Then, Today, Tomorrow It Will Always Be About You.

Rondout Savings Bank has celebrated its 150th year as one of the area’s most successful long-standing, independent banks. This notable achievement has been acknowledged by appreciating the past, present and future of the bank. It’s been a year of recognition and milestones at Rondout Savings Bank. For one hundred and fifty years this small community bank has been strengthened by remaining true to the people and communities it serves. From 1868 to 2018 Rondout Savings Bank had to face difficult challenges that included the Great Depression, several wars, multiple recessions, and all too common acquisition by a bigger, non-community bank, through it all they’ve remained committed to independence & mutual ownership.

This year has not only been distinguishable by the Bank’s 150th Birthday, but it is also the year of Rondout Savings Bank’s first woman President. Cheryl Bowers, now the 14th president of the Bank.

Times Are A Changin’ at SUNY New Paltz
Hear College President at Dec. 18 Breakfast

SUNY New Paltz is educating the professionals of tomorrow for life and livelihood and you can hear all about the changes in curriculum, as well as the physical transformation of the campus, at the Chamber’s annual Holiday Breakfast on Dec. 18.

SUNY New Paltz President Dr. Donald Christian will be the guest speaker for the Breakfast, which is scheduled from 7:30-9 a.m. at the Best Western Plus in Kingston. Rondout Savings Bank is the sponsor. The Kingston Catholic School Choir will help ring in the holiday season.

Christian said he will talk about several new programs, including one in mechanical engineering that was created at the request of local businesses and industry.

“We’ve now graduated two classes in that program,” Christian said. “We heard from manufacturers and others in the region that they’ve had a hard time recruiting mechanical engineers to come to their firms in the Hudson Valley, so we added this program and it’s been wildly popular with students.

“Our graduates are getting jobs, a lot of them right here in the Hudson Valley. We’re really excited about what that program is doing, not just for us, but for our students and the region. That’s a theme I’ll try to emphasize in my comments.”

Christian also is buoyed by a new accelerated MBA program at the college.

“It’s a very flexible program,” Christian said. “It includes some on-campus courses and some online courses, and we’re seeing a lot of interest in that program.”

SUNY New Paltz also recently added a business analytics program at the undergraduate level, which is the first one in the SUNY system and only the second in the state.

“This deals with big data and the data-driven decision-making that increasingly is so prominent in business, health care and education and virtually every endeavor,” Christian said.

The president said he would also brief business leaders on the physical changes at the New Paltz campus in recent years. A new science hall opened in 2017 and an engineering building, which will house the aforementioned mechanical engineering program and 3D printing, opens in 2019.

Meanwhile, Wooster Hall and the
UPCOMING CHAMBER EVENTS

December 18 | 7:30 - 9:00 am
Chamber Breakfast Meeting
Dr. Donald P. Christian, President - SUNY New Paltz
BEST WESTERN PLUS
503 Washington Avenue | Kingston, NY
$25 Members-Advanced Pay • $30 Members-At the Door
$35 Non-Members
Sponsor: Rondout Savings Bank

December 19 | 5:00 - 7:00 pm
Networking Mixer
Boys and Girls Clubs of Ulster County
139 Greenkill Avenue | Kingston, NY
There is no cost for Members and Prospective Members.
Reservations are required.
Sponsors:
PuroClean Professional Restoration & Paragon Building Group

January 17 | 5:00 - 7:00 pm
Networking Mixer
MAC Fitness - Kingston Plaza
338 Plaza Road | Kingston, NY
There is no cost for Members and Prospective Members.
Reservations are required.
Sponsor: Bank of Greene County

February 7 | 9:00 - 10:30 am
Business Card Exchange
Courtyard by Marriott
Conference Room | 500 Frank Sottile Blvd. | Kingston, NY
There is no cost for Members to attend.
Reservations are required.
Sponsor: Hudson Valley Federal Credit Union

Register for all Events (845) 338-5100
www.UlsterChamber.org
When Dan Whalen got the chance to come back to his hometown to do community work, he called the decision a “no-brainer.”

Whalen has been the executive director of the Boys and Girls Clubs of Ulster County since July and he is anxious to show the local business community everything the organization has to offer at the Chamber’s next Networking Mixer from 5-7 p.m. on Dec. 19. Complimentary refreshments will be provided by The Chateau.

