



# outlook news

A bi-monthly publication of the Greater Keene & Peterborough Chamber

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## Virtual Gala 2021 Congratulations!



Windsor Brooks Business of the Year:  
**The Community Kitchen**  
Phoebe Bray  
Executive Director



Citizen of the Year/  
Community Service Award:  
**Jane Shapiro**

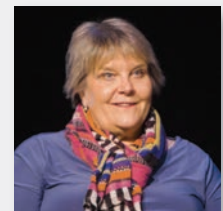
## Inspiring Stories of Community Resilience Featured:



Dr. Melinda Treadwell  
Keene State College



Lisa Scoville  
Lisa Scoville Photography



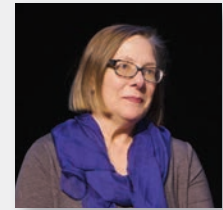
Ellen Avery  
CVTC



Joe Tolman  
Bulldog Design



Jen Risley  
Monadnock Food Co-op



Karen Lamoureux  
Sophia's Hearth

## A letter from Phil Suter, President & CEO



### Greetings Chamber Members –

Just about a year ago, we began to hear about a new (Covid-19) coronavirus outbreak. The year since has been unlike anything most of us have ever seen – economically, politically and personally – here

in the Monadnock Region and around the world. Public health considerations required restricting some of our movement and the way we gather as a community, and how we do business on a day-to-day basis.

Many of our Chamber members continue to face challenges, and we're all pitching in to help. Monadnock Region communities have done an amazing job of supporting their local businesses, and businesses all over the region have pivoted to meet the moment. We're resilient, and we will bounce back. That's who we are.

It's been a busy year for our Chamber and we've had to make some adjustments as well. Our staff is still working remotely some of the time, and our Central Square office in Keene is not yet open to the public. We're all looking forward to returning to some semblance of normal.

Here are a few of the things we're working on:

1. We completed our merger with the Greater Peterborough Chamber late last year, and we will now be known as the Greater Keene & Peterborough Chamber. Our logo is a little different, and our commitment to providing value for our members is stronger than ever, but it's going to take some time to fully integrate our operations. 2021 will be a transitional year, and we're excited about it! Please let us know if you have questions, and/or would like to help.

2. We were fortunate enough to be part of the NH Department of Business & Economic Affairs' Chamber Partnership Program in the last quarter of 2020. This program was designed to help Chambers in the state through these challenging times by supporting our efforts to provide assistance to members, while positioning ourselves for a strong recovery from the impact of the COVID crisis. Under CARES Act and GOFERR rules, all funds had to be spent by December 30th, so it was a hectic time. Emphasis on how the funds were spent was placed on promoting the Monadnock Region, and on the merger, as well as COVID safety and workforce issues.

3. Check out the "Why We Love It Here" social media video campaign we produced as part of the GOFERR funded program described above: <https://www.keenechamber.com/whyweloveitthere>.

4. We will be continuing to "promote the region" in 2021. We have two plans for doing that. The first is designed based on receiving a Federal EDA grant. We submitted a very competitive proposal in 2020, and we are awaiting a response (we hear it may be considered by a review committee in the next month or two). If there is no EDA funding, we are developing an alternate plan, based on local funding. Stay tuned.

In addition to all of this, we will continue to serve you every day – helping you promote your business, and presenting programs that inform, educate and inspire our community to continue the collaborative spirit that makes this region great. Thank you for being a Chamber member.

Please keep in touch, on these points, or any others. Feel free to e-mail me at [psuter@keenechamber.com](mailto:psuter@keenechamber.com).

## Coffee & Conversation COVID-19 Vaccines: What You Need to Know



Hosted by Aalok Khole, MD and Tricia Zahn, MPH

**Wednesday, February 10, 2021**

9-10 am • Zoom Video Chat



Aalok Khole, MD

Tricia Zahn, MPH

Do you have questions about COVID-19 vaccines and the plans for distribution in our region? Join us for this timely topic with our guests, Dr. Aalok Khole, Director of Cheshire's Department of Infectious Diseases, who has been an integral part of the Medical Center and the Dartmouth Hitchcock Health system's efforts against COVID-19, and Tricia Zahn from the Center for Population Health, Dartmouth Hitchcock-Keene. They will provide an update on vaccination efforts in the Monadnock region and answer your questions.

Register online at <http://bit.ly/3t4BuAC> or e-mail [info@keenechamber.com](mailto:info@keenechamber.com). Once registered, you'll receive a confirmation email with the Zoom meeting info.



