

**Tuscarora Area  
CHAMBER OF COMMERCE**

Mercersburg, Montgomery, Peters, St. Thomas, Warren

chamber news

www.mercersburg.org  
www.tuscaroraareachamberofcommerce.org



**Welcome Facchina Eye Center**

The Tuscarora Area Chamber of Commerce hosted a ribbon cutting for Facchina Eye Center Tuesday February 28, 2012. Owners Dr. Steve and Lori Facchina, their children, family and employees welcomed Congressman Shuster's representative Nancy Bull, Commissioner David Keller, Mayor Jim Zenger, Chamber Executive Director Mary-Anne Gordon, TACC Board members Dwayne Johnson and Julie Barthalow, as well as 30+ chamber members and friends (photo attached) into their new office. Facchina Eye Center is an up-to-date ophthalmic practice, specializing in cataract surgery, diabetic eye disease, glaucoma treatment and macular degeneration.

"Mercersburg is thrilled to have Facchina Eye Center." Mary-Anne Gordon TACC Executive Director "We appreciate his investment in our community and we look forward to a strong relationship for years to come."

Dr. Facchina received his M.D. in 2000 from Howard University College of Medicine with honors, after a year internship in Internal Medicine at the Washington Hospital Center he completed his residency at the world renowned New York Eye and Ear infirmary in Manhattan. He has been practicing in the Cumberland Valley since 2006, establishing Facchina Eye Center in 2012 with the main goal of providing outstanding ophthalmic eye care. The office is located at 11896 Buchanan trail West (Rt 16) in Mercersburg PA.

**WELCOME NEW MEMBERS**

**ALLIANCE ELEVATOR SOLUTIONS**  
Travis Hall  
237 Oregon Street  
Mercersburg PA 17236  
tehall@allianceelevator.net  
*Construction*

**EDWARD JONES INVESTMENTS**  
Shaun Basalik  
717-263-7722  
shaun.basalik@edwardjones.com  
*Investments*

**FACCHINA EYECARE CENTER**  
Dr. Stephen Facchina  
11896 Buchanan Trail West  
Mercersburg, PA 17236  
717 498-0383  
stevefacchina@yahoo.com  
<http://www.facchinaeyecenter.com/>  
*Eye Care*

Tuscarora Area  
**CHAMBER OF COMMERCE**  
Mercersburg, Montgomery, Peters, St. Thomas, Warren

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2012  
Business  
Guide**

## 2012 BOARD OF DIRECTORS

### Executive Board Members

#### *Chair*

Melanie Gordon

F&M Trust

#### *Vice Chair*

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D.L. Martin Co.

#### *Vice Chair Elect*

Tammy Oberholzer

Borough of Mercersburg

#### *Treasurer*

Theresa Gourley

Auto Sales Unlimited

#### *Secretary*

Judy Boyd

Whitetail Resort

### Board Members

Gloria Pine

First National Bank of Mercersburg

John Flannery

Flannery's Tavern on the Square

Dr. Elizabeth George

Summit Health

Debbie Rutherford

Mercersburg Academy

Dwayne Johnson

St. Thomas Development, Inc.

Julie Barthalow

Susquehanna Bank

### Staff

Executive Director

Mary-Anne Gordon

The Chamber News is a monthly newsletter of the Tuscarora Area Chamber of Commerce. Submit your information by the 23rd of each month for inclusion. The Chamber reserves the right to edit content of submissions for space limitations. Ideas, opinions and statements expressed in articles by contributors are not necessarily those of the Chamber.

From the simple... to the simply impossible™.

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See our website for Shop & Farm Hours  
[www.LongAcresAlpacaFarm.com](http://www.LongAcresAlpacaFarm.com)  
717.382.8137  
9703 Blue Spring Road  
Mercersburg, PA 17236

**Tuscarora Chamber of Commerce Members Enjoy 10% Off!**

Long Acres Alpaca Farm ~ Michael & Sarah Donahoe



*TUSCARORA AREA CHAMBER OF COMMERCE*  
**ANNUAL BUSINESS PERSON  
 OF THE YEAR  
 AWARD BANQUET**

Whitetail Lodge  
 13805 Blairs Valley Rd., Mercersburg  
 Thursday April 26, 2012 Cocktail Reception 5:00pm  
 Plated Dinner and Meeting 6:30pm

