**If it’s good for the community, it’s good for business.**

**Kurt Dreff**

**Editor**

** Marian Hines**

** Director of Operations**

** Annual Membership**

**Business Card Services**

** WHS Newsletter**

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**May 2010**

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**HUMAN RESOURCES**

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**Motivating your employees**

How motivated are your employees? Are they fully engaged and passionate about their work?

In challenging economic times it is natural for most people to lose some level of enthusiasm. When we cut costs and people around us lose jobs and even their homes, our desire to take on the “biggest and baddest” challenge at work can falter. But in these times, the last thing we need is lost productivity and less passion. In fact, what we really need is to raise the bar and get more productivity and creativity from our people.

**Can you motivate your employees to do more?**

There are many differing theories on the psychology of motivation, but the one area where there is agreement is that people do things for their own reasons, not yours. Motivation isn’t something you can give someone – employees have to motivate themselves. But you can make a difference. Below are the top 10 things you can do to create a climate that will inspire your employees to be motivated to do their best work and achieve the results you desire.

1. Know and care about the concerns of your employees. Do they feel appreciated and listened to? Take the time to talk to them and discuss their priorities and desires. Frequent informal conversations will help you know more about them as individuals and enable you to better understand what really motivates each of your employees. Remember, people do things for their reasons not yours. If you can help employees get what they need to motivate themselves through their work, they will bring a higher level of passion and energy to what they do.

2. Develop and communicate a compelling organizational vision. People become motivated if they are excited about the purpose, the goals of the organization and how they can contribute towards achieving them. If you communicate a clear vision with passion and enthusiasm then you will rally the troops. Each employee needs to understand how...

**PREVENTION**

**Preparing for HURRICANE SEASON**

Hurricanes are products of the tropical ocean and atmosphere. Powered by heat from the sea, they are steered erratically by the easterly trade winds and the temperate westerly winds, as well as by their own energy. As they move ashore, they bring with them a storm surge of ocean water along the coastline, high winds, tornadoes, torrential rains, and flooding.

Hurricanes are particularly damaging because of a multitude of associated storm hazards. Debris can break windows and doors, allowing high winds and rain inside the home. In extreme storms, the force of the wind alone can cause tremendous devastation, as trees and power lines topple and weak elements of homes and buildings fail. Roads and bridges can be washed away and homes saturated by flooding. Destructive tornadoes can also be present well away from the storm center during landfall. Yet, storm surge alone poses the highest threat to life and destruction in many coastal areas throughout the United States and territories. And these threats are not limited to the coastline — they can extend hundreds of miles inland, under the right conditions.

**What to do before a hurricane:**

To prepare for a hurricane, you should take the following measures:

- Make plans to secure your property. Permanent storm shutters offer the best protection for windows. A second option is to board up windows...

**MOTIVATION – PAGE 11**
As the City of Warwick continues to clean up, rebuild, and recover from the flood, our Department of Tourism, Culture and Development (TCD) is working closely with a variety of groups to promote free, family-friendly summertime events that will also help to bolster the local economy.

The City will again sponsor three annual fireworks displays this summer – June 11, the eve of the Gaspee Days parade, at Salters Grove in Pawtuxet Village; July 3 for Independence Day at the Oakland Beach seawall; and August 3, during National Night Out, also at Oakland Beach. These spectacular shows draw tens of thousands of residents and visitors to enjoy Warwick’s sights, sounds and local fare.

This year marks the 45th anniversary of the Gaspee Days celebration, a two-month long series of events, including an arts and crafts festival, historic walking tour, colonial encampments, fireworks and annual parade, to commemorate the burning of the HMS Gaspee. This act of rebellion, in 1772, has become known as the “First Blow for Freedom”© and preceded the Boston Tea Party and the battles of Lexington and Concord in our nation’s fight for independence.

Our Parks and Recreation Department has again partnered with TCD for the summer weekly concert series, which features a variety of entertainers at various venues throughout the city. Also, the Apponaug Area Improvement Association will begin their newly formed Summer Music Series once a month through the summer, along with the Chamber’s 2010 Music on the Hill concerts. An additional performance at St. Barnabas Church in Apponaug Village is among other offerings for music aficionados.

A perennial summertime favorite, the classic car show, is held every Tuesday evening through the end of September in Oakland Beach and features vintage autos, oldies music and refreshments – all to benefit local charities.