## B2B Lunch

### Personal Wellbeing Experiment

Hosted by Lindsay Simpson,

*Organizational Wellness Lead, The Richards Group*

**Friday, February 12, 2021**

Noon



Managing personal wellbeing during the COVID-19 pandemic presents new challenges and opportunities. We are at our best when we contribute in the workplace and at home with balance and confidence across all domains of personal wellbeing – a dynamic process. When we approach goal setting with creativity and curiosity, we develop a non-judgmental mindset for experimentation, learning, and growth. In this webinar we will:

- Discuss 5 elements of wellbeing
- Identify 3 research-based strategies to improve wellbeing
- Outline and apply basic health coaching techniques for design of a personal wellbeing experiment
- Explore skills and strategies for peer partnership and accountability

This is a GoToWebinar® event. Upon registration you will receive a link to sign up to join this event.

Register at <https://business.keenechamber.com/events/details/b2b-webinar-personal-wellbeing-experiment-45184>



#### *About Lindsay Simpson:*

*Lindsay is an all-around wellness champion - at the individual and system levels. She is responsible for the planning, development, implementation and evaluation of employee wellbeing initiatives for both Richards Group clients and for internal staff. She works from a research-based, holistic perspective; respecting that every group and every individual has unique strengths and passions that interact with family, workplace, and community cultures. Lindsay has an M.P.H. from UNC Chapel Hill, a health coaching certificate from Wellcoaches, and an B.A. from Middlebury College. Lindsay also serves as a board member for Girls on the Run Vermont.*

# Member News

The regional accounting firm of **Nathan Wechsler & Company, PA** announced the addition of **Duncan Rae** and **Amanda Starry** to their professional team.

Both Rae and Starry are new professionals in the accounting industry and join the firm as associates. In this capacity, they perform a variety of work for clients, including accounting, auditing, compliance, financial statement preparation, tax return preparation, and special projects. Rae is a recent college graduate and Starry spent six years in the banking industry prior to entering the accounting field.

In 2019, Rae graduated summa cum laude from Southern New Hampshire University with a Bachelor of Science in Business Administration with



a minor in Accounting. He went on to earn a master's degree in Professional Accountancy in 2020. An avid contributor to his local community, Rae volunteers at fundraising events for the Animal Rescue League of New Hampshire and regularly donates blood via the Red Cross.



A cum laude graduate of Saint Anselm College, Starry holds Bachelor of Science degrees in Politics and in Economics.

Additionally, she has a Certificate in Accounting from Southern New Hampshire University

Nathan Wechsler & Company, PA also announced that **Julie Greenwood, CPA** was recently re-elected to serve as the Board Chair of **Home Healthcare, Hospice & Community Services** in Keene.



"I was thrilled to take on the role of HCS

Board Chair a year ago and I am equally thrilled to be selected to carry on in the position," said Greenwood. "I consider it an honor to be allowed to serve this organization, which provides invaluable services to the community through a wide range of programs."

Greenwood joined Nathan Wechsler & Company in 1999.

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In addition, the firm was recently named to Forbes' list of America's Best Tax and Accounting Firms for 2021.

"We are incredibly excited to be included to be on these two elite lists for a second time," said Oreste "Rusty" Mosca, Managing Director of Nathan Wechsler & Company, PA. "It is an especially impressive accomplishment when you take into consideration the unique year that we just endured."

The annual Forbes list of America's Best Tax and Accounting Firms is a compilation of the most recommended firms for tax and accounting services in the United States. Firms that make it onto the list are recognized for their exceptional performance in a variety of areas, including tax planning, expertise, wealth planning, digital solutions, and succession planning. This year, 250 firms were recommended for tax services and 200 for accounting services, with 172 firms appearing on both lists. For more details, visit [forbes.com](https://forbes.com).

[nathanwechsler.com](https://nathanwechsler.com).

**The Town of Swanzy** announced that **Joseph DiRusso** of Swanzy has been hired as the Town's new Director of Public Works. DiRusso has been serving as the Interim Director of Public Works since Glenn Smith resigned from the position in November to take a similar position in Fitzwilliam.

DiRusso retired after a distinguished law enforcement career with the New Hampshire State Police, rising to the rank of Lieutenant of Troop C in Keene. After retiring from State Police in 2018,

he joined the Swanzy Police Department initially as a Detective and then was promoted to Lieutenant in 2019. Prior to his career in law enforcement, DiRusso earned a Class A commercial driver's license and worked as a heavy equipment operator for Van Dyke Construction, George Peck Construction, Olson Construction, T-Mann Environmental and the Town of Rindge Highway Department.

