

# chamber

*north central massachusetts report*

Building Businesses. Building Communities.

## RELIEF & RECOVERY IN NORTH CENTRAL MASSACHUSETTS



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**MASSACHUSETTS**  
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## CHAMBER BOARD

### Officers:

David Duval, Chair  
Rachel Lopez, Vice Chair  
Christopher McCarthy, Treasurer  
Steven Rocheleau, Past Chair

### Directors:

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Steven Duvarney  
Tony Fields  
Elaine Fluet  
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John O'Brien  
Bruce Platzman  
Henry Tessman  
James Vander Hooven



# North Central MASSACHUSETTS

CHAMBER OF COMMERCE

The Chamber Report (USPS 773-650) is published quarterly by the North Central Mass. Chamber of Commerce, 860 South Street, Fitchburg, MA, for \$15 per year which is withheld from annual membership dues. Periodicals postage paid at Fitchburg, MA.

### For Editorial & Advertising

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www.northcentralmass.com

### About the Cover:

As businesses of all sizes learn how to live through what many are considering "the new normal" many of them have created unique and unorthodox approaches to serving the North Central Massachusetts community. From curbside delivery windows, to personal shopping experiences, to a complete overhaul of manufacturing floors designing PPE, our business community has rallied together as we begin to enter the relief and recovery phase.



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# INCLUSION, DIVERSITY AND ECONOMIC OPPORTUNITY

“...everyone will always be welcomed and included at the North Central Massachusetts Chamber of Commerce, regardless of their race, gender, age, sexual orientation, industry they represent, or the size of their business.”

Given recent events regarding racial inequality occurring throughout the country, we wanted to share the Chamber’s position and how we are supporting the diverse community in North Central Massachusetts. First, the Chamber condemns racism and violence, and we believe in the right to free speech and supporting the right of those who raise their voices peacefully through protests. At the core of the Chamber’s values are inclusion and economic opportunity for all, which we have built into our entire organization

through our programs, governance, marketing, operations and economic development efforts. As we believe a diverse organization is a strong organization, our staff include a talented team of diverse professionals reflective of the communities we serve, and we have also made strong gains in the diversity of our Board, committees, and taskforces. When scheduling programs and events, as well as strategizing our marketing efforts, we are thoughtful to represent the diverse community of our members. Additionally, our efforts to improve education and

career opportunities are closely tied to economic equity. By working in concert with various community groups, we have built strong partnerships on initiatives and participate in programs representing minority groups within North Central Massachusetts, such as our Elect North Central Coalition. We recognize we are not perfect, but everyone will always be welcomed and included at the North Central Massachusetts Chamber of Commerce, regardless of their race, gender, age, sexual orientation, industry they represent, or the size of their business. ♦

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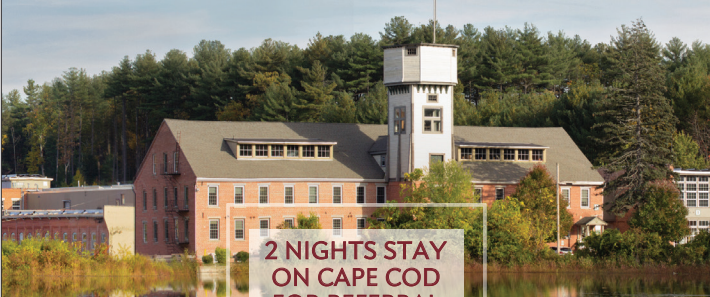
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# DUVAL TO CHAIR CHAMBER BOARD OF DIRECTORS IN 2020-21

David A. Duval, president and founder of Protective Services, Inc. has been elected Chair of the North Central Massachusetts Chamber of Commerce Board of Directors for 2020-2021. The announcement was made at the chamber's Annual Meeting: An Online Event on June 11, 2020.

