to early 2021 due to COVID-19. If you are interested in receiving an application to be part of the upcoming cohort, email [leadershipmonadnock@keenechamber.com](mailto:leadershipmonadnock@keenechamber.com) or call (603) 352-1303.



Founded in 1997, Leadership Monadnock is designed to immerse participants in the critical aspects that drive the dynamic nature of the regional economy and quality of life. Each session is structured to present all aspects of an issue through a combination of presentations by industry experts, group discussions, workshops, self-reflection, and other experiences. Participants will have access to community leaders who are experts in their respective fields.

Leadership Monadnock has graduated over 400 participants from public, private and non-profit sectors of our region in its first 23 years.

Please stay tuned for more detailed information!



New Hampshire Department of  
**BUSINESS AND  
ECONOMIC AFFAIRS**

## New Hampshire Department of Business and Economic Affairs (BEA)

### UPCOMING EVENTS

#### **The Office of International Commerce** *2021 Export Boot Camp Webinar Series*

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January 12, 10 am: **Exporting 201 - Allocca Enterprises**

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January 26, 10 am: **HTS/Schedule B Classification - Allocca Enterprises**

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February 10, 10 am: **Mitigating Supply Chain Challenges - Mohawk Global Trade Advisors**

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Registration is required: [www.nhexportassistance.com/events](http://www.nhexportassistance.com/events).

Contact Rachel Adams at [rachel.m.adams@livefree.nh.gov](mailto:rachel.m.adams@livefree.nh.gov) with any questions.

## Keene and Peterborough Chambers Plan to Merge

*On behalf of the boards of directors of the Greater Keene and Greater Peterborough Chambers of Commerce, we have some exciting news to share.*

After several months of discussion between the two boards, and unanimous votes by both boards to move in this direction, we are close to merging the two organizations into one regional Chamber. While the due diligence process is still underway, we expect that to be complete in the next month or so, with the merger expected to be legally final early in 2021.

We realize that this may come as a surprise to some. For others, it will come as no surprise. Mergers of this type have been quite common in recent years, including in New Hampshire. In the past year, the Souhegan and Merrimack Chambers have merged, as have the Lebanon and Hanover Chambers – now known as the Upper Valley Business Alliance.

It has become increasingly difficult for small Chambers to sustain themselves financially, with many now completely dependent on volunteers. The Greater Peterborough Chamber has been in this situation for more than a year. The COVID pandemic didn't cause this, but it may have exposed the difficulty of providing value to members without the resources to do so. In short, we are confident that, moving forward as one Chamber, the whole will be greater than the sum of the parts. The financial condition of the newly combined entity projects to be good – enough to maintain sufficient staff, and some robust programming (pandemic guidelines permitting) for years to come.

So, what will this all mean for you as a member of either Chamber, or both (some of you belong to both)? The Greater Keene Chamber 2020-21 board chair, Tom Minkler, from Clark-Mortenson Insurance in Keene refers to the coming year as a bridge year of transition. The process of due diligence is almost complete, but it will take time for full integration to take place. That process is underway.

For starters, two board members of the Greater Peterborough Chamber – Patty Blake from Peoples United Bank, and Karen Hatcher from the Town of Peterborough – were elected to the board of the Greater Keene Chamber. Patty Blake is the Incoming 2021-22 Chair of the Board of the new Chamber – her term will begin on October 1, 2021.

There are a number of operational and programmatic issues that have yet to be resolved, and you – as members of either current Chamber – will be invited to share your thoughts as we work to resolve them in ways that are both efficient and effective, while providing good value to members. For example: How many Business After Hours will there be, and where will they be held? Will there be a golf event in or around Peterborough? How about Peterborough's annual gala and awards? What will the new entity be called? What will happen to the two websites? Will we still get e-blasts the way we have been? Will the Greater Peterborough Chamber's building remain open? Will it be staffed? How will this affect efforts to promote the Monadnock Region as a destination for tourists, workforce, students and more?

We're working on these questions, and others, and your input is important as we create and live within a new budget, while providing even more value for our members. For more information, please contact Phil Suter at [psuter@keenechamber.com](mailto:psuter@keenechamber.com). Phil is the current President/CEO of the Greater Keene Chamber, and will continue in that role for the newly evolved Chamber. And stay tuned to future e-blasts in the weeks and months ahead. We'll keep you informed, and we'll need your help, in the best tradition of volunteer leadership and collaboration in the Monadnock Region.

