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It is time to acknowledge the outstanding efforts of the heroes who have emerged during COVID-19. Thank you does not seem adequate for all that they do.

They represent every facet of our lives: the healthcare providers who care for our loved ones when we cannot be present; the essential businesses open so that we have access to food, medicine, beverages, gas, auto and equipment repairs, service, cleanliness in our locations, delivery of mail and products, lawncare, greenery, technology, security and oh so many more. Must recognize the educators teaching our children and grandchildren in such a different yet remarkable and meaningful way. The students I talk to amaze me as well. Despite the uncertainty of future learning, they seem to be taking this in stride and maturely discussing graduation plans with their families, teachers, principals and friends.

A special thank you to the companies who remain open to provide the equipment for the healthcare facilities and to the non-profit organizations that never cease operation because they are dedicated to helping their clients with necessities. Love the printed “thank you” signs scattered around the area and the volunteers creating face masks that are pretty and safe.

One of the notes I received this week made me step back and think about what it is that makes us work even harder under unprecedented conditions. It was sent to Rista Malanca, Economic Development Director for the City of Torrington, Pam LaRosa, the Director of the One-Stop Workforce Operation for the Chamber, and me.

“I hope and pray that you and your families are safe and well. I would like to express my gratitude to you all for helping me understand and navigate through uncharted waters. You took the time to assist me, conversing with me through multiple phone calls and emails, and if you weren’t sure of something, you didn’t pretend to know, you would reach out to someone who did know and get the answer for me. There’s a saying, it takes a village, well you are all my village!”

“I can happily share with you that my business was approved for the PPP loan, and I was also eligible to receive PUA benefits! Although I do not know what the future holds, I remain hopeful and I am grateful for right now. Please know that this would not have been possible without your help. I look forward to meeting you in person someday, but for now, sending virtual hugs your way! Eternally grateful.”

She, too, is our hero! I know there are many, many more!

Sincerely,



JoAnn Ryan
President & CEO

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

V I R T U A L O P P O R T U N I T I E S A C T U A L R E S O U R C E S



Benefit from Information and Support Relevant to Local Businesses

- Workshops, Webinars
- Networking, Sales Leads
- Connections to American Job Center, Department of Labor and the NW Regional Workforce Investment Board
- Industry-Specific Peer Groups
- Communication, Access to Local, State and Federal Leaders
- Marketing Channels
- News Updates and Communications

**We want to know your needs so we can help.
Contact JoAnn Ryan, President & CEO.**

www.nwctchamberofcommerce.org



333 Kennedy Drive, Suite R101
PO Box 59, Torrington, CT 06790
860-482-6586



Cultivate fresh ideas now!

Upcoming CHAMBER ZOOM EVENTS

- June 1st – Leads I – 12 Noon
- June 2nd – Small Business Council- 8 AM -
Rich Dupont, Resource Development
Associates – 8AM
- June 3rd – Leads II – 8AM
- June 4th – Membership Committee – 8AM
- June 8th – Leads I – 12 Noon
- June 10th – CHH Car Parade – 3PM
- June 11th – Government Relations – 8AM
- June 11th – Leads Virtual Open House–
12 Noon – 1:15PM
- June 15th – Leads I – 12 Noon
- June 17th – Leads II – 8 AM
- June 17th – Health Council – 8AM – Art Mulligan,
Senior Advocate CT
- June 19th – Webinar – Maintaining a Positive Outlook –
8:30 AM – Wilbur Pike, Learning Dynamics
- June 22nd – Webinar – Building a High Performance
Virtual Team – 8AM
- June 22nd – Leads I – 12 Noon
- June 23rd – Business with Breakfast – 8AM – Keynote TBD
- June 25th – Board of Directors – 8 AM
- June 25th – Leads III – 12 Noon
- June 29th – Leads I – 12 Noon

CHH Car Parade – Salute to CHH Heroes

With support from the NW Chamber, we will be holding our car parade to honor Charlotte Hungerford Hospital and entire staff on 6/10/20 at 3 pm. We encourage you to decorate your car with positive words, balloons, ribbons, etc. Please RSVP to JoAnn Ryan, so that we can send you the information for the staging. Let's support our hospital Heroes!

Leads Virtual Open House

Looking to make connections and generate business during this difficult time? Looking for a new way to share what your business does with like-minded individuals? Join us for our first ever virtual LEADS Open House. You'll have the chance to share who you are and what you do with other local professionals in the NW corner. This FREE event is a great way to see if a LEADS group is the right option for you and your business!

Registration for the meeting is required. This is a **Zoom meeting**; you must register ahead of time to receive meeting information. **Zoom meeting details will be provided to you shortly via email.** This Open House is open to all and is not "one individual per industry".

We've Got Business Banking

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Coming Up At

NORTHWEST CONNECTICUT'S CHAMBER WOW FORUM



Dr. Catherine Takacs Witkop is the Associate Dean for Medical Education at the F. Edward Hebert School of Medicine, “America’s Medical School,” Uniformed Services University (USU), Bethesda, MD. Prior to this position, Col (Ret) Witkop served as the Vice Chair for Medical Education, Department of Preventive Medicine & Biostatistics (PMB), and Program Director for the General Preventive Medicine Residency at USU, culminating a 22+ year career in the U.S. Air Force.

