

GOV. LAMONT TO SERVE AS KEYNOTE AT ANNUAL MEETING & HALL OF FAME

Please Join Us Virtually
Thursday, April 29, 2021 at 12:00 noon

Livestreamed virtually



Keynote Speaker
**Governor
Ned Lamont**

The 120th Annual Meeting of the Chamber of Commerce of Northwest Connecticut will be held virtually on Thursday, April 29th. The event, which will feature Connecticut Governor Ned Lamont as the keynote speaker, will begin at 12:00 p.m.

many Chamber functions over the years including Business After Hours, Financial Reality Fair, Celebrate Northwest Connecticut and Chamber Fest.

The Chamber membership will vote on a slate of candidates to serve three-year terms as directors for the organization. The proposed slate includes: Jade Athas, Berkshire Hathaway; Steven Mazzearelli, Commercial Sewing, Inc.; and Art Mulligan, Senior Advocate Services.

In recognition of their volunteerism and dedication to the Chamber of Commerce, Steven Zarrella and Lisa Ferris will be inducted as the 24th and 25th members of the Chamber Hall of Fame.

Steven Zarrella is the EVP and Chief Lending Officer for Northwest Community Bank. Steve joined the Chamber's Board of Directors in 2012 and went on to be the Treasurer (2014-2015), Vice Chairman (2015-2017), and Chairman (2017-2020).

Steve also served on the board of the Northwest CT Economic Development Commission, among many others. Steve has volunteered at



HoF Inductee
Steven Zarrella



HoF Inductee
Lisa Ferris

Lisa Ferris is the Manager of Brooker Memorial Pediatric Dental Center and also manages the organization's fundraising and marketing efforts. Lisa began her involvement with our Chamber over a decade ago when she joined the WOW Advisory Committee. She went on to chair the committee from 2018-2020. Lisa was instrumental in planning an International Women's Day event at Five Points Gallery in 2019 to promote the WOW! Forum and the Women's Leadership Initiative Gala.

Lisa is an ambassador for the Chamber's Membership Committee, co-chair of the LEADS 1 group, and an active member of the Health Council. In addition to committee work, Lisa volunteers at the Financial Reality Fair, Business After Hours, and participates in many of the Chamber's programs and events. Lisa is a recent graduate of the 2019/2020 Chamber Leadership Northwest program.

Join us virtually on April 29th to help us celebrate these wonderful Chamber volunteers.

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From the Desk of Our President & CEO JoAnn Ryan

The I's Have It!



The I's have it...invite...introduce... inspire...inject... influence... indulge! Yes – even during this challenging pandemic!

Invite ... the NW CT Chamber of Commerce is an inclusive organization open to all with the goal of promoting economic growth while enhancing the quality of life. If you have not yet realized the value and benefits of becoming a member, there is a wonderful opportunity awaiting you. We cordially invite you to check the Chamber website www.nwctchamberofcommerce.org that will give you a hint of the many initiatives geared toward making you and your business successful.

Introduce ... you have many opportunities to be involved in the peer groups where we promote all of your businesses. There may be a Keynote speaker at the meetings but you can have your moment in the spotlight. Join us at the Manufacturer's Coalition, Healthcare Council, Insurance Committee, Restaurant & Retail Coalition, Government Relations, Small Business Council, and School to Career since every attendee is important.

Inspire ... the hybrid WOW! Forum is scheduled for October 1st at the Warner Theatre. It is unparalleled in this region as a program dedicated to bringing women together to develop and share their leadership and business skills for the purpose of enhancing their presence in the work place and community. We are working on our keynotes – you will truly be inspired. Watch for details.

Inject ... it's time to inject some fun into your life. Begin by joining us virtually on a number of Zoom meetings with the Leads I, II and III groups and the virtual Business After Hours. They are different experiences but fun and beneficial.

Influence ... You will be happy to know that we continue to promote the NW Regional Workforce Investment Board and the positive influence their support can have on your business. We have information on employee training and hiring grants that will help you grow your business. Now more than ever in these most challenging economic times, we must use this influence collectively to promote our region and do what is necessary to create and retain jobs.

Indulge it's spring. Treat yourself safely, follow the guidelines and get vaccinated. Take some time to enjoy working and living in NW CT. Please check our website for the calendar of events and please be our guest.

Personally, I remain invigorated and impassioned despite a few bumps in the road that can be repaired. Yes ... the I's have it!