Town Administrator **Michael Branley** stated, "While at first glance Joe may seem like an unlikely choice as Director of Public Works, his combination of management skills, knowledge of Swanzy, and foundation of experience in the construction industry were exactly what we were looking for. His emphasis on customer service and planning stood out during the interview process."

DiRusso stated, "I look forward to serving the Swanzy community in this new capacity and the challenges that it brings."

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The Town of Swanzy also announced that **Melissa Castor** has been hired as the Town's new Tax Collector/Bookkeeper. Castor lives in Swanzy and previously worked as the Director of Operations at Green Mountain Tap Handles in Hinsdale, where she managed the company's finances and daily operations. She also served as the Director of Food Services and Events at the School for International Training in Brattleboro, VT where she managed the department's bookkeeping and financial operations.

In her new role as Tax Collector/Bookkeeper Ms. Castor will oversee the Town's Tax Collector's office, which receives and processes roughly \$16 million per year in property tax payments; the office also receives quarterly water and sewer bills. In addition, Ms. Castor will play an important role in the Finance Department by supporting the Finance Director with accounts receivables and other tasks.

Town Administrator **Michael Branley** stated, "I am looking forward to having

Melissa join the Town Hall team as our new Tax Collector. Her years of bookkeeping and financial experience will be an asset to the Town's Finance Department."

[swanzeynh.gov](http://swanzeynh.gov)



Jolana Washburn,  
APRN, AGACNP-BC



Madeline "Lucy" Sudekum,  
MSN, FNP-BC, RN

**Cheshire Medical Center** has welcomed Jolana Washburn, APRN, AGACNP-BC and Madeline "Lucy" Sudekum, MSN, FNP-BC, RN, to the Hospital Medicine department. Washburn boasts 28 years' experience as a registered nurse in a medical-surgical ICU, primarily at Rutland Regional Medical Center in Rutland, VT. She also recently worked in a clinical rotation at Dartmouth-Hitchcock Medical Center in Lebanon.

Washburn received her Master of Science in Nursing from the University of South Alabama in Mobile, Alabama. She holds a Bachelor of Science in Nursing from Pensacola Christian College in Pensacola, Florida.

While earning her Master of Science in Nursing: Family Nurse Practitioner from the Yale School of Nursing in New Haven, CT, Sudekum spent the past year in clinical rotations at Harvard Vanguard Medical Center in Medford, MA, and at Bridgeport Hospital in Bridgeport, CT. She holds a Bachelor of Arts from Colorado College in Colorado Springs, Colorado.

As a hospitalists at Cheshire Medical Center, Washburn and Sudekum work with other medical practitioners and staff members, providing care in a Medical Home Team, helping patients become active participants in their health and well-being. The Medical Home Team integrates all aspects of a person's preventive, acute, and chronic care, offering patients

comfort, convenience, and optimal health throughout their lifetimes.

## The **Monadnock Humane Society**

Board of Directors is pleased to announce the appointment of two new board members – Sharon M. Wratchford and Susan Wyckoff.

Wratchford graduated from Holy Cross College in Worcester, MA and spent 30 years as a financial services professional, culminating in the role of Executive Vice President of Strategic Operations for Natixis Global Asset Management in Boston, MA. She brings a diverse skill set to MHS, including leadership, strategic planning, investment management, sales, marketing, operations, and risk oversight/audit.



Following her retirement in 2016, she decided to pursue volunteer work to benefit one of her greatest passions – animal welfare. She began volunteering at MHS in 2016, and has served on numerous committees including Strategic Planning, Governance, and is currently Chair of the Development Committee. She also volunteered as an assistant to MHS dog trainer, Duke Champney, from 2017 to 2020. She and her husband, Wes, served as Co-Chairs for MHS' annual Hair Ball fundraiser from 2018 - 2020. In September of 2020, they launched the Wratchford Family Anti-Cruelty Fund with MHS to help provide specialized care and support to abused, neglected or abandoned animals. Wratchford has previously served as a Board Member for the Home for Little Wanderers, and as a volunteer with several other non-profit organizations including: Strong Women Strong Girls, Last Hope K-9 Rescue, Pat Brody Shelter for Cats, MSPCA/Nevins Farm, and NEADS World Class Service Dogs. In addition to her new appointment to the MHS Board, she is a member of the 100+ Women Who Care Monadnock organization and currently

serves as a Board Member and Audit Committee Chair for Baystate Savings Bank in Worcester, MA. She lives in Rindge with her husband and their family of two dogs and four cats.