---

## Thank You Renewing Members!

*The following members renewed their memberships August-October 2020:*

Achille Agway	Historical Society of Cheshire County	New Hampshire Public Television
Adison Architects, PLLC	HKS Associates Inc	NextEra Energy
Adventure Limousine Inc.	Insurance Source Inc., The	Northern Basement Systems
Aldworth Manor	J & J Discount	Noyes Volkswagen
American House Keene	John R. Coughlin, Realtors	Pamela P. Little Law Offices
Arcomm Communications Corporation	Joslin Management Corporation	Perry Family Dental Care
Athens Pizza	Joy's Network Cancer Resources	Phil-Mack Media
Atkins Callahan	Keene Auto Body Inc	Powers, Smith & Associates, Inc
Autex Mazda	Keene Confections	Primerica
Blais & Associates Realtors	Keene Country Club	RBC Wealth Management
Bradley & Faulkner PC	Keene Day Care Center	RE/MAX Town & Country
Bretwood Golf Course	Keene Elm City Rotary Club	Richards Group, The
Brown Computer Solutions	Keene Eye Care	River Valley Community College
Budget Blinds of Keene, NH	Keene Family YMCA	RJ DiLuzio Ambulance LLC
Bulldog Design	Keene Monument Co Inc	Rust & Co. CPA's
Camino Verde Designs LLC	Keene Orthodontic Specialists, PC	Salvation Army/Keene, The
Cedarcrest Center for Children	Keene Santa Claus	Scully Architect
CharlesWorks LLC	Keene Senior Citizens Center	Selman & Company
Chesco Inc	Keene Smiles, PC	SERVPRO of Cheshire Co., NH/ Windham & Windsor, VT
Cheshire Glass Company, LLC	Korvin Appliance Inc	Solutions for Today
Chesterfield Inn	Kurn Hattin Homes for Children	Sophia's Hearth Family Center
Clark Mortenson Agency	LaunchingU	Stage Restaurant, The - A/R
Colony House	Lee and Mt Fuji Restaurant	Staples Office Supplies Keene
Community Finance, LLC	Liberty Mutual Insurance Company NE Region	Stonewall Farm
Community Kitchen, The	Luca's Mediterranean Café	Takodah YMCA
Community Volunteer Transportation	Maps Counseling Services	Ted's Shoe & Sport
Cooper Properties	Masiello Employment Services	Thai Garden
Country Life Restaurant & Health Food Store	Masiello Insurance Agency Inc	The Entrepreneur's Source
Cup of Life Healing Center	Menadena, LLC	The Simple Nest
Curry Copy Center of Keene, Inc	MoCo Arts	Toadstool Bookshop, The
Custer Design	Mon Amie Fine Jewelry	Tousley Property Management, LLC
D'Alessio and Associates, Inc	Monadnock Cooling Systems, Inc.	True North Investment Partners, LLC
Davis Oil	Monadnock Developmental Services Inc.	True North Networks, LLC
Edward Jones - Scot Ward	Monadnock Family Services	Unity Building Technologies
Electronic Imaging Materials	Monadnock Food Co-op	Westside Animal Hospital
Elm City Coaching	Monadnock Ford	Wieczorek Insurance Agency, Inc.
Facilitated Change	Monadnock Natural Health	Workplace Culture Solutions
Glazy for You! Pottery Place LLC	Monadnock Shopper News	The Works
Greenwald Realty Associates	Montessori Schoolhouse of Cheshire County	
Hancock Market	Motivate Gym	
Harris Center for Conservation Education	New Hampshire Community Loan Fund	
Harvard Pilgrim Health Care	New Hampshire Public Radio	
HCS, Home HealthCare, Hospice & Community		



# Member **Events**

## The Local Crowd Monadnock

Plaid Friday

*Friday, November 27, 2020*

For the 11th year, independent businesses and community members in the Monadnock Region will celebrate Plaid Friday the day after Thanksgiving. Individuals will wear plaid on Plaid Friday to show support for the local economy and their commitment to spending more of their dollars at locally owned businesses this holiday season.



Some participating businesses will offer specials to honor the day and thank community members for their support. Specials will be posted at [tlcmonadnock.com/specials](http://tlcmonadnock.com/specials).

Event updates will be posted at [tlcmonadnock.com/plaidfriday](http://tlcmonadnock.com/plaidfriday).

Artists Sunday

*Sunday, November 29, 2020*

The Local Crowd (TLC) Monadnock will join with the Artists Sunday alliance to promote local artisans and craftspeople on

Artists Sunday, a new celebration on November 29, 2020, the Sunday after Thanksgiving.

Artist Sunday is a day dedicated to encouraging individuals to shop with artists and give something special, unique, and hand-crafted this holiday season. TLC Monadnock appreciates the culture artists create and the impact they have on their local community and economy.

Plaid Friday and Artists Sunday are part of the "Shop Indie Local" movement growing throughout North America. From November 1 to December 31, Shop Indie Local encourages residents to choose local and independent businesses for more of their holiday purchases: [shopindielocal.org](http://shopindielocal.org).

## The Kiwanis Club of Keene

Virtual Holiday Show Broadcast

*Friday, November 27, 2020 at 6:30 -7:00 pm*

The Kiwanis Club of Keene is hosting a family-friendly, virtual holiday show to be broadcast on Cheshire TV (Spectrum channel 1301). Highlights include a visit with Santa and Mrs. Claus from the North Pole TV Station, a reading of 'Twas the Night Before Christmas, and a countdown to lighting the large tree on Central Square. This virtual event replaces the Tree Lighting Celebration typically held in Central Square the day after Thanksgiving.

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