Based in Lunenburg, Protective Services was established in 1979. Since its founding, Protective Services has been servicing businesses, institutions and residents in North Central Massachusetts with fire, security, surveillance, access control and sprinkler system contracting. Their long-standing reputation of excellence along with their fully dynamic range of services, make Protective Service Inc a leader in supporting small and large businesses, financial institutions and educational institutions with the superior services they need.

He succeeds Steve Rocheleau, president of Rocheleau Tool & Die Co.

“...It is an honor and privilege to serve as Chair of this dynamic and respected organization that plays such an important role in shaping the region’s future.”

Inc., who now moves to the position of Immediate Past Chair of the Board of Directors.

“It is an honor and privilege to serve as Chair of this dynamic and respected organization that plays such an important role in shaping the region’s future,” expressed Mr. Duval, “I am excited to continue Steve Rocheleau’s efforts and work to support our members and advance North Central Massachusetts.”

In the same election, Rachel Lopez, president of Resource Management, Inc. in

Fitchburg, was elected Vice-Chair and director Christopher McCarthy, president & COO of Fidelity Bank of Leominster, was elected to the position of Treasurer. Board members elected for a new three-year term were Tony Fields, president and owner of Cleartech Group in Leominster; Elaine Fluet, president & CEO of Care Central VNA and Hospice in Gardner; and Bruce Platzman, president of AIS, Inc. in Leominster. ◇



David A. Duval.



# BEA LEE JOINS CHAMBER STAFF



Bea Lee.

The Chamber is pleased to announce the addition of Yiongchiasider (Bea) Lee to its professional staff in the position of Economic Development and Loan Administrator.

In this new position, Ms. Lee will be responsible for the administration of the diverse portfolio of programs and initiatives of the Chamber’s economic development arm, the North Central Massachusetts Development Corporation.

Bea joins the Chamber from the Panther Group in Boston where she worked as a Client Relationship Manager. In this role she managed

multiple projects for clients in the HR sector. Prior to that role she worked for Rollstone Bank & Trust in Fitchburg as an Assistant Branch Manager. She holds a Bachelor’s degree in Business Administration from Fitchburg State University and an Associates Degree in Business from Mount Wachusett Community College. She is a resident of Fitchburg and active in the community, including serving on the board of the Fitchburg East Rotary Club and as a volunteer for the United Way of North Central Massachusetts, the Fitchburg Public Schools and Habitat for Humanity of North Central Massachusetts. ◇

# GOVERNMENT AFFAIRS UPDATE

The last few months have easily been the most disruptive anyone has experienced since the Second World War. Not only has the nation been forced to contend with a public health crisis, but the ensuing orders to shutter and shelter in place have wreaked havoc on our economy. Both Beacon Hill and Capitol Hill have taken drastic action to face this dual challenge, and the Chamber has actively worked to ensure that the needs of North Central Massachusetts and our employers are addressed by these efforts.

When Governor Baker announced the establishment of a reopening taskforce in May, we were quick to submit recommendations encouraging them to ensure clarity in their guidance and prioritize the needs of small businesses. We have continued this advocacy since then, with Chamber staff serving on local reopening committees and participating in weekly calls with the Secretary of Housing and Economic Development—who co-chairs the state’s taskforce. This approach has proven effective, allowing us to ensure businesses remain abreast of the latest developments while helping to improve communications between state and municipal officials as they navigate the reopening process.

As with many things, this crisis has also disrupted the state’s legislative calendar. A number of major bills — including transportation reform, climate change and health care - have been overtaken by COVID-19’s immediate urgency. Lawmakers



Governor Baker addresses the North Central Massachusetts business community this past winter.

“The last few months have easily been the most disruptive anyone has experienced since the Second World War.”

anticipate the state will absorb billions of dollars in lost revenues and increased costs as it works to simultaneously contain the virus and address the ensuing economic fallout. This has been compounded by uncertainty regarding federal aid, creating a significant challenge for the Legislature as they work to develop a balanced budget for the fiscal year that began July 1, 2020.