Wyckoff has devoted her 35-year professional career in higher education to serving in campus senior leadership positions and most recently as a professor in the area of university administration at the University of Massachusetts Amherst and Bay Path University.



She has been a Walpole, NH resident for 8 years, and earned a Master's Degree from Keene State College and Ph.D. from UNH. She has held leadership positions in multiple higher education professional organizations at state and national levels as well as serving locally as a member of the Walpole Historical Society and The Women of Walpole organizations. Wyckoff brings diverse experience to the MHS Board including strategic planning, program development and implementation, budget development and fiscal oversight, marketing, personnel management, and community outreach. Wyckoff has been an animal lover since childhood. In adulthood, she and her husband Bill have adopted countless dogs and cats from shelters. Most recently during the pandemic, they fostered and then adopted their latest dog, 10-year old "Shaggy" from MHS.

"With a new strategic plan in the works in 2021, I'm delighted to have the combined and exceptionally relevant experience of these two individuals to help guide us," said Wes Wratchford, Board Chair. "We are also on the verge of several new planning initiatives that will further strengthen our organization and ensure this vital community resource is well positioned for the future. We are extremely fortunate to have these talented professionals on our Board."

[www.monadnockhumanesociety.org](http://www.monadnockhumanesociety.org)

# Member News

**Savings Bank of Walpole** is pleased to announce their appointment of **Ms. Jennie Meister** and **Dr. Yvonne Goldsberry** as Corporators for New Hampshire Mutual Bancorp (NHMB), who were recently confirmed by vote at the NHMB Annual Meeting.

Meister is Controller for Bascom Maple Farms, located in Alstead, NH. She has also been active in the local Greater Monadnock Society



for Human Resource Management (SHRM), as former Board Member and past President, Vice President and Secretary. She also served as campaign chair at her former employer, The MacMillin Company, for the Monadnock United Way for many years. She resides in Walpole, NH.

Dr. Goldsberry is President of the Endowment for Health.



Before joining the Endowment, Yvonne served as Vice President of Population Health and Clinical Integration for Cheshire Medical Center/Dartmouth Hitchcock Keene.

She is well known as the architect of the nationally recognized Healthy Monadnock initiative, where she engaged numerous community coalitions and over 2,000 community leaders, stakeholders and residents in a bold vision for community health. Prior to that, Yvonne served at the NH Department of Health and Human Services, Office of Community and Public Health. She holds a PhD in Public Policy from the George Washington University, a Master of Public Health and a Master of Science in Urban Planning from Columbia University and a Bachelor of Arts in Biology from Brown University. She resides in Walpole, NH.

Corporators have many important

roles that help ensure the success of New Hampshire Mutual Bancorp and its sister banks – Meredith Village Savings Bank, Merrimack County Savings Bank, NHTrust and Savings Bank of Walpole. A Corporator's most important responsibility is the election of highly qualified people to act as members of NHMB's Board of Trustees and act on any bylaw changes that come before them. In addition, Corporators act as community representatives to ensure that the organization is on track regarding serving community needs and providing the company with feedback on the quality of services and personnel performance.

Savings Bank of Walpole was once again ranked as one of the 85 Best Banks to Work for in the United States in 2020 by American Banker Magazine, who recently announced the results of their eighth annual competition. This marks the fourth year in a row that SBW has been included on American Banker Magazine's "Best Banks" list.

The Best Banks to Work For Program, which was initiated in 2013 by American Banker and Best Companies Group, identifies, recognizes and honors U.S. banks for outstanding employee satisfaction. Full results of this year's program are available in the September issue of American Banker Magazine. [www.walpolebank.com](http://www.walpolebank.com)

This year has been different for **True Hope Therapeutic Horsemanship**. After closing the program in March due to the pandemic, the organization was thrilled to have a successful second half of the year. In June, True Hope partnered with Newfoundland Pony Conservancy Center to launch a new program dedicated to pandemic healthcare and first responder frontline workers. Named "Heal the Heroes", the program was created to help these heroes heal from their experiences. It is offered free of charge through fundraising, donations, and sponsorships. True Hope hopes to eventually offer the

program to all first responders and veterans.

**Keene Housing Kids Collaborative** continues to partner with True Hope, providing the opportunity for their residents to participate in the program each session.

2020 closed on a high note with True Hope's annual Pictures with Ponies event in November. Many families come out dressed up to take holiday photos with the ponies, enjoyed some homemade treats, and entered to win some fun gifts. True Hope wishes to thank you to all their partners, supporters and participants!