**Centerpiece Sponsorship Opportunity**

<p><b>Centerpiece Sponsor</b>  <b>\$200</b>          20 available</p>	<p>2 tickets to the event, 1 sponsored centerpiece (not to exceed \$40 including tax, must be ordered from approved florists, names will be provided), special mention in all publicity prior to the event, at the dinner and all publicity following the event and on our web site.</p>
-------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

**Sponsorship Commitment**

Centerpiece Sponsor      \$200.00

Method of Payment

Bill Me       Payment Enclosed

\_\_\_\_\_  
Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
Phone

\_\_\_\_\_  
Signature

Return to -  
 Tuscarora Area Chamber of Commerce  
 PO Box 161  
 Mercersburg, PA 17236  
 E-mail: mgordon@tachamber.org Phone: 717-328-5827

## MANAGER'S CORNER: ACCOUNTABILITY - IT'S EXPECTED

What is accountability - and leadership accountability - in particular? When I ask that question of CEOs, business owners, boards members, and senior managers, I'm often met with stunned, confused, and even somewhat frightened looks. For some reason, its meaning in the business world has become something nebulous and almost mythic. But it's not. Leadership accountability is not a nebulous idea and it's not something of myths: it's the core of your job as a leader.

Leadership accountability is simply doing what is expected of you by the people and for the organizations you are expected to lead. So, what do your employees expect of you? What is needed for the good of the organization? From my experience, employees typically want nothing more of their leaders than to:

- Provide a vision: A clear direction, focus, and a game plan as to what's going to happen and when to ensure the organization's viability
- Identify and pursue opportunities for enhanced success
- Clear the bureaucratic "roadblocks" and deal with difficult situations quickly and fairly
- Share information regularly and honestly - the good, bad and ugly
- Provide opportunities to learn, grow, and gain skills to maintain individual and organizational competitiveness
- Walk the talk. Model the values the employees are expected to uphold
- Hold themselves, their managers, and others accountable to do the jobs they're being paid to do
- Acknowledge them, appreciate them, and thank them for their contributions



Employees expect their managers to be able to manage resources, schedules, people, etc. That's a manager's job. However, a leader is a person who fulfills these base management tasks, while also focusing on: "What's next? Where does the organization need to go next and what will my team need to get us there?" Leaders think beyond the current frustrations and pressures. That's how they identify opportunities and foresee roadblocks. That's how they do their jobs. That's how they're able to lead. That's how they do what is expected. That's how they're respected.

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Great insurance coverage  
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**Chamber+**  
A great benefit for local  
Chamber of Commerce members.

# Tuscarora Area CHAMBER OF COMMERCE

19 North Main Street • Mercersburg, PA 17236

717-328-5827

info@mercersburg.org

info@tuscaroraareachamberofcommerce.org

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## SENATOR EICHELBERGER ADDRESSED 90 CHAMBER MEMBERS FEBRUARY 29TH.

Thank you Commissioner Bob Thomas, Senator John Eichelberger, and Senator Richard Alloway for bringing the Greencastle and Tuscarora Area Chamber communities together at the John Allison Public House to discuss reapportionment, budget, transportation and the pension issues facing PA businesses. We also want to thank Amy Murray of F&M and Judy Boyd of Whitetail for helping us pull the event together. Your help is always appreciated!



Helping your business reach new heights!

**Another member benefit is CenturyLink Business-Class High-Speed Internet.**

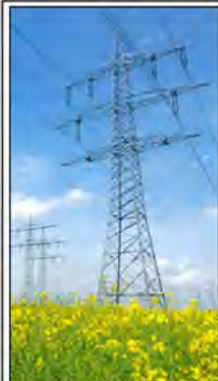
- Get your first month FREE on 1.5 Mbps and higher
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To take advantage of this offer to Chamber Members Only, call or email Lauren Lutz at 717.267.4683 or [Lauren.C.Lutz@centurylink.com](mailto:Lauren.C.Lutz@centurylink.com)



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CHAMBER OF COMMERCE  
Mercersburg, Montgomery, Peters, St. Thomas, Warren

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[www.mercersburg.org](http://www.mercersburg.org)

## Get listed.

With more than 30,000 page views each year, the chamber website is a great way to be seen on the web.