Dr. Witkop graduated with a Bachelor’s of Science degree in Biology from Yale University and earned her medical degree from Columbia University College of Physicians and Surgeons through the Health Professions Scholarship Program. She entered the Air Force on Active Duty as a resident in Obstetrics/Gynecology at David Grant Medical Center, Travis AFB, California. In 2008, Dr. Witkop completed a second residency in General Preventive Medicine with a Master’s degree in Public Health at Johns Hopkins Bloomberg

School of Public Health, Baltimore, MD.

Upon completing her Ob/Gyn residency, Dr. Witkop served as staff physician at Malcolm Grow Medical Center, Andrews AFB, MD, and after graduation from her Preventive Medicine residency, she served as Chief of Trainee Health at the U.S. Air Force Academy in Colorado Springs, CO. There, she provided oversight for monitoring the health of over four thousand cadets annually and led the implementation of preventive medicine programs and mitigation of population-based medical conditions. In 2009, Dr. Witkop was awarded the U.S. Air Force Medical Service Preventive Medicine Physician of the Year Award and was subsequently selected to be the Preventive Medicine Consultant to the Air Force Surgeon General. She then served as Chief of Preventive Medicine at the Air Force Medical Support Agency, advising the Air Force Surgeon General on preventive medicine issues and overseeing the development of preventive medicine policy for execution at all Military Treatment Facilities supporting Active Duty, Air Force Reserve and Air National Guard personnel, before moving to USU in 2015. While at USU, she received the School of Medicine Dean’s Impact Award for Outstanding Contribution to the Mission of the School of Medicine on two occasions and was recently awarded the 2019 American College of Preventive Medicine (ACPM) Distinguished Service Award.

Dr. Witkop is Professor of Preventive Medicine and Obstetrics & Gynecology at USU and is board certified and clinically active in both specialties. As a Fellow of ACPM, she served as the co-chair of the ACPM annual meeting in 2018 and was recently selected to serve on the ACPM Board of Regents. Dr. Witkop is also a Fellow of the American College of Obstetricians and Gynecologists (ACOG), where she has served on multiple editorial boards and committees. Dr. Witkop has authored numerous articles in peer reviewed journals, written several text book chapters, and has been an invited speaker at local and national meetings.

Col (Ret) Witkop is married to Col (Ret) Jeff Witkop and they have two children, Gabriel (16) and Paul (14). They currently reside in McLean, VA.

Ann Temkin is The Marie-Josée and Henry Kravis Chief Curator of Painting and Sculpture at The Museum of Modern Art. “Her recent exhibitions at MoMA include Judd (2020), Studio Visit: Selected Gifts from Agnes Gund (2018), Picasso Sculpture (2015), Robert Gober: The Heart Is Not a Metaphor (2014), and Jasper Johns: Regrets (2014). She was deeply involved with the reimagining of the Museum’s newly expanded collection galleries that opened in autumn 2019 and is in charge of the Museum’s acquisitions of paintings and sculptures.



*Corporate Partners***SHOUT OUTS****DONOR CHALLENGES REGION TO RAISE \$1M FOR SHARON HOSPITAL**

SHARON, CONN. — May 11, 2020 — An anonymous benefactor from the region has made an extraordinary offer to match up to \$1 million in philanthropic support for coronavirus (COVID-19) care efforts and ongoing emergency preparedness at Sharon Hospital.

“These remarkable acts of kindness remind us of the region’s strong support for healthcare teams on the front lines of one of the greatest public health crises of our lifetimes,” said Dr. Mark Hirko, the hospital’s president. “Significant gifts like this strengthen our ability to advance patient care and meet the array of healthcare needs of this region — something that is part of our mission and commitment to all who we serve.”

Now through December 31, every donation will be matched, dollar-for-dollar, to invest in technology, supplies and equipment needed to enhance care for those affected by COVID-19 and ensure preparedness for future public health emergencies.

Local philanthropic efforts have been instrumental in Sharon Hospital’s ability to manage the COVID-19 pandemic and respond quickly and meaningfully to neighbors in need. Thanks to the generosity of donors throughout northwest Connecticut and northeastern New York, the challenge has already neared the halfway mark.

“The way we approach COVID-19 may be changing but the pandemic is still impacting our community,” Hirko said. “This unprecedented outbreak has tested us all in ways never before imagined, but it also presents an opportunity for our community to come together and help one another.”

Sharon Hospital is inviting local businesses and individuals to support critical healthcare services in the community and double the impact of their gift through the \$1 Million Match-Challenge. To make a gift in support of Sharon Hospital, visit nuvancehealth.org/supportsharonhospital.

For more information about how philanthropy can make a difference, please contact the Foundation at (203) 739-7227.

Stay safe and informed with the latest information on COVID-19 at nuvancehealth.org/coronavirus.