[www.truehopeth.org](http://www.truehopeth.org)

The **Monadnock Food Co-op** Farm Fund program, in partnership with the Cheshire County Conservation District, is now accepting applications from local farmers. Currently, in its fifth year, the fund has supported nine farms in the Monadnock Region.

This year, the Farm Fund will award up to \$30,000 to help farms in Cheshire County and abutting New Hampshire towns develop or expand their production for wholesale markets, including selling to the Monadnock Food Co-op and Food Connects. Farmers may apply for grants ranging from \$500 to \$10,000. Funds can support a range of projects, including the purchase of equipment and infrastructure, packaging and labeling design needs, and technical assistance.

A Request for Proposals and an application are available at [monadnockfood.coop/community/#farm-fund](http://monadnockfood.coop/community/#farm-fund). Applications are due February 1, 2021.

Tax-deductible donations to this fund can be made to the Cheshire County Conservation District at [cheshireconservation.org/make-a-donation](http://cheshireconservation.org/make-a-donation). Additional fund-raising activities will occur at the Monadnock Food Co-op, including a Round It Up Donation Drive in January and February 2021.

For more eligibility information, visit [monadnockfood.coop/community/#farm-fund](http://monadnockfood.coop/community/#farm-fund) or call **Amanda Littleton** at the Conservation District at 603-756-2988, ext. 4.

[www.monadnockfood.coop](http://www.monadnockfood.coop)

Right down the road, right now, someone needs a ride to somewhere essential. And volunteer drivers for **Community Volunteer Transportation Company (CVTC)** drive people where they need to go.

When riders can keep their essential appointments, they stay independent, and can live at home in peace. Riders can request to be taken to their doctor's or social service appointments, pharmacy or grocery shopping; all non-emergency. A five business-days' advance notice is all CVTC needs to enter a rider's trip request in their TripList system. And for the rider, it is more than just the free ride. Our drivers are courteous and trustworthy, willing to converse and engage. Sometimes even new friendships are made.

Once vetted volunteer drivers choose which trips best fit their schedule, they call the rider to verify pick-up times and, when they return home themselves, they track their total mileage for reimbursement from CVTC. Drivers select when, and to where,

and for how long they are available. By making this difference in a rider's life, drivers contribute to the health of the Monadnock Region, one person at a time. Call CVTC for more information at (877) 428-2882 ext 5.

[www.cvtc-nh.org](http://www.cvtc-nh.org)

**Northeast Delta Dental** recently awarded grants of \$40,365 to eight New Hampshire oral health programs through the Northeast Delta Dental Foundation, established 25 years ago to support oral health programs in Maine, New Hampshire, and Vermont.

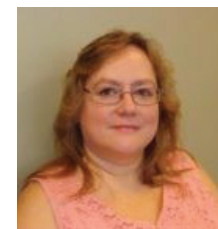
It awarded \$1,000 to the Circle Program, Plymouth, for supplies for its dental hygiene program; \$2,500 to the Children's Museum of New Hampshire to fund activities during children's dental health month; \$5,000 each to Lakes Region Partnership for Public Health, Laconia, and Tri-County Community Action (Belknap, Carroll, Coos and Grafton Counties) to support their oral health outreach programs for children; \$865 to Sullivan County Oral Health Collaborative for equipment to establish an administrative system; \$10,000 to Behavioral Health & Developmental Services of Stafford County and \$7,500 to Harbor Homes, Nashua, to provide dental

care and \$8,500 to the University of New Hampshire, Institute on Disability, for a leadership series on oral healthcare.

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

**The Richards Group's** team of Employee Benefits Advisors has been recognized as one of the 10 Most Innovative HR Tech Providers in 2020 by Industry Tech Insights.

TRG Benefits has used technology in a very progressive manner for many years and their tech investments have paid off significantly for clients over the course of time and particularly in today's challenging environment. Check out [this article](#) to learn how TRG's high tech resources supplement their high touch service model.



The Richards Group has welcomed **Joyce Torrey** to their Commercial Lines Team. Torrey has many years of Commercial Lines experience, most recently with Wieczorek Insurance in Keene.

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

## The Chamber is Hiring...Join Our Team!



The Greater Keene and Peterborough Chamber is looking for an energetic and outgoing individual to become the **Administrative and Marketing Support Coordinator**. In this position, the qualified candidate will provide customer service to Chamber members and the public; contribute to the marketing communications efforts for Chamber programs; and assist the President/CEO and staff to support the board of directors, office needs, projects, and events. As with all GKPC positions, some flexibility to attend early morning, evening and weekend events is expected.