PuroClean Professional Restoration and Paragon Building Group are the sponsors of the Mixer, which will be held in the Kingston Club at 139 Greenkill Ave. The Boys and Girls Clubs of Ulster County also operate a unit in Saugerties.

“We’re really focused on just getting people in to see what we do,” Whalen said. “A lot of people are aware of what Boys and Girls Clubs stand for, but we’re all autonomous clubs and we’re all different. We have a very special club in Kingston and we want an opportunity to bring people in and showcase what we do and what we have.

“We appreciate all the local businesses that really stand behind us and support the club and we want to bring them in and thank them for that as well.”

The Kingston Club, a mainstay in the community since 1946, is open weekdays from 2:30 to 8:30 p.m. and features a gym, game room, teen center, a fitness area, computer center, homework area, dance room and a shop to fix bikes. Tours will be available the night of the Mixer.

Meanwhile, the Saugerties Club, which opened in 2006, is open 2-8 p.m. and offers after school programs, recreation and art.

Whalen said the club has 650 registered members and the breakdown is essentially 50-50 between boys and girls.

“We’re in the 350 to 400 range daily,” Whalen said. “We provide a safe place for kids after school to do educational programs and work on their schoolwork. We offer character and leadership building programs. We offer job readiness and career programs. We help kids progress to the next stage of life and keep the progression going for them so there are no delays or stops.

“The population we serve is the one that tends to need us the most. That’s who we focus on. We focus on our youth that maybe have needs. Some are financial, some are educational, and what we do is provide programs and services for kids who need them to develop the skills to be successful, positive people in our community.

“We really focus on trying to help kids find their voice, find who they are, find their confidence, find their self-esteem and really take off down avenues they’re interested in and help them to really grow.”

That’s what drew Whalen, a 2000 graduate of Kingston High School, back to his hometown. He was the director of the Jewish Community Center in Binghamton before returning this summer.

“The whole point of the move was to come home and help be an influence in the community I grew up in,” Whalen said. “It’s just a passion. I got into community work because I really wanted to give kids opportunities to be as successful as they can. I grew up around here and I saw a lot of my friends who were really successful and some who may not have been. I noticed that those influences, the mentors, the role models available to them were really the difference.

“In general, that’s how I really got focused on being involved in community work. When it came to this position opening up, it was really a no-brainer for me to move here. I love doing community work, but to be able to do it in the community I grew up in, just speaks volumes. It’s really a life mission and a passion to be able to relate to these kids growing up in the same circumstances and be able to guide them and show them the way.”

Whalen said he is impressed at the way the community rallies around and supports the organization, which employs 25.

“We charge $10 a year for membership,” he said. “We don’t increase our rates because we know who we’re servicing and we want to make sure we’re able to service everyone. There’s no way we’d be able to do the things we do and change the lives we change without the people in this community being so supportive.”

The Kingston Boys and Girls Clubs of Ulster County can be reached at (845) 338-8666 or www.bgclubsulstercounty.org. Call (845) 246-7671 for the Saugerties unit.
The Culinary Warehouse a Place Where ‘Home and Restaurant Meet’

Company is coming for the holidays, and the frenzy begins. You need extra gadgets to make all those culinary delights—everything from casseroles, cookies and cocktails to tender roasts and stunning appetizers. Where to turn?

The Culinary Warehouse at 17 Grand St. in Kingston isn’t just for restaurateurs or professional chefs. It’s the place for everyday cooks who need high-quality kitchen accouterments that are essential but sometimes overlooked.

“We have everything that the home or restaurant baker would need for the holidays or year-round work,” said Declan O’Brien, who co-owns the 80-year-old business with his wife, Tracy Lane O’Brien.

“We have a baking section with pie carriers, cookie cutters, pastry boards and a full pizza section with pizza peels, stones, trays and slicers. Our barware section carries cocktail and bar equipment with shakers in all sizes, and the latest trending ingredients like bitters and elixirs and everything you need for the cocktail aficionado in your life.

“We have a big selection of turkey pans, fryers, basters, thermometers, lifters and anything to do those holiday meals coming into the entertaining season,” he said. “We are your one-stop place for entertaining, stocking stuffers and gift certificates.