JoAnn Ryan is President & CEO of the NW CT Chamber of Commerce. You can reach her by email: joann@nwctchamberofcommerce.org or phone: 860-482-6586

*Upcoming***CHAMBER ZOOM EVENTS**

April 1	Membership Committee Meeting – 8 AM	April 20	Insurance Committee Meeting – 8 AM
April 2	Closed for Good Friday	April 21	Health Council Meeting – 8 AM
April 6	Small Business Council Meeting – 8 AM	April 22	Board of Directors Meeting – 8 AM
April 7	WOW Advisory Committee Meeting – 8:30 AM	April 26	Lead I – 12 Noon
April 8	Government Relations Committee Meeting – 8 AM	April 27	Business with Breakfast – 8 AM
April 8	Leads III – 9 AM	April 28	Leads II – 8 AM
April 12	Leads I – 12 Noon	April 29	Annual Meeting featuring Governor Ned Lamont – 12 noon
April 14	Leads II – 8 AM	April 30	School to Career Pathways Meeting – 8 am
April 15	Restaurant & Retail Peer Group – 10 AM		

Save the Date

Annual Meeting & Hall of Fame Induction – Virtual
Thursday, April 29th, 12 noon
Keynote: Governor Ned Lamont

Celebration of Success – Virtual
Wednesday, June 30th, 12 noon

WOW Forum – Hybrid
Friday, October 1st, 8 AM | The Warner Theatre

25 Days of Hope for the Holidays
FM 97.3 WZBG and the Chamber
December

We're Hiring!

Join the TSB Team!!

Torrington Savings Bank is coming to Bristol and we are looking for an experienced AVP-Branch Officer, Assistant Branch Manager, Financial Advisor and Customer Service Representatives to join our team. If you want to work for a customer-focused community bank with great benefits, **expand your career with TSB.**

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Premier MEMBERS

Hello, again!

There is so much happening in our small city and we wanted to share an update on what is taking place at Torrington Downtown Partners. We celebrated 10 years in the fall of 2020!

Two weeks ago, Torrington Downtown Partners and Torrington Savings Bank, became sponsors for the Franklin Plaza Farmer's Market that will take place every Thursday evening for 29 weeks. The event will run from 4 to 7 on the new plaza and feature the farmer's market as well as a variety of vendors. It is the creation of Heather Rems of Sanctuary Yoga who will be overseeing the events. This is just going to be so much fun.... a fun new location along the river, the view of Danielle Mailer's wonderful fish mural, a great assortment of crafters and other vendors, etc. There will be no food vendors as there are many places, established as well as new, available for dining and for dessert. We are so excited to see this happening and so happy to be a part of it.

In other updates - we are delighted to see how successful the Toothpick Restaurant has become. It is great to see them mentioned in the posts of others and if you have not checked it out, please do. The food is delicious and the atmosphere great. On Water Street, CT Boot has had such success at 21 Water Street that he was running out of space. Earlier this month he moved into 41 Water and is enjoying the expanded space. Red Room Recording Studio is working with the high school marching band on a special project. This state-of-the-art recording studio is being discovered by local music artists as well.

We are also happy to announce that we have two new businesses coming to Main Street. While we will provide more detailed information once both locations are ready to open, we can give you some hints! First, at 73-75 Main, across from the Warner Theatre, we have a new restaurant coming. Margarita's is currently renovating the interior, connecting the bar side to the restaurant and making some other unique changes. Down the street, where Subway had been located, we have signed a long lease with a rolled ice cream business. The owners are coming from the metropolitan area of NYC and will also be moving to Torrington....love that part as well! The process of preparing the servings is done as the customer watches.... this will be fun as well as a delicious dessert. I



will get back to you with opening dates, menus, etc.

In art gallery updates, the Scott Ritter Gallery will be opening at 17 Water Street soon. The Five Points Gallery shows are continuing to receive acclaim and the gallery is open for visitors. There is a virtual artist talk featuring the current show's artists tomorrow night. Please check the Five Points Gallery website for information on how to sign

in. There is no charge and as always, listening to the artists' explanations of where they find their inspiration as well as how they traveled their path to becoming artists is always intriguing.

Five Points Gallery is still the flagship in downtown Torrington. The LaunchPad is going strong with the connection with the Hartford Art School, University of Hartford with amazing artists becoming even more involved in our community. In addition, they operate the Five Points Annex Gallery at 19 Water Street. I have found some wonderful gifts when I have visited that gallery.... The Five Points Center for the Visual Arts is amazing, and we are looking forward to sharing a tour with our partners when the time is right. We find ourselves remembering when we first welcomed a new gallery in a small corner

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Premier MEMBERS

Brandywine Living at Litchfield
Chatterley's Banquet Facility
Commercial Sewing, Inc.
Eversource Energy
Keystone Place at Newbury Brook
Litchfield Woods Health Care Center
Seitz LLC
T&M Building Company, Inc.
and Torrington Downtown Partners
UCE Fine Builders
Valerie Manor
Webster Bank

Chamber Member IN THE SPOTLIGHT

(Continued from previous page)

storefront. The growth of the Five Points complex and now the addition of the new campus is stunning, and we are happy to have been a part in bringing the new focus on the arts to Torrington along with the accompanying economic growth.