This individual must have strong customer service, organization and interpersonal skills, strong knowledge of Keene and the Monadnock region, solid computer proficiency (Adobe Creative Suite a plus), and the ability to work independently and as a team member. Flexibility in responding to a busy work environment to meet changing priorities in an organization that is evolving and maturing and the ability to set priorities and meet deadlines is required. This part-time (25-30-hours) position offers 11 paid holidays per year, paid vacation/personal time and a retirement (401K) plan. For specific responsibilities and qualifications, visit <https://business.keenechamber.com/jobs>.

# Member News

## Thank You Renewing Members!

*The following members renewed their memberships in November and December 2020:*

AAA	Galloway Real Estate	Monadnock Humane Society
AARP New Hampshire	Good Fortune Jewelry	Monadnock Sustainability Network
AMETEK Precitech, Inc	Granita Enoteca (formerly Nicola's Keene)	Monadnock United Way
Ann Henderson Interiors	Guyer & Son Roofing	NBT Bank - Formerly NH First Bank
Anthony L Olson CPA/PFS	Hamblet Electric	New England Fabrics & Decorating Center
Antioch University New England	Hamshaw Lumber Inc	New Hampshire Trust Co, The
Apple Hill Center for Chamber Music	Hancock Inn	Northeast Delta Dental
Beeze Tees Screen Printing	Hoffman Family Foundation	Oster & Wheeler PC
Bergeron Construction Company	Hogancamp PC	Paragon Digital Marketing
Best Western Plus Keene Hotel	Holiday Inn Express Keene	People's United Bank - Keene
Better Homes & Gardens The Masiello Group	Home Builders & Remodelers Assoc. of SWNH	Phoenix House - Keene Center
Bragdon, Baron & Kossayda, P.C.	Horatio Colony House Museum	Pizza Pie
Brickstone Land Use Consultants LLC	Hubbard Farms	Princeton Properties Management Inc
C&S Wholesale Grocers Inc	Ingram Construction Corp	Quality Care Collision & Refinishing
CASA of NH	Jack Daniels Motor Inn	Racquet Club, Inc, The
CC&D's Kitchen Market	John Burk & Associates	RiverMead
Charter Trust Company	Kapiloff Insurance Agency	Road's End Farm
Cheshire Medical Center - a Dartmouth Hitchcock Health Affiliate	Keene Chrysler Dodge Jeep	Rymes Propane & Oil
City of Keene	Keene Housing	Sally's Place
Colonial Theatre, The	Keene School District (SAU #29)	Savings Bank of Walpole
Communicators! Group	Keene Sentinel	Shae Sterrett, LLC
Cushing & Sons Water Wells	Keene Signworx	Southwest Region Planning Commission
Dead River Company	Keene State College	Southwestern Community Services
Deep Roots Massage & Bodywork	Kenny Ballard Consulting, LLC	St. Joseph Regional School
DEW Construction	Kiwanis Club of Keene	Stan's Auto Body
Diluzio's Foley & Fletcher Funeral Homes	Lane & Bentley	Sterling Design & Communications
Edward D Jones & Co - (Allen Mendelson)	Langdon Place of Keene Retirement & Rehab	Stone Pond Technology, LLC
EMF Inc	Liebert Investment Management	Targett Cleaners
Emile J Legere Management Co Inc	Malcolm R Katz Architect	Timken Precision
EyeWorks	Mascoma Bank	Town Of Peterborough - Office of Community
Fairfield Inn & Suites	Maxcess International	U-Save Auto Rental
Fenton Family Dealerships	McLaughlin Investment Management LLC	W.S. Badger Company
Filtrine Manufacturing Company	Michael Petrovick Architects, PLLC	Yankee Publishing Inc.
Frazier & Son Furniture	Monadnock Center for Violence Prevention	
	Monadnock Conservancy	



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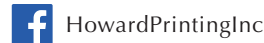
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[NortheastDeltaDental.com](http://NortheastDeltaDental.com)



Cheshire Home Inspections operates seven days a week and is licensed in New Hampshire and Vermont, offering general inspections, air & water radon testing, water quality testing and drone photography services. The business serves Cheshire, Hillsborough, Merrimack and Sullivan Counties of New Hampshire and Bennington, Windham and Windsor Counties in Vermont. Areas beyond these counties are available upon request.

Owner/Operator Jason Frost is licensed in Vermont and New Hampshire for home inspections and is an FAA licensed drone pilot. He has been remodeling his own rental and personal properties for over 20 years. After leaving corporate America over five years ago, he began doing home repairs and remodeling for local customers. Home inspections was a natural transition, enabling him to use his varied skills to alert home buyers of any problems or issues with their home.