CONTACT:

Marina Ballantine, Public and Community Affairs Associate
O: (845) 554 1734 | Marina.Ballantine@NuvanceHealth.org

Premier

MEMBERS

ESPECIALLY NOW, BEWARE OF SCAMS

Scammers are taking advantage of the pandemic, preying on people when they are at their most stressed and vulnerable. Here are some things to look out for, with additional examples on our website:



Calls, emails or texts about government stimulus checks: The IRS won't contact you with information about a stimulus payment, or to ask you for your Social Security number or bank account number. Anyone who does is a scammer "phishing" for your private information.

Online ads for vaccinations, test kits, masks or other protective equipment: There are no products proven to treat or prevent the disease at this time and the only FDA-approved home test kit requires a doctor's order. Be wary of unsolicited ads or emails selling masks and gloves. If purchasing protective equipment, make sure it's from a reputable source.

Threats of immediate power disconnection or demands for payment: If anyone calls, emails or visits your home or business regarding an outstanding payment and threatens to disconnect your power – it's not us. You can confidently hang up the phone, delete the email or shut the door. Even if you're having trouble paying bills right now, your power will not be shut off.

Requests for a deposit to exchange your utility meter: If anyone claims you need to pay for a new meter to be installed because yours is about to expire – feel free to laugh.

See more ways to protect yourself, and hear a recording of a real call from a scammer. Share this information with your friends, family and neighbors – especially those that are elderly.

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

United Construction & Engineering, Inc.

Valerie Manor

Webster Bank

Chamber Members

IN THE SPOTLIGHT

NORTHWESTERN CONNECTICUT COMMUNITY COLLEGE STEM STUDENTS RECEIVE NUMEROUS RECOGNITIONS

WINSTED, CT - May 11, 2020 - While the pandemic may have kept them out of the classroom and prevented them from traveling, the research, hard work and dedication of the Northwestern Connecticut Community College's Science, Technology, Engineering and Mathematics (STEM) students have not gone unrecognized.

Students, Rebekah Dery, Sydney Marshall, Francesca Neris, Edgar Petrosyan, Jordan Dziedzic, Kaitlyn Patchofsky, and Cynthia Pitcher were recently inducted into the Epsilon Pi Tau Honor Society for Science and Technology Students during a virtual ceremony that was held for inductees across the country.

Biology major Jeffrey Carrier was awarded a National Science Foundation Research Experience for Undergraduates and will, at some later date, be working for 10 weeks with Dr. Anastasios Tzingounis, Professor of Physiology and Neurobiology at the University of Connecticut. He will be working with Dr. Tzingounis to study the mechanisms by which epilepsy-associated molecules and signaling networks lead to epileptogenesis in the neonatal and infantile brain.

Renee Brenckman, Amanda Gregg, Elijah Lovejoy and Xavier Rodriguez, all students in the Molecular Genetics class, annotated a Bacteriophage and submitted it for review for publication in GenBank. Renee Brenckman was selected to present their work at the SEAPHAGES Symposium sponsored by the Howard Hughes Medical Institute.

Technology students Kit Fitch and Tommy Le were selected to present their poster Addressing the Global Nature of Industry, at the High Impact Technology Conference in Oregon in July. Both students traveled to Spain as part of Northwestern's new Study Abroad Program to learn about the Global Nature of Industry. During their travels they visited numerous manufacturers and will be sharing what they learned.

Data Science students, Claire Christie, Nicola Sestito, and Joseph McElroy participated in the Capstone Research Project, where they are worked with industry on using their STEM skills to solve real world problems. They were tasked with helping HealthLynxIQ, a startup company, identify their focused market segment and potential barriers to adoption of their products.

Their final products consisted of a 12-page final paper and a 15-minute presentation which will be made available for all to view later this month. These three students will also be presenting their work to a national panel of judges through the Mathematical Association of America (MAA).

Northwestern Connecticut Community College has a strong STEM program that provides students with opportunities to participate in authentic research and real-world experiences both in and out of the classroom. Students can earn certificates in Manufacturing and Data Science as well as degrees in Biology, Data Science, Engineering, Manufacturing, and Natural Resources. For more information on how you can start your STEM career at Northwestern, email Sharon Gusky, Professor of Biology sgusky@nwcc.edu.



Chamber Members **IN THE SPOTLIGHT**



AN UPDATE FROM THE CITY OF TORRINGTON & CITY ATTORNEY VIC MUSHELL

Hope this finds you all well. As you know May 12th would have been our bimonthly meeting. That is obviously did not happen, but Peter and I wanted to stay in touch anyway and wish everyone well during these unusual circumstances. Despite COVID-19 there are positive things happening which give us all hope for the future.