I also want to remind everyone that we have some really great businesses and shops downtown in our TDP family. In Sheep's Clothing has continued to flourish during COVID by implementing virtual classes and curbside pickup. I always feel that walking into this unique yarn shop is a feast for the eyes with the vibrant colors all around. It is a great resource for beginners as well as experienced knitters and crocheters. Kelly's Crystals has done the same with specialized deliveries for gifts for birthdays, etc. The inventory is always unique, and I have never failed to find that special birthday gift or gift for the home. We also have the best little shoe repair shop right on Main Street! Manny's is adjacent to KidsPlay Children's Museum...which, by the way, has come through COVID by setting up reserved times but is also working on their latest expansion.

In closing, I want to invite you to check out the www.DiscoverLitchfieldHills.com website. This site is becoming the new go to for information about local businesses, events, things to do, jobs listings, and much more. New links are added daily so please check it out!

I want to send our best wishes to each and every one and to thank you for believing in our efforts from the beginning.

Best,
Sharon Wagner

BEAUTY LOUNGE

It all began in High School in 1974. I can't describe the feeling of opening that acceptance letter to Oliver Wolcott Vocational Technical High School. It was razor cutting and shampoo sets. By 1976 we were learning Vitale Sassoon Percision hair cutting with scissors and blow drying. One of my teachers got me a job at a Salon at Heritage Village in Southbury as a shampoo girl. To be honest I learned

more about the trade that summer then I could have imagined. It connected

what we were learning in school to in the salon. I graduated in 1978 with a high school diploma and a cosmetology license. I landed a job in West Hartford on Bishops corner. I was the only stylist on staff with blow drying experience. Clients were so excited to get rid of those rollers and try blow drying. Driving over the Avon mountain twice a day I got old. In 1980 Mary Ann Summa at Total Look in the Yankee Peddler building on Main Street in Torrington gave me a chance. 13 stylists with 20-year experience was not ready for this young enthusiastic girl. I made the trip to the international beauty show in New York City every year. In 1983 I took a class for artificial nails at the show. I bought a kit and brought the first artificial nail to Litchfield County.

The cosmetology Association invited me to a monthly meeting to demonstrate this new phenomena. I was very honored. 1986 Dale from Dales Casual Clothes approached me with managing a new salon, Studio 58, across the street where nutmeg ballet is now. Men were just starting to venture into the salons. We had to men's cutting stations. They were private booths with Café swinging doors. It usually only took one visit with a wife and men were sold on this new hair styling salon experience. After 10 years on Main Street and fewer parking spaces in 1989 I finally was ready to open my own salon. I found a great space with its own parking on East Main St. Scared and excited I needed help. I was told the Chamber of Commerce had an organization called SCORE. They took me under their wing. Taught me how to create a business plan to take to the bank for a mortgage. How to set up my books, help me with advertising and design the space. Elaine's Shear Skinsanity was born. I wanted to be a one stop shop, 13 cutting stations, pedicure chairs, tanning bed, make up and a facial room. A private color room was created because men didn't mind being in the same area as women having haircuts, but women didn't want to sit around men with hair color on their heads. In 2000 baby boomers were aging. Facials and spa services were really taking off. I came close to purchasing a space on the green in Litchfield for a spa, but it fell through. Space in

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Chamber Member IN THE SPOTLIGHT

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the same building as the salon became available so I took it as a sign. So, I removed the facial room from the loud music blow dry atmosphere and created Spa-aah. The spa had several facial rooms, a Vichy shower for body treatments, permanent make up and massages. Things were really happening. I had 28 employees and four teenage daughters. The salon and spa won the "Top 200 Salons" in the nation award. We put Torrington on the map. In 2013 a new trend of chair rentals in salons became popular. Feeling my age and considering chair renting, I decided to sell the salon and move four cutting stations in the spa. The gentleman from SCORE told me three important in rules to being in business.

