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Feature: 2017 Ambassador Awards

LAKESE — CHIE

Pictured: Kim Vandermolen, Lakeshore Family Chiropractic



Cover photo by deVries Photography

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featured in Connect

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MICHIGAN WESTCOAS CHAMBER OF COMMERCE

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Content submissions and new business sponsors must be received by the 5th of each month for the next month's publication.

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### Letter from Jane Clark

President, Michigan West Coast Chamber of Commerce





Vision: Building successful businesses that lead to a thriving community.

### **Mission:**

Connecting businesses to each other and the resources they need to grow and succeed.

This month our magazine features our Ambassadors, and I would like to take this opportunity to thank them. Made up of members who volunteer their time and efforts to make us stronger, Ambassadors are the Chamber's heart and soul. They turn ideas into action to help us serve our members. Working with the Chamber's staff, our volunteers help share contagious energy throughout the business community, and we offer them our sincerest gratitude for the countless hours they spend helping the Chamber stay plugged in.

You'll see them assisting at events, greeting our members and helping everyone feel welcome. You'll find them at ribbon cuttings, helping members celebrate milestones and getting new members plugged into the Chamber right away. They help extend the reach of our staff by making personal calls and visits to check in with members, and are always willing to assist with projects that require many hands. Delivering excellent service and experiences to our members is our priority, and we couldn't do all that we do without them. Thank you, Ambassadors! Best Regards,

Jane Clark

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COVER STORY

### Feature: 2017 Ambassador Awards

By Chelsea Hall



Pictured from left to right: Spirit Award recipients Dave Purnell, Julie Abel, Jerry Morlock, Robin Bartels and Tim Schreur.



They've got spirit, yes they do: Spirit Award winners proudly show off their accolades.

The Chamber Ambassador Committee engages members through a variety of programs including events and personal contacts. Ambassadors work with the Chamber staff to enhance member value and retention through planned activities that benefit the Chamber's diverse members and community.

Each May, the Chamber takes time to officially thank the Ambassadors and recognize those who go above and beyond. This is also the time when Spirit Awards and the Ambassador of the Year award are presented. Without further ado, we present the 2017 Ambassador award winners.

### 2017 Ambassador of the Year



### Kim Vandermolen, Lakeshore Family Chiropractic

Based on overall points, Kim Vandermolen was recognized as Ambassador of the Year for the second year in a row. "I feel very honored to have been named Ambassador of the Year again," she said. "I try to take advantage of every opportunity that the Chamber offers to us; I'm excited and honored and look forward to another great year!"

Kim shared that her involvement with the Chamber has been instrumental in her role as Practice Representative Director for Lakeshore Family Chiropractic. "Connections that I have made through the Chamber and being an Ambassador have been huge!" she said. "These people have not only helped me with booking appointments and building our practice, they have become great friends."

For Kim, being an Ambassador is also a way for her to offer guidance and support to new members, or those looking to become more involved. "The Ambassador program is important and helpful for the other Chamber members," she explained. "Ambassadors are at every event to help, guide and answer questions. We will do whatever we can to help them and find the best fit for them and their business."

Thank you, Kim, for your commitment to the Chamber and its members, and congratulations on being named Ambassador of the Year.

### **2017 Spirit Award Recipients**

### Tim Schreur, Schreur Printing & Mailing

Schreur Printing & Mailing has been a Chamber member for an impressive 57 years— since 1960—and current Owner Tim Schreur's involvement dates back 22 years. As someone who enjoys attending the ribbon cutting ceremonies, monthly meetings, money saving programs and interacting with the other Ambassadors, Tim said being involved in the program is the real reward. "I never saw it coming," he said of winning. "I really enjoy being involved in the Ambassador program and a part of the Chamber in general. Being recognized was just icing on the cake!"

#### Julie Abel, JabberDesign

Julie Abel, Owner of JabberDesign, believes she wouldn't have the business she does today had she not been an active Chamber member. "When I joined the Chamber 15 years ago, JabberDesign was a small startup web design business, and my membership helped it grow through networking, training seminars, tech lunches and business owners' roundtables," she said. "I took advantage of everything I could, and now I'm a Chamber Ambassador because I wanted to let other business owners know what an incredible benefit being a Chamber member could be for them." Julie said she finds the monthly meetings are a great way to stay informed about what the Chamber is offering and ribbon cuttings are wonderful for networking and learning more about new and expanding businesses in the area.