- The Franklin Street project has been blessed with a mild winter, allowing construction to proceed almost daily. Beginning to look great. Take a ride to the street and take a look.
- The acquisition of the UCONN branch property will likely come together in early or mid-June. When complete 5Pts will own the main campus and the city will own the excess land and lease it back to 5Pts. There are exciting plans in the works there.
- As you may have read the Howard's building has been sold. While plans are not fully developed, we welcome the addition to the City's cultural arts organizations and look forward to its beneficial impact on our downtown.
- Torrington Savings Bank's new building is moving along. Apparently, most of the steel is up. Going to be a great addition to the downtown and especially the Mason Street area.
- As reported a couple of weeks ago the Pennrose project on Franklin Street has received approval from the state CHFA. Rista has been working with them on the next steps.
- The City has received the \$300,000 DECD grant for assessment/remediation of Stone Container's and Hendy's properties.
- The City has just sold \$9.7 million of bonds for more road construction, bridge building, etc. Meanwhile the previous road work started last year is continuing.

Finally, we are embarking on the next phase of the pandemic. The City's Situational Awareness/Emergency Management Plan led by the Mayor and Fire Chief Peter Towey, has a Long-Term Recovery component led by Marty Connor and Rista Malanca. They are beginning

to draft plans that will hopefully get us back to what will probably be a new normal. And hopefully we as the TDC can get back to achieving our place in the future of the City's economic growth.

Stay safe everyone, Vic and Peter



"Peace of Mind with a Place to Turn"

DEFEND-ID IS AN IDENTITY THEFT PROTECTION COMPANY HEADQUARTERED IN CANTON, CT.

Since its launch in 2018, defend-id has been offering small businesses and individuals identity theft protection services which include extensive identity theft monitoring as well as full-service recovery and insurance in the event of any unexpected loss. defend-id's mission is to provide peace of mind with a place to turn.

Living in an ever-increasing online world, Identity Exposure is a challenge for all of us. But when your identity is stolen, there is a whole new set of challenges that come along. Identity theft is an all-consuming, stressful, and costly experience for an individual and their employer that Brian Thompson, CEO of defend-id knows all too well.

Thompson became a victim of identity theft in early 2017. He spent many stressful and frustrating hours at the office and at home trying to recover his identity, which led him to question if there was an easier or better way.

There is a better way! Identity Theft protection providers monitor, insure against loss and help individuals fully recover their identity. Access for individuals and large corporations, through employee benefits packages, are readily available and do provide these services. But there was a very large gap in the industry where small businesses

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9 *Chamber Members* **IN THE SPOTLIGHT**




were almost entirely overlooked and underserved due to costly implementation processes and overhead of the identity theft providers. The identity theft protection industry was choosing to leave the large majority of businesses and their employees exposed without access to viable, cost-effective solutions.

As a board member of the Thompson Agency, a local insurance business, Brian saw the opportunity and need to incorporate this protection into the small business arena. The result was defend-id an identity theft protection company designed to serve individuals and small businesses with the same level of protection that

the large business market and their employees have access to, at large corporate discounted pricing. "We felt it was extremely important to create access to small businesses where the effects of identity theft can have a truly detrimental impact on the companies and the families that work at them."

With defend-id, small businesses are now able to offer identity theft protection services as an employee benefit, with little or no cost to the company. With the average identity theft victim spending on average \$7,300 per incident and over 56 hours trying to recover their identity at work, according to the FTC, defend-id is

How they do it: defend-id provides three pillars of protection

| Detect and Alert | Recover | Insure Against Loss |
|---|--|--|
| <p>We help keep your identity secure... At defend-id, we search for and monitor threats to your employees personal identities. We'll notify them through text and email anytime we uncover a threat.</p>  | <p>We save your company time and money... If an employee's identity is stolen, one of our personal Recovery Advocates will take over every step of the recovery process and stick with it until full recovery is achieved.</p>  | <p>We've got your company covered... Your plan includes insurance that covers expenses an employee may incur throughout the identity recovery process.</p>  |

Why they do it:

| | |
|---|---|
| <p>We're all at Risk!</p> <p>14,800,000</p> <p>14.8 million Americans were victims of Identity-Theft in 2018.</p> | <p>Lights Out!</p> <p>66%</p> <p>66% of small businesses experiencing a data-breach are out of business in 12 months.</p> |
| <p>Small Business Targets</p> <p>67%</p> <p>67% of small businesses experienced a cyber attack in 2018.</p> | <p>Data Breach</p> <p>\$3,620,000</p> <p>\$3.62 Million: the average cost of a data breach</p> |

Chamber Members **IN THE SPOTLIGHT**

able to drastically cut that time and cost down, allowing employees to stay focused at work. With defend-id, employees will work with a certified identity theft recovery expert who takes care of everything, drastically reducing the stress and distraction of an individual/employee who has had their identity stolen.

“Now more than ever, Identity theft is a serious concern for our agents and clients, and we are so excited to be able to provide our solutions which really do create peace of mind with a place to turn. Identity theft is stressful, intrusive and costly to the individual and the company, but with defend-id, we can really make a bad situation better for the individual and the company,” says Brian Thompson.

defend-id has the endorsement of the Wilson Chamber of Commerce in NC, Canton Chamber of Commerce, Today Magazine, Birchwood Credit Services, AmWINS, The Thompson Agency, and is the exclusive provider of identity protection to members of the Connecticut Business & Industry Association (CBIA).