[www.mercersburg.org/chamber/join](http://www.mercersburg.org/chamber/join)

# Some business opportunities simply need reassurance insurance.



Left to right:  
Lynn Waite, Small Business Relationship Manager, F&M Trust  
Ted Mercado, Owner, State Farm Insurance, Greencastle

After working for State Farm Insurance for more than two decades in TX and PA, **Ted Mercado** encountered an opportunity to buy the local State Farm business in Greencastle, PA. All he needed was reliable financing to seal the deal.

Ted knew exactly where to turn. After depending on F&M Trust for smart personal banking solutions for years, it was time to talk business. So when he did, **Lynn Waite** at F&M Trust was ready to help. Together, they worked to build the ideal financial solution that Ted could use to purchase the local State Farm Insurance business and continue serving his longtime clients.

If you're ready for a banking partner who can give you more peace of mind with your business finances, consider F&M Trust and these reassuring solutions:

- > **Cash Management Services**
- > **Business Loans**
- > **Franklin Busine\$\$Link** (Online Treasury Station)
- > **Franklin eDeposit** (Remote Deposit Service)

For a no-obligation meeting, call **Lynn Waite** at (717) **597-2874** or visit your nearest F&M Trust community office.

**St. Thomas**  
6962 Lincoln Way West  
369-3240

**West Side**  
1100 Lincoln Way West  
263-9168

**Philadelphia Avenue**  
2405 Philadelphia Ave.  
264-5122

**Lincoln Way East**  
1712 Lincoln Way East  
264-9414

**Memorial Square**  
20 South Main Street  
264-6116

**Norland Avenue**  
870 Norland Avenue  
262-2085

**Orchard Park**  
841 Wayne Ave.  
263-1801



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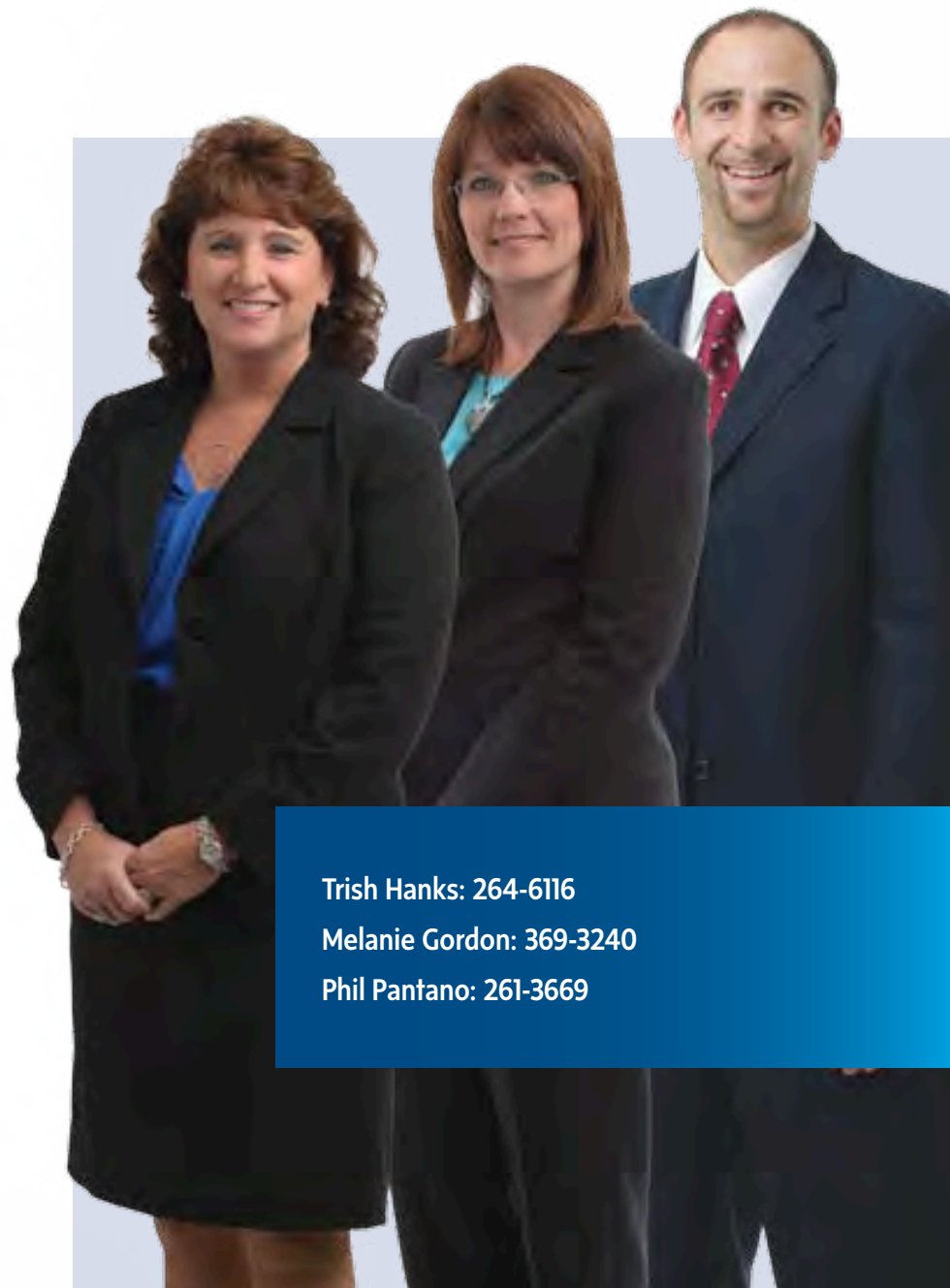
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**Trish Hanks: 264-6116**