#### Jerry Morlock, Staffing Inc.

Director of Business Development for Staffing Inc., Jerry Morlock has been a Chamber member for four years and an Ambassador for three. "Being a member helps me stay up to date on local business news and provides me with the opportunity to connect with the business community," he shared. In his capacity as Ambassador, Jerry makes it a point to connect with newer members and make them feel at ease. "I do my best to make sure that people who are new to Chamber events feel welcome, valued and comfortable," he said. Since meeting new people and helping them become active in the Chamber is the reason he became an Ambassador, receiving the Spirit

Award let Jerry know his efforts make a difference. "I'm grateful to be part of a wonderful group of Ambassadors who give so much of their time and energy for the good of the Chamber and its members," he said.

### Robin Bartels, Gordon Water Systems

Robin Bartels, Gordon Water Systems Sales & Marketing, joined the Chamber Ambassador program last year and hit the ground running. "I became an Ambassador to further serve in the Lakeshore business community and get to know other businesses and Chamber members," she said. "I stay very involved by attending events."

Robin said that being a Chamber member and Ambassador has increased Gordon Water Systems brand awareness, but the thing she enjoys most is the opportunity to reach out to new members. "I enjoy meeting someone new to the Chamber and making them feel comfortable right away," she said. Of winning the Spirit Award, Robin had this to say: "I was super excited to win the Spirit Award and look forward to serving in the coming year."

### Dave Purnell, DP Creative Audio

Owner of DP Creative Audio, Dave Purnell joined the Chamber in spring of 2016 and became an Ambassador that fall. "I became an Ambassador because it seemed like a good way to meet other outgoing, committed business leaders in the community, and because it sounded like fun," he said. "As an Ambassador, I can make new Chamber members feel welcome, introduce them to other members, help them learn the ropes and ensure that they feel included in the organization. Plus, I enjoy the relationships I have built with fellow Ambassadors. They are great people!"

Dave said he wasn't expecting to win the Spirit Award, especially during his first year in the program, but he feels honored to be recognized. "It means a lot that the Chamber recognized my efforts to invest in the community, give back to others and contribute to worthy causes."

### Chamber Ambassador Testimonials

"The Ambassador program is a tool to deliver a number of Chamber representatives to acknowledge new businesses, expansions, special events etc. As important if not more so, it is a great tool for younger/newer Chamber members to increase their own leadership skills and become more confident in their outreach to others." —Russ M. Miller, President, Rotary Club of Holland

"Being an Ambassador has impacted my business by helping me meet so many wonderful people and build some great relationships. We help to promote each other." —Aris Knitter, Realtor, Century 21 Affiliated

"For five years, the Chamber has helped me brand myself, my company and my team. The Chamber also provided resources such as training and networking that gave my company what it needed to continue to grow. With strategic planning and time management, being a part of the Chamber was the best decision I made for myself and the company. As an Ambassador, I love meeting new members and talking to them about how they can benefit from their membership." —Bill Badran, President, BandA Tech Solutions

"Over the last nine years with the Chamber's Ambassador committee, educational programming, and other networking opportunities, I have had the chance to grow both personally and professionally. I have made friends, met business partners, golf partners, potential employers, business prospects and current clients. The Chamber has afforded me the opportunity to make many lasting relationships, and for that I will forever be grateful." —Lacie Perkins, Benefits Expectations Exceeder, Edify North

### EXPERT CONTRIBUTOR



### Take Time for a Little Hospice 101

By Denise Stancill, Director of Business Development, Hospice of Holland, Inc.

t's difficult for many to be accepting of hospice care. And unless hospice services are needed, it is just not something people think about. Then when eventually faced with a terminal diagnosis, they often feel blind-sided and not fully prepared to make some of the significant decisions that come into play.

You can avoid finding yourself in a similar situation by doing your homework well in advance of needing care. The best approach toward understanding the specialty of hospice care is to be proactive. Don't wait until "it's time" to learn more about this important healthcare option.