Given this lack of clarity, the State House is expected to pass a series of one-twelfth budgets for now, funding state operations from month to

month. Unfortunately, though this allows lawmakers to adjust spending as revenue figures come into focus, it creates uncertainty for municipalities, which rely on state aid for their own budgets. In turn, this impacts school funding decisions and the availability of other services. It could also affect non-profits and state contractors were the Commonwealth to eliminate certain local programs or infrastructure projects. Of further concern are calls to increase taxes in an effort to bridge revenue shortfalls. This would exacerbate the current

crisis, slowing investment, hiring, and — ultimately - recovery.

On the federal level, Congress recently passed an extension of the PPP stimulus program through August 8. There are also reports that Congress is planning to pass another stimulus package, which may also include a consensus on state financial aid. The Chamber staff has remained in close contact with national partners and the region’s Congressional Delegation on these issues.

The Chamber will continue to monitor issues important to our members and region at the local, state and federal levels. If you have any questions or concerns, please reach out to the Chamber’s Public Affairs Manager- Christopher McDermott- at 978.353.7600 ext. 224 or [cmcdermott@northcentralmass.com](mailto:cmcdermott@northcentralmass.com). We want your voice to be heard. ♦

# Regional Economic and Recovery Plan

## Taskforce

The Chamber has formed a special taskforce of members to oversee the development of a regional economic development and recovery plan. The taskforce is working with our consultant,

RKG Associates, to develop the plan and has been making steady progress. This plan will serve as an actionable blueprint to support the growth of our dynamic, regional economy. The last

time we went through this process, the resulting plan had a significant impact in helping drive economic growth across the region. Thank you to those members who have completed the survey we sent,

participated in a focus group session, or emailed their input/feedback to us. Also, thank you to the members of the taskforce for volunteering their time to help with this important initiative. ◇

### The taskforce members include:

**Trevor Beauregard**, Director of the City of Gardner's Community Development & Planning Office

**Winn Brown**, President & CEO of Heywood Hospital

**Martin F. Connors Jr.**, President & CEO of Rollstone Bank & Trust

**Jeff Crowley**, President of Wachusett Mountain Ski Area

**Paul DiGeronimo**, President of Geronimo Properties

**John DiNapoli**, Municipal & Community Services Manager of Unital

**Matthew Fournier**, President of Elite Construction & Design, Inc.

**Sheila Harrity**, Superintendent of Montachusett Regional Voc-Tech High School

**Dr. Richard Lapidus**, President of Fitchburg State University

**Rachel Lopez**, President of Resource Management, Inc.

**Barbara Mahoney**, Executive Vice President & COO of Leominster Credit Union

**Donata J. Martin**, Executive Director of the Boys & Girls Club of Fitchburg & Leominster

**Raymond J. Martino**, President & CEO of Simonds International

**Christopher W. McCarthy**, President & COO of Fidelity Bank

**Cheryl Molebash**, General Manager of Dixie Consumer Products, LLC

**Stephen J. Mullaney P.E.**, President of S. J. Mullaney Engineering, Inc.

**Roy Nascimento**, President & CEO of the North Central Massachusetts Chamber

**Nikki Peters**, Economic Development Coordinator for the City of Leominster

**Douglas Petersen**, President & CEO of Workers Credit Union

**Bruce Platzman**, President & CEO of AIS, Inc.

**Angela Rackley**, Director of the Shriver Job Corps Center

**Laura Reynolds**, President of FHC Industrial Supply

**Steve Roach**, Interim President of UMass Memorial HealthAlliance – Clinton Hospital, Inc.

**Steven Rocheleau**, President of Rocheleau Tool & Die Co., Inc.

**Al Rose**, Owner of Red Apple Farm;

**Eric Shapiro**, President of The Lexvest Group

**Thomas Skwierawski**, Executive Director of the City of Fitchburg's Community Development Office

**Henry Tessman**, General Manager of Great Wolf Lodge

**Dr. James Vander Hooven**, President of Mount Wachusett Community College

# NEW NORTH CENTRAL MASSACHUSETTS CHAMBER MEMBERS

MARCH — JUNE

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(781) 223-6141  
FINANCE AND INSURANCE