- 1) never burn your bridges
- 2) always use two banks so when you need to expand you've established relationships.
- 3) have an exit strategy

In 2016 I started thinking about that exit strategy. In 2017 I sold the spa and moved to Burlington to rent a chair from a former employee. After 28 years of owning my own business, I enjoy the freedom from renting a chair. But missed having my own space and giving facials. In 2019 Oliver Wolcott technical school honored me as alumni of



the year. It really humbled me. In March 2020 the health department closed all the salons. I never felt more helpless in my entire life. I had too much time to think about my future. I started seeing through my "2020 vision" and started looking for a space to re-open a salon in Torrington. When my realtor said there was space open in the same building, I just thought it was another sign. So, who opens a new business during a pandemic, me. Elizabeth Arden, behind the red door, opened her business during the Great Depression. Look where she is today. I'm so excited to be back in Torrington and doing facials again. When Covid rules lighten up, I look forward to expanding

more services. I've been a member of the chamber of commerce since 1989. And as for #3 have an exit strategy, I'm still trying to figure that one out.

Elaine Murphy
733 East Main Street
Torrington, Ct

Call for an appointment: 860-733-9099

Visit: [BeautyLounge733.com](https://www.beautylounge733.com)

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Chamber MEMBERS

THANK YOU TO OUR CHAMBER COMMITTEES

Ambassador:

Jade Athas, Co-Chair and John Seagrave, Co-Chair

A dedicated and hardworking committee, Ambassadors of the Northwest Connecticut Chamber of Commerce assist in the membership and retention efforts vital to chamber sustainability. These Ambassadors, in conjunction with larger efforts of the Membership committee, will often be the first point of contact for new members, engage prospective members, and build goodwill with existing members. Finding an ambassador at events is easy, too. They are often the most social members with a labeled name tag in are probably introducing 2 new members to one another!

Government Relations Committee: Christina Emery, Chair

The Government Relations Committee serves as a forum for local businesses, nonprofit organization, municipalities and elected officials to collectively shape economic policy in the business climate of Northwest Connecticut. Guided by the chamber's lobbyist, the Committee tracks legislation, informs membership of potential changes or creation of new laws, and establishes dialogue with local legislators. The Committee publishes in annual Legislative Agenda to highlight policies that promote a healthy business climate and a strong, diverse and sustainable local economy.

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Chamber MEMBERS

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Health Council:

Kevin O'Connell, Chair

The Health Council provides chamber members with the business perspective they need on key health care issues acting our community. We support efforts to grow workforce development opportunities, collaboration between local health care businesses, and represents the interests of organizations across the continuum of care. We also are concerned about the wellness of our community and work to promote healthier lifestyles.

Insurance Committee:

Richard Whitbeck, Chair

The insurance committee provides chamber members with resources for employee benefits and healthcare insurance in conjunction with the Chamber Insurance Trust. The resources enable members to find and source core, traditional and alternative products to help manage their benefits and costs. We are committed to addressing the major challenges that employers experience with ever increasing costs and the diversity of workforce needs.

Manufacturer's Coalition Committee:

Evan Berns, Chair

The Manufacturer's Coalition uniquely benefits any size manufacturing company in the region. Through the Chamber we actively network with other local business leaders to share best practices, recruitment and retention, workforce development, training, legislation and so much more.

Membership Committee:

Alan Colavecchio, Co-Chair and Lance Leifert, Co-Chair

The Membership Committee looks at every aspect of the Chamber membership experience and its benefits. Three subcommittees of the Committee revise and develop new programs, benefits, promotions, events, communication vehicles, and ways to support the Chamber staff. The subcommittees are: Ambassadors for outreach to new members, as well as renewing members; Hospitality to plan and encourage networking at events; and Marketing & Communications to advise, support and assist the staff, other committees, and the Chamber Board of Directors with communications and promotions.

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Thomaston Savings Bank
Torrington Savings Bank
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Chamber MEMBERS

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Restaurant & Retail Committee: Betsy Paynter, Chair

The Restaurant & Retail committee provides opportunity to discuss issues and/or challenges within the industry as business evolves during these times. Opportunity to learn about federal programs, marketing tips, resources and connect with other businesses to share ideas.

NCCC STUDENTS ATTEND OXFORD CONSORTIUM FOR HUMAN RIGHTS CONFERENCE

WINSTED, CT – March 29, 2021 –

Inez Ortiz and Isabella Jacobs spent the past three weekends attending the Oxford Consortium for Human Rights (OCHR) spring workshop, titled Racial Justice, Minority Rights and Religious Freedom, held virtually at Oxford University, England, March 12-28, 2021. The 35-hour workshop concluded with student presentations on March 28.