**Melanie Gordon: 369-3240**

**Phil Pantano: 261-3669**

**St. Thomas**  
6962 Lincoln Way West  
369-3240

**West Side**  
1100 Lincoln Way West  
263-9168

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264-5122

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20 South Main Street  
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33<sup>rd</sup>  
Annual

# Mercersburg Townfest

Saturday September 29<sup>th</sup>, 2012 • 9am-4pm Downtown Mercersburg

2012 Exclusive Sponsorships		
Kids' Karnival Sponsor	10x20 spot included special mention as "Kids Karnival Sponsored by" in ads, press release, web site and newsletter. 2012 partnering with Phantom Shadow and others to maximize the event.	2 Available \$500
Chili Cook Off Sponsor	10x20 spot included, special mention as "Cook Off Sponsored by" in ads, press release, web site and newsletter Sponsor to provide volunteers for the 1-3pm event, as well as the set-up of.	Taken
Entertainment Sponsor	10x20 spot included, special mention as "Entertainment Sponsored by" in ads, press release, web site and newsletter	1 Available \$500
Trolley Sponsor	10x20 spot included, special mention as "Trolley Sponsored by" in ads, press release, web site and newsletter, signage in/on trolley	Taken
Scavenger Hunt Sponsor	10x20 spot included, special mention as "Scavenger Hunt Sponsored by" in ads, press release, web site and newsletter	1 Available \$500

**Tuscarora Area  
Chamber of Commerce**

Phone: 717-328-5827  
E-mail: mgordon@tachamber.org  
PO Box 161  
Mercersburg, PA 17236

Name \_\_\_\_\_  
Address \_\_\_\_\_  
Phone/Email \_\_\_\_\_

Bill Me       Invoice Me

Sign up for:                      Price

- Kid's Karnival Sponsor                      \$500.00
- Entertainment Sponsor                      \$500.00
- Scavenger Hunt Sponsor                      \$500.00

**Call to confirm availability!**

Date Received: \_\_\_\_\_

**United Way May of Caring**  
**Project Proposal Form**  
(Please complete one form per project)

Organization: \_\_\_\_\_

Contact: \_\_\_\_\_

Project: Address (should be within Franklin County) \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

Project Date(s): \_\_\_\_\_

Rain Date(s) (if outdoors): \_\_\_\_\_

Prior Participation: Project(s)/Years(s): \_\_\_\_\_

**Work Requested:** (Select the type(s) of work the volunteers will do.)

- |                                        |                                             |                                             |
|----------------------------------------|---------------------------------------------|---------------------------------------------|
| <input type="checkbox"/> Clean Up/Demo | <input type="checkbox"/> Meal Prep/Delivery | <input type="checkbox"/> Mentoring/Tutoring |
| <input type="checkbox"/> Landscaping   | <input type="checkbox"/> Painting           | <input type="checkbox"/> Organizing/Sorting |
| <input type="checkbox"/> Repairs       | <input type="checkbox"/> Admin/Tech         | <input type="checkbox"/> Other _____        |

**Project Details:** \_\_\_\_\_  
\_\_\_\_\_

**Supplies Requested for Donation:**

Equipment/Tools/Materials (paint brush, hedge clippers, dumpster, paint, lumber, etc.):  
\_\_\_\_\_