What do you need to know about Hospice?

- Hospice is not just for people with cancer. Persons with heart, lung or kidney disease, Alzheimer's disease or other life-limiting illnesses may qualify for hospice services.
- Patients may not know they are eligible for hospice. A patient becomes eligible for hospice care when curative options have been exhausted or the risks of treatment outweigh the gains and when the patient's physician and a hospice physician certify the patient's life expectancy to be six months or less



if the illness runs its normal course. If at any time the focus should become more curative once more, the patient may choose to withdraw from the program.

- Not all hospices are the same. There are *many* hospice providers that serve residents in West Michigan. They may hold a for-profit or non-profit designation. Some hospices operate independently. Others are affiliated with a hospital system or home health agency.
- Patients have the right to choose their provider. Patients who know they desire a specific provider should be prepared to ask for the one they want by name.
- Hospice care is a specialty. Hospice care team members are experts at caring for people at end of life. Board certified physicians who specialize in hospice care,

and their team of nurses, social workers, hospice aides, chaplains and volunteers, are available to work closely with a patient's physician to provide end-of-life care that enhances his or her quality of life.

- Hospice doesn't mean to give up hope. Some people do associate hospice with giving up hope. But the truth is hope can take many forms, especially for those facing end of life issues. They may have hope for time with loved ones, hope for pain-free days and nights, and hope for dignity in their final days. With hospice, these hopes can become a reality.
- The goal of hospice care is to neither prolong life nor hasten death. It is intended to enhance the quality of life by providing pain relief and comfort as the illness runs its normal course.

For more information about Hospice of Holland programs and services, to make a referral, or for answers to your questions about hospice care, please call 616-396-2972. View www. hollandhospice.org and hear from others why care from Hospice of Holland made a difference for their loved one.

# Take time now to understand hospice.

Research shows that the majority of people who engage hospice services for a loved one wish they had done so sooner. Take the time now to Understand Hospice.

Understand Hospice is a service of Hospice of Holland, whose mission is to provide end-of-life care to patients facing terminal illness and their caregivers. *Contact us today at* 616-396-2972 to learn how hospice can help.



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### EXPERT CONTRIBUTOR



### Who's Making the Decisions?

By Rob Stam, Navigate

Rob Stam

This scenario happens all too often in our industry: the chairs in the conference room are filled with members of our team and our client's team. We present concepts for items such as a company name, logo or ad campaign. The client gets excited about one concept and chooses it. We're all excited to move forward.

But then, a week passes and they change their minds. Why? More often than not, it's because someone else didn't like what they chose—someone who wasn't in that meeting such as a spouse, colleague or friend. Suddenly the whole project comes to a screeching halt because of one outside opinion.

It's understandable, right? Whenever making a decision, especially about something that will be exposed to the public like a corporate image, we want buyin. We all want our ideas to be accepted and liked by everyone. If one person doesn't like it, we start doubting ourselves.

Have you found yourself in a similar situation—doubting your decisions and seeking acceptance?

If you are a leader in any business or organization, big decisions can often be difficult to make, and sorting through others' opinions can be overwhelming. So here are some things to consider if you find yourself in that situation:

 As a leader, you'll never keep everyone happy, so don't look for approval from outside sources before making a decision (this doesn't mean you can't collaborate with others to make a good decision, it just means that if you're in charge, in the end, the decision is up to you). Decisiveness is a learned trait, and to succeed in leadership you need to be able to make a decision and take the responsibility for that decision. The more you look to others for approval, the more muddled the situation can get and less trusted as a leader you become.

- 2. When deciding whose outside opinion to solicit, consider their perspective and credibility. From what context are they viewing the situation? Should their input be allowed to override the opinions and recommendations of your partners or team? What message does it send to your team if one outside person can override all their expertise and effort?
- 3. If there's an outside party whose opinion is valuable enough to solicit later in the process, involve them from the very beginning. If you don't, it puts them in an awkward position. The last-minute ask may seem to them that their quick reaction holds value but their actual intellectual contribution does not. It puts them in a reactionary position instead of a proactive position. Is that a healthy context from which to obtain input?
- 4. Trust professionals. Any time you choose to hire an outside party to advise you, you've done it because you've found them to be experts in their field. Their experience and education should override the opinions of others. Trust them to do what you hired them to do.