For more information on defend-id's services and their free offering in response to COVID-19 please contact Brian at is at 860.406.7961 or brian@defend-id.com

On the web at www.defend-id.com

PAYCHECK PROTECTION PROGRAM A SUCCESS FOR LOCAL COMMUNITY BANKS Member Banks of the Connecticut Mutual Holding Company

Connecticut Mutual Holding Company

Collinsville Bank **Litchfield Bancorp** **Northwest Community Bank**

Winsted, CT (May 11, 2020) “Over the past month, the Connecticut Mutual Holding Company teams have worked tirelessly to deploy the SBA's Paycheck Protection Program (PPP) to help support the backbone of our communities - small businesses. The three member banks, Collinsville Bank, Litchfield Bancorp, and Northwest Community Bank worked around the clock to approve

over 485 customer applications totaling just under \$45 million between the two rounds of funding,” says Steve Reilly, President of Connecticut Mutual Holding Company and Northwest Community Bank.

Between the three member banks, they received a total of about 525 applications, which resulted in an approval rate of about 92% as not all applicants met the SBA's qualifications or chose to withdraw their application. The average loan amount was about \$88,000.

Northwest Community Bank received the following positive feedback from Mike Shanahan, President of Cadco, Ltd: “After so much hard work by Steve Zarrella and others at your bank such as Carol & Monica we were able to get our PPP funds completed and funded today. Dealing with Northwest Community Bank has been so important to our company for the last 24 years. The service and support we receive is phenomenal. Thanks for being there for us.”

The rollout of the new program has often been described as confusing and a little rocky, however based on customer feedback received early in the application process, the banks were able to ensure clients received ongoing communication about the status of their application to help alleviate some of the stress. “We found that communication became a key differentiator in helping our customers through the process. They appreciated our team letting them know that we've done our part, and that the next step was just being patient with the SBA and the process,” Tom Villanova, President of Litchfield Bancorp said.

Mike Bosson of Bosson Optical expressed his gratitude for Litchfield Bancorp and their staff: “I wanted thank you and all at Litchfield Bancorp who helped me with the PPP loan/grant, especially Mickie. She was very responsive to my needs and questions. I've been with the Litchfield Bancorp for 32 years since the first day I opened in November of 1987. I've always been happy with the service I have received from the tellers to bank officers that I've had to rely from time to time.”

“Today there are more banking options than ever before. The three sister banks' effort reinforces the unique and valuable role a community bank offers to the companies

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Chamber Members **IN THE SPOTLIGHT**

it serves. Customers are able to quickly contact and speak to our staff to ensure they get the personal support and responses they need," says Gary Roman, President of Collinsville Bank.

Stephen Morris, Executive Director of The Arc of the Farmington Valley, Inc. (Favarh), knows just how important working with a local community bank is: "We had the option of requesting this loan from one of the larger corporate banks and we considered it. However, we decided to work with our local community bank because we felt that they would more nimble, responsive, and provide a faster turnaround. Collinsville Bank came through for us with quick responses to application questions and required documents and they really helped walk us through the entire process. As a result we received this critical source of funding faster than our colleagues around the state who applied through other banks."

Collinsville Bank, Litchfield Bancorp, and Northwest Community Bank are still processing Paycheck Protection Program applications as quickly as possible for their business customers. "We cannot guarantee all applications will be processed before federal funds are depleted. We appreciate our customer's patience and understanding during this time," says Reilly.

PPP loans will be fully forgiven when used for payroll costs, interest on mortgages, rent and utilities, with at least 75% of the forgiven amount being used for payroll. Forgiveness

is based on employers maintaining headcount or quickly rehiring and maintaining salary levels.

For more information about Connecticut Mutual Holding Company, please visit ctmutual.com.

About Connecticut Mutual Holding Company

Originally established in 2001 and the first of its kind in the state, the Connecticut Mutual Holding Company was formed to preserve the unique qualities of the member banks and their ability to better meet the needs of the communities in which they served. The member banks include Collinsville Bank, Litchfield Bancorp, and Northwest Community Bank.

Each affiliate bank retains its name and state charter and each bank's Board of Directors and senior management staff oversee the operations of their respective banks. Independence of action, local decision making by each bank, and the preservation of a mutual form of governance are key attributes of this unique holding company structure.

With strength through affiliation, the combined resources of the holding company allow member banks better positioning to serve their customers with significantly greater loan capacity, leading edge products and services as well as enhanced technology-based delivery systems.

www.ctmutual.com

Notice the **NIFTY NEWS**

SALISBURY BANK ANNOUNCES 2020 SCHOLARSHIP PROGRAM Enriching local communities through higher education

Lakeville, CT – May 14, 2020 – Salisbury Bank is pleased to announce its 2020 Annual Time to Shine Scholarship Program. The Bank created its Scholarship Program in 2009 to assist students who have a proven financial need and who are already making a difference in their communities. Multiple scholarships may be awarded for up to \$1,500.00 each to assist eligible students seeking a college degree in a variety of programs. Ideal candidates will be students of academic achievement, who possess a variety of interests and leadership experience, show consistent community involvement, and the desire to make their world a better place.