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Leominster, MA 01453  
(978) 840-4014  
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**Core Communication Center**  
619 South St.  
Fitchburg, MA 01420  
(978) 827-0757  
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Fitchburg, MA 01420  
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Framingham, MA 01701  
(508) 626-4502  
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/ Laurie Howe**  
14 Manning Ave., Suite 102  
Leominster, MA 01453  
(978) 549-4440  
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CONSTRUCTION

**Leominster Dek  
Hockey Center Inc.**  
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Leominster, MA 01453  
(978) 537-6711  
SPORTS AND RECREATION

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Leominster, MA 01453  
(978) 534-0697  
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Fitchburg, MA 01420  
(978) 330-8620  
BUSINESS AND  
PROFESSIONAL SERVICES

**MJM Construction  
Associates Inc.**  
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Ashby, MA 01431  
(978) 847-4353  
REAL ESTATE AND  
CONSTRUCTION

**Novalarm Systems, Inc**  
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Lancaster, MA 01523  
(978)-235-3129  
BUSINESS AND  
PROFESSIONAL SERVICES

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Leominster, MA 01453  
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AMUSEMENT RENTALS

**Red Line Wall Systems**  
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# SUMMER-LONG GIVEAWAYS CAMPAIGN IN NORTH CENTRAL MASSACHUSETTS

The North Central Massachusetts Chamber and its tourism arm - Visit North Central Massachusetts – are partnering with member businesses on a new promotional campaign to raise awareness that businesses are reopening in the region and to encourage consumers to shop local. Each week during the summer we will be hosting a giveaway contest highlighting a different

member. Giveaways are contributed from local businesses and include everything from gift cards, to full experience packages to venue tickets. For more information, please contact David Ginisi, Marketing Manager at the Chamber. Also, be sure to check the Visit North Central Massachusetts Facebook page every week for your chance to enter into a giveaway. ♦

[Facebook.com/VisitNorthCentralMassachusetts](https://www.facebook.com/VisitNorthCentralMassachusetts)

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# Lending Program Strengthened to Support Recovery Efforts

In response to the COVID-19 pandemic, the Chamber and its economic development arm, the North Central Massachusetts Development Corporation (NCMDC), have launched an Economic Recovery Fund to provide loans to eligible small businesses that have been negatively impacted. The idea for this new fund came from several financial institutions in the region that approached the Chamber with this concept of a recovery fund supported by financial institutions and other prominent businesses in the region.

Berkshire Bank, Fidelity Bank and Digital Federal Credit Union were the founding sponsors of this fund and have each contributed \$100,000 to help capitalize the recovery effort. In addition, the NCMDC contributed

\$100,000 of its own money to the new fund. Workers' Credit Union and bankHometown have also signed on to support the initiative with contributions of \$10,000 and \$5,000 respectively.

In addition, the NCMDC also secured a \$500,000 loan from the U.S. Small Business Administration to bolster its micro-lending program and expand its lending efforts to support small businesses in the region. The loan must be repaid over a ten-year period. Grant dollars received from the Commonwealth of Massachusetts were also used to help support the SBA's requirement for matching funds for a Loan Loss Reserve.

"Access to capital is a major issue for many small businesses, who are struggling to survive amid the unprecedented



Pictured from left to right: Economic Development Manager, Sandie Cataldo; Owner of Strong Style Coffee, Kim Jones; and Micro-Loan Manager, Brendan Hannen.

economic disruption caused by the COVID-19 public health crisis," said Roy M. Nascimento, President & CEO of the North Central Massachusetts Chamber of Commerce. "This infusion of much needed capital will help shore up our lending capacity and allow us to continue to support small businesses who need financing but are unable to secure it through traditional means."