There are certainly times when that outside opinion can be the objective opinion you need to keep you from a bad decision. So by all means, ask for it. But ask for it wisely, and consider those four variables before that opinion becomes your decision. Rob is the President of Navigate and author of The Entrepreneur's Survival Guide. For more information and contact information visit www. robstam.com





### Mercy Health's Evidence-Based Hiring Process Improves Workforce Diversity, Talent

### Content Provided by Mercy Health

early every business leader in every industry faces a similar challenge: how to get the highest value for each payroll dollar.

Recognizing a nationwide shortage in finding qualified talent, in 2009 Mercy Health, a multi-campus health care system serving West Michigan, invested in the development of its own evidence-based selection process (EBSP). This has transformed how Mercy Health talent acquisition specialists identify the most qualified candidates, leading to more informed — and objective — hiring decisions.

During the hiring process, data is collected on candidates through personality tests, cognitive tests, double-blinded reference questions and structured interview questions. This approach has led to a more scientific and less subjective approach to hiring excellent talent.

#### **Measuring Results**

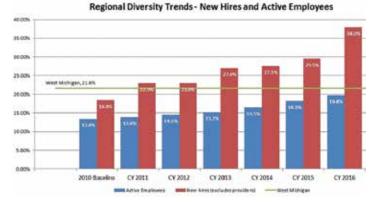
Since the launch of this initiative, more than 2,000 external hires have been made with excellent results. The evidence-based hiring process has resulted in an increase of 11% minority hires and reduced time to fill open positions from 37 days to 31 days. First-year turnover rates have dropped from a baseline of 25% to 19% in a three-year period.

"The changes we have made to our hiring process are allowing us to bridge the gap between an available labor force in West Michigan and increasing vacancies in critically needed health care jobs," said John Schwartz, regional vice president and chief human resources officer for Mercy Health.

In January 2017, a White House commissioned report, *Paving Health Career Pathways to the Middle Class*, featured Mercy Health hiring practices. And last March members of Mercy Health were invited to the White House to join national efforts to scale this work across the nation. Mercy Health also participates in multiple national efforts, sharing its process and learning other best practices so it can improve even more.

#### **Committed to a Diverse and Empowered Workforce**

Consistent with its mission and core values, Mercy Health seeks to improve equity in employment opportunities for a diverse population of colleagues and workers at Mercy Health and throughout



West Michigan. Last year Mercy Health hired 38% non-white candidates in a region that is only 21% non-white, doubling the race diversity of its workforce.

To ensure a robust talent supply chain, Mercy Health partners collaborates with local community colleges, employment agencies and other community partners.

#### Looking Ahead

Together with its talent supply partners, Mercy Health plans to identify and train up to 300 disadvantaged people per year for health care professions.

"We now turn our attention to upskilling and advancing the career of the entry-level health care worker," said Shana Welch, Regional Director, Talent Acquisition for Mercy Health. "We seek to advance these entry-level colleagues to middle-skill health care roles that provide an even more attractive wage and greater career opportunities."

Mercy Health, a regional health ministry of Trinity Health, is a regional partnership of hospitals and health care providers throughout Western Michigan. As one of the largest health systems in the region, Mercy Health is a multi-campus health care provider with 700 hospital beds and over 8,600 total employees, including 400 physicians and nearly 3,000 frontline workers. Visit them online www.mercyhealth.com.



CONNECT | July 2017



John M. Meek, DO



Mark E. Meengs, MD

### **Please welcome cardiologists** John Meek and Mark Meengs to Holland.

Drs. Meek and Meengs serve as cardiologists at the Mercy Health Physician Partners West Shore Cardiology practice and are now seeing patients in our Holland North office. Both doctors are board certified and specialize in a variety of cardiovascular disease treatments, including coronary artery disease, heart rhythm disorders and heart failure.

Through comprehensive assessment and individualized plan development, they teach patients to manage their heart disease. Drs. Meengs and Meek will work with your primary care physician to recommend the very best care for your heart.