SALISBURY BANK
enriching.

Continued on Page 12

Notice the **NIFTY NEWS**

Eligible students must be residents of Dutchess, Orange, or Ulster County, NY; Berkshire County, MA; or Litchfield County, CT, and must be currently enrolled in a public high school, vocational, technical, or private school; be a homeschool student affiliated with such a school; or be a graduate or GED recipient entering their first year of college. Applicants must be planning to enter an accredited college or university as a first-year undergraduate student for the 2020/2021 academic year. Applicants will be evaluated according to a 100-point system that takes into account financial need; academic achievement; community service; volunteerism; and leadership.

The Scholarship Committee must receive completed applications and transcripts by 5:00 p.m. on June 30, 2020. For application packet and detailed information about the scholarship program, visit the Bank's website at salisburybank.com/scholarship, or contact Megan Snow at 860.453.3555, or email msnow@salisburybank.com.

Salisbury Bank is a full-service community bank headquartered in Lakeville, Connecticut and presently operates full service branches in Canaan, Lakeville, Salisbury, and Sharon, Connecticut; Great Barrington, Sheffield, and South Egremont, Massachusetts; as well as Dover Plains, Fishkill, Millerton, New Paltz, Newburgh, Poughkeepsie, and Red Oaks Mill, New York. The Bank has been serving families and businesses for over 170 years and offers a full range of consumer and business banking products and services as well as trust and investment services.

NCCC HOSTS VIRTUAL NORTHWEST STARTUP EVENT



Winsted, CT – The first virtual *Northwest Startup* event was scheduled for Wednesday, May 27, 2020. The event was free and open to the public.

Two startup businesses, both in different stages of development, were scheduled to pitch their business ideas to the audience through a WebEx meeting room. Once the pitches were complete, each business owner receive feedback and advice from seasoned business founders and mentors through the online platform.

“We expected this event to be as energetic and collaborative as the previous in-person events,” said Jane Williams, NCCC Workforce Development Coordinator. “Northwest Startup events historically create a lot of energy and are well received from both the businesses pitching their ideas and the audience providing the mentoring. With this new format, we are confident people will want to engage with the business community as in the past and we look forward to seeing everyone online to participate,” she said.



Northwest Startup is a support hub established through the Entrepreneurial Center of Northwest Connecticut to connect and guide new businesses in all stages of development from idea conception to global impact. Northwest Startup brings together skilled business and industry mentors who provide support and feedback to help founders and their startups reach their full potential. Northwest Startup is presented by the Entrepreneurial Center in partnership with SCORE, Northwest CT Chamber of Commerce, and the Winchester Economic Development Commission.

This event was sponsored by Northwest Community Bank. John Fiorello, advisory board member of the Entrepreneurial Center and founder of the startup company, RecordME.co.

Contact Jane Williams at jwilliams@nwcc.edu for more information on this event and the Entrepreneurial Center.



Notice the NIFTY NEWS

Spread Love, Not Germs

A Quick Update

Throughout the course of the COVID-19 pandemic, putting the safety and well-being of our residents and staff in front of all else has been our clear mission. As we appear to have passed the peak – and as many states prepare to reopen select businesses – we know we must plan ahead and remain diligent in our actions to keep residents and staff protected. To understand this journey forward, it helps to reflect on where we've been.



This message from our Chairman and CEO John Moore explains what we've been doing, what we've learned and where we're headed. **Here is some data on our efforts so far:**

RESIDENT WELL-BEING

- 3,600+** hours of programming led via conference call
- 120,000+** resident engagement activities
- 150,000+** digital temperature and O2 readings recorded

COMMUNITY OPERATIONS

- 5** fully staffed regional command centers to support our communities
- 1,000+** new hires since March 1
- 16,000+** emails to our internal Coronavirus email hotline from our Executive Directors, SVPs and RVPs

FAMILY COMMUNICATION

- 140** iPads and mobile TV carts
- 34,000+** personal phone calls to families
- 100,000+** resident and family virtual connections

EMPLOYEE SUPPORT

- 12,000+** pantry bags and **45,000+** cookies
- 16** million gloves, **1** million gowns, **5** million masks
- N95** masks and gloves for employee commute, and for their families in the Northeast



We have what it takes to fight COVID-19

We are currently taking orders by PHONE or EMAIL ONLY for listed products. These products are ready to ship within a week unless noted and VOLUME DISCOUNTS are available.

The Binding Source, LLC is here to help and we truly appreciate your business!