“Everybody who comes into the store says they love looking at all of our merchandise. They’re thrilled that they don’t have to go down to the city for the latest, trending items or hard-to-find supplies.”

In the rare event that a shopper can’t find something, the staff will special order and, in some cases, even deliver it in time for the holidays.

“One time, we had a customer call in, looking for 50 nutcrackers that had been overlooked and needed for a same-day event. We took care of it. We’re here to keep it community-based,” O’Brien said.

While the business, housed in the historic Midtown Millard Building, is one of the best-kept secrets for home-based cooks, it is known as the premier destination for established restaurants like Savona’s and Ship to Shore as well as many of the new eateries opening around the city.

“The idea really is to offer chef- and restaurant-standard cooking implements and supplies to give them a peek at what is trending,” O’Brien said. “We service hundreds of restaurants from Westchester to Albany and everywhere in between. He and his wife have been operating a custom travel company known as The Destination Company, also at the Millard Building for 30 years. They bought the culinary supply business in March from a couple that wanted to retire.

“We felt that with a bit of energy and vision, we could make it more exciting and get more people to know it’s here. I don’t think the business was getting the exposure it deserved, so we’re doing what we can to change that,” O’Brien said.

While the business, housed in the historic Midtown Millard Building, is one of the best-kept secrets for home-based cooks, it is known as the premier destination for established restaurants like Savona’s and Ship to Shore as well as many of the new eateries opening around the city.

“The Culinary Warehouse and all they do to serve the Hudson Valley,” said O’Brien. “A lot of our inventory is what restaurants buy, but there’s so much crossover these days, especially with what’s going on with the popularity of the Food Network and all these TV competition shows. People can come in here and, in a focused way, shop themselves for great, fun products.”

Scott Cooper, Store Manager

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Times Are A Changin’ at SUNY New Paltz

Continued from page 1

Sojourner Truth Library have seen major renovations. “The library is now wildly popular with students,” Christian said. “Many students now tell me that they live in the library.”

The college also has seen a new residence hall and athletic fields built recently. “I’ll be talking about all of the changes—and what they mean for our students and our programs,” Christian said.

Christian also plans to discuss the possible renaming of five residence halls and a dining hall that are named for former slave owners. Christian has recommended the name changes and the SUNY New Paltz College Council will meet next spring to consider the move.

“There’s a strong sense on campus that this would be a positive change for our campus as we see enroll an increasingly diverse student body,” he said.

While critics have accused the college of wanting to “erase history,” Christian said he wants to find “ways to better portray the history of the region.”

“Our goal is very clearly not to erase history, but to find a different way to acknowledge the Huguenots and their contributions than through names on residential build-
ings,” he said.

Christian also plans to talk about SUNY New Paltz’s role in the regional economy.

“I want to reinforce to the business community that in the course of fulfilling our primary mission as a top-quality public university, we also generate a lot of economic activity through things like being the largest employer in Ulster County,” he said.

SUNY New Paltz is not only Ulster County’s largest employer with more than 1,700 employees, but its annual regional economic impact is about $360 million.

“I’ll also speak about the college’s reputation and profile for quality and affordability,” Christian said.

Christian is particularly proud that SUNY New Paltz has been rated a “Best Value” by several prominent magazines, including U.S. News & World Report, Kiplinger’s Personal Finance and Forbes Magazine.

Meanwhile, the college’s undergraduate business, engineering, accounting and theatre programs have been lauded by U.S. News & World Report, AccountingEDU.org and OnStage Blog, a theater profession publication.

Christian, the eighth president of SUNY New Paltz, was appointed in 2011 after serving as interim president and provost and vice president for academic affairs.

Prior to coming to SUNY New Paltz, Christian served as dean of the College of Arts and Sciences at the University of Wisconsin-Eau Claire. He also has held positions at the University of Montana and the University of Minnesota-Duluth.

Chamber breakfast programs are a great way to network with other local business leaders and stay on top of current events. Pre-registration is strongly encouraged. For more information or to register, call the Chamber at (845) 338-5100 or go online at www.ulsterchamber.org.

Rondout Savings - Breakfast Sponsor

Continued from page 1

at the Bank, was a founding member of Rondout Savings Bank’s business banking department, and an integral part of Rondout’s executive leadership team. Staying the course; Cheryl is leading the bank forward by keeping the bank financially strong and successful by focusing on individual customer needs and local communities.