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West Shore Cardiology





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### The Chamber Congratulates the Most Recent West Coast Leadership Graduates!



West Coast Leadership class.



West Coast Leadership class retreat at Double JJ Resort.

### Who Makes a Strong West Coast Leadership Candidate?

Applicants to the program are reviewed and interviewed by a committee. The selection committee is looking for applicants who...

- Show a concern for and commitment to our community.
- Think strategically about new community partnerships and alliances.
- Are willing to commit the time required to the Leadership program.
- Have demonstrated leadership characteristics in an area of their life.
- If employed, have the endorsement of their employers who would not object to their taking time from work and understand the program's commitment.
- Are willing, following the program year, to invest time, resources and talents into strengthening our community.

This spring marked the end of another session of the West Coast Leadership program, culminating with a day of graduation events to honor the graduates. Since 1988, Chamber programs have been preparing members to assume leadership roles in our community. The West Coast Leadership members participate in educational sessions, tours and candid conversations with community leaders. Daily topics include law enforcement, education, social services, the environment, economic development and the arts.

Graduation day included a luncheon and reception at Boatwerks Restaurant and a kayaking adventure to Windmill Island, complete with a Peachwave yogurt bar at the end. The graduates had an opportunity for reflection about their year with the West Coast Leadership program, and received inspiration about launching their dreams, with thoughts from guests Helen Zeerip, Colleen Hill, Patrick Johnson, Mike Goorhouse, Patrick Cisler and Patrick Moran. It was a day to focus on the relationships that were formed and the intentionality of working together to better our community.

Congratulations to the 2016-2017 graduating class!

#### 2016-2017 West Coast Leadership Graduates:

Jennifer Becksvoort, Spectrum Health Zeeland Community Hospital Will Bryan, National Bulk Equipment Calvin Chanski, CapTrust Brooke Corbin, Lakeshore Advantage Ben Darga. Johnson Controls Power Systems Stacy Dawe, West Michigan Community Bank Taylor deRoo, DSA International, LLC Heather Eizenga, Holland Hospital Kyle Engbers, Lakewood Construction Brad Everest, Yanfeng Global Automotive Interiors Esther Fifelski, City of Holland Margaret Foreman, Holland Area Arts Council Sue Franz, Gentex Corporation Sarah Fuhs, Benefit Resource Partners Priya Gurumurthy, Yanfeng Global Automotive Interiors Vanessa Guiterrez, Ready for School Chuck Johnson, National Bulk Equipment Nolan Kamer, Farm Bureau Insurance / Nolan Kamer Agency Ashley Kimble, Holland Board of Public Works Aris Knitter, Century 21 Brad MacKenzie, Fifth Third Bank Leigh Moerdyke, Pathways, MI Lindsey Moungkhoun, Mead Johnson Nutrition Jodi Ówczarski, Michigan West Coast Chamber of Commerce Nicole Paquette. Community Foundation of the Holland/Zeeland Area Tamara Posthuma, Johnson Controls Power Systems Anne Reilly-Clegg, Good Samaritan Ministries Kara Rooks, Tulip Time Festival, Inc. Tricia Schildhouse, Shoreline Othopeadic/Sports Medicine Clinic, PLC Colleen Schipsi, Michigan West Coast Chamber of Commerce Jeff Snay, Pyramid Acoustics Inc. Jenny Toth, EDIFY NORTH Bryan Walker, Calvary Schools of Holland Alissa Wilson, Adecco, The Employment People Gary Zandstra, Dan Vos Construction Co., inc. Alex Zucco, Cunningham Dalman, P.C.

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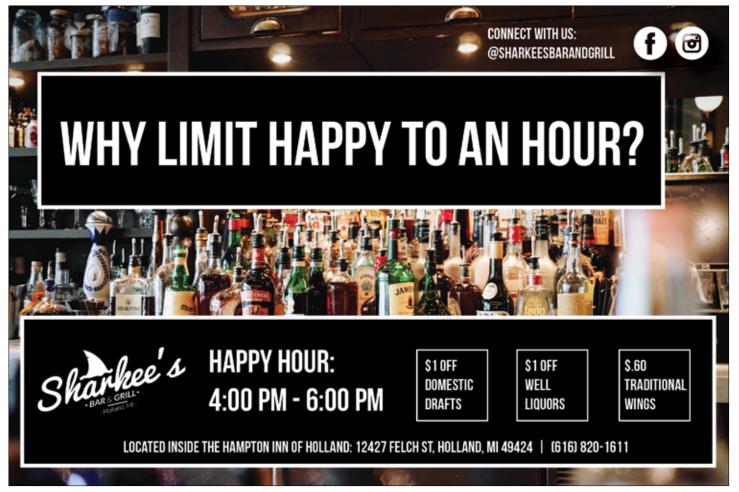
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### Member Engagement