Inez and Isabella (Izzy) represented Northwestern Connecticut Community College (NCCC), which has



Inez Ortiz

had attendees at the OCHR workshop for five consecutive years. "This workshop has allowed me to learn about human rights issues around the world and has really given me a new perspective about careers in this field," states Izzy, a first year Liberal Arts & Science student at NCCC.

Inez and Izzy are Torrington High School and NWR7 graduates, respectively. Inez

will be completing her associate degree this May from NCCC and will be transferring to Western CT State University for her bachelor's degree. Inez's career goal is to become an environmental lawyer. Izzy plans to transfer after completing her degree in accounting, at NCCC. They are both members of Team Success Scholars, which helped to financially support their participation in the conference.



Small Business Council: Erick Royer, Chair

The small Business Council was created with the goal to bring together leaders/decision makers of companies to discuss challenges, share solutions and work as a back-office consortium. Many small business owners have issues that they stumble upon throughout their workday that they may not have experience with, but another small business owner does.

Team Success Scholars Program Director Susan Dichter also attended this spring workshop, facilitating breakout sessions and leading discussion groups. "These experiences are truly transformative for the students. They learn about human rights issues on a global scale, discussing with students from all over the world on actionable plans, and then they come back to their local community empowered with the skills and passion to make grass-roots change in their local community."

Sujata Gadkar-Wilcox, Associate Professor of Legal Studies at Quinnipiac University and Executive Director of the OCHR, has worked closely with NCCC students since 2016 on community action planning initiatives. Quinnipiac and NCCC students work collaboratively at community action summits to share ideas and best practices to better understand human rights in their own backyard, and to

bring actionable change into their community. "It has been a pleasure to collaborate with the incredible Susan Dichter and the outstanding students from NCCC's Team Success Scholars program for many years now. It has been quite a privilege to work with NCCC for our global human rights workshops and to see, upon their graduation from NCCC, several students have come to Quinnipiac University to successfully complete our four-year university program. A special note of thanks to President Rooke and Northwestern Connecticut Community College for supporting the Team Success Scholars and enabling their participation in these opportunities. In the time that I have spent with them, I



Izzy Jacobs

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Chamber MEMBERS

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have seen them become true leaders and catalysts for their peers. I look forward to our continued collaboration on a variety of programs.”

The OCHR workshops are designed to provide structured and sustained conversations with leading scholars and practitioners of human rights, and equally as important, with outstanding peers from other institutions. The Oxford Consortium workshops include participants from throughout the United States and from a number of countries in the Global South. The University of Houston, University of Oregon, Quinnipiac University, Sacred Heart University, UCONN, and University of Southern California are among the many American universities that have sent participants to the OCHR.

On March 28, Inez and Izzy co-presented their community action projects to the OCHR workshop titled “The Politics of Visibility”, looking at two overlooked populations in society – immigrants who have made Torrington their home, and the challenges of social reentry of criminal offenders. Inez’s team has worked collaboratively with Mark McEachern, Executive Director of the Torrington Historical Society for three years to develop The Mosaic Project: [www.torringtonhistoricalsociety.org/immigrant-](http://www.torringtonhistoricalsociety.org/immigrant-history)

[history](#). Mark states, “The Mosaic’s purpose is to document and celebrate the diversity of the immigrants who have chosen to call Torrington home, and to serve as an online place where neighbors of various ethnic backgrounds can get to know and understand one another, thus building a stronger community.” Izzy’s team has researched the challenges of criminal offenders as they reenter society to seek employment, education, housing, and healthcare. Her team has collaborated with Mike Emmanuel, Professor of Criminal Justice at NCCC to understand these challenges and to develop a social reentry simulation to educate and raise awareness of the issue.

Financial support for the conference comes from the Team Success Scholars program, supported through Workforce Innovation and Opportunity Act (WIOA) funds, and administered through the Northwest Regional Workforce Investment Board (NRWIB). WIOA youth funds are targeted at young people who are out of school to assist them in their career and educational development. These funds are allocated to the states by the US Department of Labor. Additional funds for the Team Success Scholars program come from the Northwest Community Bank of Winsted.

For more information contact Susan Dichter, Program Director of Team Success Scholars sdichter@nwcc.edu.



SALISBURY BANK
enriching.

SALISBURY BANK ANNOUNCES 2021 COMMUNITY SHRED ‘DRIVE-THRU’ DAYS SCHEDULE

Community Shred “Drive-thru” Days will include a Free Shred Day as part of the Bank’s commitment to help in the fight against identity theft, and a Food Drive to support local food pantries in the area. The Community Days will take place during the months of May through October at select branches throughout the tri-state area, and are open to all local residents and businesses.