To complement ongoing seasonal advertising campaigns, TCD has joined TripAdvisor and created a new mobile website in conjunction with its new tourism website, both of which will be launched this month.

In addition, TCD has created a new economic development campaign. The ads, which are to be featured in regional publications, at trade shows and elsewhere, tout Warwick’s convenient location – accessible by air, auto, and, this fall, by rail – as well as our online database of commercial property available for sale or lease.

For more information about events, commercial opportunities and how our staff can help your business succeed, please visit www.movetowarwick-ri.com, www.visitwarwickri.com, or sign up to follow the city on Facebook or Twitter. As always, you can call to speak directly with one of our staff members at 738-2000, ext. 6202.

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**TECHNOLOGY**

**Microsoft Office Tip**

**WINDOWS XP – Don’t Just Maximize Your Windows - Go Full Screen** When you need a really big window, don’t just maximize it; go full screen! To view a window full screen, hold down the Ctrl key and double-click the window’s title bar—or when the window is active, press the F11 key at the top of your keyboard—to get the biggest window possible. F11 again sets it back to normal. F11 again sets it back to normal.

Information provided by John Montecalvo at Pivotal Choice Computers and Telephones. For more information call (401) 737-1000 or visit www.pivot-alchoice.com.
Letter from the Chairman

As you know, this March we were hit with the worst flooding on record in Rhode Island. Much of the worst of this flooding affected members of the Chamber with businesses in or near the Pawtuxet River Valley.

I want to recognize and thank our dedicated Chamber staff for their round-the-clock effort in aiding members during and after this emergency. The staff has fielded innumerable requests and continues to facilitate resources for assistance from FEMA, the SBA, the SBDC and other Federal and State agencies.

The Central Chamber, through Lauren Slocum and all of our dedicated staff, has long been at the forefront of disaster preparedness and has been and is now there to help members recover from this unprecedented flood.

Once again, your Chamber is here to help.

– Tom Madden
Nominations Now Being Accepted For the 2010-2011 Board of Directors

We’re looking for individuals who want to be challenged, who have a willingness to take a leadership role in promoting our mission “to support and advance the business community in Rhode Island by providing leadership initiatives in economic and human development.” We need people who want to have fun and are willing to represent the business and professional leadership of the community with a hands-on approach.

Nominees should be:
1. A member in good standing, have a strong interest in the Central Rhode Island Chamber of Commerce and have a desire to contribute.
2. Have the ability to make decisions, preferably the owner or top-level officer of the company.

Board Members:
1. Serve a one-year term beginning on October 1.
2. Are required to attend at least 70% of the Board meetings during a given year.
3. Are required to serve on at least one committee, dedicated in time and resources to the Chamber’s programs and initiatives.
4. Are co-partners in the important work of seeking to improve the commercial, economic and civic life of the community through the activities of the Chamber representing the entire membership, the entire community, and not merely one type of business or industry, or one section of the region.

In accordance with our by-laws, the following members have been appointed to the Board Development Committee.

If you wish to be considered for nomination or wish to nominate a fellow member to the Central Rhode Island Chamber of Commerce Board of Directors, please complete the form below.

Nominations will be accepted until June 30th.

Individuals previously nominated should be resubmitted, as the nominations are not carried forward from year to year.

Board Development Committee:

Jerry Weisman Jerold Weisman & Co
33 College Hill Rd Bldg. 20 • Warwick, RI 02886
401.821.1400 • Fax 401.821.8908
weismancpas@aol.com

Steven Hinger Drum Rock Products
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401.821.9100 • Fax 401. 823.6081
lprata@centrevillebank.com

Bob DeGregorio Slocum Realty
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401.738.4821 • Fax 401.732.5982
bob@slocumrealty.com

Richard Hittinger Alliance Environmental Group, Inc.
100 Jefferson Blvd. Suite 220 • Warwick, RI 02888
401.732.7600 • Fax 401.732.7670
rhittinger@allianceenvironmentalgroup.com

- Nomination Form –

If you wish to be considered for nomination or wish to nominate a fellow member to the Central Rhode Island Chamber of Commerce Board of Directors please call one of the Board Development Committee members, or call the Chamber Office at 401.732.1100, fax this form to 401.732.1107 or email your nomination to business@centralrichamber.com.