For more information or to inquire about a loan, please contact Sandie Cataldo, Economic Development Manager at 978.353.7600 or email [scataldo@northcentralmass.com](mailto:scataldo@northcentralmass.com). Businesses or organizations interested in supporting the new Economic Recovery Fund should contact Roy Nascimento, President & CEO at [rnascimento@northcentralmass.com](mailto:rnascimento@northcentralmass.com). ♦

# CLI Class of 2021 Applications Available



Jacqueline Mastrangelo.

The North Central Massachusetts Chamber of Commerce is accepting applications for the 2021 Class of its prestigious Community Leadership Institute (CLI). The Community Leadership Institute is dedicated to providing participants with

individual leadership skills and a deep understanding of the twenty-seven communities that comprise North Central Massachusetts.

The Chamber created the Community Leadership Institute, formerly known as Leadership North Central, in 1998, to inspire a new generation of men and women to enthusiastically assume important roles in the community. Over the last 20 years, more than 250 participants have graduated from the Community Leadership Institute and become leaders in their communities. The nine month program consists of a full-day session each month and focuses on exploring critical issues to the region. Topics explored include:

Education, Government, Health Care, Social Services, Justice System, Media, Arts and Culture, Environment and Economic Development. The program also includes a group service project, various immersive experiences in the community and a formal graduation ceremony in June at the Chamber's Annual Meeting.

Each CLI class is limited to no more than 25 participants. Successful candidates for the program are sponsored by their business and must demonstrate the motivation and potential to lead within business or community. In addition, they must also be considered high performers in their organization and be either a recognized leader or on a

leadership track. Successful candidates should also be curious about the external issues facing the region and interested in developing new relationships and open to challenging their own point of view. The program challenges individuals from diverse backgrounds to be influential in our region's future.

Applications for the Community Leadership Institute are being accepted through August 30, 2020 for acceptance into the 2021 graduating class. Accepted students in CLI will be notified no later than September 25, 2020. To find out more about the program, or to apply, visit [NorthCentralMass.com/CLI](http://NorthCentralMass.com/CLI) or contact Kathleen Deal at 978.353.7600 ext. 235. ♦

# BY THE NUMBERS

When the crisis hit, the Chamber jumped into action providing strong leadership, timely business guidance, effective advocacy and valuable resources. Here is a snapshot of our actions from March 16 to June 15, 2020.



## EMERGENCY LOANS



Total Number of Attendees  
**602**

Number of Webinars held  
**38**

Average Attendees  
**18**

## WEBINARS



## BUSINESS COUNSELING

Helped **70+** businesses with guidance on PPP stimulus program

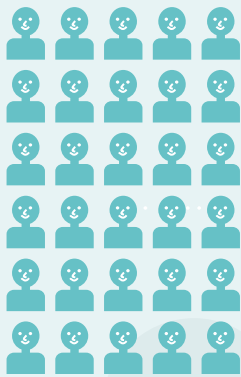
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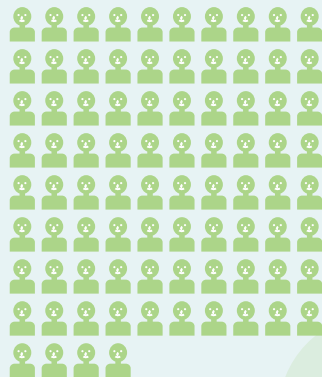


# VIDEOS

**“A Message for North Central Massachusetts”** COVID-19  
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**LinkedIn  
Growth;  
30%**



**84%** increase  
in visitation to  
**NorthCentralMass.com**  
(March to mid-June)  
compared to the  
previous year



**Facebook Growth;  
12%** (since March)

# MARKETING

## ECONOMIC RECOVERY

**\$500,000**



**Loan secured to help  
capitalize lending efforts**

**\$415,000**



**Amount raised for  
economic recovery fund**

**630**



**Number of jobs added to our  
WorkNorthCentral.com jobs board**

# TOURISM update

## Johnny Appleseed Visitors' Center Reopens



The Johnny Appleseed Welcome Center on Rt. 2 in Lancaster, MA.