As a true community bank, Rondout Savings Bank has an inherent advantage that comes with having close relationships with their customers and intimate knowledge of their communities. Their Board of Trustees, staff and their families live here and share neighborhoods, schools, houses of worship and charities with you and your families. The bank is an important part of the local economy, serving the vital banking needs of small businesses and community stakeholders. “We understand the people and business environment at a deeper level than bankers from outside the area. Decisions are made locally, therefore business loans are based on more than a simple income statement”, explained Michael Shaughnessy SVP, Chief Lending Officer.

For over 27 consecutive years the community bank has earned a 5-Star rating, awarded by BauerFinancial Inc., the nation’s bank rating firm. The Best of Bauer Award of Excellence is an accomplishment only achieved by 4.2% of the banks surveyed nationally. The 5-Star superior rating indicates that Rondout Savings Bank is one of the strongest in the nation, exceptional in areas of capital, loan quality, profitability and more.

Giving Back to the community is a very important part of Rondout’s mission. Rondout Savings Bank is committed to those in need. The bank’s team works every day to earn the business of individuals and organizations in our community; in turn, they return a significant portion of their profits back into the community. Thinking in banking terms, Rondout Savings Bank decided to call it their “Dividend to the Community Program.” Each and every year they donate 10% of their earnings to hundreds of area non-profit organizations for a wide range of worthy purposes. There’s no wonder why this bank has succeeded for over 150 years and will continue to do so. Stop in any of their five branches located in Kingston, West Hurley and Hyde Park and discover the Rondout difference.
The statistics are sobering for businesses that lose their data or client information, according to Inc. magazine. “About 60 percent of small businesses are affected by a data breach each year, and of those, the majority go out of business within six months,” says Robert Shoemaker, owner of Red Hook-based Professional Computer Associates.

“Between the loss of reputation, and the loss of time to re-instate their system, and get all their information back up and running, most business won’t survive.”

Shoemaker said one of the services offered by his company is data backup and recovery from a breach or a loss of information due to a natural disaster, computer breakdown or hacking. “If you’ve got all your information on a network and that network crashes because of old age or a corrupt file or someone clicked on a bad email, it all goes,” he said. “If it takes you two weeks to get back up and running, you’re still paying employees and not billing anybody. You’ve got significant down-time costs. We can help businesses with that.”

Shoemaker started PCA almost 20 years ago and it has blossomed into a full-service IT support company for small to large businesses. Besides the aforementioned data backup and recovery, PCA also offers managed IT services, cloud computing and VoIP services.

“We are the biggest such firm in the Hudson Valley with over 20 employees,” Shoemaker said.

PCA boasts more than 200 clients throughout the Hudson Valley, including many Ulster County firms. The businesses range from as small as five employees to much larger companies, such as Ulster County Community Action Agency, which has several hundred workers in multiple locations.

Shoemaker said what separates PCA from other companies is “transparency and service.” “We give a lot of communication to our clients throughout the process so everything is completely spelled out in what we are providing,” he said. “No one is ever subjected to any hidden fees.

“One of the things that makes us very different is we have a dedicated customer service person, who makes it a point to meet with our clients at least every six months to go over exactly what’s been done and what we see for them in the future so they can budget properly and there are no surprises. We make sure there’s constant conversation back and forth in how we can better serve them.”

Several of those conversations led PCA to develop a new phone option. Shoemaker said one of the company’s newest offerings is a voice-over IP phone system that works over the Internet.

“That has a lot of advantages for business continuity when people have to work from home,” he said. “The really nice thing about the system we have is that it not only works over the Internet, but it also has a backup device that will allow it to work even when the Internet is down.

“It also allows you to send it to your cell phone so there’s always business continuity no matter what is going on, including

Continued on page 7

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- Chrissy Deibert, Copy Hut
Continued from page 6

snowstorms, power outages or natural disasters.”

Shoemaker said the company’s growing reputation is the source of many new clients, including five of the last seven.

PCA also takes advantage of the Chamber’s many offerings and exhibited at the Buy Local Expo.

“We find it really valuable going to the Chamber’s networking events and talking to different people,” Shoemaker said.