Nominee: _______________________________________________________________________
Company: _______________________________________________________________________
Phone/Fax/Email: ___________________/________________________/_____________________  
Submitted By: ____________________________________________________________________

Saltwater Fishing

DEM announces availability of new Recreational Saltwater Fishing License & the new Electronic Recreational Saltwater Fishing Logbook

Rhode Island’s new Recreational Saltwater Fishing License is now available. The license is available via a simple, user-friendly website: http://saltwater.ri.gov/

The cost of the license is $7 per year for RI residents and $10 per year for non-residents. There is also a temporary 7-day license available for $5. The license is free for anglers who are over 65 years of age and for active military personnel who are stationed in Rhode Island.

No license is required for anglers under 16 years of age, for anglers fishing on licensed party and charter boats, for anglers who are on leave from active military duty, and for anglers who are blind or permanently disabled.

Rhode Island’s new license program gives recreational saltwater anglers - and recreational spearfishers, who are also covered - the option of obtaining a relatively inexpensive state license, in lieu of a federal registration. The RI license enables the holder to fish legally not only in all RI marine waters, but also in all federal waters and all state marine waters throughout southern New England (as well as in all other reciprocal state marine waters throughout the U.S.). The federal registration does not cover fishing activities in neighboring state marine waters, including Connecticut and New York. The federal registration, available at www.countmyfish.noaa.gov, is free for 2010, but is expected to cost as much as $25 in 2011 and thereafter. Rhode Island does honor the federal registration, as well as licenses issued by reciprocal states, so anglers fishing in RI marine waters are covered if they have a RI license, or a license from a reciprocal state (such as Connecticut or New York), or a federal registration.

The RI license is currently only available via the saltwater.ri.gov website. The license will also be available at participating vendors, such as bait and tackle shops, by June 1st of this year.

The new RI license program is a complement to the new federal registry and the license programs that are in place, or pending adoption, in all other coastal states throughout the U.S.

For more information on the program, and to sign up, go to www.saltwater.ri.gov.

For more information contact

NICOLE EGAN
732-3100 ext. 228
nicolee@rhodybeat.com
It’s been well over a year since Russell Morin Fine Catering took over the sales effort and management direction of the Rhodes on the Pawtuxet. Using the slogan “What once was old is now new again” portrays the dedication to the history and intrinsic value of Rhodes combined with the cutting edge style and quality of food & service of Russell Morin Fine Catering. We have undertaken facility remodeling, design and upgrades for Rhodes on the Pawtuxet creating a historical, memorable and flawless experience.

Rhodes is available for Weddings, Trade Shows or Exhibitions, Silent/Live Auction Fundraising Events, Association Meetings, Funeral Collations, Proms, Corporate Events, Family Celebrations, and much more. We will provide a customized creative menu with luscious food at pricing you can afford, the intricate planning necessary to make it happen, and the nostalgic, historical ambiance of Rhodes on the Pawtuxet. We offer a variety of linen and design packages to complement your event. We have a historic canvas for you to work with, and a space that has no limit to design hosting intimate parties for 100, auction/dinner & dancing for 500, and cocktail receptions for 1200.

Please visit our website: www.rhodesontheapawtuxet.com for additional information or call Aaron Messina at 785-4333, ext. 13 or Abbie Partain, 785-4333, ext. 10).
The week of March 29th, 2010 truly tested Rhode Island’s resilience. The worst flooding in the state in over 200 years left countless families and business owners scrambling to pick up the pieces. But as typical Rhode Islanders do, we are all helping our neighbors rebuild their homes, lives, and businesses one step at a time.

The Central Rhode Island Chamber of Commerce is no exception. Their staff and members have spent weeks reaching out to the businesses that have been affected by this devastating flooding. Posting a wealth of resources to their Web site, holding workshops for business owners, and placing hundreds of telephone calls to their members, the Chamber has extended their role as the business community’s advocate further than ever.

The Chamber has sought out their existing partnerships and formed new collaborations to make sure that the businesses in the Rhode Island area receive the resources and aids they need. The results of these partnerships have benefited several organizations including Craters and Freighters, the Warwick Mall, SERVPRO, Windmill Associates, Inc., and Warwick Ice Cream.

Craters and Freighters is located in Cumberland, Rhode Island and services all of Southern New England. They specialize in transporting valuables that range from antiques and heirlooms to medical equipment and large industrial machinery.

“How can I help?” This question, and a little creativity, sparked a partnership between the Central Rhode Island Chamber of Commerce and Craters and Freighters that greatly helped Chamber members working to restore the Warwick Mall.