Ann Baarman

o doubt you've met Ann Baarman and seen her at countless Chamber events. She has been with the Chamber since 1999! Ann is the Chamber's Member Benefits Coordinator, and dedicates herself to making sure each of our members is getting the most out of their Chamber membership. She meets with every new member for onboarding, and starts the session by asking them to talk about their business. It is through careful listening that Ann identifies which Chamber programs and services match the member's business needs, and helps them build a plan to start engaging in an intentional way right from the start. The Chamber Ambassadors play a major role in reaching out to new members, and Ann coordinates that program, including inviting Ambassadors to each ribbon cutting event so that they can welcome new members, celebrate their milestones, and help promote their businesses through networking.

### Ann shared these facts about the enthusiastic Ambassador Committee:

- Attended 72 Chamber ribbon cuttings since May 1, 2016.
- An average of 20 Ambassadors attend each ribbon cutting event.
- Ambassadors track their points, which equate to the number of volunteer hours spent each month.
- An average of 40-45 Ambassadors attend each monthly Ambassador meeting.
- The locations of this year's monthly meetings are widespread:

Sept. 2016: Camp Geneva Oct. 2016: OMT Vehyl Nov. 2016: Compassionate Heart Dec. 2016: Bridge Youth Ministry Jan. 2017: Holland City Hall Feb. 2017: City on a Hill - Zeeland March 2017: S2 Yachts April 2017: Holland Chamber new office May 2017: BAM!







Don't you just love this time of year? Our community is filled with opportunities for all sorts of outdoor adventures for enjoying the fresh air, the flowers and the sunshine. One of our favorites is enjoying downtown, especially as the weather warms up, and our friends come out of hibernation. The unique stores and restaurants lend such a flavor to our community and they always have unique treasures popping up like daffodils.

There are many ways to enjoy our neighbor businesses, but one of the best is by purchasing West Coast Cash. With WCC you can support our local businesses with the convenience of a gift card you purchase online. In addition to using them to fund your own springtime dining and shopping expedition, WCC makes the perfect gift for everyone in our area, and are convenient to use to thank and reward employees. They can be used at a number of merchants and because they offer so many options, there's one to fit every need and desire—from spas to restaurants, boutiques to florists.

Spring is such a joyous time and its ideal for getting out and about. Won't you join us? Pick up your West Coast Cash today with few simple clicks of your mouse. Go to www.westcoastchamber.org/westcoast-cash, and get out there!

### Buying WCC for corporate gifts makes sense...

WEST COAST CASH

"Our employees love West Coast Cash. It has been a very popular item amongst managers to reward their employees. We have always printed the WCC to physically hand out to our employees because it is nice to have that tangible product." —Mariah Shelden, Human Resources Coordinator, Gentex Corporation



### Get Your 2017-18 Chamber Business Directory

he 2017-2018 West Coast Chamber Business Directories are hot off the press, available in print, online and via mo-



bile app. Yes, there's an app for that. Being listed in the *Chamber Business Directory* is one of the most valuable member benefits because it serves all of our members. While businesses join the Chamber for different reasons, one universal need for all members is visibility. Visibility to consumers, to other businesses and to potential employees is vital to all businesses, and the Chamber Directory is the go-to reference guide for active businesses in our area.

The new directory has the Chamber's core values written over it—literally. The publication tells the story of our area and our business community using the five values the Chamber uses to benchmark itself every day.

"It's All About You" is the foundation for the Chamber's relationship with its members. From taking member feed-back very seriously when planning events and programs, to

a strong commitment to customer service, to renovating the Chamber building to focus on hosting members in-house for events, every day is spent going above and beyond.