After being closed since Mid-March, our Johnny Appleseed Visitors' Center on Route 2 in Lancaster officially reopened on June 9 with new health and sanitization protocols in place to assure the safety of all guests, volunteers and staff. The reopening of the center is an important step forward and has positive implications for the reopening of our economy in North Central Massachusetts.

Without places like the visitor center, the traveling public has limited places to stop and utilize the restrooms, take advantage of amenities and learn more about the twenty-seven communities in North Central Massachusetts and what they have to offer for visitors and families.

### Highlights of the new protocols include:

- Masks will be

- required at all times for everyone entering the facility – including staff and the public;
- Hand sanitizer stations have been installed throughout the building;
- New touchless paper towels dispensers, faucets and soap dispensers have been installed;
- Restrooms will be professionally

*Continued on page 13*

## WHEN IT MATTERS MOST.



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## GIFT LOCAL FEES WAIVED

To assist members who participate in the Gift Local program, the Chamber will be waiving all processing fees associated with this popular gift card program through at least December 31, 2020. As we want to encourage consumers to shop and eat at local businesses as much as possible, we will also be eliminating the purchase fee charged to consumers

when they buy a Gift Local Gift Card. Additionally, we are also implementing a new public relations and marketing campaign to encourage consumers to redeem gift cards and shop local, whenever possible. For more information on the program, visit our Gift Local website or contact David Ginisi, our Marketing Manager at the Chamber directly at 978.353.7600 ♦



## Billboard Campaign

### Spirit of Massachusetts

SpiritOfMA.com

The Chamber's destination marketing arm—Visit North Central Massachusetts—has partnered with a group of regional tourism councils in the state to launch a new billboard campaign using the former "Spirit of Massachusetts"

slogan. The goal of this campaign is to encourage more residents in the state to spend their dollars locally at our restaurants, shops, hotels, and attractions as they begin to reopen. The campaign includes the purchase of multiple billboard

ads strategically located in high-traffic areas throughout the state and also features an online component with a dedicated website and social media posts. The Chamber is dedicated to supporting the recovery of our members. ♦

*Continued from page 12*

cleaned to sanitation protocols twice daily;

- Countertop shield guards have been installed;
- The front counter and the "touchless" credit card machine will be wiped after each customer service interaction;
- All "touch" surfaces will be cleaned frequently throughout the day by staff;
- Signs and floor markers have been

added throughout the building to mark social distancing of at least six feet.

"Reopening the Johnny Appleseed Visitors' Center is an important step forward for our region," said Diane Burnette, Manager of the center. "We are being very careful and taking the necessary precautions to protect the traveling public, so they feel more comfortable in getting out to support our local restaurants, hotels, shops and attractions.



Since 1997, the Johnny Appleseed Center has showcased the twenty-seven communities of North Central Massachusetts and is home to the Big Apple of New England (which is nearing its one-year anniversary of its unveiling). The visitors' center also proudly displays

historical artifacts including a bronze sculpture of the young Johnny Appleseed that greets visitors outside the doors of the Visitors Center and 91 apple trees located on the premises, including three Rambo trees that are direct descendants of the last remaining tree known to be planted by Johnny Appleseed. Each year the Johnny Appleseed Visitors' Center sees upwards of 165,000 visitors from all over and plays a significant role in the tourism efforts of North Central Massachusetts. ♦

# QUICK hits

**N**orth Central Massachusetts Responds to Coronavirus health crisis!  
It is in tough times like these when the true spirit of the business community in North Central Massachusetts shines brightest.



## AIS Donates Facemasks to Leominster EMS

Chamber members answered the call for donations of PPE. Pictured here is Bruce Platzman, President & CEO of AIS, Inc of Leominster; Leominster Mayor Dean Mazzarella; Leominster EMS servicemen; and other AIS staff. AIS donated 4,000 facemasks to first responders.



## Little Leaf Farms Partners with The Bull Run

Little Leaf Farms recently partnered with the Bull Run to host a contest in which customers nominated their mothers for a free family meal prepared by the Bull Run (featuring Little Leaf salads) on Mother's Day.