Only days after Craters and Freighters offered their help to the Chamber, SERVPRO, a current Chamber member, called needing ice, a freezer, and water delivered over a period of weeks to the Warwick Mall where they were working on clean up efforts. With a call from Lauren Slocum, CEO/President of the Central Rhode Island Chamber, Dennis Burns from Craters and Freighters jumped at the chance to help. Although it required him to change his business model, he delivered four pallets of water and 540 lbs of ice with an additional delivery on a second day. This delivery was essential to keep the 500 people working on the Warwick Mall nourished and hydrated around the clock.

Windmill Associates, Inc. is located in Warwick, Rhode Island and manufactures lightweight braider carriers, drive components, and other replacement parts for braiding machines. Windmill Associates is on Knight Street, an area that was heavily impacted by the flood. Unfortunately, their building was also hit hard as it was under 5 feet of water and lost a lot of inventory. Upon hearing this news, the Central Rhode Island Chamber of Commerce offered all the assistance they could. They provided Bill Miller at Windmill Associates contact information for clean up services and offered him a one-on-one meeting with a SBA representative who was available to help him fill out a loan application. These one-on-one meetings are available for any business impacted by the flooding. However, Bill is dissatisfied that there are no grants offered and only loans.

“Help is coming from the Chamber, the family friends, vendors and customers are what have helped us get through this,” says Bill Miller.

Windmill Associates has found a new location, which is currently operating. Bill says they are fairly busy and they are hoping to be back in their building by July or August.

Warwick Ice Cream is owned by the Bucci family and manufactures fresh ice cream products. In the aftermath of the flood, their facilities were left with no power and ice cream product in mid-processing. With ice cream melting, the situation held a sense of immediacy and together the City of Warwick, Jerry Bucci, and the Central Rhode Island Chamber of Commerce worked to find a solution. While the Chamber worked diligently to find a generator for the facilities, the City of Warwick and Jerry worked to obtain freezer space for his product. Ultimately, they decided to use the freezer space found to help save as much of the product as they could. In the meantime, the Central Rhode Island Chamber of Commerce helped worked with National Grid to get power back online to Warwick Ice Cream and countless other local companies.

Since this time, Jerry explained that he has applied to FEMA and SBA for a loan of $68,000 at low interest, and he is working to get back to business as usual. The Central Rhode Island Chamber of Commerce along with the entire Rhode Island business community continues to work to recover from the effects of the recent flooding. The Chamber would like to thank Mayor Scott Avedisian, Karen Jedson, Susan Baker and building officials for all their help and dedication throughout the flooding. Together we can all rebuild our local business and rediscover the optimism and excitement that Rhode Island is known for.
Merchant Card Services
PROJECT GIVE BACK

Merchant Card Services, which has been providing credit card processing services to businesses for over 12 years and has since served some of Rhode Island’s biggest and strongest companies, recently introduced their new Project Give Back.

Project Give Back is a unique opportunity developed by Merchant Card Services to help foundations, organizations and non-profit organizations in their fundraising efforts. This program offers foundations the ability to generate contributions from their business patrons and businesses in their community at no cost to the foundation through a partnership with Merchant Card Services.

By establishing a partnership with Merchant Card Services, foundations can receive a percentage of Merchant Card Services’ profits on a monthly, recurring basis for all business patrons that elect to participate in the Project Give Back for that foundation, and use Merchant Card Services processing services. This partnership will provide a new, ongoing stream of donations in support of the foundation’s mission and any business that accepts credit cards or checks as a form of payment can participate.

To participate in the program you only need to take a few simple steps. First, Merchant Card Services needs your endorsement to offer the Project Give Back program to businesses to benefit your foundation or organization. Next, they will build a sales/marketing plan, obtain your approval, and launch the program.

Merchant Card Services will develop and pay for all marketing materials and sales activities. They will work with you to customize their promotional materials in order to maximize the impact of Project Give Back for your foundation.

Your foundation will receive contributions on a monthly basis. Merchant Card Services receives its revenue payments from the major credit cards approximately 15 days after the close of each month. They require about two weeks to process the accounting; therefore, your foundation will receive the donation check or ACH approximately 30 days after the close of each month. Moreover, your foundation will continue to receive contributions for as long as your foundation participates in the program and/or the referred business patrons use Merchant Card Services for their payment processing services.