You'll see **"Contagious Energy with a Positive Attitude"** resounding throughout our thriving tourism and service industries.

**"Delivering Remarkable Experiences"** describes the dedication to excellence and patient centered care at our hospital and throughout the healthcare providers in our area.

**"Thinking Big and Being Great"** shines a spotlight on area businesses that go above and beyond to focus equally on customer needs and employee satisfaction, keeping their labor force stable and their bottom line growing.

Businesses that turn the expected upside down to offer creative solutions to their clients and customers, and set new standards for their industries are shining examples of "Learn, Innovate and Share."

The 2017-18 *Chamber Business Directory* can be accessed online via the Chamber's website: www.westcoastchamber.org. Download the mobile app "Michigan West Coast Chamber" to stay connected on the go. Drop by the Holland Chamber Office at 272 East 8th Street to pick up additional copies of the print version.

### July Calendar of Events

#### Tuesday, July 11 Early Bird Summer Coffee

@West Coast Chamber of Commerce - Learning Lab, 272 E. 8th Street Do you miss Early Bird Breakfast during the summer months? Join us at the West Coast Chamber for coffee (we're buying!) and networking before heading into the office—we guarantee it will be a great start to your day! Time: 7:30-8:30am Cost: Free

### Wednesday, July 12 Golf Outing

@Ravines Golf Club, 3520 Palmer Drive, Saugatuck

This annual summer event allows members to get together and enjoy the great outdoors! In addition to a great day of golf, you will also enjoy: continental breakfast (for morning golfers), hole events and prizes (including closest to the pin and hole-in-one), networking lunch for all golfers, hospitality tent with snacks/ beverages, evening hors d'oeuvres with cash bar, golfer awards, opportunities to win a door prize and 20% discount off clothing/hats in golf shop.

Time: 7:30am shotgun/1pm shotgun Cost: \$115 - per Chamber member AM shotgun/\$125 - per Chamber member PM shotgun/\$175 - per non-member AM or PM shotgun



LG Chem's golf team was a big winner at the 2016 Chamber Golf Outing



Ambassador Nolan Kamer and Chamber intern Christian Whittaker, making the rounds at the Golf Outing.

### Wednesday, July 19 Network@Lunch

@Macatawa Legends Golf & Country Club, 4600 Macatawa Legends Blvd.

Get to know other business representatives by spending an hour with them over a relaxing business lunch. You will randomly be assigned to tables with dining partners from OTHER businesses, giving you the opportunity to make new contacts and share about yourself and your business.

#### Time: 12-1pm

Cost: \$15 per member inclusive of tax and gratuity / \$25 per non-member inclusive of tax and gratuity

### Tuesday, July 25

**Ambassador Coffee Networking** 

@West Coast Chamber of Commerce - Learning Lab, 272 E. 8th Street Are you a member of the Chamber Ambassador Committee? Join us at for coffee (we're buying!) and networking before heading into the office -

and networking before heading into the office we guarantee it will be a great start to your day! Time: 7:30-8:30pm

Cost: Free, but registration appreciated.

For a full listing of events, visit www.westcoastchamber.org/events.



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Like us on Facebook to stay updated. For more information on this and other HR issues, email Steve@PembletonHRConsulting.com or call (616) 820-5002

### NEW MEMBERS

#### AllRout, Inc. Jeff Robinson 616-748-7696

jrobinson@allrout.com www.allrout.com

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#### Blue Star Automation Paul Madden 616-738-0058

www.BlueStarAutomation.com Blue Star Automation specializes in manufacturing complex automated work cells, fixtures, special use machines, and tooling systems. Our engineers design more than parts and pieces: they design solutions that save you time and bring peace of mind.

#### Dr Pepper Snapple Group Micah Mighwalking 732-694-9551

micah.highwalking@dpsg.com www.DrPepperSnappleGroup.com At Dr Pepper Snapple Group, it is our vision to be the best beverage business in the Americas. Our brands have been synonymous with refreshment, fun and flavor for generations, and our sales are poised to keep growing in the future.