**Volunteers Requested:**

Number \_\_\_\_\_ Total Hours: \_\_\_\_\_ (AND/OR) Total Days: \_\_\_\_\_

Special Skills, Experience (artistic, carpentry, etc.): \_\_\_\_\_

**Driving Directions To Project Location: (please use back of form to provide detailed directions from I-81)**

\_\_\_\_\_  
\_\_\_\_\_

**Do you know any business which might sponsor May of Caring?** \_\_\_\_\_

**Return this form to:**

**United Way of Franklin County**  
**182 S. Second Street**  
Chambersburg, PA 17201

**E-mail: ahicks@uwfcpa.org**  
**Fax: 262-0018**

**Please return by March 9.**

PENNSSTATE



Mont Alto

Continuing Education

Phone: (717) 749-4116

www.ma.psu.edu/ce

E-mail: ceclassinfo@ma.psu.edu

Other business and professional workshops offered by Penn State Continuing Education in spring 2012:

### Project Management

A comprehensive series will be facilitated at Mont Alto Campus:

Level I

March 21 and 22, 2012

Level II

April 3 and 4, 2012

Level III

April 17 and 18, 2012

### Supply Chain Workshop Series

Five half-day workshops will be facilitated at FCADC offices, Chambersburg:

Inventory Management - April 12

Physical Inventory - April 19

Material Planning - April 26

Distribution Management - May 3

Cycle Counting - May 10

Please contact us for more information:

(717) 749-4116

PENNSSTATE



Mont Alto

Take the lead...

# Sharpen your Professional Skills

Penn State offers this proven series of half-day courses designed for the high-potential employee seeking that extra edge. We have two tracks—one for the individual who wants to develop his/her effectiveness in the workplace, and one for the emerging leader.

Take one class, one track, or mix and match to achieve your unique goals.

**Workshops will be facilitated at the Grove Family Library,**

**101 Ragged Edge Road South, Chambersburg.**

**\$169 per person/ per workshop. Lunch is included with your registration - see form attached.**

## Business and Professional Skills Series

Communication Effectiveness - March 13, 2012 (8:00 a.m.-12:00 p.m.)

Sales Effectiveness - March 13, 2012 (12:30-4:30 p.m.)

Time Management Effectiveness - March 20, 2012 (8:00 a.m.-12:00 p.m.)

Customer Service Excellence - March 20, 2012 (12:30-4:30 p.m.)

Dealing with Conflict - March 27, 2012 (8:00 a.m.-12:00 p.m.)

Emotional Intelligence - March 27, 2012 (12:30-4:30 p.m.)

## Leadership Series

Change Management - April 10, 2012 (8:00 a.m.-12:00 p.m.)

Teambuilding - April 10, 2012 (12:30-4:30 p.m.)

Leadership - April 17, 2012 (8:00 a.m.-12:00 p.m.)

Coaching - April 17, 2012 (12:30-4:30 p.m.)

Contact us to discuss how we might bring these vital programs to your business.

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Penn State is committed to affirmative action, equal opportunity, and the diversity of its workforce. U.Ed. MAO 12-16.

# Business and Professional skills

## Registration Information

FIRST NAME \_\_\_\_\_ LAST NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

PHONE \_\_\_\_\_ EMAIL \_\_\_\_\_

COMPANY/ORGANIZATION \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

PHONE \_\_\_\_\_ EMAIL \_\_\_\_\_

## How to register

1. **Mail to:** Penn State Mont Alto Continuing Education, 1 Campus Drive, Mont Alto, PA 17237
2. **Email to:** [ceclassinfo@ma.psu.edu](mailto:ceclassinfo@ma.psu.edu)
3. **By Phone:** Please note that payment can be made over the phone – please call the Penn State Mont Alto Continuing Education office at (717) 749-4116 and we'll take care of the rest!

CHECK ENCLOSED ( ) **Checks payable to: Penn State Mont Alto CE**

CREDIT CARD: MC / VISA (please circle one)

Card # \_\_\_\_\_ Exp. \_\_\_\_\_ CVV \_\_\_\_\_

TOTAL PAID \$ \_\_\_\_\_ (\$169.00 per person/per workshop\*)

\*Please contact us about available discount for more than 4 classes.