Merchant Card Services will contribute a portion of their profits for all referred, signed patrons. The more referred business patrons that sign with Merchant Card Services, the more your foundation can receive. Based on the assumption that the foundation’s Project Give Back portfolio would have similar profitability characteristics as Merchant Card Services existing business portfolio, the foundation would receive approximately $1,100 monthly for every $1,000,000 of monthly transaction volume. Please note that actual results will vary for each foundation.

You may be wondering what’s in it for your business patrons. Well, they can reduce their payment processing costs and improve their level of service, while also supporting your foundation, at no additional expense. Project Give Back also provides a new solution for businesses that may want to contribute to foundations, but find their philanthropic budgets are limited as a result of today’s challenging economy.

By participating in this program, your organization can establish a new, no-cost channel - and continual donations for your fundraising efforts, while providing a value to your business patrons.

Merchant Card Services provides the services and systems that businesses need in order to process payments for all major credit cards, including Visa, MasterCard, American Express and Discover, as well as check payments. Their wide-range of payment options, point-of-sale solutions, and superior customer service standards have helped them become one of the fastest growing processors in the industry.

Merchant Card Services are open Monday through Friday 9:00 a.m. to 5:30 p.m. and also have a 24/7 help desk assistance for their customers. For more information call (401)-921-6111 or visit www.mcvisa.com.
**HURRICANE**

with 5/8” marine plywood, cut to fit and ready to install. Tape does not prevent windows from breaking.
- Check out the FEMA “How to” Guides at http://www.fema.gov/plan/prevent/howto/index.shtm#4 for protecting your property.
- Install straps or additional clips to securely fasten your roof to the frame structure.

This will reduce roof damage.
- Be sure trees and shrubs around your home are well trimmed.
- Clear loose and clogged rain gutters and downspouts.
- Determine how and where to secure your boat.
- Consider building a safe room.
- Consider Evacuating Before the Hurricane.
- Be familiar with the Rhode Island Hurricane Evacuation Maps
- Make sure you have Necessary Disaster Supplies

What to do during a hurricane:
If a hurricane is likely in your area, you should:
- Listen to the radio or TV for information.
- Secure your home, close storm shutters, and secure outdoor objects or bring them indoors.
- Turn off utilities if instructed to do so. Otherwise, turn the refrigerator thermostat to its coldest setting and keep its doors closed.
- Turn off propane tanks.
- Avoid using the phone, except for serious emergencies.
- Moor your boat if time permits.
- Ensure a supply of water for sanitary purposes such as cleaning and flushing toilets. Fill the bathtub and other large containers with water.

You should evacuate under the following conditions:
- If you are directed by local authorities to do so. Be sure to follow their instructions.
- If you live in a mobile home or temporary structure—such shelters are particularly hazardous during hurricanes no matter how well fastened to the ground.
- If you live in a high-rise building—hurricane winds are stronger at higher elevations.
- If you live on the coast, on a floodplain, near a river, or on an inland waterway.
- If you feel you are in danger.


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or visit us at www.petrarcaandmcgair.com

Joe McGair

The Rhode Island Supreme Court licenses all lawyers in the general practice of law. The Court does not license or certify any lawyer as a specialist in any field of practice.
Earth Day

Thank you to everyone that came out to lend a helping hand on Earth Day. We truly made some great progress cleaning up the Warwick Cove Shoreline. The day was full of hard work and fun, but it was all worth it to see the impact we made.

Sadly, the Warwick Cove Shoreline had acquired quite a collection of litter over the years, which the group from the Central Rhode Island Chamber of Commerce was ready to tackle!

Brent Wyrostek, Arrest-A-Pest, Inc., Kristyn Jodat, Elite Physical Therapy, and Matt O’Connell got their hands dirty digging through plants and grass to find every last piece of litter.

Lauren Slocum, President/CEO of the Central Rhode Island Chamber of Commerce, and Melanie Flamand, Flamand & Associates, work together to move a large piece of rubble.

Elaine White, RI Temps, Inc., searches the shoreline for any left over debris.

After a morning of hard work, the team had collected quite a pile of litter, debris, garbage, and rubble to be thrown away.

MEMBER NEWS

MOLD

Home foreclosures in RI boost need for expert mold remediation

As if home foreclosures weren’t enough, now there’s mold to go with it. An increase in home foreclosures throughout Rhode Island has been accompanied by an increase in mold infestations. While sometimes viewed as no more than a nuisance, mold can produce allergens that cause stuffiness, eye irritation, wheezing, skin irritations, and far worse conditions in those with impaired immune systems.