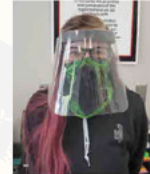
GWBN
Gloveworks Heavy Duty
6 Mil Black Nitrile Gloves
Size: M , XL , XXL
100/ Gloves per BOX
\$19.73/BOX



MISC-MASK
3-PLY Earloop
Procedure Mask
50/ Masks per Box
\$1.05/MASK
Minimum Order 1 Box
Volume Pricing
quantities of 500+



MASK1000
Reusable Cotton
Facemask
USA Made
Wash & Reuse
Pleated W/ Filter Pocket
\$8.95/EACH
Minimum Order 5



FACESHIELD
PTE Faceshield
Clear Shield
Hook & Loop Headband
Brow Foam
\$5.80/EACH
Minimum Order 10



C27132T
Disinfectant Cleaner
32OZ Ready to Use
12/ CASE
EPA 10324-85
\$51.45/CASE



433-4104
Disinfectant Spray
16.5 OZ Aerosol Can
12/ CASE 1-2 Week Lead Time
\$50.45/CASE
2 Case Limit



AP80ZSANI
Sanitizer 75% IPA
Hand & Surface Sanitizer
8 OZ Bottle \$9.45/EACH



AP1GSANI
Sanitizer 75% IPA
Hand & Surface Sanitizer
1 Gallon Bottle \$47.25/EACH



95118
Supreme™ Atlas Wipe
9"x12" - Blue - 150 sheets
\$18.79/BOX



INFECTION-CONTROL
CLEAR ACRYLIC AND POLYCARBONATE BARRIERS

- High clarity
 - Easy to clean
 - We will cut to your exact size
- Call or email the size and quantity for pricing



97971
3M™ Vinyl Tape Safety and 5S Color Coding Pack
8 Rolls per Pack
\$93.75/PACK

For easy application ask about the
3M™ Lane Marking Applicator M1

News On The **GO**

DRIVING AWAY HUNGER

Community Health & Wellness Center CEO, Joanne Borduas, in a sea of nonperishables we'll be giving away during our "Driving Away Hunger" event. We are making up 150 bags, with 50 going to our Ryan White patients and the 100 being distributed on a first come/first serve basis during our "Driving Away Hunger" event next week.

Stay well,
Patti



FIRE TRUCK CLEANUP

Six emergency vehicles were decontaminated recently as part of an effort to keep first responders safe from the COVID-19 virus. The service was donated by Service Master Albino. Technicians wiped down all surfaces within the vehicles and sprayed a disinfecting agent to kill pathogens that are difficult to reach. This allowed firefighters to be safer from contaminants as they bravely perform their duties. ServiceMaster Albino is part of ServiceMaster Clean/Restore, a network of franchise locations nationwide. We are pleased that Amanda Torto, represents our new member, ServiceMaster on the Leads I team. Thank you to the Register Citizen for sharing this with us.

PPE DISTRIBUTION AT GOSHEN FAIRGROUNDS

Thank you to Rick Tillotson, Emergency Management Director for the Town of Colebrook and Air National Guard Chief Mast Sgt. Matthew Liddell for working together to pick up personal protective equipment for this town at Goshen Fairgrounds. Air National Guard personnel were distributing PPE to representatives of twenty Litchfield County municipalities. The supplies are provided weekly by the state Department of Emergency Management and Homeland Security. Thank you to the Republican-American for sharing this information.

HEALTH COUNCIL NEWS

What a heart warming meeting with inspiring messages and tips for moving forward.

"We have had technical glitches but overcame them immediately. Staff has been productive both externally and internally. This is an opportunity for us all to live virtually. Throw some Zoom parties. Learn to use technology."

Kevin O'Connell, President & CEO of Geer Village Senior Community

"There has been a change in our business that forces us to think out of the box. Over the last several weeks, watching the new reports has been depressing and could give communities like ours a negative vibe. Our team works very hard not only to make this a safe place, but a place to THRIVE, even during these times. Over the last couple of weeks, we compiled photos to show what life is like at Keystone Place at Newbury Brook during the pandemic. Stay well. Stay safe."

Allen S. Miloff, Director of Community Relations, Senior Living Counselor, Keystone Place at Newbury Brook

"Try to get used to the new normal. It's easy to get antsy but it's a whole new world. The staff is unbelievable. Business continues to change but with our incredible team but we are preparing for the re-opening process. We must watch for mental health issues and the need to bring families together. This shows the true colors of the community. "As One", we can get through this."

Peter Francis, President of Keystone Place at Newbury Brook

News On The **GO**



We have been doing sales and deliveries and a little service. Our service techs are due back after the 20th of May and hopefully we will up and running with a full staff soon continuing to offer our award-winning service again.

Thanks,
Sherry Percivalle



Hello,
During the pandemic, Brooker has been open for Child Care for our families who are essential employees. Brooker Pediatric Dental Center has been seeing emergency patients and the Center for Children's Therapy has been doing teletherapy visits with some of our clients.

We donated some PPE to Hartford Healthcare, and have been running our Relatives as Parents Program through zoom meetings.

Personally, I have been trying to walk every day at least 2-3 miles and can't wait for the warm weather.

Lisa A. Ferris
Program Manager, Brooker Memorial



Congratulations to Elevator Services as they celebrate 20 years of service! It started with 2 guys and a truck. Now Fleet of servicemen, dedicated sales team and outstanding administrative people. Quite an accomplishment!



Small businesses in our community are facing enormous challenges. If you are a small business in need of help, SCORE Northwest Connecticut is here for you. Learn how we can help you through this crisis at

www.score.org/coronavirus.