Amy Raymond, Executive Vice President and Chief Retail Banking Officer stated, “With the increased importance of minimizing the risk of identity theft and fraud, our Shred Day events continue to help community members securely dispose of sensitive documents to aid in protecting themselves.”

Community Shred “Drive-thru” Days are open to anyone at the locations listed below from 9:00 a.m. to Noon.

- Saturday, May 22nd – Dover Plains Branch
5 Dover Village Plaza, Dover Plains, NY
- Saturday, June 19th - Lakeville Branch
5 Bissell Street, Lakeville, CT
- Saturday, August 21st - Lakeville Branch
5 Bissell Street, Lakeville, CT
- Saturday, September 18th - Millerton Branch
87 Main Street, Millerton, NY
- Saturday, October 2nd - Sheffield Branch
640 North Main Street, Sheffield, MA

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Chamber MEMBERS

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- Saturday, October 9th - Fishkill Branch
701 Route 9, Suite 7, Fishkill, NY
- Saturday, October 16th - Lakeville Branch
5 Bissell Street, Lakeville, CT

For the safety of all participants and volunteers the Bank has changed its Shred Days format to "Drive-thru", and established the following guidelines:

- Limit 4 bags / boxes per car (paper only; no binders)
- Must wear a facial cover / mask
- You will be guided to drop-off your boxes at the designated area to be shredded by Bank staff
- Stay in your car until you reach the drop-off point
- If you feel unwell, please stay home

Please consider bringing a non-perishable food donation as well - local pantries need a variety of donations including: canned goods, cereals, macaroni and cheese, cake mix, peanut butter, mayonnaise, ketchup, mustard, and tomato sauce. Household necessities such as paper towels, diapers, shampoo, and soap are also appreciated.

These services are brought to you by Salisbury Bank, as a way of enriching the communities it serves. All shredded paper will be recycled and all collected items will be donated directly to local food pantries.

For more information on protecting yourself against identity theft, visit salisburybank.com/protectid.

NCCC TO CELEBRATE 55TH COMMENCEMENT WITH DRIVE-THROUGH EVENT AT FIVE POINTS CENTER FOR THE VISUAL ARTS

Winsted – Northwestern Connecticut Community College has announced it will provide a drive-through commencement experience for its May 2021 graduating class on the grounds of the Five Points Center For The Visual Arts on University Drive in Torrington. This will be the 55th degree awarding commencement for the campus that was founded in 1965.

"In an effort to maintain safety protocols for everyone involved, we thought this would be a great option for celebrating our 55th commencement exercises," said Dr. Michael A. Rooke, Northwestern president. "Last year we were highly restricted and provided a video format only. We are very happy that we can provide a more involved event for our graduates in 2021," he said.



Each graduate will be allowed one vehicle and must RSVP to the event, Rooke said. There will be a small platform party socially distanced at one corner of

the parking lot where the graduates' names will be read. Students will drive up, accept their diploma and then exit the parking lot.



"Five Points is excited to host Northwestern's 55th commencement ceremony at the new Five Points Art Center," said Judy McElhone, Five Points Executive Director and retired long time Northwestern fine art lecturer. "Our long-standing partnership with the college's faculty, staff and students is a source of pride as we continue to work together for the betterment of our community," she said.

Guest Speaker for the event will be Brian Mattiello, Regional Vice President for Strategy & Community Development at Hartford Healthcare, Charlotte Hungerford Hospital. Mattiello provided a few words of encouragement for the 2020 graduates on video and is looking forward to extending his congratulations at this year's outdoor event.

"Throughout the pandemic Northwestern has worked to ensure everyone's safety," said Rooke. "While we are encouraged with the progress the state has made with reopening, we are excited to be able to provide a venue for our students that will provide more of a celebration without compromising anyone's safety. I thank Five Points for being so accommodating and open to Northwestern and the needs of our students."

Chamber MEMBERS

NORTHWESTERN CONNECTICUT COMMUNITY COLLEGE EARLY CHILDHOOD EDUCATION PROGRAM

Winsted, CT - Need professional hours? NCCC Early Childhood Education Program is offering the following online courses this summer to help you stay current with your professional hours.

Offering Two Eight Weeks Online Summer Courses

ECE 206: Administration and Supervision

This course aims to develop knowledge of and professional attitude toward business, legal, and psychological issues of interest to in-home childcare specialists and directors or owners of early childhood education facilities. The goal of this course is to provide the student with guidelines for a career in a nurturing home day care and/or for establishing an early childhood education center.