Cheshire Home Inspections  
 (603) 439-6077  
[www.cheshireinspections.com](http://www.cheshireinspections.com)

## More New Members

### Town of Peterborough New Hampshire

(603) 924-8000

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## Ask the Expert

### What are some Do's and Don'ts when it comes to Virtual Meetings?

By Ross Gibson, Chief of Operations, Employee Benefits Division, The Richards Group

It is quite amazing how quickly we have all pivoted to virtual meetings, whether for one-on-one discussions, large group gatherings and everything in between. One of the best things we can do is to set clear guidelines (expectations, rules etc.) so people understand the guard rails they are operating between in a virtual meeting. Here are some of the basics to help make for great meetings:

- Do a tech check! For people running the meeting, make sure people are familiar with the key features of the platform being used. Get the log-in info (and agenda) out well ahead of the meeting with clear instructions. For attendees, log-in a few minutes early to make sure you can connect (which especially important if kids are in a Zoom classes at the same time, sucking all of your bandwidth).
- Who's turn? – The larger the meeting is, the more important it is to have a process for having the “floor”. Most platforms have some form of virtual hand-raising (emojis) that work well.
- Multi-tasking – This is a tough one since there are so many tempting distractions. To run a crisp, efficient meeting, be direct on importance of being present and not playing Candy Crush while the CEO is speaking!
- Chat room – Be clear if the chat room is to be used as part of a meeting. Things can devolve quickly if there are simultaneous verbal and written conversations happening.
- Lighting – Light should be focused on you from behind the camera, not behind you. The later makes you more difficult to see.
- Use muting correctly – This means unmute when speaking; mute the rest of the time. Always make sure to check if you're muted before speaking. (2020 phrase of the year: You are muted!)
- Backgrounds – My best advice is two-fold: (1) Skip the phony backgrounds unless absolutely necessary (as in you forgot to make your bed) and (2) Check what your background looks like before you go live. Most platforms have a preview feature.
- BONUS: Schedule meetings in anything other than half or whole hour increments e.g. 45 minutes (my favorite). People need time between meetings – this helps to build in breaks that help keep everyone focused during the meeting.

## Mask Guidelines for Retail

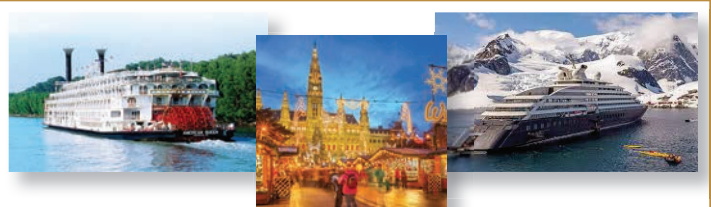
The New Hampshire Retail Association has been working with the NH Attorney General's Office, the Governor's Office and the Department of Business and Economic Affairs to develop guidelines to insure that retail employees are kept safe when customers refuse to wear a mask.

The Attorney General's office issued guidance on how businesses should handle these situations. Retail employees are urged to call the police and not engage with the customer after the refusal. Be sure to call your local law enforcement department prior to an issue to establish a plan with them.

**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 to get on the schedule!



### Welcome to a New Year and an Entire World of Possibilities!

Small group, small ship river and ocean group opportunities designed with safe and an immersive variety of travel experiences. Purely exciting and effortless for you!

**June 13, 2021:** American Steamboat Company 8-Night Adventure. My Way on the Mississippi – A Frank Sinatra Musical Experience

**August 12, 2021:** Alaska with the “Lisas” – 7-Night Alaska Experience with Oceania onboard the Regatta

**December 12, 2021:** Iconic Christmas Market River Cruise

**April 29, 2022:** Discovering Holland & Belgium – An Active River Cruise Experience (with hiking, biking, and kayaking)

**August 13, 2022:** You Had Me at Merlot – Douro Wine Themed Cruise in Portugal (almost sold out, call for availability).

For all the details on this exciting menu of small group cruises, visit [FitzgeraldTravel.com/Beyond](http://FitzgeraldTravel.com/Beyond) or contact the “Lisas”:  
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# UNITY

uni-ty / yū-nə-tē / noun

Oneness of mind, feeling, etc., as among a number  
of persons; concord, harmony, or agreement.



As we slowly return to “normal” after such challenging  
times, now more than ever, it’s important to come  
together to support our local businesses, local  
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At Savings Bank of Walpole, we’re exceedingly proud to  
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There really is truth to the idea that there is power in  
numbers—especially when we unite as a community.