## Fidelity Bank Donates 6,000 KN95 Masks to Local Hospitals

During the darkest days of the health crisis, our hospitals reached out for assistance with PPE and the business community responded! Hundreds of member businesses – of all sizes - stepped up to help. Pictured here is Ed Manzi, Chairman & CEO of Fidelity Bank and Steve Roach, Interim President of UMassMemorial HealthAlliance-Clinton Hospital. Fidelity donated 6,000 KN95 masks to area hospitals.



### Garden Remedies Manufacturing Hand Sanitizer

Many local manufacturers answered the call to manufacture items needed to battle the pandemic. Pictured here are the Garden Remedies team and Fitchburg Mayor Stephen DiNatale. Garden Remedies of Fitchburg shifted their production to manufacture hand sanitizer and made donations to the COVID relief efforts in Newton, Melrose, Marlborough and Fitchburg.



### bankHometown Provides PPP Support to Cleartech Group

Chamber member banks and credit unions worked tirelessly to process millions in stimulus loans to local businesses during the crisis. Pictured here is Tony Fields, President of Cleartech Group in Leominster with bankHometown's Robert J. Morton, President and CEO; Christina DiRusso, Vice President and Commercial Loan Officer; and Donna Daigle, Assistant Vice President and Leominster Branch Officer. bankHometown approved over 700 Paycheck Protection Program (PPP) loans totaling approximately \$68 million to local businesses.

### NEADS Children's Book

NEADS World Class Service Dogs launched an A-Z children's coloring book for families everywhere to keep their children entertained while at home. Coloring books were also donated to Boston-area hospitals.

## QUICK HITS CONTINUED...



### Davis Farmland

Davis Farmland practicing early Phase I & II procedures set forth by the state by creating a “Drive-Thru Safari” experience.



### Takeout Blitz Campaign

Early on in the crisis, Visit North Central Massachusetts launched a Takeout Blitz campaign to encourage takeout from all of our restaurants throughout the region. Response was massive and the campaign was duplicated by many locally, statewide and nationally. Many Chamber member restaurants also donated meals to local non-profits.

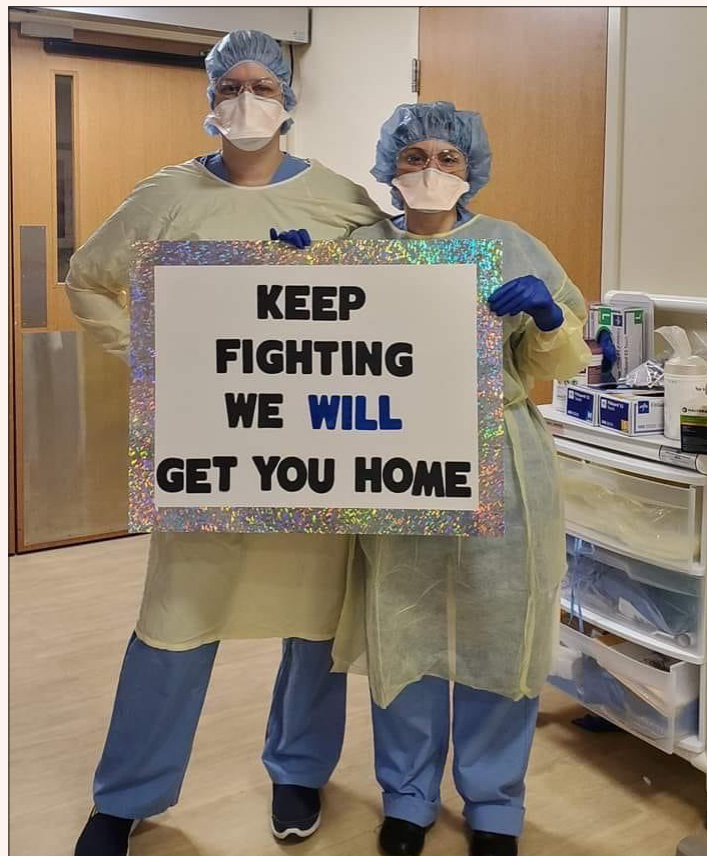
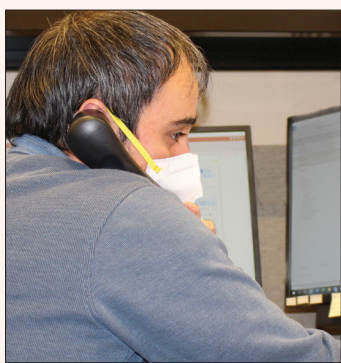