June 7 – August 1

EDU 102: Educational Paraprofessional

This course will introduce core content area skills in reading, mathematics, and writing needed to prepare students for working as a paraprofessional in a public school setting.

Students will gain an in-depth understanding about identified disabling conditions, related health issues prevalent among mainstreamed students, and how to implement prescribed strategies and initiatives that promote learning in a classroom or resource room setting. Through interactive activities, participants will become familiar with special education mandates and how they impact the delivery of service to special needs students in today's public school classrooms.

June 7 – August 1

To register go online to www.nwcc.commnet.edu OR call the Registrar's Office at (860) 738-6314. For more information contact Michele Better at: mbetter@nwcc.commnet.edu or (860) 201-3621

Accredited Early
Childhood Programs



CHAMBER INSURANCE

Rx Card Program points of interest:



Chamber Insurance Trust (CIT) is pleased to offer a new FREE program to employees of our member companies. In conjunction with the Community Care Prescription Drug Discount Card, CIT will be providing drug discount cards as an additional membership benefit. The attached card will provide DISCOUNTS on Prescriptions FREE, to CIT members and employees. This is not insurance... no premiums. No dues...no activation. No exclusions. ALL prescription drugs are covered by the card...DIABETIC SUPPLIES, SMOKING CESSATION, and DURABLE MEDICAL SUPPLIES can be obtained at reduced rates, including medications for pets.

NO personal info is required to use the card and it can be used immediately. Simply present the attached card to your pharmacist at your next visit.



- There is NO cost for the card or age requirements; anyone can use it
- No FDA drugs are excluded
- There are discounts for Diabetic Supplies & Smoking Cessation products
- Can be used for Durable Medical Equipment (DME) with prescription
- Can be used even if you have insurance and your drug is not covered
- Can also be used if your insurance co-pay costs more than the drug purchased
- Seniors can use the card when they reach their Medicare benefit level maximum
- There is also a discount that can be used for Pet Medications as well
- The drug discount card never expires

International Mail Order Program points of interest:

PBIRx is offering a great option for you to save money on certain brand name prescription drugs through an International Rx Mail Order Program. You can order your brand name drugs from Canada, Great Britain, Australia and New Zealand using the same "brick and mortar" pharmacies that people in these countries use for their medications. Save \$\$\$ on all Brand drugs.

Chamber MEMBERS



Learning Dynamics News to Peruse

IS IT COACHING OR TRAINING?

Recently, a client contacted Learning Dynamics to provide “training” to an individual to strengthen the worry spots in her current performance. They felt she needed to address these areas before she would be considered for promotion.

Through discussion with the client’s senior team and the individual, Learning Dynamics determined that she needed coaching, not training.

Let’s take a look at each of these approaches to see how and why Learning Dynamics arrived at that coaching conclusion.

What’s Training for Anyway?

- Adding new information
- Introduce new behavior or procedures
- Strengthen a organizational weakness with new structures, rules or practices.
- Typically, the training sessions consist of transferring a set of objectives from the trainer to the trainee.
- Most commonly, the trainee has little to say about the lessons he/she is expected to absorb.



So when do we coach and when do we train?

Coaching is very different from training. In the example of the female supervisor being “groomed” for the next level, what was needed was one-on-one coaching.

- Coaching focuses on that which is already internal within the coachee
- Introspection and personal ownership of current behavior are important steps in coaching
- The individual determines a set of objectives with the coach as targets for new performance.
- Coaching answers the question to the coachee: “OK, so what are you going to do about this?”
- The resulting plan is jointly designed by the coach and coachee to achieve the objectives.

Our success in the realm of coaching is very well established and continues to be an important part of our contribution to the success of our clients. The combination of effective training with focused one-on-one coaching has been a winning strategy. Typically, the results surpass the expectations of the participants and their leaders.

News and **NOTES**

DEMOGRAPHIC INSIGHTS

The Chamber has had the privilege of hearing Ken Gronbach, probably the most renowned demographer in the country, on a number of occasions. You might not think that listening to an hour or so of statistics, data, charts, graphs and reports is entertaining and valuable in planning for the future. We were pleasantly surprised and mesmerized with Ken's knowledge and humor. Best of all, it made us sit up and take notice.

Ken and I talked a few months ago and he sent me material he was reviewing for current presentations. He also graciously gave me permission to use his insights as we wished especially because they were so timely. Some of his subjective trends and changes in human conduct in business and social environments are happening before our eyes.