Unfortunately, mold can grow almost anywhere there is moisture. “Former owners often leave foreclosed homes in a hurry,” said Chris Sanford of PuroClean in Warwick, specialists in restoring properties damaged by water-, fire-, mold, and bio-hazards. “We’ve found food in cupboards, faucets dripping, and even used dishes on counters. When conditions like that go unattended for several weeks, or when any property – foreclosed or otherwise – is left unattended for prolonged periods, it’s at risk.”

While the word ‘foreclosure’ might conjure images of boarded up tenements in low income neighborhoods, mold is an equal opportunity scourge. “We’re being called into properties throughout the state,” said Sanford. “From triple-deckers in Providence to suburban homes in towns like Warwick, Cranston, and North Kingstown. Many of these properties look pristine from the outside, but when they’ve been left in dirty or poorly ventilated condition, or they’ve suffered from storm, flood, or vandal damage that has gone unattended, these properties are likely to have mold infestations.”

Forewarned is forearmed. It’s critical for a potential buyer to do his or her homework before signing a purchase and sale agreement. “Get a good home inspection,” said Sanford. “Home inspectors will often find mold an untrained eye might have missed. Even then, buyers often don’t realize how dangerous mold can be. While some types are fairly benign, others are very toxic. And where one type of mold is found there are usually more.”

In today’s housing market, it’s critical to call a mold specialist to determine whether a property requires professional mold removal. “It’s easy for buyers to underestimate the costs involved in restoring a property,” said Sanford. “But mold remediation is not unlike lead or asbestos abatement. There’s no room for cutting corners because the health of the home’s future occupants is at stake. In situations where a mold infestation is advanced, major demolition like removing drywall, flooring, ceilings, insulation, and cabinetry could be required. So what could have been avoided with a few-hundred dollars worth of preventative maintenance ends up costing tens-of-thousands of dollars. That’s where having a professional estimate in hand could well mean the difference between making a smart investment and getting stuck with a money pit!”

PuroClean technicians are thoroughly screened, insured and trained in utilizing the latest in mitigation technology and procedures throughout the remediation process while operating under a strict code of ethics. In addition to serving the needs of property owners, PuroClean offers hundreds of continuing education classes each year to insurance professionals and property service providers nationwide. In 2007, PuroClean trained over 3,500 insurance professionals, helping them earn their continuing education credits. For more information on PuroClean Disaster Restoration Services, please contact Chris Sanford at 866-787-6474/401-633-4788 or visit www.purocleanri.com.
Grow Your Business This Summer

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Contact NICOLE EGAN
732-3100 ext. 228
nicolee@rhodybeat.com
their own work contributes toward the company achieving its goals. To be motivated, they need to be confident that their work makes a difference.

3. Address ineffective teamwork. Working as part of an effective team can lead to impressive improvements in morale and motivation. Unfortunately the converse is also true. Even the most self-motivated individual cannot maintain enthusiasm if they are part of a dysfunctional team that is “not playing nice in the sand pit.”

4. Be a role model for your organization. The attitude and behavior of the leader sets the tone for the whole organization. Your employees are constantly watching you and will take your lead if you are enthusiastic. Engage the troops with your enthusiasm, be realistic about what is happening around you and remind them about where the organization is going. Talk about what is possible. At times this may mean that you need to pump yourself up, or use the services of a colleague, or coach to keep you motivated and focused.

5. Communicate with everyone respectfully. Yes, fear and intimidation can produce real motivation to take action, but this approach does not produce sustainable effort and results. Treating people with respect is at the heart of building business relationships. Respecting the right to differ is a concept like motherhood and apple pie. We all agree with it, but do we truly foster it? Give people the freedom to be themselves and choose how to achieve the agreed upon results.

6. Provide employees with the opportunity to be creative. People will feel more motivated if they work in an environment where they are challenged and still have the opportunity to innovate. Give people freedom to make decisions. Encourage collaborative problem solving. Develop strong skills in delegation. Solicit their opinion and feedback on the issues and challenges you cannot delegate entirely to them.

7. Invest in developing employees. Demonstrate that you care about your employees’ success by providing opportunities for them to grow professionally. Take the time to provide effective feedback on a continual basis. Recommend books and articles that are useful resources. Provide an adequate training budget and encourage its use. Recommend the support of a business coach or mentor. Allow employees to spend some time on projects that they care about—even if they are outside their standard responsibilities.