## QUICK HITS CONTINUED...

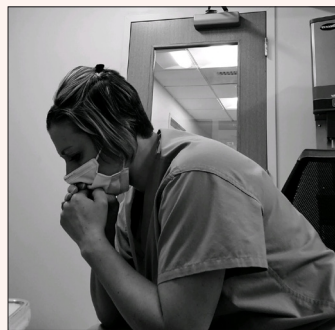
### Rollstone Bank & Trust

Hundreds of businesses from throughout North Central Massachusetts had to shift gears in responding to the crisis, updating their operations and protocols to continue to serve their customers and communities. Pictured here are employees of Rollstone Bank & Trust hard at work while practicing necessary safety procedures.



### Heywood Hospital

Thank you to all the health care institutions in North Central Massachusetts for their efforts on the front lines of the health pandemic! Pictured here are members of the Heywood Hospital ICU hard at work saving the lives of so many individuals.



# CHAMBER OFFICE REOPENS TO MEMBERS AND THE PUBLIC



The Chamber's office has reopened to members and the public. While the office remained partially open throughout the crisis, as a safety precaution access was severely limited starting in mid-March and most of the staff worked remotely assisting members. Prior to reopening, the office received a deep cleaning by a professional sanitization company. New health and cleaning protocols have also been put in place to protect our staff and visitors. Surfaces are being disinfected regularly, hand sanitizer is provided, and masks and social distancing will be required by anyone

entering the building. Large meetings in the office will continue to be prohibited at this time per state guidelines. Members are welcome to come into the office for services that need to be performed in person, such as manufacturing certifications, insurance, gift card sales, business counseling, loan closings and other matters; however, we encourage members to call ahead first to schedule an appointment.

Please contact us if you need to schedule an appointment. We also encourage you to monitor the Chamber's website and social media platforms for any updates or changes. ◇

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# North Central Calendar **EVENTS**

*A complete list of events with details can be found at [web.northcentralmass.com/events](http://web.northcentralmass.com/events). Please contact Kat Deal with any questions.*

## August 28

### Connect North Central

8:00 AM

## September 2

### Women's Leadership Connection

12:00 PM

## September 15

### Small Business RoundTable

8:00 AM

## September 18

### Good Morning North Central

7:00 AM

## September 22

### Human Resource Council

12 PM

## September 25

### Connect North Central

8 AM

## Due to COVID-19,

all Chamber programs and events are currently being presented as online programs. We will be resuming face to face events when appropriate. Please check the Chamber website and social media platforms for updates. You can also take advantage of our full library of recorded programs at [northcentralmass.com](http://northcentralmass.com).

## October 8

### Congressional Update

1:00 PM

## October 13

### Small Business RoundTable

8:00 AM

## October 20

### Human Resource Council

12:00 PM

## October 30

### Connect North Central

8:00 AM

## November 13

### Good Morning North Central

7:00 AM



The September Good Morning North Central features Andrew Lelling United States Attorney for the District of Massachusetts.

## Join us online on September 18, 2020

for the Good North Central program. The Chamber's longest running program, Good Morning North Central is a fast paced event held five times throughout the year. To keep our members updated on our region, and keep everyone safe, we made the choice to move the September program to an online format featuring an after show where we will take your questions live with our guest speakers!

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