## New Hampshire Office of Int'l Commerce

Marketing at Virtual International Trade Shows

*February 10, March 3 • 10 am*

Learn Strategies, Tactics for a Successful Virtual Trade Show

Many people wonder how to promote their business at virtual trade shows. Knowing the strategies and tactics in a virtual world will get your company noticed and set yourself apart.

Check out the latest schedule of events and sign up today.

- February 10, 10 am:  
Mitigating Supply Chain Challenges - Mohawk Global Trade Advisors
- March 3, 10 am:  
End Use and End User Due Diligence in Export Controls – Kazakis International

To register, visit: <https://nhexportassistance.com/events>

As always, these programs are FREE for New Hampshire-based companies that qualify under the STEP program. The Office of International Commerce presents the Export Boot Camp training series for businesses on important international trade topics.

## UNH Cooperative Extension and SBDC

Resiliency Academy

*April 7, April 21, May 5, May 19, June 2, 2021 • 9:00-10:30 am*

Communities and businesses are responding, innovating, and adapting because of the current pandemic. Resilience is a key component for communities and businesses to move towards economic recovery and plan for future disturbances and disruption.

Overview: Academy sessions will include opportunities to learn from practitioners, municipal staff, business owners, and experts through case studies, presentations, discussions, and Q&A sessions. Participants are encouraged to attend all five sessions.

Who should attend: Small businesses, community leaders and volunteers, municipal officials, economic development professionals, and those interested in the economic recovery and future planning of their business base and community are invited to attend the Academy.

Session Dates:

- April 7, Session 1: Threats
- April 21, Session 2: Assessment
- May 5, Session 3: Visioning
- May 19, Session 4: Planning
- June 2, Session 5: Action

All sessions are held from 9 am-10:30 am. Cost to attend: \$100 for five sessions. Scholarships are available. For more information, visit: <https://www.nhsbdc.org/resiliency-academy>.

## The Monadnock Restaurant Project: Eat, Drink & Build Community

The Local Crowd Monadnock, Culinary Journeys, and Food Connects have partnered to launch The Monadnock Restaurant Project, a homegrown stimulus effort. A virtual press conference was held on February 3rd to introduce the project and answer questions.



This project will invest \$10,000 to purchase gift cards from participating locally owned restaurants. The group plans to strategically disperse these gift cards to community members who will spend the cards quickly, providing an immediate shot in the arm to Keene's local economy this winter.

“It could be a really rough few months for our fellow restaurateurs and if we don't do something soon, we could lose some of the businesses on the edge,” said Luca Paris, owner of Luca's Mediterranean Café. “We can't wait for someone else to help us. Eat, drink and build community! Let's do this as a community—quickly and safely.”

The project team anticipates that community members will spend twice the amount of their gift cards when redeemed, doubling the impact of this project by infusing \$20,000 to these cash-strapped businesses.

According to the Monadnock Indie Impact Study, locally owned retailers return 62.4% of their revenue to the local economy, while national chain retailers return just 13.6% of revenue—meaning that locally owned businesses return over 4x more money to the local economy compared to chain retailers.

Culinary Journeys is funding Phase 1 of the project and invites local community members to fund future rounds.

To learn more about the project or to contribute to the Crowdfunding effort, visit <https://tlcmonadnock.com/stimulus> or contact Jen Risley at [jen@thelocalcrowd.com](mailto:jen@thelocalcrowd.com) or 603-400-9157.

**Local restaurants are cooking and packaging individual meals for members of our community in need. Meal distribution begins on Tuesday February 2, 2021.**



# **FREE DRIVE-THRU MEALS**



**Tuesdays and Thursdays, 5-6pm  
First come, first served.**

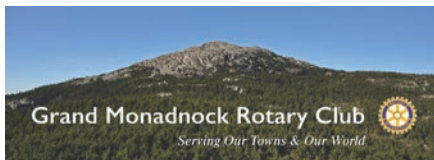


**South Meadow School  
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Peterborough, NH**

**No sign-ups.**

**Masks required for safety.**

**Sponsor:**



**A collaboration to feed our community and support our restaurants during Covid.**

Partners: Peterborough Fire and Rescue Association, Cornucopia Project, Peterborough Food Pantry, The River Center, ConVal School District, the Town of Peterborough, local churches and restaurants.

**Questions: [community@peterboroughnh.gov](mailto:community@peterboroughnh.gov)  
More Information: <http://bit.ly/PboroMealsToGo>**



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