8. Regularly recognize and reward effort and results. Employees need recognition and praise. Give ample feedback and recognition whenever possible. Look for opportunities to acknowledge and celebrate successes—even the small ones. Be specific in your praise so that they know what behavior has contributed to the overall success of the organization.

9. Ensure compensation and other rewards and benefits are fair. There are a number of extrinsic rewards that have a short-term impact on motivation. Salary increases, company stock options, bonuses, vacation days or upgrades to the work environment will be appreciated by your employees. However, all of these basic motivational tools can become “de-motivators” if they are not used fairly. Employees will compare their compensation packages with others and will become discouraged if they perceive inequities. Employees need to know that they will receive appropriate and fair rewards and recognition for their achievements.

10. Ensure that the right person is doing the right task and fully understands their role. This is perhaps one of the most often overlooked areas of motivation because it requires us to step back from the day to day and take a more holistic and strategic view of the business. Getting the right people in the right role and then ensuring that their responsibilities and expectations are clear is a critical foundation for success.

And finally as a bonus.

Help your employees find work/life balance. Many employees today are struggling to balance the heavy demands of life and work. By providing benefits that make it easier for employees to take care of themselves, you will ensure that they are better able to perform in all aspects of their lives. Examples of this type of benefit include flexible work schedules, membership to a health club, on-site childcare, employee assistance programs, wellness programs or family appreciation days.

MOTIVATION

One Plus One has been providing bookkeeping services to the area’s small business community for more than 25 years. A woman-owned business, One Plus One is led by Jeanne George, an accountant with Certified QuickBooks Pro Advisor status and a strong tax background. Jeanne and her staff have the experience and dedication to turn your business records into an accurate and up-to-date financial tool that helps you manage a more profitable business. For more information about One Plus One Bookkeeping, visit OnePlusOneOnline.com.

Look for June’s episodes to air...

Thursdays at noon, Saturday evenings at 4:30 p.m., and Statewide Public Access Monday mornings 11:00 a.m. on channel 18 (Cox Cable) / channel 31 (Verizon).

June features Mark Ashley from Mark Ashley Hypnosis Health & Wellness. Mark Ashley is a Consulting Hypnotist who has over 18 years of experience and offers motivational coaching by means of hypnotism. His clients range from adults to teenagers and couples who would like to lose weight, want to exercise more, are having a hard time dealing with stress, can't get a good night's sleep, or want to become more motivated and organized.

Watch DreamJobs where dreams become reality!
ChamberWorks

BUSINESS DIRECTORY

Have you ever needed a plumber, an electrician, an auto mechanic, and don’t know who to call? Ever needed financial advice or a product made? Perhaps you’ve been interested in having your home or office remodeled. Call a Central Rhode Island Chamber member! The members are here to answer your questions and provide you with quality service.

Cranston Welding Supply Co.
1425 Park Avenue Cranston, RI 02920
Telephone 401-942-4411
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www.cranstonwelding.com

Central Rhode Island Chamber of Commerce

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JUNE 2010
How will the Health-Care Bill help you this year?

The health-care bill that became law in March won’t be fully implemented for several years. However, by the end of this year, six important measures (detailed below) will take effect.

Your health insurer can’t drop you for making a mistake

In some cases, people have filed claims, only to be told that after reviewing their policy, the insurance company has rescinded their coverage because of inconsistencies in the original application. The new law will require insurers to demonstrate fraud or intentional misrepresentation of a material fact—for example, deliberately concealing an existing illness—in order to rescind coverage after a claim is filed.

A child can stay on your health plan longer

If there’s a recent high school or college grad in your family who’s struggling to land that first job, you can choose to continue your child’s dependent coverage under your plan until his or her 26th birthday. This applies to both individual and group policies (for existing workplace plans, it applies only if your child doesn’t have his or her own employer’s health plan).

If you or your child has a pre-existing condition, you’ll be able to get health insurance

Under the health-care bill, children with pre-existing health conditions may not be denied health insurance coverage. Adults won’t have that protection until 2014, but if you have a pre-existing condition, you may be able to obtain coverage beginning this summer through a temporary national high-risk insurance pool. However, only individuals with pre-existing conditions who have been uninsured for at least six months before applying for coverage through this insurance pool will be eligible.