If you can give back, SCORE Northwest Connecticut needs your help. Our work depends on our amazing volunteers. We are proud to help small businesses in the area, and would love to have you as part of our team. Learn more.

Why Volunteer with SCORE Northwest Connecticut

You can help make dreams come true, while enriching your life. Here are just a few of the benefits of joining our great network of volunteers:

- **Feel good** knowing you helped someone achieve their goals
- **Give back to your community** by helping small businesses thrive
- **Become a recognized leader** in your local business community
- **Make new friends and network** with SCORE volunteers & leaders
- **Grow professionally and personally** with SCORE's training programs

Are you interested in volunteering with SCORE, but don't think mentoring is the best role for you? There are many ways that you can help. No matter your expertise or amount of time you have to donate, we welcome your assistance. Please contact joann@nwctchamberofcommerce.org for more information if interested.

[BECOME A VOLUNTEER](#)

Chamber REFLECTIONS

MEMORIAL DAY REFLECTION by Cindy Donaldson

The lesson today. What you start off with isn't often what you end up with – in other words you need to be flexible in life.

Your dreams can come true, but they often take an odd path! We are 100% living the dream – out on the road, meeting tons of amazing people, driving through small-town USA after small-town USA and avoiding the highways as much as possible. We LOVE IT! But it's not how we envisioned it.

We've learned to laugh at the oops – like forgetting it's a holiday.

We've learned to shift our mindset quickly and just be ok with what's been handed to us.

We've learned to see it all as part of the journey.

We've learned to be damn grateful for the opportunity to do what we are doing.

We've learned to think in more of the short term as in what do we want to do tomorrow versus next year.

From,

Cindy Donaldson
Buzz Creator and CEO
Red Barn Consulting LLC

COVID-19 REFLECTION by Jacque Williams

As I reflect on the impact of this virus and the unusual response that has been directed to defeat it, I have found myself both counting my blessings and finding empathy for others. This lock-down has presented some challenges that I previously may not have considered however, through it all, the resilience of the people of this country has inspired me to continue to advocate for the values we hold dear as a people. I have come to appreciate the fact that we live in a country where we can speak out, rather right or wrong, about how we feel in regard to the policies our government implements.

As a result, I see where diversity of thought is our strength. The ability to speak and converse with different groups of people throughout the duration of this pandemic, has demonstrated to me that this is a learning experience for us all. My hope is that we learn how to be more thoughtful and considerate to our fellow community members. I hope we learn how to care for our environment.

This situation could re-visit us in the future. Therefore, the lessons that we are learning now may be very well kept so that we are not blindsided by these episodes in the future. Whatever the case, knowing that we live in a community that always rises to the occasion when the chips are down has to provide a certain level of comfort to all residents living in our region who work hard and strive daily to enhance the quality of life for their families, their communities, their businesses and initiatives that keep our economy thriving.

From,

Jacque
[Jacque Williams Entertainment](#)



Upcoming

CHAMBER ZOOM EVENTS

- June 1st – Leads I – 12 Noon
- June 2nd – Small Business Council- 8 AM -
Rich Dupont, Resource Development
Associates – 8AM
- June 3rd – Leads II – 8AM
- June 4th – Membership Committee – 8AM
- June 8th – Leads I – 12 Noon
- June 10th – CHH Car Parade – 3PM
- June 11th – Government Relations – 8AM
- June 11th – Leads Virtual Open House–
12 Noon – 1:15PM
- June 15th – Leads I – 12 Noon
- June 17th – Leads II – 8 AM
- June 17th – Health Council – 8AM – Art Mulligan,
Senior Advocate CT
- June 19th – Webinar – Maintaining a Positive Outlook –
8:30 AM – Wilbur Pike, Learning Dynamics
- June 22nd – Webinar – Building a High Performance
Virtual Team – 8AM
- June 22nd – Leads I – 12 Noon
- June 23rd – Business with Breakfast – 8AM – Keynote TBD
- June 25th – Board of Directors – 8 AM
- June 25th – Leads III – 12 Noon
- June 29th – Leads I – 12 Noon

CHH Car Parade – Salute to CHH Heroes

With support from the NW Chamber, we will be holding our car parade to honor Charlotte Hungerford Hospital and entire staff on 6/10/20 at 3 pm. We encourage you to decorate your car with positive words, balloons, ribbons, etc. Please RSVP to JoAnn Ryan, so that we can send you the information for the staging. Let's support our hospital Heroes!

Leads Virtual Open House

Looking to make connections and generate business during this difficult time? Looking for a new way to share what your business does with like-minded individuals? Join us for our first ever virtual LEADS Open House. You'll have the chance to share who you are and what you do with other local professionals in the NW corner. This FREE event is a great way to see if a LEADS group is the right option for you and your business!

Registration for the meeting is required. This is a **Zoom meeting**; you must register ahead of time to receive meeting information. **Zoom meeting details will be provided to you shortly via email.** This Open House is open to all and is not "one individual per industry".