### Edible Arrangements Darren McIntire 616-795-0888

EAHollandMI@gmail.com Our stores create magnificent, fresh fruit arrangements and gourmet chocolate dipped fruit to order, for pick-up or delivery, seven days a week. We are the creator of and The Leaders in Fresh Fruit Bouquets<sup>™</sup>. We Make Any Occasion Special<sup>™</sup> with our array of irresistible products, including The Original Fresh Fruit Bouquet <sup>™</sup> and gourmet chocolate

### New York Life Insurance Company / Dana M/ Bryant Dana Bryant 231-215-4670

dbryant03@ft.newyorklife.com www.newyorklife.com/agent/dbryant03 Whether you're starting a growing family or getting ready for the next chapter after your career, I can help you save for college, prepare for retirement, and protect the things that matter most along the way. Life is full of ups and downs. With some planning, you can help smooth out the bumps along the way. I can show you life insurance and financial products that can help. Contact me to get started.

### Our Brewing Company, LLC Trevor Doublestein 616-994-8417

trevor@ourbrewingcompany.com www.ourbrewingcompany.com Our Brewing Company: Smaller on Purpose. Created by two couples who wanted more passion, more creativity, and more beer at work, Our Brewing Company is a nano-brewery in the heart of downtown Holland, Michigan. We craft small batches of complex beer using local ingredients; we embrace trivia and games of all sorts; we welcome musicians who sing as hard as we brew.

### Renew Theraputic Riding Center Melissa Conner

#### 616-510-4261 renewriding@gmail.com www.renewtrc.org

Renew Therapeutic Riding Center provides equine assisted activities and therapies to children and adults with physical, cognitive and emotional disabilities. Through the programs offered by Renew, our riders see improvement in balance, flexibility, strength and muscle tone. In addition, our horse-centered programs allow our riders to achieve cognitive, social and emotional development resulting in increased self-esteem and independence.

### Subassembly Plus Inc. Lori Packard

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lori.packard@subassemblyplus.com Specializing in commercial and industrial furniture assembly. Located in Holland.

#### Sweet Smiles, LLC dba Menchie's Frozen Yogurt Dena Crow 616-402-0648

men660@menchiesfroyo.com www.men660@menchiesfroyo.com The Menchie's Private Label Collection is made exclusively with our own custom blend of flavors that you won't find anywhere else. We strive to offer something for every guest and pride ourselves on using only the highest quality ingredients. Our frozen yogurt is a good source of calcium as it is made with fresh milk from our California dairy, and our "smiley" California cows have not been treated with artificial growth hormones (rBST). Our product line boasts gluten-free, vegan, and no high fructose corn syrup options and we strive to use natural flavors including real cake, cookies, spices, fruits and nuts.

### United States Air Force Holly Graham

616-836-9540 holly.graham.1@us.af.mil www.airforce.com

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### Happenings at the Chamber



Tim Schreur is the proud recipient of a Spirit Award.



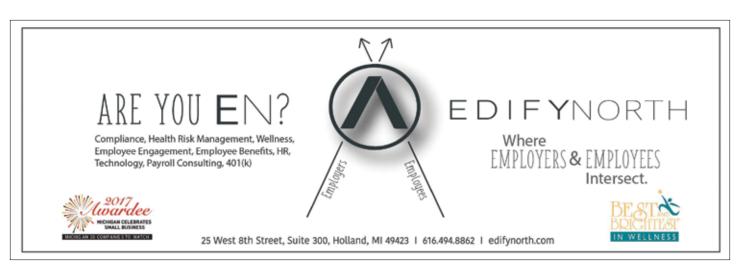
All smiles at the 205 Coffee Bar Ribbon Cutting event!



Jim and Joanne Granzotto celebrate their special day at the Great Legs Winery and Distillery Ribbon Cutting.



Jessica Lynch of the Community Foundation of Holland/ Zeeland, the May Early Bird Sponsors.





Marking the day with a ceremonial tree watering, to thank our donors for helping us grow.



The Chamber celebrated the grand opening with special guests from Lakewood Construction, GMB, and Haworth.



Thanking Elsa Prince for her generosity to the Chamber and to our community.



Jody Immink and Patrick Cisler are excited to hear about philanthropy at Early Bird Breakfast!

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