**Please check all classes you would like to register for: (note: lunch is included in the price)**

**All classes will be facilitated at the Grove Family Library, 101 Ragged Edge Road, Chambersburg**

Tuesday, March 13, 2012	Communication Effectiveness 8:00 a.m.-12:00 p.m. \$169 per/person	Sales Effectiveness 12:30-4:30 p.m. \$169 per/person
Tuesday, March 20, 2012	Time Management Effectiveness 8:00 a.m.-12:00 p.m. \$169 per/person	Customer Service Excellence 12:30-4:30 p.m. \$169 per/person
Tuesday, March 27, 2012	Dealing with Conflict 8:00 a.m.-12:00 p.m. \$169 per/person	Emotional Intelligence 12:30-4:30 p.m. \$169 per/person
Tuesday, April 10, 2012	Change Management 8:00 a.m.-12:00 p.m. \$169 per/person	Team Building 12:30-4:30 p.m. \$169 per/person
Tuesday, April 17, 2012	Leadership Skills 8:00 a.m.-12:00 p.m. \$169 per/person	Coaching for Performance 12:30-4:30 p.m. \$169 per/person

**For enquiries or to register, please call Penn State Continuing Education at (717) 749-4116**



Photo courtesy Ron Harris

Running an effective group isn't easy — boards of directors, committees, advisory councils and other groups often struggle to stay focused and on task, and sometimes simply to get along.

**Effective Groups** helps you understand why groups behave the way they do, and provides tools and techniques for improving your group's effectiveness. The programs are short and lively. You'll learn and practice new skills, so your group can get more done — and have more fun doing it.

Directions to  
**Franklin County Ag Heritage Center**  
**185 Franklin Farm Lane,**  
**Chambersburg, PA 21702**

- Take I-81 to exit 16
- Turn East onto Rt. 30 towards Gettysburg
- Turn left onto Franklin Farm Lane (the 2nd traffic light after I-81)
- Turn left into parking lot before bridge
- The Ag Heritage Center is across the foot-bridge

### Questions? More information?

To find out more about this series or Penn State Extension's Building Strong Communities programs, contact Judy Chambers, Penn State Extension at (717) 334-6271 x.313, [chambers@psu.edu](mailto:chambers@psu.edu) or visit <http://extension.psu.edu/ecd>

An **OUTREACH** program of the College of Agricultural Sciences

**Penn State College of Agricultural Sciences research and extension programs are funded in part by Pennsylvania counties, the Commonwealth of Pennsylvania, and the U. S. Department of Agriculture.**

Visit Penn State Extension on the web: [extension.psu.edu](http://extension.psu.edu)

Where trade names appear, no discrimination is intended, and no endorsement by Penn State Cooperative Extension is implied.

Penn State encourages persons with disabilities to participate in its programs and activities. If you anticipate needing any type of accommodation or have questions about the physical access provided, please contact [Name and phone number] in advance of your participation or visit.

This publication is available in alternative media on request.

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# Penn State **Extension**

# Effective Groups

## Building Community Capacity

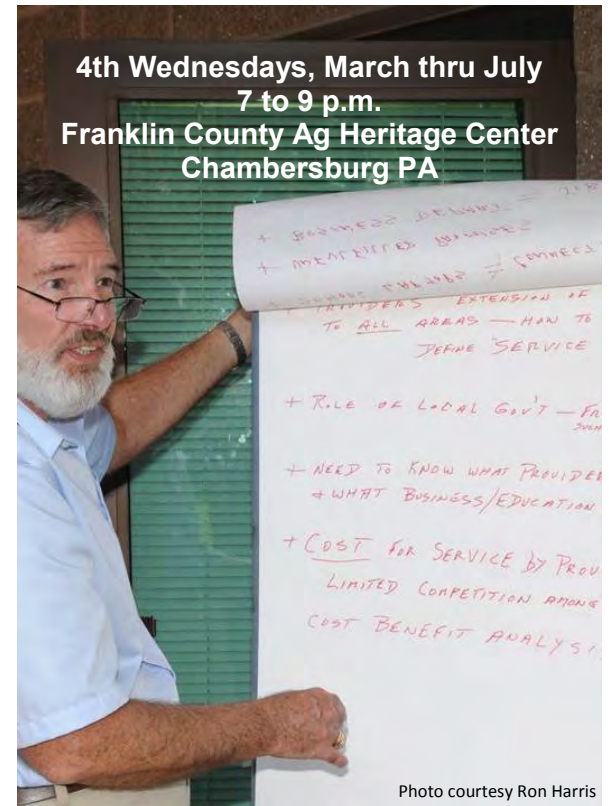


Photo courtesy Ron Harris

**PENN STATE**



Cooperative Extension  
 College of Agricultural Sciences

## Effective Meetings

**Wednesday March 28 7-9 p.m.**

Some meetings seem to wander and no decisions ever get made. Put your meetings back on track:

- prepare for the meeting
- use an agenda effectively
- define roles and expectations for members and committees



## Productive Groups

**Wednesday April 25 7-9 p.m.**

When meetings are productive, everyone feels good about the time and energy spent. Learn how to be a great group coach:

- different types of groups
- basic needs of group members
- build and maintain effective groups
- use activities to promote group process



## Managing Conflict

**Wednesday May 23 7-9 p.m.**

Conflict is a part of life, but too much of it is a drain on critical resources like time, money and people. Understand how to manage it:

- recognize common causes of conflict
- identify the stages of the conflict cycle
- learn techniques for managing or resolving group conflict situations



## Group Decisions

**Wednesday June 27 7-9 p.m.**

Talk, talk, talk. What can I do to help my group make a decision? Help your group get its work done:

- effective use of parliamentary procedure
- when and how to use consensus
- framing the issue and evaluating options

## Facilitation

**Wednesday July 25 7-9 p.m.**

Why are people so difficult? Fill your toolbox with tips to manage tough situations:

- the role of a facilitator
- ground rules for participants
- getting good ideas on the table
- keeping the group on track

## Register now!

Fee: \$25 per workshop, or attend all 5 workshops for \$100.

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Check the workshops you wish to attend

March 28      Effective Meetings     

April 25      Productive Groups     

May 23      Managing Conflict     

June 27      Group Decisions     

July 25      Facilitation     

Total number of workshops: \_\_\_\_\_

Enclosed is my payment of \$ \_\_\_\_\_  
for \_\_\_ workshops @ \$25 each  
OR

Enclosed is my payment of \$100 for  
all 5 workshops

-----  
Please make checks payable to:  
PSCE Program Fund

Or pay by credit card

\_\_\_\_\_ VISA      \_\_\_\_\_ MasterCard

# \_\_\_\_\_

Expiration Date \_\_\_\_\_

Name on card \_\_\_\_\_

Please return registration form and payment to:

Penn State Extension Adams County  
670 Old Harrisburg Road, suite 204  
Gettysburg PA 17325

**Thursday  
April 12, 2012**

# **Job Fair**

**9am-3pm at**


**CHAMBERSBURGMALL**



**Sponsored by:**

**Senator Rich Alloway**



- **Local companies are hiring!** 
- **Jobseekers should have resumes available and be prepared to complete applications on site**
- **Various workshops will be offered throughout the day on topics such as resume preparation and interview skills**
- **Veterans - learn more about services and benefits you may qualify for; attend seminars with a Veterans Employment Representative**
- **Local colleges and universities will be represented**
- **Human services agencies will provide information and referrals**

**For more information, contact Senator Alloway's Office  
717-264-6100 [www.senatoralloway.com](http://www.senatoralloway.com)**

# QuickBooks® Made Easy

## Is your business making these critical mistakes?

You must learn these 25 new solutions!

- 7 Mistakes that most non-professional bookkeepers make with QuickBooks®
- 3 Reports you need to keep cash flow moving
- 3 Important ways to set up new clients and customers
- 3 Easy shortcuts that will save you dozens of hours every week using QuickBooks®
- 4 Critical ways to cut accounting expense by covering the daily task of data entry
- 5 Ways to reduce Payroll headaches and cost

Stop hurting your cash flow and put an end to your bookkeeping nightmares with this fast-paced and informative Training Course.

### Class Dates:

**Thursday, April 19, 2012 ~ 9:00 A.M. to 1:00 P.M.**

**Thursday, May 17, 2012 ~ 9:00 A.M. to 1:00 P.M.**



Location: 720 Norland Avenue, Chambersburg, PA 17201  
[www.schultheisscpa.com](http://www.schultheisscpa.com)

### Who should attend QuickBooks® Training?

- Spouses who help with the books on a part-time basis
- Business owners who want to avoid mistakes and improve cash flow
- Partners looking for long-term answers to accounting problems
- Bookkeepers who need a better understanding of QuickBooks®



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