Your total coverage will have no cap

In the past, some people were very happy with their health-care coverage—until they got really, expensively sick. Severe illness or an accident sometimes meant medical bills that exceeded the total amount of coverage their policy provided (so-called “lifetime limits” on coverage). The new law prohibits insurers from establishing lifetime limits on the total dollar value of health benefits that can be paid to any one insured individual.

You may get a rebate for some Medicare drug costs

The health-care bill gradually closes the Medicare prescription drug coverage gap known as the “donut hole.” If you’re covered by Medicare, you fall into this donut hole once your total prescription drug costs exceed $2,830 a year; until you’ve spent an additional $3,610 out of pocket, Medicare won’t cover any of your medical bills that exceeded the total amount of coverage their policy provided. However, the new law will also require insurers to refund your premium contribution when you file your 2010 federal taxes. The new law prohibits insurers from establishing lifetime limits on the total dollar value of health benefits that can be paid to any one insured individual.

If you’re a small business owner, you may receive a tax credit

If you’re a qualifying employer who pays at least 50% of the cost of your employees’ health insurance premiums, you may receive a tax credit to offset up to 35% of your premium contribution when you file your 2010 federal taxes. The credit is generally available to employers with fewer than 25 full-time workers with an average annual wage less than $50,000.

Reprinted with permission from Pioneer Financial’s April-May Newsletter. For more information contact Donald Horne at 401-244-3200: 240 or e-mail him at donhorne@pioneer-financial.com. Pioneer Financial is located at 117 Metro Center Blvd, Suite 2008, Warwick RI 02886 and online at www.pioneer-financial.com.
ChamberPower

Thursday, June 3
TRANSLATE YOUR CHAMBER MEMBERSHIP INTO DOLLARS WITH JUST A FEW SIMPLE STEPS
9:00 - 10:00 a.m.  ADDITIONAL Q & A TO FOLLOW
3288 Post Road, Warwick ...space is limited
No Charge/Benefit of Membership. Advance Registration is Necessary
The briefing will describe specifically how a small investment in Chamber membership can result in added revenue. One of the benefits of Chamber membership is helping your community survive challenges and thrive, which indirectly helps your business. You'll receive a clear, easy-to-follow series of steps to make more money - even in the current environment.

Networking

Wednesday, June 9
NETWORKING ABOARD THE VINEYARD FAST FERRY
Sponsored by Vineyard Fast Ferry and Central RI, Charlestown, East Greenwich, Narragansett, North Kingston & South Kingstown Chambers of Commerce
6:00 p.m. Prepayment required. Reservation Deadline: Monday June 7
$20 for members, $30 non-members (Free Parking) Light Supper & Cash Bar Tickets will be held until 5:45 p.m. at the ferry terminal.
Plan to take your staff and join us for an evening cruise around Narragansett Bay including a Newport Harbor Tour aboard the Millennium out of Quonset Point! Members of the Central Rhode Island, Charlestown, East Greenwich, Narragansett, North Kingston & South Kingstown Chambers of Commerce will be participating.

Wednesday, June 16
BUSINESS AFTER HOURS SPONSORED BY KENT REGENCY
4:30 - 7:30 p.m.
$10 Members, $25 Non-Members
660 Commonwealth Ave., Warwick
Come to Business After Hours and enjoy an evening of networking in a relaxed social setting. Ideal for meeting fellow professionals, suppliers, community leaders and clients while you establish long-lasting business relationships. Our hosts will treat you to a scrumptious array of hors-d’oeuvres while you sip on a glass of wine, beer, soda or water.
Announcements and door prizes near 6:15 p.m. You must be present to win.

Friday, June 18
LEADS – Lunch & Networking SPONSORED BY COASTWAY
Noon - 1:30 p.m.
$10 Members, $25 Non-Members
New England Tech - Hall of Fame Room, 2480 Post Road, Warwick
Join us for lunch and start building relationships that will generate new customers/clients and strengthen your connection to existing ones. You do not have to bring a lead; just enjoy a delicious lunch while you get acquainted with other members of the business community. Come share your “60-second commercial” to help others better understand what you do, what you have to offer and who you need to meet. This is a great event to easily connect with a larger number of potential customers. Make sure to bring plenty of business cards and we will show you how.

Maximize the value of your membership! www.nrichamber.com
You can attend any of the Northern Rhode Island Chamber’s events at member pricing, and their members are welcome to attend ours as well. 401-334-1000
• Business After Hours at Vision Care Cumberland ........................................June 9
5:00 - 7:00 p.m.  1800 Mendon Road, Cumberland