“The handshake and hugs will be history, especially in the business environment.
Working from home is here to stay. It works. It saves money.
Remodeling and new home starts will spike and not look back for at least ten plus years.
Large gatherings like as sporting events will struggle to restore and probably won't completely.
The jury is out on movie and show attendance forcing the industry to change. Many companies will fail.
Masks and social distancing are not going away. For years.
Riding in elevators, buses, planes, trains, and subways will take on a new dimension of caution and will probably be avoided.
Carpools will be challenged.
Look for an explosion in Home Schooling as 88 million Generation Y Millennials start households and raise children.
Colleges and private schools in general without large endowments will be challenged.
Cars will be driven fewer miles owing to working from home and local vacations.
The number of cars will increase as millennials buy their own cars.
More food will be prepared at home and less consumed out of home.
Super Markets will flourish and become more competitive. Many will feature restaurant like dining.
Everything healthcare will double. Not kidding.
Online shopping is here to stay but look for changes and modifications in retail in general.”

Thank you, Ken. We are dealing with your findings. Time to follow up for sure!

News and NOTES



Volunteer With SCORE



You Can Make A Difference

Are you looking for ways to give back and make an impact in our community? Local small business owners need your help now more than ever.

Northwest Connecticut SCORE depends on our volunteers to fulfill [our mission](#). We are looking for volunteers with backgrounds and experiences as diverse as the small business owners we serve. If you're interested and able to give back, we would love to have you! [Learn about the benefits of volunteering.](#)

Types of Volunteer Opportunities

Volunteering is a way for you to give back, network with business experts, and share your knowledge.

SCORE offers many types of volunteering opportunities. Choose the opportunity that best suits your expertise, interests and availability:

Mentor: Use your industry-based knowledge and expertise to help business owners who are looking for guidance

Subject Matter Expert: Collaborate with experienced mentors to offer advice in your specific area of expertise

Workshop Presenter: Educate through giving presentations on specific small business topics

Chapter Support: Assist with marketing, finance, scheduling and other key support tasks

Diversity Leader: Make SCORE services more accessible by local small business owners in underserved segments.

How to Become a Volunteer

Ready to expand your network, and help make others dreams come true? Get started by submitting a [SCORE volunteer application](#).



News and **NOTES**

Register to be a Summer Worksite and Help community Youth!



**NORTHWEST REGIONAL
WORKFORCE INVESTMENT BOARD**

FIRST JOB | NEXT JOB | BEST JOB

NRWIB Summer Youth Employment Program places Youth ages 14-21 in local jobs for career exploration in their interested field. This program provide wages and career experience for youth in our communities, with NRWIB providing the wages and your business providing the experience!

Worksite Application
Available Online
www.nrwib.org

Registration open
April 1, 2021
to
May 31, 2021

QUESTIONS?
Call (203) 574-6971
ext 471
albert.chabot@nrwib.org

It's easy to register to be a Summer Worksite!

Interested employers can register online by submitting the following documents.

1. Online Application
2. Worksite Agreement (agreement to provide work experience in a structured, meaningful environment)

A proud partner of the **AmericanJobCenter**® network

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If you need assistance to access services or materials in an alternate format, please contact our main office at (203) 574-6971 or info@nrwib.org

News and **NOTES**

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Upcoming **CHAMBER ZOOM EVENTS**

April 1	Membership Committee Meeting – 8 AM	April 20	Insurance Committee Meeting – 8 AM
April 2	Closed for Good Friday	April 21	Health Council Meeting – 8 AM
April 6	Small Business Council Meeting – 8 AM	April 22	Board of Directors Meeting – 8 AM
April 7	WOW Advisory Committee Meeting – 8:30 AM	April 26	Lead I – 12 Noon
April 8	Government Relations Committee Meeting – 8 AM	April 27	Business with Breakfast – 8 AM
April 8	Leads III – 9 AM	April 28	Leads II – 8 AM
April 12	Leads I – 12 Noon	April 29	Annual Meeting featuring Governor Ned Lamont – 12 noon
April 14	Leads II – 8 AM	April 30	School to Career Pathways Meeting – 8 am
April 15	Restaurant & Retail Peer Group – 10 AM		

Save the Date

Annual Meeting & Hall of Fame Induction – Virtual
Thursday, April 29th, 12 noon
Keynote: Governor Ned Lamont

Celebration of Success – Virtual
Wednesday, June 30th, 12 noon

WOW Forum – Hybrid
Friday, October 1st, 8 AM | The Warner Theatre

25 Days of Hope for the Holidays
FM 97.3 WZBG and the Chamber
December