Professional Computer Associates, located at 7401 S. Broadway in Red Hook, can be reached at (845) 876-6561 or www.pcasupport.com.
Daniel Gagnon started Gagnon & Associates CPAs in 1974 and his son, David, joined the firm in 1989. The company truly is one of Kingston’s longtime family businesses with a rich legacy.

“We try to relay the family focus and the family-based service to our clients and try to incorporate them as one of the family,” says David Gagnon, who is now the company’s president with the recent retirement of his father.

Gagnon Associates, which employs 12, is a full-service accounting firm specializing in accounting, tax and consulting services.

The firm offers an array of accounting services, including audits, reviews, compilations, bookkeeping and payroll processing.

Gagnon said tax preparation and planning makes up about 60 percent of the firm’s work. Audited financial statements and bookkeeping is another 30 percent.

“Accounting and taxes is probably 90 percent of what we do,” he said.

The company’s consulting services include QuickBooks consulting, strategic business planning, corporate and LLC formation, business forecasting, budget development and cash flow management and loan coordination.

While New York State mandates employees undergo 40 hours of professional development for licensing, the staff at Gagnon & Associates goes above and beyond.

“I would say the average person in the firm does upwards of 60 to 70 hours of education every year just to stay current on taxes and accounting,” Gagnon said.

If you think the company’s busiest time is from the beginning of the year to April 15, when individual tax returns must be filed, think again.

Gagnon said the tax filing deadline for non-profits is May 15 and fire districts don’t have to file until June. Then there are all the taxpayers who file extensions.

“We’re really busy for the first five months,” he said. “It goes beyond April 15.”

Gagnon & Associates services close to 1,300 clients. While the firm does some advertising for new business, it mostly comes from word of mouth and Google reviews—especially if the client is from out of the area.

“Probably 30 percent of all our clients who come from outside the area have at least reviewed our Google review,” Gagnon said.

Gagnon, a regular at the Chamber’s popular networking events, said he finds them useful for staying connected with business partners.

“We establish new leads and establish connections with existing clients and other business associates, such as banks,” he said. “It’s good to meet with everyone in a related environment. It allows us to forge a better relationship.”

It’s not easy for any business to stay afloat for more than 40 years, let alone thrive as Gagnon & Associates has, Gagnon knows why.

“I think one of the reasons we’re so successful is we’re very client-focused,” he said. “We try to deliver what the client needs, not what we think they need. I think that’s a huge part of our success. We’re also looking out for their best interests.”

Gagnon said they make sure they are aware of new regulations, such as changes in sexual harassment laws.

“That’s not really a CPA function, it’s more of a human resources function, but a lot of our clients don’t have that resource and if we know about it, we share information with them to make sure they don’t get in trouble,” Gagnon said.

“We almost become CFOs (chief financial officers) for businesses who can’t afford a CFO,” he said.

That community-based philosophy was ingrained in the company by Daniel Gagnon, who is now retired, but still around the office when he’s not playing golf.

“He likes to keep active,” Gagnon said of his father, who actually started practicing in Kingston in 1967, seven years before opening Gagnon & Associates. “He does come back and he’s more of a mentor to people on staff, which is awesome for me.”

One of those staffers is senior accountant Travis Rask, who has taken on the leadership of the Chamber’s Young Ulster Professionals (YUP) and recently received the Emerging Young Leader honor at the Chamber’s 14th Annual Business Recognition Awards Dinner.

Gagnon & Associates CPAs, located at 212 Fair St. in Uptown Kingston, can be reached at (845) 331-3600 or www.gagnoncpa.com.
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Mixer

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New Paltz, NY

Lisa Maher (Courtyard by Marriott), James Grabinski (Farmers Insurance-New York Life Insurance), Michael Perkowski (Courtyard by Marriott), Susan Diamond (New York Life Insurance)

Lorin Arnold (SUNY New Paltz), Barry Medenbach (Medenbach & Eggers), Laura Barrett (SUNY New Paltz)

Joel Gelles, Jeremy Hughes (both with Pine Ridge Dude Ranch), Chai Landau, Matthew Sanchez (both with Cornerstone Services)

Steven Kelley (Ellenville Regional Hospital), Arnaldo Sehwerert (SUNY Ulster), Cathy Terrizzi (SUNY Ulster)